

**Teen Line - 1-800-443-8336**  
**November 1998 Monthly Report**  
**Iowa State University Extension**  
**Iowa Department of Public Health**

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

Teen Line received 226 calls for the month of November. This is a decrease of 40 calls from the previous month. The annual total of calls from October 1998 – November 1998 is 492.

### **Who called?**

The average caller was 16 years old, female (50% female, 42% male), and remained on the line for 5 minutes. Twelve percent of the calls were made by adults. A total of 27% of the callers were using our service for the second time or more. Of the 47% of callers who revealed the location in which they were calling from, 9% were in the 712 area code, 28% in the 515 area, 26% in the 319 area, and 36% were from out of state.

### **Topics of discussion:**

The greatest number of calls was categorized as relationship concerns (23%). Of these 51 calls, 19% revolved around family issues, 41% were concerned about boy and/or girl relationships, and another 37% were relating to peer and friend situations.

The line received 4 (2%) calls regarding the "You Are Not Alone" materials. The remaining calls were categorized as follows: abuse (14 or 6%), birth control (5 or 2%), brochure request (8 or 4%), educational (6 or 3%), gangs (3 or 1%), hang-ups (41 or 18%), health (17 or 8%), information about hotline (18 or 8%), legal (5 or 2%), lonely or just needed to talk (9 or 4%), other (25 or 11%), prank (10 or 4%), pregnancy (11 or 5%), runaway (2 or 1%), sexuality (19 or 8%), and wrong numbers (10 or 4%).

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

Of the 226 calls, 88 (39%) required a listening ear and counseling that the Teen Line staff provided. In addition, 31 callers (14%) had a specific question that staff was able to answer. To supplement the information given by staff 41 referrals (18%) were made. Nine calls resulted in the mailing of 326 Teen Line brochures, 136 You Are Not Alone workbooks, 51 You Are Not Alone physician manuals, and 3 videos. Staff was unable to help the 67 callers (30%) that hung-up or made a prank call.

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

Of the referrals that were made, 13% were to the caller's parents, 15% to a family planning center, 23% on for medical services, 13% to another hotline, and another 12% to school personnel. Add to that, 8% who were referred to a counselor other than their school counselor, and another 2% 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.

★ The Teen Line reports are now available on the webpage at <http://www.exnet.iastate.edu/Pages/cahotlines/teenline/>.

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Time Period of Report: Nov. 1998    Number of Calls: 226    Average Call Length: 5 min.

## Client Information:

Male: 42%    Female: 50%    Avg. Age: 16    Adult Callers: 12%    Repeat Callers: 27%  
 Area Code (47% revealed):    319: 26%    515: 28%    712: 9%    Out of State: 36%

## Call Topic:

14 or 6%    Abuse...  
               3 or 20%    *Physical*  
               7 or 47%    *Substance*  
               1 or 7%    *Verbal/Emotional*  
               4 or 27%    *Sexual*  
5 or 2%    Birth Control  
8 or 4%    Brochure Request...  
6 or 3%    Educational  
3 or 1%    Gangs  
41 or 18%    Hang-Up  
17 or 8%    Health...  
               0 or 0%    *AIDS*  
               6 or 32%    *Dieting/Nutrition*  
               3 or 16%    *Eating Disorders*  
               0 or 0%    *Puberty*  
               1 or 5%    *STD's*  
               9 or 47%    *Other*  
18 or 8%    Information about hotline  
5 or 2%    Legal  
9 or 4%    Lonely/Just to talk  
10 or 4%    Prank  
11 or 5%    Pregnancy...  
51 or 23%    Relationships...  
               26 or 41%    *Boy/Girl*  
               12 or 19%    *Family*  
               23 or 37%    *Peer/Friends*  
               2 or 3%    *Other*  
2 or 1%    Runaway  
19 or 8%    Sexuality  
0 or 0%    Suicide  
10 or 4%    Wrong Number  
4 or 2%    "You are not alone"  
25 or 11%    Other

## Outcome:

9 or 4%    Brochure/Video Order Sent  
88 or 39%    Counseling  
67 or 30%    Hang-Up/Prank/NA  
5 or 2%    Needs to call us back  
41 or 18%    Referral...  
31 or 14%    Supplied wanted information  
52 or 23%    Unable to assist caller  
9 or 4%    Other

## ...Referrals:

5 or 8%    Counselor (not school)  
0 or 0%    Dept. of Public Health  
9 or 15%    Family Planning Center  
0 or 0%    Law Enforcement  
1 or 2%    Legal Services  
14 or 23%    Medical Services  
8 or 13%    Other Adult  
8 or 13%    Other Hotline  
8 or 13%    Parents  
0 or 0%    Runaway Services  
7 or 12%    School Personnel  
8 or 13%    Other

**...# Teen Line brochures requested:** 326

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

Workbooks requested: 136  
 Videos requested: 3  
 Physicians' manuals requested: 51

# Teen Line Calls

## November 1997 - November 1998

