

Teen Line - 1-800-443-8336
May 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 163 calls for the month of May. This is a decrease of 15 calls from the previous month. The annual total (fiscal year) of calls from October 1999 – May 2000 is 1,518.

Who called?

The average caller was 18 years old, male (33% female, 47% male), and remained on the line for 7 minutes. Eleven percent of the calls were made by adults and 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 26 calls, 59% revolved around family issues, 28% were concerned about boy and/or girl relationships, and another 10% were relating to peer and friend situations.

The remaining calls were categorized as follows: abuse (15 or 9%), brochure request (8 or 5%), educational (3 or 2%), hang-ups (29 or 18%), health (15 or 9%), information about hotline (7 or 4%), lonely or just needed to talk (23 or 14%), other (20 or 12%), prank (8 or 5%), pregnancy (8 or 5%), runaway (2 or 1%), sexuality (10 or 6%), suicide (1 or 1%), and wrong numbers (3 or 2%).

What was the outcome of the calls?

Of the 163 calls, 71 (44%) required a listening ear and counseling that the Teen Line staff provided. In addition, 17 callers (10%) had a specific question that staff was able to answer. To supplement the information given by staff 23 referrals (14%) were made. Seven calls resulted in the mailing of 1,250 Teen Line brochures, 51 You Are Not Alone workbooks, and 1 video. Staff was unable to help the 41 callers (25%) that hung-up or made a prank call.

To whom were the callers referred?

Of the referrals that were made, 9% to a family planning center, 18% on for medical services, 12% to another hotline, and another 9% to school personnel. Add to that, 21% who were referred to a counselor other than their school counselor, 3% to runaway services, 3% to law enforcement, and another 6% 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.exnet.iastate.edu/Pages/cahotlines/teenline/>.

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Time Period of Report: May 2000 **Number of Calls:** 163 **Average Call Length:** 7 min.

Client Information:

Male: 47% **Female:** 33% **Avg. Age:** 18 **Adult Callers:** 11% **Repeat Callers:** 22%
Area Code (42% revealed): 319: 12% 515: 58% 712: 9% **Out of State:** 22%

Call Topic:

15 or 9% Abuse...
 5 or 29% *Physical*
 4 or 24% *Substance*
 0 or 0% *Verbal/Emotional*
 2 or 12% *Denial of C.Care*
 6 or 35% *Sexual*
0 or 0% Birth Control
8 or 5% Brochure Request...
3 or 2% Educational
6 or 4% Employment
3 or 2% Gangs
29 or 18% Hang-Up
15 or 9% Health...
 0 or 0% *AIDS*
 2 or 13% *Dieting/Nutrition*
 3 or 20% *Eating Disorders*
 1 or 7% *Puberty*
 2 or 13% *STD's*
 7 or 47% *Other*
7 or 4% Information about hotline
0 or 0% Legal
23 or 14% Lonely/Just to talk
8 or 5% Prank
8 or 5% Pregnancy...
26 or 16% Relationships...
 8 or 28% *Boy/Girl*
 17 or 59% *Family*
 3 or 10% *Peer/Friends*
 1 or 3% *Other*
2 or 1% Runaway
10 or 6% Sexuality
1 or 1% Suicide
3 or 2% Wrong Number
1 or 1% "You are not alone"
20 or 12% Other

Outcome:

7 or 4% Brochure/Video Order Sent
71 or 44% Counseling
41 or 25% Hang-Up/Prank/NA
6 or 4% Needs to call us back
23 or 14% Referral...
17 or 10% Supplied wanted information
7 or 4% Unable to assist caller
9 or 6% Other

...Referrals:

7 or 21% Counselor (not school)
0 or 0% Dept. of Public Health
3 or 9% Family Planning Center
1 or 3% Law Enforcement
2 or 6% Legal Services
6 or 18% Medical Services
0 or 0% Other Adult
4 or 12% Other Hotline
0 or 0% Parents
1 or 3% Runaway Services
3 or 9% School Personnel
7 or 21% Other

...# Teen Line brochures requested: 1250

"You are not alone" series...

Workbooks requested: 51
 Videos requested: 1
 Physicians' manuals requested: 0

Teen Line Calls May 1999 - May 2000

