

How many people called?

Teen Line received 2,765 calls for the fiscal year of October 1, 1998 – September 30, 1999. This is a decrease of 119 calls from the previous fiscal year.

Who called?

The average caller was 17 years old, female (45% female, 42% male), and remained on the line for 8 minutes. Adults made eleven percent of the calls. A total of 27% of the callers were using our service for the second time or more. Of the 48% of callers who revealed the location in which they were calling from, 9% were in the 712 area code, 33% in the 515 area, 18% in the 319 area, and 40% were from out of state.

Topics of discussion:

The greatest number of calls were categorized as relationship concerns (25%). Of these 690 calls, 31% revolved around family issues, 46% were concerned about boy and/or girl relationships, and another 19% were relating to peer and friend situations.

The remaining calls were categorized as follows: abuse (186 or 7%), birth control (31 or 1%), brochure request (104 or 4%), educational (69 or 2%), gangs (23 or 1%), health (283 or 10%), information about hotline (146 or 5%), legal (58 or 2%), lonely or just needed to talk (307 or 11%), other (307 or 11%), pregnancy (161 or 6%), runaway (19 or 1%), sexuality (196 or 7%), suicide (35 or 1%), and wrong numbers (78 or 3%).

What was the outcome of the calls?

Of the 2,765 calls, 1,206 (44%) required a listening ear and counseling that the Teen Line staff provided. In addition, 281 callers (10%) had a specific question that staff was able to answer. To supplement the information given by staff 498 referrals (18%) were made. One hundred and fourteen calls resulted in the mailing of 6,842 Teen Line brochures, 432 You Are Not Alone workbooks, and 20 videos. Staff was unable to help the 700 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, 12% to a family planning center, 23% on for medical services, 15% to another hotline, and another 5% to school personnel. Add to that, 12% who were referred to a counselor other than their school counselor, 4% to another adult, 3% to law enforcement, and another 4% to whom it was recommended they call legal services.

A Success Story...

A 16-year old was given the number for the Teen Line from her school nurse and decided to call because she did not feel comfortable talking with her school counselor. She found out 2 days earlier that she was approximately 10 weeks pregnant. She was worried about her future and if she would still be able to do all of the things that she had planned on doing. She hadn't told her parents yet, and was not sure about how to approach them.

A Teen Line counselor talked with her about what her future goals were and what it would take for her to still reach these goals. She was encouraged to start planning now, she has 7 months before the baby is due and to use this time wisely. The counselor also talked with her on how to approach her parents. She was advised to take a couple of days to start making preparations before telling her parents. She was given the number for DHS and the Young Women's Resource Center and was advised to call these 2 resources and find out how they can help her. By doing this, she could approach her parents with a plan. Instead of saying, "Mom and dad, I am pregnant – what do I do?" she would be able to say, "Mom and dad, I am pregnant – this is what I am going to do – will you help me?"

The young woman called Teen Line back 5 days later to let the counselor know how things were going. She said that her parents were not as upset as she thought they would be, and by having a plan in action before telling her parents did help. She thanked the Teen Line counselor for his guidance and support.

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. 98- Sept. 99 **Number of Calls:** 2,765 **Average Call Length:** 8 min.

Client Information:

Male: 42% **Female:** 45% **Avg. Age:** 17 **Adult Callers:** 11% **Repeat Callers:** 27%
Area Code (48% revealed): 319: 18% 515: 33 % 712: 9% **Out of State:** 40%

Call Topic:

186 or 7% Abuse...
 44 or 20% *Physical*
 84 or 38% *Substance*
 34 or 16% *Verbal/Emotional*
 57 or 26% *Sexual*
31 or 1% Birth Control
104 or 4% Brochure Request...
69 or 2% Educational
23 or 1% Gangs
491 or 18% Hang-Up
283 or 10% Health...
 22 or 7% *AIDS*
 33 or 11% *Dieting/Nutrition*
 18 or 6% *Eating Disorders*
 7 or 2% *Puberty*
 62 or 20% *STD's*
 162 or 53% *Other*
146 or 5% Information about hotline
58 or 2% Legal
307 or 11% Lonely/Just to talk
128 or 5% Prank
161 or 6% Pregnancy...
690 or 25% Relationships...
 391 or 46% *Boy/Girl*
 263 or 31% *Family*
 159 or 19% *Peer/Friends*
 30 or 4% *Other*
19 or 1% Runaway
196 or 7% Sexuality
35 or 1% Suicide
78 or 3% Wrong Number
18 or 1% "You are not alone"
307 or 11% Other

Outcome:

114 or 4% Brochure/Video Order Sent
1206 or 44% Counseling
700 or 25% Hang-Up/Prank/NA
91 or 3% Needs to call us back
498 or 18% Referral...
281 or 10% Supplied wanted information
473 or 17% Unable to assist caller
104 or 4% Other

...Referrals:

82 or 12% Counselor (not school)
9 or 1% Dept. of Public Health
83 or 12% Family Planning Center
20 or 3% Law Enforcement
27 or 4% Legal Services
162 or 23% Medical Services
31 or 4% Other Adult
104 or 15% Other Hotline
57 or 8% Parents
4 or 1% Runaway Services
35 or 5% School Personnel
90 or 13% Other

...# Teen Line brochures requested: 6,842

"You are not alone" series...

Workbooks requested: 432
 Videos requested: 20
 Physicians' manuals requested: 77

Teen Line Calls

October 1998 - September 1999

