

Teen Line - 1-800-443-8336
December Monthly Report
Iowa State University Extension
Iowa Department of Public Health

How many people called?

Teen Line received 222 calls for the month of December. This is a decrease of 4 calls from the previous month. The annual total of calls from October 1998 – December 1998 is 714.

Who called?

The average caller was 16 years old, female (50% female, 42% male), and remained on the line for 8 minutes. Thirteen percent of the calls were made by adults. A total of 30% of the callers were using our service for the second time or more. Of the 50% of callers who revealed the location in which they were calling from, 9% were in the 712 area code, 37% in the 515 area, 27% in the 319 area, and 28% were from out of state.

Topics of discussion:

The greatest numbers of calls were categorized as relationship concerns (30%). Of these 66 calls, 31% revolved around family issues, 49% were concerned about boy and/or girl relationships, and another 19% were relating to peer and friend situations.

The line received 1 (0%) calls regarding the “You Are Not Alone” materials. The remaining calls were categorized as follows: abuse (12 or 5%), birth control (2 or 1%), brochure request (5 or 2%), educational (5 or 2%), gangs (4 or 2%), hang-ups (42 or 19%), health (20 or 9%), information about hotline (13 or 6%), legal (12 or 5%), lonely or just needed to talk (21 or 9%), other (16 or 7%), prank (8 or 4%), pregnancy (13 or 6%), runaway (3 or 1%), sexuality (17 or 8%), suicide (1 or 0%), and wrong numbers (9 or 4%).

What was the outcome of the calls?

Of the 222 calls, 94 (42%) required a listening ear and counseling that the Teen Line staff provided. In addition, 59 calls (27%) resulted in the staff being unable to assist the callers due to a specific question or hang-up. To supplement the information given by staff 39 referrals (18%) were made. Six calls resulted in the mailing of 401 Teen Line brochures, 19 You Are Not Alone workbooks, and 2 videos. Staff was unable to help the 60 callers (27%) that hung-up or made a prank call.

To whom were the callers referred?

Of the referrals that were made, 11% were to the caller’s parents, 7% to a family planning center, 20% on for medical services, 16% to another hotline, and another 4% to school personnel. Add to that, 18% who were referred to a counselor other than their school counselor, 2% to another adult, 5% to law enforcement, and another 7% 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 them 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. Check out the Teen Line WebPage at <http://www.exnet.iastate.edu/Pages/cahotlines/teenline/>.

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Time Period of Report: Dec. 1998 **Number of Calls:** 222 **Average Call Length:** 6 min.

Client Information:

Male: 42% **Female:** 50% **Avg. Age:** 16 **Adult Callers:** 13% **Repeat Callers:** 30%
Area Code (50% revealed): 319: 27% 515: 37% 712: 9% **Out of State:** 28%

Call Topic:

12 or 5% Abuse...
 2 or 13% *Physical*
 6 or 40% *Substance*
 3 or 20% *Verbal/Emotional*
 4 or 27% *Sexual*
2 or 1% Birth Control
5 or 2% Brochure Request...
5 or 2% Educational
4 or 2% Gangs
42 or 19% Hang-up
20 or 9% Health...
 4 or 19% *AIDS*
 2 or 10% *Dieting/Nutrition*
 4 or 19% *Eating Disorders*
 0 or 0% *Puberty*
 4 or 19% *STD's*
 7 or 33% *Other*
13 or 6% Information about hotline
12 or 5% Legal
21 or 9% Lonely/Just to talk
8 or 4% Prank
13 or 6% Pregnancy...
66 or 30% Relationships...
 38 or 49% *Boy/Girl*
 24 or 31% *Family*
 15 or 19% *Peer/Friends*
 0 or 0% *Other*
3 or 1% Runaway
17 or 8% Sexuality
1 or 0% Suicide
9 or 4% Wrong Number
1 or 0% "You are not alone"
16 or 7% Other

Outcome:

6 or 3% Brochure/Video Order Sent
94 or 42% Counseling
60 or 27% Hang-Up/Prank/NA
11 or 6% Needs to call us back
39 or 18% Referral...
23 or 10% Supplied wanted information
59 or 27% Unable to assist caller
10 or 5% Other

...Referrals:

1 or 2% Counselor (not school)
0 or 0% Dept. of Public Health
4 or 7% Family Planning Center
3 or 5% Law Enforcement
4 or 7% Legal Services
11 or 20% Medical Services
1 or 2% Other Adult
9 or 16% Other Hotline
6 or 11% Parents
0 or 0% Runaway Services
2 or 4% School Personnel
5 or 9% Other

...# Teen Line brochures requested: 401

"You are not alone" series...

Workbooks requested: 19
 Videos requested: 2
 Physicians' manuals requested: 0

Teen Line Calls

December 1997 - December 1998

