

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

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

Teen Line received 266 calls for the month of October. This is an increase of 85 calls from the previous month.

### **Who called?**

The average caller was 17 years old, female (48% female, 34% male), and remained on the line for 7 minutes. Adults made 8% of the calls. A total of 26% of the callers were using our service for the second time or more. Of the 52% of callers who revealed the location in which they were calling from, 14% were in the 712 area code, 22% in the 515 area, 17% in the 319 area, and 47% were from out of state.

### **Topics of discussion:**

The greatest number of calls was categorized as relationship concerns (26%). Of these 69 calls, 28% revolved around family issues, 51% were concerned about boy and/or girl relationships, and another 20% was relating to peer and friend situations.

The remaining calls were categorized as follows: abuse (23 or 9%), birth control (2 or 1%), brochure request (9 or 3%), educational (10 or 4%), gangs (3 or 1%), hang-ups (56 or 21%), health (30 or 11%), information about hotline (14 or 5%), legal (3 or 1%), lonely or just needed to talk (24 or 9%), other (19 or 7%), prank (9 or 3%), pregnancy (13 or 5%), runaway (2 or 1%), sexuality (26 or 10%), suicide (5 or 2%), You Are Not Alone (2 or 1%), and wrong numbers (2 or 1%).

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

Of the 266 calls, 123 (46%) required a listening ear and counseling that the Teen Line staff provided. In addition, 27 callers (10%) had a specific question that staff was able to answer. To supplement the information given by staff 50 referrals (19%) were made. Eight calls resulted in the mailing of 605 Teen Line brochures, and 1 You Are Not Alone workbook. Staff was unable to help the 71 callers (27%) that hung-up or made a prank call.

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

Of the referrals that were made, 6% were to the caller's parents, 3% to a family planning center, 30% on for medical services, 11% to another hotline, and another 7% to school personnel. Add to that, 11% who were referred to a counselor other than their school counselor, 7% 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 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: Oct. 1998    Number of Calls: 266    Average Call Length: 7 min.

## Client Information:

Male: 34%    Female: 48%    Avg. Age: 16    Adult Callers: 8%    Repeat Callers: 26%  
 Area Code (52% revealed):    319: 17%    515: 22%    712: 14%    Out of State: 47%

## Call Topic:

23 or 9%    Abuse...  
               6 or 22%    *Physical*  
               12 or 44%    *Substance*  
               5 or 19%    *Verbal/Emotional*  
               4 or 15%    *Sexual*  
2 or 1%    Birth Control  
9 or 3%    Brochure Request...  
10 or 4%    Educational  
3 or 1%    Gangs  
56 or 21%    Hang-Up  
30 or 11%    Health...  
               2 or 6%    *AIDS*  
               2 or 6%    *Dieting/Nutrition*  
               1 or 3%    *Eating Disorders*  
               1 or 3%    *Puberty*  
               8 or 26%    *STD's*  
               17 or 55%    *Other*  
14 or 5%    Information about hotline  
3 or 1%    Legal  
24 or 9%    Lonely/Just to talk  
9 or 3%    Prank  
13 or 5%    Pregnancy...  
69 or 26%    Relationships...  
               38 or 51%    *Boy/Girl*  
               21 or 28%    *Family*  
               15 or 20%    *Peer/Friends*  
               1 or 1%    *Other*  
2 or 1%    Runaway  
26 or 10%    Sexuality  
5 or 2%    Suicide  
2 or 1%    Wrong Number  
2 or 1%    "You are not alone"  
19 or 7%    Other

## Outcome:

8 or 3%    Brochure/Video Order Sent  
123 or 46%    Counseling  
71 or 27%    Hang-Up/Prank/NA  
11 or 4%    Needs to call us back  
50 or 19%    Referral...  
27 or 10%    Supplied wanted information  
20 or 8%    Unable to assist caller  
7 or 3%    Other

## ...Referrals:

8 or 11%    Counselor (not school)  
2 or 3%    Dept. of Public Health  
2 or 1%    Family Planning Center  
3 or 4%    Law Enforcement  
4 or 6%    Legal Services  
21 or 30%    Medical Services  
6 or 9%    Other Adult  
8 or 11%    Other Hotline  
4 or 6%    Parents  
0 or 0%    Runaway Services  
5 or 7%    School Personnel  
6 or 9%    Other

**...# Teen Line brochures requested:** 605

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

Workbooks requested: 1  
 Videos requested: 0  
 Physicians' manuals requested: 0

**Teen Line Calls  
Oct.'97- Oct.'98**

