

**Teen Line - 1-800-443-8336**  
**March 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 220 calls for the month of March. This is an increase of 31 calls from the previous month. The annual total (fiscal year) of calls from October 1999 – March 2000 is 1,177.

### **Who called?**

The average caller was 17 years old, female (49% female, 39% male), and remained on the line for 8 minutes. Sixteen percent of the calls were made by adults. Eighteen percent of the callers were using our service for the second time or more. Of the 51% of callers who revealed the location in which they were calling from, 18% were in the 712 area code, 34% in the 515 area, 17% in the 319 area, and 32% were from out of state.

### **Topics of discussion:**

The greatest number of calls were categorized as relationship concerns (24%). Of these 53 calls, 39% revolved around family issues, 45% 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 (13 or 6%), birth control (4 or 2%), brochure request (12 or 5%), educational (4 or 2%), hang-ups (31 or 14%), health (26 or 12%), information about hotline (13 or 6%), legal (1 or 0%), lonely or just needed to talk (20 or 9%), other (19 or 9%), prank (14 or 6%), pregnancy (18 or 8%), sexuality (19 or 9%), suicide (3 or 1%), and wrong numbers (7 or 3%).

One call was from a parent who needed information on birth control and a referral to a counseling service in her area for her 13-year old daughter. Her daughter is threatening to lose her virginity this summer when she goes to stay with her aunt. The parent was concerned because she herself was a teenage mother. She has an open communication line with her daughter and wants to continue this. She doesn't want to violate her daughter's trust by telling anyone about this, but she needed to talk to someone. They do not have health insurance right now either. A Teen Line counselor suggested that her daughter call Teen Line and reminded caller that calls are kept confidential. Caller was also given a referral to a family planning clinic, counseling service, and DHS – to see if she could qualify for Medicaid or HAWK-I.

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

Of the 220 calls, 84 (38%) required a listening ear and counseling that the Teen Line staff provided. In addition, 17 callers (8%) had a specific question that staff was able to answer. To supplement the information given by staff, 58 referrals (26%) were made. Nine calls resulted in the mailing of 720 Teen Line brochures, 70 You Are Not Alone workbooks, and 5 videos. Staff was unable to help the 50 callers (23%) that hung-up or made a prank call.

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

Of the referrals that were made, 2% were to the caller's parents, 11% to a family planning center, 15% to medical services, 30% to another hotline, 2% to the Department of Public Health, and another 1% to school personnel. Add to that, 9% who were referred to a counselor other than their school counselor, 2% to another adult, 2% to law enforcement, and another 1% 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:** Mar 2000    **Number of Calls:** 220    **Average Call Length:** 8 min.

## Client Information:

**Male:** 39%    **Female:** 49%    **Avg. Age:** 17    **Adult Callers:** 16%    **Repeat Callers:** 18%  
**Area Code (51% revealed):**    319: 17%    515: 34%    712: 18%    **Out of State:** 32%

## Call Topic:

13 or 6%    Abuse...  
     2 or 14%    *Physical*  
     5 or 36%    *Substance*  
     2 or 14%    *Verbal/Emotional*  
     5 or 36%    *Sexual*  
4 or 2%    Birth Control  
12 or 5%    Brochure Request...  
4 or 2%    Educational  
1 or 0%    Employment  
31 or 14%    Hang-Up  
26 or 12%    Health...  
     3 or 10%    *AIDS*  
     6 or 19%    *Dieting/Nutrition*  
     7 or 23%    *Eating Disorders*  
     1 or 3%    *Puberty*  
     7 or 23%    *STD's*  
     7 or 23%    *Other*  
13 or 6%    Information about hotline  
1 or 0%    Legal  
20 or 9%    Lonely/Just to talk  
14 or 6%    Prank  
18 or 8%    Pregnancy...  
53 or 24%    Relationships...  
     31 or 45%    *Boy/Girl*  
     27 or 39%    *Family*  
     11 or 16%    *Peer/Friends*  
     0 or 0%    *Other*  
0 or 0%    Runaway  
19 or 9%    Sexuality  
3 or 1%    Suicide  
7 or 3%    Wrong Number  
1 or 0%    "You are not alone"  
19 or 9%    Other

## Outcome:

9 or 4%    Brochure/Video Order Sent  
84 or 38%    Counseling  
50 or 23%    Hang-Up/Prank/NA  
3 or 1%    Needs to call us back  
58 or 26%    Referral...  
17 or 8%    Supplied wanted information  
12 or 5%    Unable to assist caller  
7 or 3%    Other

## ...Referrals:

7 or 9%    Counselor (not school)  
2 or 2%    Dept. of Public Health  
9 or 11%    Family Planning Center  
2 or 2%    Law Enforcement  
1 or 1%    Legal Services  
12 or 15%    Medical Services  
2 or 2%    Other Adult  
24 or 30%    Other Hotline  
2 or 2%    Parents  
0 or 0%    Runaway Services  
1 or 1%    School Personnel  
19 or 23%    Other

**...# Teen Line brochures requested:** 720

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

Workbooks requested: 70  
 Videos requested: 5  
 Physicians' manuals requested: 0

# Teen Line Calls

## March 1999 - March 2000

