

Teen Line - 1-800-443-8336
August 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 118 calls for the month of August. This is a decrease of 16 calls from the previous month. The annual total (fiscal year) of calls from October 2000 – August 2001 is 1716.

Who called?

The average caller was 18 years old, female (47% female, 36% male), and remained on the line for 6 minutes. Twenty-five percent of the calls were made by adults. Eight 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 (21%). Of these 25 calls, 59% revolved around family issues, 31% were concerned about boy and/or girl relationships, and another 9% were relating to peer and friend situations.

The remaining calls were categorized as follows: abuse (7 or 6%), birth control (4 or 3%), brochure request (5 or 4%), educational (5 or 4%), hang-ups (18 or 15%), health (7 or 6%), information about hotline (13 or 11%), lonely or just needed to talk (7 or 6%), other (21 or 18%), prank (5 or 4%), pregnancy (4 or 3%), sexuality (3 or 3%), suicide (3 or 3%), employment (2 or 2%), runaway (1 or 1%), and legal (3 or 3%), wrong number (5 or 4%), You are Not Alone (1 or 1%).

One call this month was from a 19-year old male. His girlfriend's father is beating her. His girlfriend cannot call because her father has the phone tapped and will not let her leave the house. The caller wanted to know what he could do to help. A Teen Line counselor suggested that he call the Legal Hotline and have his girlfriend get in touch with a counselor.

What was the outcome of the calls?

Of the 118 calls, 37 (31%) required a listening ear and counseling that the Teen Line staff provided. In addition, 22 callers (19%) had a specific question that staff was able to answer. To supplement the information given by staff, 28 referrals (24%) were made. Five calls resulted in the mailing of 400 Teen Line brochures. Staff was unable to help the 31 callers (26%) that hung-up or made a prank call.

To whom were the callers referred?

Of the referrals that were made, 8% were to the caller's parents, 8% to a family planning center, 20% to medical services, and 23% to another hotline. Add to that, 15% who were referred to a counselor other than their school counselor, 5% to another adult, 5% to law enforcement, 5% to school personnel, 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 them 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: Aug 2001 Number of Calls: 118 Average Call Length: 6 min.

Client Information:

Male: 36% Female: 47% Avg. Age: 18 Adult Callers: 25% Repeat Callers: 8%
 Area Code (43% revealed): 319: 12% 515: 27% 712: 24% Out of State: 29%

Call Topic:

7 or 6% Abuse...
 3 or 33% *Physical*
 1 or 11% *Substance*
 2 or 22% *Verbal/Emotional*
 3 or 33% *Sexual*
4 or 3% Birth Control
5 or 4% Brochure Request...
5 or 4% Educational
2 or 2% Employment
18 or 15% Hang-Up
7 or 6% Health...
 1 or 17% *Dieting/Nutrition*
 1 or 17% *Anxiety*
 2 or 33% *STD's*
 2 or 33% *Other*
13 or 11% Information about hotline
3 or 3% Legal
7 or 6% Lonely/Just to talk
5 or 4% Prank
4 or 3% Pregnancy...
25 or 21% Relationships...
 10 or 31% *Boy/Girl*
 19 or 59% *Family*
 3 or 9% *Peer/Friends*
1 or 1% Runaway
3 or 3% Sexuality
3 or 3% Suicide
5 or 4% Wrong Number
1 or 1% "You are not alone"

Outcome:

5 or 4% Brochure/Video Order Sent
37 or 31% Counseling
31 or 26% Hang-Up/Prank/NA
3 or 3% Needs to call us back
28 or 24% Referral...
22 or 19% Supplied wanted information
4 or 3% Unable to assist caller
2 or 2% Other

...Referrals:

2 or 5% Law Enforcement
8 or 20% Medical Services
2 or 5% Other Adult
9 or 23% Other Hotline
3 or 8% Parents
1 or 2% Runaway Services
2 or 5% School Personnel
3 or 8% Other
6 or 15% Counselor (not school)
2 or 5% Legal Services
3 or 8% Family Planning Center

...# Teen Line brochures requested: 400

"You are not alone" series...

Workbooks requested: 50
 Videos requested: 2

TeenLine Calls

August 2000 - August 2001

