

How many people called?

Teen Line received 134 calls for the month of July. This is a decrease of 40 calls from the previous month. The annual total (fiscal year) of calls from October 2000 – July 2001 is 1598.

Who called?

The average caller was 17 years old, female (48% female, 33% male), and remained on the line for 6 minutes. Nineteen percent of the calls were made by adults. Twenty-three 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 (27%). Of these 45 calls, 56% revolved around family issues, 27% were concerned about boy and/or girl relationships, and another 16% were relating to peer and friend situations.

The remaining calls were categorized as follows: abuse (15 or 11%), birth control (1 or 1%), brochure request (6 or 4%), educational (2 or 1%), hang-ups (38 or 28%), health (10 or 7%), information about hotline (10 or 7%), lonely or just needed to talk (7 or 5%), other (13 or 10%), prank (6 or 4%), pregnancy (6 or 4%), sexuality (10 or 7%), suicide (6 or 4%), employment (3 or 2%), runaway (4 or 3%), and legal (8 and 6%).

One call this month was from a 17-year old female who left her foster home because her parents were abusing her. Caller stated that she doesn't want to go back there. Stated she is considering staying with her sister or spending the night on the street. A Teen Line counselor suggested that she stay with her sister and contact the Department of Human Services and encouraged her not to spend the night on the street.

What was the outcome of the calls?

Of the 134 calls, 39 (29%) required a listening ear and counseling that the Teen Line staff provided. In addition, 20 callers (15%) had a specific question that staff was able to answer. To supplement the information given by staff, 24 referrals (18%) were made. Six calls resulted in the mailing of 390 Teen Line brochures. Staff was unable to help the 47 callers (35%) that hung-up or made a prank call.

To whom were the callers referred?

Of the referrals that were made, 15% were to the caller's parents, 5% to a family planning center, 7% to medical services, and 24% to another hotline. Add to that, 12% who were referred to a counselor other than their school counselor, 10% to another adult, 2% to runaway services, 5% to the Department of Public Health, and another 2% 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.extension.iastate.edu/Pages/cahotlines/teenline/>.

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Time Period of Report: July 2001 Number of Calls: 134 Average Call Length: 6 min.

Client Information:

Male: 33% Female: 48% Avg. Age: 17 Adult Callers: 19% Repeat Callers: 23%
 Area Code (43% revealed): 319: 12% 515: 23% 712: 7% Out of State: 42%

Call Topic:

15 or 11% Abuse...
 5 or 23% *Physical*
 5 or 23% *Substance*
 6 or 27% *Verbal/Emotional*
 6 or 27% *Sexual*
1 or 1% Birth Control
6 or 4% Brochure Request...
2 or 1% Educational
38 or 28% Hang-Up
10 or 7% Health...
 1 or 13% *Puberty*
 7 or 88% *Other*
10 or 7% Information about hotline
8 or 6% Legal
5 or 7% Lonely/Just to talk
6 or 4% Prank
7 or 4% Pregnancy...
41 or 23% Relationships...
 12 or 27% *Boy/Girl*
 25 or 56% *Family*
 7 or 16% *Peer/Friends*
 1 or 2% *Other*
1 or 1% Runaway
10 or 7% Sexuality
1 or 1% Suicide
7 or 5% Wrong Number
1 or 1% "You are not alone"
13 or 10% Other

Outcome:

6 or 4% Brochure/Video Order Sent
39 or 29% Counseling
47 or 35% Hang-Up/Prank/NA
4 or 3% Needs to call us back
24 or 18% Referral...
20 or 15% Supplied wanted information
8 or 6% Unable to assist caller
8 or 6% Other

...Referrals:

2 or 5% Department of Public Health
3 or 7% Medical Services
4 or 10% Other Adult
10 or 24% Other Hotline
1 or 15% Parents
1 or 2% Runaway Services
1 or 5% School Personnel
6 or 21% Other
5 or 12% Counselor (not school)
1 or 2% Legal Services
2 or 5% Family Planning Center

...# Teen Line brochures requested: 390

"You are not alone" series...

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

Teen Line Calls July 2000- July 2001

