

Teen Line - 1-800-443-8336
August 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 175 calls for the month of August. This is a decrease of 19 calls from the previous month. The annual total (fiscal year) of calls from October 1999 – August 2000 is 2,061.

Who called?

The average caller was 19 years old, male (37% female, 46% male), and remained on the line for 7 minutes. Nineteen percent of the calls were made by adults. Thirty 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 44 calls, 55% revolved around family issues, 32% were concerned about boy and/or girl relationships, and another 14% were relating to peer and friend situations.

The remaining calls were categorized as follows: abuse (9 or 5%), birth control (1 or 1%), brochure request (5 or 3%), educational (3 or 2%), hang-ups (36 or 21%), health (12 or 7%), information about hotline (14 or 8%), legal (2 or 1%), lonely or just needed to talk (20 or 11%), other (27 or 15%), prank (3 or 2%), pregnancy (7 or 4%), sexuality (9 or 5%), suicide (4 or 2%), and employment (5 or 3%).

One call this month was from a 15-year old male who was concerned about a 16-year old girl that lives next door to him. Caller stated that she has been threatening to kill herself because he ended his relationship with her. The caller was extremely upset and the Teen Line counselor talked the caller through the situation until he was calmed down. The counselor also gave the caller a suicide hotline number and stayed on the line with the caller as he talked to a suicide hotline counselor.

What was the outcome of the calls?

Of the 175 calls, 74 (42%) required a listening ear and counseling that the Teen Line staff provided. In addition, 19 callers (11%) had a specific question that staff was able to answer. To supplement the information given by staff, 29 referrals (17%) were made. Six calls resulted in the mailing of 1100 Teen Line brochures. Staff was unable to help the 44 callers (25%) that hung-up or made a prank call.

To whom were the callers referred?

Of the referrals that were made, 19% were to the caller's parents, 7% to a family planning center, 14% to medical services, and 14% to another hotline. Add to that, 12% who were referred to a counselor other than their school counselor, 5% to school personnel, 7% to another adult, 2% to law enforcement, and another 7% 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.exnet.iastate.edu/Pages/cahotlines/teenline/>.

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Time Period of Report: Aug 2000 **Number of Calls:** 175 **Average Call Length:** 7 min.

Client Information:

Male: 46% **Female:** 37% **Avg. Age:** 19 **Adult Callers:** 19% **Repeat Callers:** 30%
Area Code (48% revealed): 319: 13% 515: 45% 712: 10% **Out of State:** 33%

Call Topic:

9 or 5% Abuse...
 3 or 30% *Physical*
 3 or 30% *Substance*
 1 or 10% *Verbal/Emotional*
 1 or 10% *Denial of Care*
 2 or 20% *Sexual*
1 or 1% Birth Control
5 or 3% Brochure Request...
3 or 2% Educational
5 or 3% Employment
0 or 0% Gangs
36 or 21% Hang-Up
12 or 7% Health...
 0 or 0% *AIDS*
 0 or 0% *Dieting/Nutrition*
 3 or 25% *Eating Disorders*
 1 or 8% *Puberty*
 4 or 33% *STD's*
 4 or 33% *Other*
14 or 8% Information about hotline
2 or 1% Legal
20 or 11% Lonely/Just to talk
3 or 2% Prank
7 or 4% Pregnancy...
35 or 20% Relationships...
 14 or 32% *Boy/Girl*
 24 or 55% *Family*
 6 or 14% *Peer/Friends*
 0 or 0% *Other*
0 or 0% Runaway
9 or 5% Sexuality
4 or 2% Suicide
8 or 5% Wrong Number
3 or 2% "You are not alone"
27 or 15% Other

Outcome:

6 or 3% Brochure/Video Order Sent
74 or 42% Counseling
44 or 25% Hang-Up/Prank/NA
7 or 4% Needs to call us back
29 or 17% Referral...
19 or 11% Supplied wanted information
6 or 3% Unable to assist caller
10 or 6% Other

...Referrals:

5 or 12% Counselor (not school)
0 or 0% Dept. of Public Health
3 or 7% Family Planning Center
1 or 2% Law Enforcement
3 or 7% Legal Services
6 or 14% Medical Services
3 or 7% Other Adult
6 or 14% Other Hotline
8 or 19% Parents
0 or 0% Runaway Services
2 or 5% School Personnel
6 or 14% Other

...# Teen Line brochures requested: 1100

"You are not alone" series...

 Workbooks requested: 102
 Videos requested: 0
 Physicians' manuals requested: 1

Teen Line Calls

August 1999 - August 2000

