

Teen Line - 1-800-443-8336
June 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 174 calls for the month of June. This is an increase of 11 calls from the previous month. The annual total (fiscal year) of calls from October 1999 – June 2000 is 1,692.

Who called?

The average caller was 19 years old, male and remained on the line for 10 minutes. Ten percent of the calls were made by adults. Twenty-seven 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 (24%). Of these 42 calls, 46% revolved around family issues, 40% were concerned about boy and/or girl relationships, and another 12% were relating to peer and friend situations.

The remaining calls were categorized as follows: abuse (14 or 8%), birth control (4 or 2%), brochure request (2 or 1%), employment (6 or 3%), gangs (1 or 1%), hang-ups (34 or 20%), health (14 or 8%), information about hotline (2 or 1%), legal (5 or 3%), lonely or just needed to talk (27 or 16%), other (25 or 14%), prank (2 or 1%), pregnancy (11 or 6%), runaway (1 or 1%), sexuality (11 or 6%), suicide (1 or 1%), and wrong numbers (6 or 3%).

One call this month was from a seventeen year old girl who was concerned about a relationship she started with a man (seven years her senior) on the internet. A Teen Line counselor helped her examine the ramifications of this relationship. She was referred to her parents for additional guidance.

What was the outcome of the calls?

Of the 174 calls, 87 (50%) required a listening ear and counseling that the Teen Line staff provided. In addition, 9 callers (5%) had a specific question that staff was able to answer. To supplement the information given by staff 28 referrals (16%) were made. Two calls resulted in the mailing of 100 Teen Line brochures and 100 You Are Not Alone workbooks. Staff was unable to help the 40 callers (23%) that hung-up or made a prank call.

To whom were the callers referred?

Of the referrals that were made, 9% were to a family planning center, 5% to law enforcement, 14% to a medical service, 12% to another hotline, and another 2% to school personnel. Add to that, 21% who were referred to a counselor other than their school counselor, 5% to another adult, 16% were referred to their parents, and another 5% 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 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: June 2000 **Number of Calls:** 174 **Average Call Length:** 10 min.

Client Information:

Male: 46% **Female:** 34% **Avg. Age:** 19 **Adult Callers:** 10% **Repeat Callers:** 27%
Area Code (43% revealed): 319: 12% 515: 49% 712: 7% **Out of State:** 33%

Call Topic:

14 or 8% Abuse...
 2 or 13% *Physical*
 3 or 20% *Substance*
 1 or 7% *Verbal/Emotional*
 9 or 60% *Sexual*
4 or 2% Birth Control
2 or 1% Brochure Request...
6 or 3% Employment
1 or 1% Gangs
34 or 20% Hang-Up
14 or 8% Health...
 0 or 0% *AIDS*
 2 or 14% *Dieting/Nutrition*
 0 or 0% *Eating Disorders*
 0 or 0% *Puberty*
 1 or 7% *STD's*
 11 or 79% *Other*
2 or 1% Information about hotline
5 or 3% Legal
27 or 16% Lonely/Just to talk
2 or 1% Prank
11 or 6% Pregnancy...
42 or 24% Relationships...
 21 or 40% *Boy/Girl*
 24 or 46% *Family*
 6 or 12% *Peer/Friends*
 1 or 2% *Other*
1 or 1% Runaway
11 or 6% Sexuality
1 or 1% Suicide
6 or 3% Wrong Number
1 or 1% "You are not alone"
25 or 14% Other

Outcome:

2 or 1% Brochure/Video Order Sent
87 or 50% Counseling
40 or 23% Hang-Up/Prank/NA
7 or 4% Needs to call us back
28 or 16% Referral...
9 or 5% Supplied wanted information
6 or 3% Unable to assist caller
9 or 5% Other

...Referrals:

12 or 21% Counselor (not school)
0 or 0% Dept. of Public Health
5 or 9% Family Planning Center
3 or 5% Law Enforcement
4 or 7% Legal Services
8 or 14% Medical Services
3 or 5% Other Adult
7 or 12% Other Hotline
9 or 16% Parents
1 or 2% Runaway Services
1 or 2% School Personnel
5 or 9% Other

...# Teen Line brochures requested: 100

"You are not alone" series...

Workbooks requested: 100
Videos requested: 0
Physicians' manuals requested: 0

Teen Line Calls June 1999 - June 2000

