

**Teen Line - 1-800-443-8336**  
**July 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 194 calls for the month of July. This is an increase of 20 calls from the previous month. The annual total (fiscal year) of calls from October 1999 – July 2000 is 1,886.

### **Who called?**

The average caller was 19 years old, male, and remained on the line for 7 minutes. Ten percent of the calls were made by adults. Twenty-eight 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 (25%). Of these 48 calls, 44% revolved around family issues, 42% were concerned about boy and/or girl relationships, and another 13% were relating to peer and friend situations.

The remaining calls were categorized as follows: abuse (4 or 2%), birth control (3 or 2%), brochure request (3 or 2%), employment (5 or 3%), gangs (1 or 1%), hang-ups (50 or 26%), health (11 or 6%), information about hotline (6 or 3%), legal (2 or 1%), lonely or just needed to talk (23 or 12%), other (36 or 19%), prank (3 or 2%), pregnancy (17 or 9%), runaway (1 or 1%), sexuality (7 or 4%), suicide (1 or 1%), and wrong numbers (4 or 2%).

### **What was the outcome of the calls?**

Of the 194 calls, 84 (43%) required a listening ear and counseling that the Teen Line staff provided. In addition, 11 callers (6%) had a specific question that staff was able to answer. To supplement the information given by staff 32 referrals (16%) were made. Two calls resulted in the mailing of 250 Teen Line brochures, and 50 You Are Not Alone workbooks. Staff was unable to help the 54 callers (28%) that hung-up or made a prank call.

### **To whom were the callers referred?**

Of the referrals that were made, 2% were to the Iowa Department of Public Health, 12% to a family planning center, 5% to law enforcement, 33% on for medical services, and another 7% to another hotline. Add to that, 5% who were referred to a counselor other than their school counselor, 14% to their parents, 2% to another adult, and another 7% 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:** July 2000    **Number of Calls:** 194    **Average Call Length:** 7 min.

## Client Information:

**Male:** 38%    **Female:** 36%    **Avg. Age:** 19    **Adult Callers:** 10%    **Repeat Callers:** 28%  
**Area Code (39% revealed):**    319: 9%    515: 35%    712: 5%    **Out of State:** 51%

## Call Topic:

4 or 2%    Abuse...  
    0 or 0%    *Physical*  
    2 or 40%    *Substance*  
    1 or 20%    *Verbal/Emotional*  
    2 or 40%    *Sexual*  
3 or 2%    Birth Control  
3 or 2%    Brochure Request...  
5 or 3%    Employment  
1 or 1%    Gangs  
50 or 26%    Hang-Up  
11 or 6%    Health...  
    0 or 0%    *AIDS*  
    1 or 8%    *Dieting/Nutrition*  
    0 or 0%    *Eating Disorders*  
    1 or 8%    *Puberty*  
    2 or 17%    *STD's*  
    8 or 67%    *Other*  
6 or 3%    Information about hotline  
2 or 1%    Legal  
23 or 12%    Lonely/Just to talk  
3 or 2%    Prank  
17 or 9%    Pregnancy...  
48 or 25%    Relationships...  
    23 or 42%    *Boy/Girl*  
    24 or 44%    *Family*  
    7 or 13%    *Peer/Friends*  
    1 or 2%    *Other*  
1 or 1%    Runaway  
7 or 4%    Sexuality  
1 or 1%    Suicide  
4 or 2%    Wrong Number  
1 or 1%    "You are not alone"  
36 or 19%    Other

## Outcome:

2 or 1%    Brochure/Video Order Sent  
84 or 13%    Counseling  
54 or 28%    Hang-Up/Prank/NA  
2 or 1%    Needs to call us back  
32 or 16%    Referral...  
11 or 6%    Supplied wanted information  
13 or 7%    Unable to assist caller  
12 or 6%    Other

## ...Referrals:

2 or 5%    Counselor (not school)  
1 or 2%    Dept. of Public Health  
5 or 12%    Family Planning Center  
2 or 5%    Law Enforcement  
3 or 7%    Legal Services  
14 or 33%    Medical Services  
1 or 2%    Other Adult  
3 or 7%    Other Hotline  
6 or 14%    Parents  
0 or 0%    Runaway Services  
0 or 0%    School Personnel  
6 or 14%    Other

**...# Teen Line brochures requested:** 250

## **"You are not alone" series...**

Workbooks requested: 50  
Videos requested: 0  
Physicians' manuals requested: 0

# Teen Line Calls July 1999 - July 2000

