

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

### **March 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 198 calls for the month of March. This is a decrease of 32 calls from the previous month. The annual total (fiscal year) of calls from October 1998 – March 1999 is 1,383.

### **Who called?**

The average caller was 18 years old, female (47% female, 41% male), and remained on the line for 8 minutes. Sixteen percent of the calls were made by adults. A total of 24% of the callers were using our service for the second time or more. Of the 54% of callers who revealed the location in which they were calling from, 5% were in the 712 area code, 29% in the 515 area, 24% in the 319 area, and 42% were from out of state.

### **Topics of discussion:**

The greatest number of calls were categorized as relationship concerns (23%). Of these 45 calls, 48% revolved around family issues, 34% 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 (17 or 9%), birth control (2 or 1%), brochure request (4 or 2%), educational (8 or 4%), gangs (2 or 1%), hang-ups (24 or 12%), health (20 or 10%), information about hotline (14 or 7%), legal (5 or 3%), lonely or just needed to talk (24 or 12%), other (21 or 11%), prank (10 or 5%), pregnancy (19 or 10%), sexuality (17 or 9%), suicide (2 or 1%), and wrong numbers (4 or 2%).

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

Of the 198 calls, 88 (44%) required a listening ear and counseling that the Teen Line staff provided. In addition, 28 callers (14%) had a specific question that staff was able to answer. To supplement the information given by staff 58 referrals (29%) were made. Four calls resulted in the mailing of 50 Teen Line brochures, 60 You Are Not Alone workbooks, and 2 videos. Staff was unable to help the 41 callers (21%) that hung-up or made a prank call.

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

Of the 79 referrals that were made, 4% were to the caller's parents, 22% to a family planning center, 18% on for medical services, 14% to another hotline, and another 3% to school personnel. Add to that, 9% who were referred to a counselor other than their school counselor, 5% to another adult, 4% to law enforcement, and another 3% 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. 1999      **Number of Calls:** 198      **Average Call Length:** 8 min.

**Client Information:**

**Male:** 41%      **Female:** 47%      **Avg. Age:** 18      **Adult Callers:** 16%      **Repeat Callers:** 24%  
**Area Code (54% revealed):**      **319:** 24%      **515:** 29%      **712:** 5%      **Out of State:** 42%

**Call Topic:**

17 or 9% Abuse...  
     3 or 17% *Physical*  
     7 or 39% *Substance*  
     2 or 11% *Verbal/Emotional*  
     6 or 33% *Sexual*  
2 or 1% Birth Control  
4 or 2% Brochure Request...  
8 or 4% Educational  
2 or 1% Gangs  
24 or 12% Hang-Up  
20 or 10% Health...  
     3 or 11% *AIDS*  
     1 or 4% *Dieting/Nutrition*  
     2 or 7% *Eating Disorders*  
     1 or 4% *Puberty*  
     8 or 30% *STD's*  
     12 or 44% *Other*  
14 or 7% Information about hotline  
5 or 3% Legal  
24 or 12% Lonely/Just to talk  
10 or 5% Prank  
19 or 10% Pregnancy...  
45 or 23% Relationships...  
     20 or 34% *Boy/Girl*  
     28 or 48% *Family*  
     9 or 16% *Peer/Friends*  
     1 or 2% *Other*  
0 or 0% Runaway  
17 or 9% Sexuality  
2 or 1% Suicide  
4 or 2% Wrong Number  
1 or 1% "You are not alone"  
21 or 11% Other

**Outcome:**

4 or 2% Brochure/Video Order Sent  
88 or 44% Counseling  
41 or 21% Hang-Up/Prank/NA  
11 or 6% Needs to call us back  
58 or 29% Referral...  
28 or 14% Supplied wanted information  
24 or 12% Unable to assist caller  
3 or 2% Other

**...Referrals:**

7 or 9% Counselor (not school)  
1 or 1% Dept. of Public Health  
17 or 22% Family Planning Center  
3 or 4% Law Enforcement  
2 or 3% Legal Services  
14 or 18% Medical Services  
4 or 5% Other Adult  
11 or 14% Other Hotline  
3 or 4% Parents  
0 or 0% Runaway Services  
2 or 3% School Personnel  
14 or 18% Other

**...# Teen Line brochures requested:**      50

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

Workbooks requested: 60  
 Videos requested: 2  
 Physicians' manuals requested: 0

# Teen Line Calls

## March 1998 - March 1999

