

## **Teen Line - 1-800-443-8336**

**April 2000 Monthly 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 178 calls for the month of April. This is a decrease of 42 calls from the previous month. The annual total (fiscal year) of calls from October 1999 – April 2000 is 1,355.

### **Who called?**

The average caller was 19 years old, male (29% female, 48% male), and remained on the line for 9 minutes. Ten percent of the calls were made by adults. Twenty-four percent of the callers were using our service for the second time or more. Of the 42% of callers who revealed the location in which they were calling from, 5% were in the 712 area code, 36% in the 515 area, 11% in the 319 area, and 47% were from out of state.

### **Topics of discussion:**

The greatest number of calls were categorized as relationship concerns (23%). Of these 41 calls, 33% revolved around family issues, 44% were concerned about boy and/or girl relationships, and another 13% were relating to peer and friend situations.

The remaining calls were categorized as follows: abuse (8 or 4%), birth control (2 or 1%), brochure request (4 or 2%), educational (3 or 2%), hang-ups (39 or 22%), health (10 or 6%), information about hotline (10 or 6%), lonely or just needed to talk (25 or 14%), other (18 or 10%), prank (8 or 4%), pregnancy (7 or 4%), sexuality (20 or 11%), suicide (1 or 1%), employment (5 or 3%), gangs (5 or 3%), and runaway (1 or 1%).

One call this month was from a 14-year old female whose boyfriend is pressuring her to have sex. Caller stated that she doesn't feel she is ready to go all the way. Stated she is concerned that she is giving her boyfriend mixed signals. A Teen Line counselor suggested that she set limits and stick to them and not rush into anything she does not feel ready to do.

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

Of the 178 calls, 91 (51%) required a listening ear and counseling that the Teen Line staff provided. In addition, 14 callers (8%) had a specific question that staff was able to answer. To supplement the information given by staff, 21 referrals (12%) were made. Four calls resulted in the mailing of 250 Teen Line brochures. Staff was unable to help the 48 callers (27%) that hung-up or made a prank call.

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

Of the referrals that were made, 4% were to the caller's parents, 7% to a family planning center, 18% to medical services, and 14% to another hotline. Add to that, 21% who were referred to a counselor other than their school counselor, 4% to another adult, 4% to law enforcement, and another 4% 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/>.

# Teen Line Teen Line Teen Line Teen Line Teen Line Teen Line Teen Line Teen

**Time Period of Report:** Apr 2000    **Number of Calls:** 178    **Average Call Length:** 9 min.

## Client Information:

**Male:** 48%    **Female:** 29%    **Avg. Age:** 19    **Adult Callers:** 10%    **Repeat Callers:** 24%  
**Area Code (51% revealed):**    319: 11%    515: 36%    712: 5%    **Out of State:** 47%

## Call Topic:

<u>8 or 4%</u>	Abuse...
<u>2 or 18%</u>	<i>Physical</i>
<u>4 or 36%</u>	<i>Substance</i>
<u>2 or 18%</u>	<i>Verbal/Emotional</i>
<u>3 or 27%</u>	<i>Sexual</i>
<u>2 or 1%</u>	Birth Control
<u>4 or 2%</u>	Brochure Request...
<u>3 or 2%</u>	Educational
<u>5 or 3%</u>	Employment
<u>5 or 3%</u>	Gangs
<u>39 or 22%</u>	Hang-Up
<u>10 or 6%</u>	Health...
<u>1 or 10%</u>	<i>AIDS</i>
<u>1 or 10%</u>	<i>Dieting/Nutrition</i>
<u>1 or 10%</u>	<i>Eating Disorders</i>
<u>0 or 0%</u>	<i>Puberty</i>
<u>2 or 20%</u>	<i>STD's</i>
<u>5 or 50%</u>	<i>Other</i>
<u>10 or 6%</u>	Information about hotline
<u>0 or 0%</u>	Legal
<u>25 or 14%</u>	Lonely/Just to talk
<u>8 or 4%</u>	Prank
<u>7 or 4%</u>	Pregnancy...
<u>41 or 23%</u>	Relationships...
<u>20 or 44%</u>	<i>Boy/Girl</i>
<u>15 or 33%</u>	<i>Family</i>
<u>6 or 13%</u>	<i>Peer/Friends</i>
<u>4 or 9%</u>	<i>Other</i>
<u>1 or 1%</u>	Runaway
<u>20 or 11%</u>	Sexuality
<u>1 or 1%</u>	Suicide
<u>0 or 0%</u>	Wrong Number
<u>0 or 0%</u>	"You are not alone"
<u>18 or 10%</u>	Other

## Outcome:

<u>4 or 2%</u>	Brochure/Video Order Sent
<u>91 or 51%</u>	Counseling
<u>48 or 27%</u>	Hang-Up/Prank/NA
<u>1 or 1%</u>	Needs to call us back
<u>21 or 12%</u>	Referral...
<u>14 or 8%</u>	Supplied wanted information
<u>8 or 4%</u>	Unable to assist caller
<u>7 or 4%</u>	Other

## ...Referrals:

<u>6 or 21%</u>	Counselor (not school)
<u>0 or 0%</u>	Dept. of Public Health
<u>2 or 7%</u>	Family Planning Center
<u>1 or 4%</u>	Law Enforcement
<u>1 or 4%</u>	Legal Services
<u>5 or 18%</u>	Medical Services
<u>1 or 4%</u>	Other Adult
<u>4 or 14%</u>	Other Hotline
<u>1 or 4%</u>	Parents
<u>0 or 0%</u>	Runaway Services
<u>1 or 5%</u>	School Personnel
<u>6 or 21%</u>	Other

**...# Teen Line brochures requested:** 250

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

Workbooks requested:	<u>0</u>
Videos requested:	<u>0</u>
Physicians' manuals requested:	<u>0</u>

# Teen Line Calls

## April 1999 - April 2000

