

Teen Line - 1-800-443-8336

June 2001 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 123 calls for the month of June. This is a decrease of 30 calls from the previous month. The annual total (fiscal year) of calls from October 2000 – June 2001 is 901.

Who called?

The average caller was 17 years old, male (41% female, 46% male), and remained on the line for 6 minutes. Fifteen percent of the calls were made by adults. Twenty-two 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 (16%). Of these 20 calls, 33% revolved around family issues, 52% were concerned about boy and/or girl relationships, and another 14% were relating to peer and friend situations.

The remaining calls were categorized as follows: abuse (7 or 6%), birth control (2 or 2%), brochure request (3 or 2%), educational (3 or 2%), employment (7 or 6%), hang-ups (20 or 16%), health (6 or 5%), information about hotline (14 or 11%), lonely or just needed to talk (12 or 10%), other (12 or 10%), prank (13 or 11%), pregnancy (7 or 6%), runaway (1 or 1%), sexuality (6 or 5%), suicide (2 or 2%), wrong numbers (4 or 3%), and You Are Not Alone (2 or 2%).

What was the outcome of the calls?

Of the 123 calls, 50 (41%) required a listening ear and counseling that the Teen Line staff provided. In addition, 14 callers (11%) had a specific question that staff was able to answer. To supplement the information given by staff 15 referrals (12%) were made. Three calls resulted in the mailing of 200 Teen Line brochures and 45 You Are Not Alone workbooks. Staff was unable to help the 35 callers (28%) that hung-up or made a prank call.

To whom were the callers referred?

Of the referrals that were made, 2% to a family planning center, 4% on for medical services, 32% to another hotline, and another 8% to school personnel. Add to that, 16% who were referred to a counselor other than their school counselor, 4% were referred to their parent, and 8% to another adult.

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: June 2001 Number of Calls: 123 Average Call Length: 6 min.

Client Information:

Male: 46% Female: 41% Avg. Age: 17 Adult Callers: 15% Repeat Callers: 22%
 Area Code (28% revealed): 319: 12% 515: 18% 712: 12% Out of State: 47%

Call Topic:

7 or 6% Abuse...
2 or 25% *Physical*
1 or 13% *Substance*
0 or 0% *Verbal/Emotional*
5 or 63% *Sexual*
2 or 2% Birth Control
3 or 2% Brochure Request...
3 or 2% Educational
7 or 6% Employment
0 or 0% Gangs
20 or 16% Hang-Up
6 or 5% Health...
0 or 0% *AIDS*
0 or 0% *Dieting/Nutrition*
1 or 20% *Eating Disorders*
0 or 0% *Puberty*
2 or 40% *STD's*
2 or 40% *Other*
14 or 11% Information about hotline
0 or 0% Legal
12 or 10% Lonely/Just to talk
13 or 11% Prank
7 or 6% Pregnancy...
20 or 16% Relationships...
11 or 52% *Boy/Girl*
7 or 33% *Family*
7 or 18% *Peer/Friends*
0 or 0% *Other*
1 or 1% Runaway
6 or 5% Sexuality
2 or 2% Suicide
4 or 3% Wrong Number
2 or 2% You are not Alone
12 or 10% Other

Outcome:

3 or 2% Brochure/Video Order Sent
50 or 41% Counseling
35 or 28% Hang-Up/Prank/NA
2 or 2% Needs to call us back
15 or 12% Referral...
14 or 11% Supplied wanted information
4 or 3% Unable to assist caller
10 or 8% Other

...Referrals:

4 or 16% Counselor (not school)
0 or 0% Dept. of Public Health
2 or 8% Family Planning Center
0 or 0% Law Enforcement
0 or 0% Legal Services
1 or 4% Medical Services
2 or 8% Other Adult
8 or 32% Other Hotline
1 or 4% Parents
1 or 4% Runaway Services
2 or 8% School Personnel
4 or 16% Other

...# Teen Line brochures requested: 200

"You are not alone" series...

Workbooks requested: 45
 Videos requested: 0
 Physicians' manuals requested: 0

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June 2000 - June 2001

