

**Teen Line - 1-800-443-8336**  
**1999 – 2000 Annual 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 2,241 calls for the fiscal year of October 1, 1999 – September 30, 2000.

### **Who called?**

The average caller was 19 years old, male (39% female, 43% male), and remained on the line for 8 minutes. Fourteen percent of the calls were made by adults. Twenty-six percent of the callers were using our service for the second time or more.

### **Topics of discussion:**

The greatest number of calls were categorized as relationship concerns (22%). Of these 449 calls, 42% revolved around family issues, 38% 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 (137 or 6%), birth control (36 or 2%), brochure request (127 or 6%), educational (33 or 1%), employment (41 or 2%), gangs (14 or 1%), hang-ups (407 or 18%), health (194 or 9%), information about hotline (117 or 5%), legal (29 or 1%), lonely or just needed to talk (293 or 13%), other (286 or 13%), prank (79 or 4%), pregnancy (111 or 5%), runaway (9 or 0%), sexuality (142 or 6%), suicide (22 or 1%), and wrong numbers (62 or 3%).

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

Of the 2,241 calls, 977 (44%) required a listening ear and counseling that the Teen Line staff provided. In addition, 201 callers (9%) had a specific question that staff was able to answer. To supplement the information given by staff 373 referrals (17%) were made. One hundred and twenty-four calls resulted in the mailing of 9,344 Teen Line brochures, 776 You Are Not Alone workbooks, 22 video, and 1 physician's manual. Staff was unable to help the 518 callers (23%) that hung-up or made a prank call.

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

Of the referrals that were made, 12% were to the Iowa Department of Public Health, 10% to a family planning center, 18% on for medical services, 18% to another hotline, and another 3% to school personnel. Add to that, 13% who were referred to a counselor other than their school counselor, 8% to their parents, 4% to another adult, 3% to law enforcement, and another 5% 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.extension.iastate.edu/Pages/cahotlines/teenline/>.

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**Time Period of Report:** Oct. 99- Sept. 00      **Number of Calls:** 2,241      **Average Call Length:** 8 min.

## Client Information:

**Male:** 43%      **Female:** 39%      **Avg. Age:** 19      **Adult Callers:** 14%      **Repeat Callers:** 26%  
**Area Code (52% revealed):**      319: 15%      515: 42 %      712: 10%      **Out of State:** 33%

## Call Topic:

137 or 6% Abuse...  
     34 or 21% *Physical*  
     57 or 36% *Substance*  
     21 or 13% *Verbal/Emotional*  
     4 or 3% *Denial of Care*  
     44 or 28% *Sexual*  
36 or 2% Birth Control  
127 or 6% Brochure Request...  
33 or 1% Educational  
41 or 2% Employment  
14 or 1% Gangs  
407 or 18% Hang-Up  
194 or 9% Health...  
     7 or 3% *AIDS*  
     25 or 12% *Dieting/Nutrition*  
     26 or 12% *Eating Disorders*  
     10 or 5% *Puberty*  
     34 or 16% *STD's*  
     112 or 52% *Other*  
117 or 5% Information about hotline  
29 or 1% Legal  
293 or 13% Lonely/Just to talk  
79 or 4% Prank  
111 or 5% Pregnancy...  
499 or 22% Relationships...  
     227 or 38% *Boy/Girl*  
     248 or 42% *Family*  
     98 or 17% *Peer/Friends*  
     18 or 3% *Other*  
9 or 0% Runaway  
142 or 6% Sexuality  
22 or 1% Suicide  
62 or 3% Wrong Number  
12 or 1% "You are not alone"  
286 or 13% Other

## Outcome:

124 or 6% Brochure/Video Order Sent  
977 or 44% Counseling  
518 or 23% Hang-Up/Prank/NA  
49 or 2% Needs to call us back  
373 or 17% Referral...  
201 or 9% Supplied wanted information  
108 or 5% Other  
124 or 6% Unable to assist caller

## ...Referrals:

71 or 13% Counselor (not school)  
12 or 2% Dept. of Public Health  
53 or 10% Family Planning Center  
14 or 3% Law Enforcement  
26 or 5% Legal Services  
98 or 18% Medical Services  
20 or 4% Other Adult  
96 or 18% Other Hotline  
42 or 8% Parents  
3 or 1% Runaway Services  
16 or 3% School Personnel  
83 or 16% Other

**...# Teen Line brochures requested:** 9,344

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

Workbooks requested: 776  
 Videos requested: 22  
 Physicians' manuals requested: 3

# Teen Line Calls

## October 1999 - September 2000

