

Teen Line - 1-800-443-8336
April 2001 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 141 calls for the month of April. This is an increase of 27 calls from the previous month. The annual total (fiscal year) of calls from October 2000 – April 2001 is 625.

Who called?

The average caller was 17 years old, female (48% female, 23% male), and remained on the line for 5 minutes. Fourteen percent of the calls were made by adults. Twelve 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 (20%). Of these 28 calls, 43% revolved around family issues, 43% 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 (14 or 10%), birth control (1 or 1%), brochure request (4 or 3%), educational (4 or 3%), employment (4 or 3%), hang-ups (38 or 27%), health (9 or 6%), information about hotline (9 or 6%), legal (2 or 1%), lonely or just needed to talk (10 or 7%), other (21 or 15%), prank (3 or 2%), pregnancy (5 or 4%), sexuality (6 or 4%), suicide (1 or 1%) and wrong numbers (3 or 2%).

What was the outcome of the calls?

Of the 141 calls, 48 (34%) required a listening ear and counseling that the Teen Line staff provided. In addition, 14 callers (10%) had a specific question that staff was able to answer. To supplement the information given by staff 16 referrals (11%) were made. Four calls resulted in the mailing of 650 Teen Line brochures. Staff was unable to help the 43 callers (30%) that hung-up or made a prank call.

One call this month was from the father of an 18-year old girl who is verbally abusive, and has been in trouble with the law. He stated that he and his wife are struggling with how to deal with their daughter. A Teen Line counselor talked with the father about options, and gave the father several tips/ideas of how he could reconnect with his daughter.

To whom were the callers referred?

Of the referrals that were made, 4% were to the Iowa Department of Public Health, 13% to a family planning center, 21% on for medical services, 21% to another hotline, and another 8% to school personnel. Add to that, 17% who were referred to a counselor other than their school counselor, 4% to another adult, 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. 2001 Number of Calls: 141 Average Call Length: 5 min.

Client Information:

Male: 23% Female: 48% Avg. Age: 17 Adult Callers: 14% Repeat Callers: 12%
 Area Code (35% revealed): 319: 18% 515: 22% 712: 16% Out of State: 41%

Call Topic:

14 or 10% Abuse...
 3 or 21% *Physical*
 4 or 29% *Substance*
 2 or 14% *Verbal/Emotional*
 5 or 36% *Sexual*
1 or 1% Birth Control
4 or 3% Brochure Request...
4 or 3% Educational
4 or 3% Employment
0 or 0% Gangs
38 or 27% Hang-Up
9 or 6% Health...
 2 or 22% *AIDS*
 0 or 0% *Dieting/Nutrition*
 0 or 0% *Eating Disorders*
 0 or 0% *Puberty*
 3 or 33% *STD's*
 4 or 44% *Other*
9 or 6% Information about hotline
2 or 1% Legal
10 or 7% Lonely/Just to talk
3 or 2% Prank
5 or 4% Pregnancy...
28 or 20% Relationships...
 13 or 43% *Boy/Girl*
 13 or 43% *Family*
 4 or 13% *Peer/Friends*
 0 or 0% *Other*
0 or 0% Runaway
6 or 4% Sexuality
1 or 1% Suicide
3 or 2% Wrong Number
0 or 0% "You are not alone"
21 or 15% Other

Outcome:

4 or 3% Brochure/Video Order Sent
48 or 34% Counseling
43 or 30% Hang-Up/Prank/NA
8 or 6% Needs to call us back
16 or 11% Referral...
14 or 10% Supplied wanted information
2 or 1% Unable to assist caller
14 or 10% Other

...Referrals:

4 or 17% Counselor (not school)
1 or 4% Dept. of Public Health
3 or 13% Family Planning Center
0 or 0% Law Enforcement
1 or 4% Legal Services
5 or 21% Medical Services
1 or 4% Other Adult
5 or 21% Other Hotline
1 or 4% Parents
0 or 0% Runaway Services
2 or 8% School Personnel
1 or 4% Other

...# Teen Line brochures requested: 650

"You are not alone" series...

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

Teen Line Calls April 2000 - April 2001

