

Teen Line - 1-800-443-8336
December 1999 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 202 calls for the month of December. This is an increase of 13 calls from the previous month. The annual total (fiscal year) of calls from October 1999 – December 1999 is 572.

Who called?

The average caller was 19 years old, male (35% female, 48% male), and remained on the line for 7 minutes. Nineteen percent of the calls were made by adults. Thirty-one percent of the callers were using our service for the second time or more. Of the 62% of callers who revealed the location in which they were calling from, 9% were in the 712 area code, 42% in the 515 area, 20% in the 319 area, and 29% were from out of state.

Topics of discussion:

The greatest number of calls were categorized as relationship concerns (17%). Of these 43 calls, 47% revolved around family issues, 35% 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 (13 or 6%), birth control (6 or 3%), brochure request (15 or 7%), educational (2 or 1%), hang-ups (42 or 21%), health (32 or 16%), information about hotline (15 or 7%), legal (3 or 1%), lonely or just needed to talk (25 or 12%), other (17 or 8%), prank (9 or 4%), pregnancy (10 or 5%), sexuality (9 or 4%), gangs (1 or 0%), and wrong numbers (6 or 3%).

What was the outcome of the calls?

Of the 202 calls, 80 (40%) required a listening ear and counseling that the Teen Line staff provided. In addition, 27 callers (13%) had a specific question that staff was able to answer. To supplement the information given by staff, 37 referrals (18%) were made. Thirteen calls resulted in the mailing of 1020 Teen Line brochures, 25 You Are Not Alone workbooks, and 1 video. Staff was unable to help the 42 callers (21%) that hung-up or made a prank call.

To whom were the callers referred?

Of the referrals that were made, 20% to a family planning center, 16% on for medical services, 20% to another hotline, 5% to school personnel, and 2% to the Department of Public Health. Add to that, 13% who were referred to a counselor other than their school counselor, 2% 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.exnet.iastate.edu/Pages/cahotlines/teenline/>.

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Time Period of Report: Dec.1999 **Number of Calls:** 202 **Average Call Length:** 7 min.

Client Information:

Male: 48% **Female:** 35% **Avg. Age:** 19 **Adult Callers:** 19% **Repeat Callers:** 31%
Area Code (62% revealed): 319: 20% 515: 42% 712: 9% **Out of State:** 29%

Call Topic:

13 or 6% Abuse...
 5 or 33% *Physical*
 5 or 33% *Substance*
 1 or 7% *Verbal/Emotional*
 4 or 27% *Sexual*
6 or 3% Birth Control
15 or 7% Brochure Request...
2 or 1% Educational
1 or 0% Gangs
42 or 21% Hang-Up
32 or 16% Health...
 2 or 5% *AIDS*
 1 or 3% *Dieting/Nutrition*
 5 or 14% *Eating Disorders*
 0 or 0% *Puberty*
 2 or 5% *STD's*
 27 or 73% *Other*
15 or 7% Information about hotline
3 or 1% Legal
25 or 12% Lonely/Just to talk
9 or 4% Prank
10 or 5% Pregnancy...
34 or 17% Relationships...
 15 or 35% *Boy/Girl*
 20 or 47% *Family*
 7 or 16% *Peer/Friends*
 1 or 2% *Other*
1 or 0% Runaway
9 or 4% Sexuality
3 or 1% Suicide
6 or 3% Wrong Number
5 or 2% "You are not alone"
17 or 8% Other

Outcome:

13 or 6% Brochure/Video Order Sent
80 or 40% Counseling
52 or 26% Hang-Up/Prank/NA
6 or 3% Needs to call us back
37 or 18% Referral...
27 or 13% Supplied wanted information
21 or 10% Unable to assist caller
7 or 3% Other

...Referrals:

6 or 13% Counselor (not school)
1 or 2% Dept. of Public Health
9 or 20% Family Planning Center
1 or 2% Law Enforcement
2 or 4% Legal Services
7 or 16% Medical Services
0 or 0% Other Adult
9 or 20% Other Hotline
3 or 7% Parents
0 or 0% Runaway Services
1 or 5% School Personnel
5 or 23% Other

...# Teen Line brochures requested: 1020

"You are not alone" series...

Workbooks requested: 25
Videos requested: 1
Physicians' manuals requested: 0

Teen Line Calls

November 1998 - November 1999

