

## **Teen Line - 1-800-443-8336**

### **June 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 236 calls for the month of June. This is a decrease of 77 calls from the previous month. The annual total (fiscal year) of calls from October 1998 – June 1999 is 2,177.

### **Who called?**

The average caller was 17 years old, female (41% female, 40% male), and remained on the line for 8 minutes. Eight percent of the calls were made by adults. A total of 23% of the callers were using our service for the second time or more. Of the 39% of callers who revealed the location in which they were calling from, 10% were in the 712 area code, 39% in the 515 area, 13% in the 319 area, and 39% were from out of state.

### **Topics of discussion:**

The greatest number of calls were categorized as relationship concerns (20%). Of these 48 calls, 28% revolved around family issues, 51% 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 (9 or 4%), birth control (5 or 2%), brochure request (8 or 3%), educational (4 or 2%), hang-ups (63 or 27%), health (39 or 17%), information about hotline (7 or 3%), legal (2 or 1%), lonely or just needed to talk (19 or 8%), other (30 or 13%), prank (15 or 6%), pregnancy (11 or 5%), runaway (1 or 0%), sexuality (10 or 4%), suicide (1 or 0%), and wrong numbers (2 or 1%).

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

Of the 236 calls, 84 (36%) required a listening ear and counseling that the Teen Line staff provided. In addition, 20 callers (8%) had a specific question that staff was able to answer. To supplement the information given by staff 40 referrals (17%) were made. Ten calls resulted in the mailing of 290 Teen Line brochures, 12 You Are Not Alone workbooks, 3 physician manuals, and 3 videos. Staff was unable to help the 81 callers (34%) that hung-up or made a prank call.

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

Of the referrals that were made, 9% were to the caller's parents, 14% to a family planning center, 27% on for medical services, 9% to another hotline. Add to that, 16% who were referred to a counselor other than their school counselor, 6% to another adult, 5% to law enforcement, 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 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.extension.iastate.edu/Pages/cahotlines/teenline/>.

# Teen Line Teen Line Teen Line Teen Line Teen Line Teen Line Teen Line Teen

**Time Period of Report:** June 1999    **Number of Calls:** 236    **Average Call Length:** 8 min.

## Client Information:

**Male:** 40%    **Female:** 41%    **Avg. Age:** 17    **Adult Callers:** 8%    **Repeat Callers:** 23%  
**Area Code (39% revealed):**    **319:** 13%    **515:** 39%    **712:** 10%    **Out of State:** 39%

## Call Topic:

9 or 4%    Abuse...  
    2 or 18%    *Physical*  
    5 or 45%    *Substance*  
    3 or 27%    *Verbal/Emotional*  
    1 or 9%    *Sexual*  
5 or 2%    Birth Control  
8 or 3%    Brochure Request...  
4 or 2%    Educational  
0 or 0%    Gangs  
63 or 27%    Hang-Up  
39 or 17%    Health...  
    2 or 5%    *AIDS*  
    0 or 0%    *Dieting/Nutrition*  
    1 or 2%    *Eating Disorders*  
    0 or 0%    *Puberty*  
    10 or 23%    *STD's*  
    31 or 70%    *Other*  
7 or 3%    Information about hotline  
2 or 1%    Legal  
19 or 8%    Lonely/Just to talk  
15 or 6%    Prank  
11 or 5%    Pregnancy...  
48 or 20%    Relationships...  
    31 or 51%    *Boy/Girl*  
    17 or 28%    *Family*  
    8 or 13%    *Peer/Friends*  
    5 or 8%    *Other*  
1 or 0%    Runaway  
10 or 4%    Sexuality  
1 or 0%    Suicide  
2 or 1%    Wrong Number  
2 or 1%    "You are not alone"  
30 or 13%    Other

## Outcome:

10 or 4%    Brochure/Video Order Sent  
84 or 36%    Counseling  
81 or 34%    Hang-Up/Prank/NA  
7 or 3%    Needs to call us back  
40 or 17%    Referral...  
20 or 8%    Supplied wanted information  
64 or 27%    Unable to assist caller  
13 or 6%    Other

## ...Referrals:

0 or 16%    Counselor (not school)  
0 or 0%    Dept. of Public Health  
9 or 14%    Family Planning Center  
3 or 5%    Law Enforcement  
1 or 2%    Legal Services  
17 or 27%    Medical Services  
4 or 6%    Other Adult  
6 or 9%    Other Hotline  
6 or 9%    Parents  
0 or 0%    Runaway Services  
0 or 0%    School Personnel  
8 or 13%    Other

**...# Teen Line brochures requested:** 290

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

Workbooks requested: 12  
Videos requested: 3  
Physicians' manuals requested: 3

# Teen Line Calls

## June 1998 - June 1999

