

Teen Line - 1-800-443-8336
February 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 145 calls for the month of February. This is a decrease of 26 calls from the previous month. The annual total (fiscal year) of calls from October 2000 – February 2001 is 370.

Who called?

The average caller was 19 years old, male (37% female, 51% male), and remained on the line for 9 minutes. Seventeen percent of the calls were made by adults. Thirty-four 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 38 calls, 53% revolved around family issues, 22% were concerned about boy and/or girl relationships, and another 18% were relating to peer and friend situations.

The remaining calls were categorized as follows: abuse (15 or 8%), birth control (3 or 2%), brochure request (15 or 8%), educational (4 or 2%), hang-ups (21 or 11%), health (10 or 5%), information about hotline (13 or 7%), legal (3 or 2%), lonely or just needed to talk (38 or 20%), other (24 or 13%), prank (6 or 3%), pregnancy (4 or 2%), sexuality (12 or 6%), and wrong numbers (6 or 3%).

What was the outcome of the calls?

Of the 189 calls, 93 (49%) required a listening ear and counseling that the Teen Line staff provided. In addition, 16 callers (8%) had a specific question that staff was able to answer. To supplement the information given by staff 16 referrals (8%) were made. Eighteen calls resulted in the mailing of 654 Teen Line brochures, 1 You Are Not Alone workbooks, and 1 video. Staff was unable to help the 29 callers (15%) that hung-up or made a prank call.

To whom were the callers referred?

Of the referrals that were made, 9% to a family planning center, 23% on for medical services, 14% to another hotline, and another 5% to school personnel. Add to that, 14% who were referred to a counselor other than their school counselor, 5% to another adult, and another 5% to whom it was recommended they call legal services.

One call this month was from a 14-year old male who was concerned that his friend was being abused at home. The caller described several incidences that he was aware of and asked a Teen Line counselor for advice on what he should do. The counselor advised him to talk with his parents and have them help him contact Child Protection 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: Feb. 2001 **Number of Calls:** 145 **Average Call Length:** 6 min.

Client Information:

Male: 30% **Female:** 44% **Avg. Age:** 16 **Adult Callers:** 10% **Repeat Callers:** 17%
Area Code (56% revealed): **319:** 15% **515:** 22% **712:** 15% **Out of State:** 33%

Call Topic:

14 or 10% Abuse...
 5 or 29% *Physical*
 5 or 29% *Substance*
 1 or 6% *Verbal/Emotional*
 6 or 35% *Sexual*
3 or 2% Birth Control
4 or 3% Brochure Request...
2 or 1% Educational
7 or 5% Employment
0 or 0% Gangs
32 or 22% Hang-Up
5 or 3% Health...
 0 or 0% *AIDS*
 1 or 20% *Dieting/Nutrition*
 0 or 0% *Eating Disorders*
 0 or 0% *Puberty*
 1 or 20% *STD's*
 3 or 60% *Other*
11 or 8% Information about hotline
3 or 2% Legal
15 or 10% Lonely/Just to talk
6 or 4% Prank
9 or 6% Pregnancy...
16 or 11% Relationships...
 9 or 38% *Boy/Girl*
 12 or 50% *Family*
 1 or 4% *Peer/Friends*
 2 or 8% *Other*
0 or 0% Runaway
11 or 6% Sexuality
3 or 2% Suicide
9 or 6% Wrong Number
1 or 1% "You are not alone"
14 or 10% Other

Outcome:

5 or 3% Brochure/Video Order Sent
48 or 33% Counseling
41 or 28% Hang-Up/Prank/NA
4 or 3% Needs to call us back
25 or 17% Referral...
17 or 12% Supplied wanted information
7 or 5% Unable to assist caller
8 or 6% Other

...Referrals:

7 or 17% Counselor (not school)
1 or 2% Dept. of Public Health
4 or 10% Family Planning Center
2 or 5% Law Enforcement
3 or 7% Legal Services
6 or 15% Medical Services
2 or 5% Other Adult
4 or 10% Other Hotline
7 or 17% Parents
0 or 0% Runaway Services
2 or 5% School Personnel
3 or 7% Other

...# Teen Line brochures requested: 201

"You are not alone" series...

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

Teen Line Calls

February 2000 - February 2001

