

Teen Line - 1-800-443-8336

April 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 245 calls for the month of April. This is an increase of 47 calls from the previous month. The annual total (fiscal year) of calls from October 1998 – April 1999 is 1,628.

Who called?

The average caller was 17 years old, female (47% female, 41% male), and remained on the line for 8 minutes. Sixteen percent of the calls were made by adults. A total of 31% of the callers were using our service for the second time or more. Of the 61% of callers who revealed the location in which they were calling from, 9% were in the 712 area code, 23% in the 515 area, 21% in the 319 area, and 46% were from out of state.

Topics of discussion:

The greatest number of calls were categorized as relationship concerns (27%). Of these 66 calls, 26% revolved around family issues, 49% were concerned about boy and/or girl relationships, and another 16% were relating to peer and friend situations.

The remaining calls were categorized as follows: abuse (16 or 7%), birth control (1 or 0%), brochure request (23 or 9%), educational (6 or 2%), gangs (2 or 1%), hang-ups (32 or 13%), health (16 or 7%), information about hotline (17 or 7%), legal (8 or 3%), lonely or just needed to talk (28 or 11%), other (45 or 18%), prank (7 or 3%), pregnancy (13 or 5%), runaway (2 or 1%), sexuality (17 or 7%), suicide (5 or 2%), and wrong numbers (8 or 3%).

What was the outcome of the calls?

Of the 245 calls, 109 (44%) required a listening ear and counseling that the Teen Line staff provided. In addition, 31 callers (13%) had a specific question that staff was able to answer. To supplement the information given by staff, 25 referrals (10%) were made. Twenty-two calls resulted in the mailing of 1,280 Teen Line brochures, 105 You Are Not Alone workbooks, and 1 video. Staff was unable to help the 45 callers (18%) that hung-up or made a prank call.

To whom were the callers referred?

Of the referrals that were made, 14% were to the caller's parents, 11% to a family planning center, 31% on for medical services, 6% to another hotline, and another 14% to school personnel. Add to that, 9% who were referred to a counselor other than their school counselor, 3% to another adult, 0% to law enforcement, and another 3% to runaway 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: Apr. 1999 **Number of Calls:** 245 **Average Call Length:** 8 min.

Client Information:

Male: 41% **Female:** 47% **Avg. Age:** 17 **Adult Callers:** 16% **Repeat Callers:** 31%
Area Code (61% revealed): 319: 21% 515: 23% 712: 9% **Out of State:** 46%

Call Topic:

16 or 7% Abuse...
 3 or 17% *Physical*
 8 or 44% *Substance*
 5 or 28% *Verbal/Emotional*
 2 or 11% *Sexual*
1 or 0% Birth Control
23 or 9% Brochure Request...
6 or 2% Educational
2 or 1% Gangs
32 or 13% Hang-Up
16 or 7% Health...
 3 or 18% *AIDS*
 3 or 18% *Dieting/Nutrition*
 1 or 6% *Eating Disorders*
 1 or 6% *Puberty*
 3 or 18% *STD's*
 6 or 35% *Other*
17 or 7% Information about hotline
8 or 3% Legal
28 or 11% Lonely/Just to talk
7 or 3% Prank
13 or 5% Pregnancy...
66 or 27% Relationships...
 42 or 49% *Boy/Girl*
 22 or 26% *Family*
 14 or 16% *Peer/Friends*
 7 or 8% *Other*
2 or 1% Runaway
17 or 7% Sexuality
5 or 2% Suicide
8 or 3% Wrong Number
0 or 0% "You are not alone"
45 or 18% Other

Outcome:

22 or 9% Brochure/Video Order Sent
109 or 44% Counseling
45 or 18% Hang-Up/Prank/NA
7 or 3% Needs to call us back
25 or 10% Referral...
31 or 13% Supplied wanted information
49 or 20% Unable to assist caller
8 or 3% Other

...Referrals:

3 or 9% Counselor (not school)
1 or 3% Dept. of Public Health
4 or 11% Family Planning Center
0 or 0% Law Enforcement
0 or 0% Legal Services
11 or 31% Medical Services
1 or 3% Other Adult
2 or 6% Other Hotline
5 or 14% Parents
1 or 3% Runaway Services
5 or 14% School Personnel
2 or 6% Other

...# Teen Line brochures requested: 1,280

"You are not alone" series...

Workbooks requested: 105
Videos requested: 1
Physicians' manuals requested: 0

Teen Line Calls

April 1998 - April 1999

