

Teen Line - 1-800-443-8336
February 1999 Monthly Report
<http://www.exnet.iastate.edu/Pages/cahotlines/teenline/>
Iowa State University Extension/Iowa Department of Public Health

How many people called?

Teen Line received 230 calls for the month of February. This is a decrease of 11 calls from the previous month. The annual total (fiscal year) of calls from October 1998 – February 1999 is 1185.

Who called?

The average caller was 17 years old, female (51% female, 37% male), and remained on the line for 8 minutes. Adults made 14% of the calls. A total of 20% of the callers were using our service for the second time or more. Of the 29% of callers who revealed the location in which they were calling from, 2% were in the 712 area code, 61% in the 515 area, 20% in the 319 area, and 18% were from out of state.

Topics of discussion:

The greatest numbers of calls were categorized as relationship concerns (25%). Of these 58 calls, 35% revolved around family issues, 40% were concerned about boy and/or girl relationships, and another 21% were relating to peer and friend situations.

The remaining calls were categorized as follows: abuse (14 or 6%), birth control (1 or 0%), brochure request (5 or 2%), educational (8 or 3%), gangs (2 or 1%), hang-ups (27 or 12%), health (19 or 8%), information about hotline (14 or 6%), legal (1 or 0%), lonely or just needed to talk (23 or 10%), other (33 or 14%), prank (16 or 7%), pregnancy (14 or 6%), sexuality (24 or 10%), suicide (7 or 3%), and wrong numbers (7 or 3%).

What was the outcome of the calls?

Of the 230 calls, 111 (48%) required a listening ear and counseling that the Teen Line staff provided. In addition, 28 callers (12%) had a specific question that staff was able to answer. To supplement the information given by staff 59 referrals (26%) were made. Four calls resulted in the mailing of 300 Teen Line brochures, 1 "You are Not Alone" video, and 18 "You are Not Alone" physician's manuals. Staff was unable to help the 50 callers (22%) that hung-up or made a prank call.

To whom were the callers referred?

Of the referrals that were made 21% were to another hotline, 19% on for medical services, 13% who were referred to a counselor other than their school counselor, and 8% were to the caller's parents. Add to that 5% to a family planning center and another 9% to school personnel, 5% to another adult, 4% to the Dept. of Public Health, and another 3% 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: Feb. 1999 **Number of Calls:** 230 **Average Call Length:** 8 min.

Client Information:

Male: 37% **Female:** 51% **Avg. Age:** 17 **Adult Callers:** 14% **Repeat Callers:** 20%
Area Code (29% revealed): 319: 20% 515: 61% 712: 2% **Out of State:** 18%

Call Topic:

14 or 6% Abuse...
 1 or 5% *Physical*
 10 or 53% *Substance*
 3 or 16% *Verbal/Emotional*
 5 or 26% *Sexual*
1 or 0% Birth Control
5 or 2% Brochure Request...
8 or 3% Educational
2 or 1% Gangs
27 or 12% Hang-Up
19 or 8% Health...
 3 or 17% *Dieting/Nutrition*
 1 or 6% *Eating Disorders*
 2 or 11% *Puberty*
 2 or 11% *STD's*
 10 or 56% *Other*
14 or 6% Information about hotline
1 or 0% Legal
23 or 10% Lonely/Just to talk
16 or 7% Prank
14 or 6% Pregnancy...
58 or 25% Relationships...
 29 or 40% *Boy/Girl*
 25 or 35% *Family*
 15 or 21% *Peer/Friends*
 3 or 4% *Other*
24 or 10% Sexuality
7 or 3% Suicide
7 or 3% Wrong Number
33 or 14% Other

Outcome:

4 or 2% Brochure/Video Order Sent
111 or 48% Counseling
50 or 22% Hang-Up/Prank/NA
8 or 3% Needs to call us back
59 or 26% Referral...
28 or 12% Supplied wanted information
22 or 10% Unable to assist caller
8 or 3% Other

...Referrals:

10 or 13% Counselor (not school)
3 or 4% Dept. of Public Health
4 or 5% Family Planning Center
2 or 3% Legal Services
15 or 9% Medical Services
4 or 5% Other Adult
17 or 21% Other Hotline
6 or 8% Parents
7 or 9% School Personnel
11 or 14% Other

...# Teen Line brochures requested: 300

"You are not alone" series...

Workbooks requested:
 Videos requested: 1
 Physicians' manuals requested: 18

Teen Line Calls

March 1998 - February 1999

