

Teen Line - 1-800-443-8336
January 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 241 calls for the month of January. This is an increase of 19 calls from the previous month. The annual total (fiscal year) of calls from October 1998 – January 1999 is 955.

Who called?

The average caller was 16 years old, female (45% female, 43% male), and remained on the line for 7 minutes. Nine percent of the calls were made by adults. A total of 26% of the callers were using our service for the second time or more. Of the 33% of callers who revealed the location in which they were calling from, 9% were in the 712 area code, 21% in the 515 area, 18% in the 319 area, and 53% were from out of state.

Topics of discussion:

The greatest numbers of calls were categorized as relationship concerns (24%). Of these 58 calls, 24% revolved around family issues, 54% were concerned about boy and/or girl relationships, and another 20% were relating to peer and friend situations.

The remaining calls were categorized as follows: abuse (10 or 4%), birth control (3 or 1%), brochure request (4 or 2%), educational (2 or 1%), gangs (1 or 0%), hang-ups (45 or 19%), health (22 or 9%), information about hotline (11 or 5%), legal (4 or 2%), lonely or just needed to talk (24 or 10%), other (25 or 10%), prank (20 or 8%), pregnancy (15 or 6%), runaway (2 or 1%), sexuality (20 or 8%), suicide (4 or 2%), and wrong numbers (10 or 4%).

What was the outcome of the calls?

Of the 241 calls, 100 (41%) required a listening ear and counseling that the Teen Line staff provided. In addition, 18 callers (17%) had a specific question that staff was able to answer. To supplement the information given by staff 52 referrals (22%) were made. Four calls resulted in the mailing of 50 Teen Line brochures, 12 You Are Not Alone workbooks, and 2 videos. Staff was unable to help the 75 callers (31%) that hung-up or made a prank call.

To whom were the callers referred?

Of the referrals that were made, 17% were to the caller's parents, 10% to a family planning center, 24% on for medical services, 16% to another hotline, and another 3% to school personnel. Add to that, 11% who were referred to a counselor other than their school counselor, 1% to another adult, 1% 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 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.exnet.iastate.edu/Pages/cahotlines/teenline/>.

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Time Period of Report: Jan. 1999 **Number of Calls:** 241 **Average Call Length:** 7 min.

Client Information:

Male: 43% **Female:** 45% **Avg. Age:** 16 **Adult Callers:** 9% **Repeat Callers:** 26%
Area Code (33% revealed): 319: 18% 515: 21% 712: 9% **Out of State:** 53%

Call Topic:

10 or 4% Abuse...
 4 or 31% *Physical*
 5 or 38% *Substance*
 0 or 0% *Verbal/Emotional*
 4 or 31% *Sexual*
3 or 1% Birth Control
4 or 2% Brochure Request...
2 or 1% Educational
1 or 0% Gangs
45 or 19% Hang-Up
22 or 9% Health...
 3 or 15% *AIDS*
 4 or 20% *Dieting/Nutrition*
 2 or 10% *Eating Disorders*
 0 or 0% *Puberty*
 2 or 10% *STD's*
 9 or 45% *Other*
11 or 5% Information about hotline
4 or 2% Legal
24 or 10% Lonely/Just to talk
20 or 8% Prank
15 or 6% Pregnancy...
58 or 24% Relationships...
 40 or 54% *Boy/Girl*
 18 or 24% *Family*
 15 or 20% *Peer/Friends*
 1 or 1% *Other*
2 or 1% Runaway
20 or 8% Sexuality
4 or 2% Suicide
10 or 4% Wrong Number
0 or 0% "You are not alone"
25 or 10% Other

Outcome:

4 or 2% Brochure/Video Order Sent
100 or 41% Counseling
75 or 31% Hang-Up/Prank/NA
1 or 0% Needs to call us back
52 or 22% Referral...
18 or 7% Supplied wanted information
48 or 20% Unable to assist caller
8 or 3% Other

...Referrals:

8 or 11% Counselor (not school)
0 or 0% Dept. of Public Health
7 or 05% Family Planning Center
1 or 1% Law Enforcement
3 or 4% Legal Services
17 or 24% Medical Services
1 or 1% Other Adult
11 or 16% Other Hotline
12 or 17% Parents
1 or 1% Runaway Services
2 or 3% School Personnel
7 or 10% Other

Teen Line brochures requested: 50

"You are not alone" series...

Workbooks requested: 12
Videos requested: 2
Physicians' manuals requested: 0

Teen Line Calls

January 1998 - January 1999

