

**Teen Line - 1-800-443-8336**  
**March 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 114 calls for the month of March. This is a decrease of 31 calls from the previous month. The annual total (fiscal year) of calls from October 2000 – March 2001 is 484.

### **Who called?**

The average caller was 16 years old, female (54% female, 28% male), and remained on the line for 6 minutes. Eleven percent of the calls were made by adults. Twenty-one 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 (22%). Of these 25 calls, 58% revolved around family issues, 27% 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 (15 or 8%), birth control (3 or 2%), brochure request (15 or 8%), educational (4 or 2%), hang-ups (21 or 11%), health (10 or 5%), information about hotline (13 or 7%), legal (3 or 2%), lonely or just needed to talk (38 or 20%), other (24 or 13%), prank (6 or 3%), pregnancy (4 or 2%), sexuality (12 or 6%), and wrong numbers (6 or 3%).

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

Of the 114 calls, 47 (41%) required a listening ear and counseling that the Teen Line staff provided. In addition, 11 callers (10%) had a specific question that staff was able to answer. To supplement the information given by staff 21 referrals (18%) were made. One call resulted in the mailing of 100 Teen Line brochures.

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

Of the referrals that were made, 17% to a family planning center, 7% on for medical services, 23% to another hotline, and another 10% to school personnel. Add to that, 10% who were referred to a counselor other than their school counselor, 10% to their parents, and another 7% to whom it was recommended they call legal services.

One call this month was from a 16-year old female who told a Teen Line counselor that she was being sexually abused by a relative. The caller reported that this had happened on two different occasions. The Teen Line counselor encouraged the caller to report the abuse to Child Protective Services and to speak with her parents about the situation.

### **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.2001    **Number of Calls:** 114    **Average Call Length:** 6 min.

## Client Information:

**Male:** 28%    **Female:** 54%    **Avg. Age:** 16    **Adult Callers:** 11%    **Repeat Callers:** 21%  
**Area Code (39% revealed):**    319: 13%    515: 7%    712: 7%    **Out of State:** 62%

## Call Topic:

5 or 4%    Abuse...  
    1 or 20%    *Physical*  
    1 or 20%    *Substance*  
    0 or 0%    *Verbal/Emotional*  
    3 or 60%    *Sexual*  
3 or 3%    Birth Control  
1 or 1%    Brochure Request...  
2 or 2%    Educational  
2 or 2%    Employment  
1 or 1%    Gangs  
18 or 16%    Hang-Up  
10 or 9%    Health...  
    0 or 0%    *AIDS*  
    0 or 0%    *Dieting/Nutrition*  
    1 or 10%    *Eating Disorders*  
    0 or 0%    *Puberty*  
    1 or 10%    *STD's*  
    8 or 80%    *Other*  
12 or 11%    Information about hotline  
2 or 2%    Legal  
10 or 9%    Lonely/Just to talk  
2 or 2%    Prank  
6 or 5%    Pregnancy...  
25 or 22%    Relationships...  
    7 or 27%    *Boy/Girl*  
    15 or 58%    *Family*  
    3 or 12%    *Peer/Friends*  
    1 or 4%    *Other*  
0 or 0%    Runaway  
8 or 7%    Sexuality  
1 or 1%    Suicide  
4 or 4%    Wrong Number  
0 or 0%    "You are not alone"  
18 or 16%    Other

## Outcome:

1 or 1%    Brochure/Video Order Sent  
47 or 41%    Counseling  
21 or 18%    Hang-Up/Prank/NA  
7 or 6%    Needs to call us back  
21 or 18%    Referral...  
11 or 10%    Supplied wanted information  
5 or 4%    Unable to assist caller  
9 or 8%    Other

## ...Referrals:

3 or 10%    Counselor (not school)  
3 or 10%    Dept. of Public Health  
5 or 17%    Family Planning Center  
0 or 0%    Law Enforcement  
2 or 7%    Legal Services  
2 or 7%    Medical Services  
0 or 0%    Other Adult  
7 or 23%    Other Hotline  
3 or 10%    Parents  
0 or 0%    Runaway Services  
3 or 10%    School Personnel  
2 or 7%    Other

**...# Teen Line brochures requested:** 100

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

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

# Teen Line Calls

## March 2000 - March 2001

