

Teen Line - 1-800-443-8336
January 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 200 calls for the month of January. This is a decrease of two calls from the previous month. The annual total (fiscal year) of calls from October 1999 – January 2000 is 772.

Who called?

The average caller was 18 years old, male (50% female, 37% male), and remained on the line for 6 minutes. Nineteen percent of the calls were made by adults. Twenty-one percent of the callers were using our service for the second time or more. Of the 60% of callers who revealed the location in which they were calling from, 9% were in the 712 area code, 36% in the 515 area, 23% in the 319 area, and 31% were from out of state.

Topics of discussion:

The greatest number of calls were categorized as relationship concerns (25%). Of these 49 calls, 32% revolved around family issues, 40% were concerned about boy and/or girl relationships, and another 26% were relating to peer and friend situations.

The remaining calls were categorized as follows: abuse (13 or 7%), birth control (2 or 1%), brochure request (25 or 13%), educational (6 or 3%), employment (2 or 1%), gangs (1 or 1%) hang-ups (26 or 13%), health (22 or 11%), information about hotline (5 or 3%), legal (3 or 2%), lonely or just needed to talk (21 or 11%), other (33 or 17%), prank (10 or 5%), pregnancy (7 or 4%), sexuality (8 or 4%), suicide (1 or 1%), and wrong numbers (6 or 3%).

One of the calls this month was from a 13-year old male who was concerned that he might have a drinking problem. The Teen Line counselor advised him to speak with his school counselor and gave him the number for ALATEEN.

Another caller was concerned about a friend who is depressed and showing signs of an eating disorder. A Teen Line counselor referred the caller to the Eating Disorder Recovery national line and suggested that she offer to call the line with her friend. She was also encouraged to get an adult involved.

What was the outcome of the calls?

Of the 200 calls, 83 (42%) required a listening ear and counseling that the Teen Line staff provided. In addition, 18 callers (9%) had a specific question that staff was able to answer. To supplement the information given by staff 37 referrals (19%) were made. Twenty-five calls resulted in the mailing of 910 Teen Line brochures. Staff was unable to help the 38 callers (19%) that hung-up or made a prank call.

To whom were the callers referred?

Of the referrals that were made, 6% were to the caller's parents, 8% to a family planning center, 31% on for medical services, 18% to another hotline, and another 6% to school personnel. Add to that, 6% who were referred to a counselor other than their school counselor, 4% to the Iowa Department of Public Health, 4% to another adult, and another 8% to whom it was recommended they call legal services or law enforcement.

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: Jan. 2000 **Number of Calls:** 200 **Average Call Length:** 6 min.

Client Information:

Male: 37% **Female:** 50% **Avg. Age:** 18 **Adult Callers:** 19% **Repeat Callers:** 21%
Area Code (60% revealed): 319: 23% 515: 36% 712: 9% **Out of State:** 31%

Call Topic:

13 or 7% Abuse...
 1 or 6% *Denial of Care*
 3 or 18% *Physical*
 3 or 18% *Sexual*
 7 or 41% *Substance*
 3 or 18% *Verbal/Emotional*
2 or 1% Birth Control
25 or 13% Brochure Request...
6 or 3% Educational
2 or 1% Employment
1 or 1% Gangs
26 or 13% Hang-Up
22 or 11% Health...
 1 or 4% *AIDS*
 5 or 22% *Dieting/Nutrition*
 2 or 9% *Eating Disorders*
 2 or 9% *Puberty*
 5 or 22% *STD's*
 8 or 35% *Other*
5 or 3% Information about hotline
3 or 2% Legal
21 or 11% Lonely/Just to talk
10 or 5% Prank
7 or 4% Pregnancy...
49 or 25% Relationships...
 25 or 40% *Boy/Girl*
 20 or 32% *Family*
 16 or 26% *Peer/Friends*
 1 or 2% *Other*
0 or 0% Runaway
8 or 4% Sexuality
1 or 1% Suicide
6 or 3% Wrong Number
2 or 1% "You are not alone"
33 or 17% Other

Outcome:

25 or 13% Brochure/Video Order Sent
83 or 42% Counseling
38 or 19% Hang-Up/Prank/NA
2 or 1% Needs to call us back

37 or 19% Referral...
18 or 9% Supplied wanted information
15 or 8% Unable to assist caller
10 or 5% Other

...Referrals:

3 or 6% Counselor (not school)
2 or 4% Dept. of Public Health
4 or 8% Family Planning Center
1 or 2% Law Enforcement
3 or 6% Legal Services
15 or 31% Medical Services
2 or 4% Other Adult
9 or 18% Other Hotline
3 or 6% Parents
0 or 0% Runaway Services
3 or 6% School Personnel
4 or 8% Other

...# Teen Line brochures requested: 910

"You are not alone" series...

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

Teen Line Calls

January 1999 - January 2000

