

**Teen Line - 1-800-443-8336**  
**July 1999 Monthly Report**  
<http://www.extension.iastate.edu/Pages/cahotlines/teenline/>  
**Iowa State University Extension/Iowa Department of Public Health**

### **How many people called?**

Teen Line received 178 calls for the month of July. This is a decrease of 58 calls from the previous month. The annual total (fiscal year) of calls from October 1998 – July 1999 is 2,355.

### **Who called?**

The average caller was 17 years old, male (42% female, 49% male), and remained on the line for 8 minutes. Ten percent of the calls were made by adults. A total of 33% of the callers were using our service for the second time or more. Of the 56% of callers who revealed the location in which they were calling from, 13% were in the 712 area code, 46% in the 515 area, 12% in the 319 area, and 28% were from out of state.

### **Topics of discussion:**

The greatest number of calls were categorized as relationship concerns (25%). Of these 44 calls, 34% revolved around family issues, 42% were concerned about boy and/or girl relationships, and another 24% were relating to peer and friend situations.

The remaining calls were categorized as follows: abuse (14 or 8%), birth control (1 or 1%), brochure request (8 or 4%), educational (5 or 3%), gangs (2 or 1%), hang-ups (34 or 19%), health (22 or 12%), information about hotline (7 or 4%), legal (1 or 1%), lonely or just needed to talk (27 or 15%), other (18 or 10%), prank (12 or 7%), pregnancy (12 or 7%), sexuality (8 or 4%), suicide (2 or 1%), wrong numbers (5 or 3%), and You Are Not Alone (6 or 3%).

### **What was the outcome of the calls?**

Of the 178 calls, 72 (40%) required a listening ear and counseling that the Teen Line staff provided. In addition, 11 callers (6%) had a specific question that staff was able to answer. To supplement the information given by staff 36 referrals (20%) were made. Nine calls resulted in the mailing of 200 Teen Line brochures, 83 You Are Not Alone workbooks, 4 physician manuals, and 3 videos. Staff was unable to help the 45 callers (25%) that hung-up or made a prank call.

### **To whom were the callers referred?**

Of the referrals that were made, 2% were to the caller's parents, 13% to a family planning center, 23% on for medical services, and 19% to another hotline. Add to that, 10% who were referred to a counselor other than their school counselor, 6% to another adult, 4% to law enforcement, and another 6% to whom it was recommended they call legal services.

### **What is available for marketing?**

Brochures and posters are available displaying the Teen Line number. To obtain these you may order the through the Iowa State Extension Distribution Center at 515-294-5247 or contact the Teen Line during office hours from 8 a.m. through 5 p.m.

If anyone would like additional statistics on the Teen Line, feel free to contact us at 1-800-443-8336. Current and previous reports are available for download at <http://www.extension.iastate.edu/Pages/cahotlines/teenline/>.

# Teen Line Teen Line Teen Line Teen Line Teen Line Teen Line Teen Line Teen

**Time Period of Report:** July 1999    **Number of Calls:** 178    **Average Call Length:** 8 min.

## Client Information:

**Male:** 49%    **Female:** 42%    **Avg. Age:** 17    **Adult Callers:** 10%    **Repeat Callers:** 33%  
**Area Code (56% revealed):**    319: 12%    515: 46%    712: 13%    **Out of State:** 28%

## Call Topic:

<u>14 or 8%</u>	Abuse...
<u>9 or 60%</u>	<i>Physical</i>
<u>2 or 13%</u>	<i>Sexual</i>
<u>1 or 7%</u>	<i>Verbal/Emotional</i>
<u>3 or 20%</u>	<i>Substance</i>
<u>1 or 1%</u>	Birth Control
<u>8 or 4%</u>	Brochure Request...
<u>5 or 3%</u>	Educational
<u>2 or 1%</u>	Gangs
<u>34 or 19%</u>	Hang-Up
<u>22 or 12%</u>	Health...
<u>0 or 0%</u>	<i>AIDS</i>
<u>0 or 0%</u>	<i>Dieting/Nutrition</i>
<u>0 or 0%</u>	<i>Eating Disorders</i>
<u>0 or 0%</u>	<i>Puberty</i>
<u>7 or 32%</u>	<i>STD's</i>
<u>15 or 68%</u>	<i>Other</i>
<u>7 or 4%</u>	Information about hotline
<u>1 or 1%</u>	Legal
<u>27 or 15%</u>	Lonely/Just to talk
<u>12 or 7%</u>	Prank
<u>12 or 7%</u>	Pregnancy...
<u>44 or 25%</u>	Relationships...
<u>25 or 42%</u>	<i>Boy/Girl</i>
<u>20 or 34%</u>	<i>Family</i>
<u>14 or 24%</u>	<i>Peer/Friends</i>
<u>0 or 0%</u>	<i>Other</i>
<u>0 or 0%</u>	Runaway
<u>8 or 4%</u>	Sexuality
<u>2 or 1%</u>	Suicide
<u>5 or 3%</u>	Wrong Number
<u>6 or 3%</u>	"You are not alone"
<u>18 or 10%</u>	Other

## Outcome:

<u>9 or 5%</u>	Brochure/Video Order Sent
<u>72 or 40%</u>	Counseling
<u>45 or 25%</u>	Hang-Up/Prank/NA
<u>7 or 4%</u>	Needs to call us back
<u>36 or 20%</u>	Referral...
<u>11 or 6%</u>	Supplied wanted information
<u>29 or 16%</u>	Unable to assist caller
<u>5 or 3%</u>	Other

## ...Referrals:

<u>5 or 10%</u>	Counselor (not school)
<u>0 or 0%</u>	Dept. of Public Health
<u>6 or 13%</u>	Family Planning Center
<u>2 or 4%</u>	Law Enforcement
<u>3 or 6%</u>	Legal Services
<u>1 or 23%</u>	Medical Services
<u>3 or 6%</u>	Other Adult
<u>9 or 19%</u>	Other Hotline
<u>1 or 2%</u>	Parents
<u>0 or 0%</u>	Runaway Services
<u>0 or 0%</u>	School Personnel
<u>8 or 17%</u>	Other

**...# Teen Line brochures requested:** 200

## **"You are not alone" series...**

Workbooks requested:	<u>83</u>
Videos requested:	<u>3</u>
Physicians' manuals requested:	<u>4</u>

# Teen Line Calls July 1998 - July 1999

