

Teen Line - 1-800-443-8336
October 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 181 calls for the month of October. This is a decrease of 13 calls from the previous month.

Who called?

The average caller was 20 years old, male (33% female, 44% male), and remained on the line for 9 minutes. Eight percent of the calls were made by adults. A total of 24% of the callers were using our service for the second time or more. Of the 42% of callers who revealed the location in which they were calling from, 12% were in the 712 area code, 63% in the 515 area, 7% in the 319 area, and 18% were from out of state.

Topics of discussion:

The greatest numbers of calls were categorized as relationship concerns (22%). Of these 39 calls, 36% revolved around family issues, 48% were concerned about boy and/or girl relationships, and another 17% were relating to peer and friend situations.

The remaining calls were categorized as follows: abuse (10 or 6%), birth control (3 or 2%), brochure request (6 or 3%), educational (3 or 2%), gangs (2 or 1%), hang-ups (35 or 19%), health (13 or 7%), information about hotline (8 or 4%), legal (3 or 2%), lonely or just needed to talk (29 or 16%), other (22 or 12%), prank (6 or 3%), pregnancy (11 or 6%), runaway (1 or 1%), sexuality (9 or 5%), suicide (1 or 1%), and wrong numbers (5 or 3%).

What was the outcome of the calls?

Of the 181 calls, 81 (45%) required a listening ear and counseling that the Teen Line staff provided. In addition, 22 callers (12%) had a specific question that staff was able to answer. To supplement the information given by staff 26 referrals (14%) were made. Six calls resulted in the mailing of 530 Teen Line brochures, 64 You Are Not Alone workbooks, and 13 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, 8% were to the caller's parents, 14% to a family planning center, 19% on for medical services, 3% to another hotline, and another 3% to school personnel. Add to that, 22% who were referred to a counselor other than their school counselor, 5% to another adult, and another 3% 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.exnet.iastate.edu/Pages/cahotlines/teenline/>.

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Time Period of Report: Oct. 1999 **Number of Calls:** 181 **Average Call Length:** 9 min.

Client Information:

Male: 44% **Female:** 33% **Avg. Age:** 20 **Adult Callers:** 8% **Repeat Callers:** 24%
Area Code (42% revealed): 319: 7% 515: 63% 712: 12% **Out of State:** 18%

Call Topic:

10 or 6% Abuse...
 1 or 8% *Physical*
 4 or 31% *Substance*
 6 or 46% *Verbal/Emotional*
 2 or 15% *Sexual*
3 or 2% Birth Control
6 or 3% Brochure Request...
3 or 2% Educational
2 or 1% Gangs
35 or 19% Hang-Up
13 or 7% Health...
 0 or 0% *AIDS*
 3 or 18% *Dieting/Nutrition*
 0 or 0% *Eating Disorders*
 0 or 0% *Puberty*
 4 or 24% *STD's*
 9 or 53% *Other*
8 or 4% Information about hotline
3 or 2% Legal
29 or 16% Lonely/Just to talk
6 or 3% Prank
11 or 6% Pregnancy...
39 or 22% Relationships...
 20 or 48% *Boy/Girl*
 15 or 36% *Family*
 7 or 17% *Peer/Friends*
1 or 1% Runaway
9 or 5% Sexuality
1 or 1% Suicide
5 or 3% Wrong Number
1 or 1% "You are not alone"
22 or 12% Other

Outcome:

5 or 3% Brochure/Video Order Sent
81 or 45% Counseling
45 or 25% Hang-Up/Prank/NA
4 or 2% Needs to call us back
26 or 14% Referral...
22 or 12% Supplied wanted information
5 or 3% Unable to assist caller
9 or 5% Other

...Referrals:

8 or 22% Counselor (not school)
2 or 5% Dept. of Public Health
5 or 14% Family Planning Center
0 or 0% Law Enforcement
1 or 3% Legal Services
7 or 19% Medical Services
2 or 5% Other Adult
1 or 3% Other Hotline
3 or 8% Parents
0 or 0% Runaway Services
1 or 3% School Personnel
5 or 14% Other

...# Teen Line brochures requested: 530

"You are not alone" series...

Workbooks requested: 64
Videos requested: 13
Physicians' manuals requested: 0

Teen Line Calls

October 1998 - October 1999

