

Teen Line - 1-800-443-8336
May 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 153 calls for the month of May. This is an increase of 12 calls from the previous month. The annual total (fiscal year) of calls from October 2000 – May 2001 is 778.

Who called?

The average caller was 18 years old, female (49% female, 33% male), and remained on the line for 6 minutes. Fourteen percent of the calls were made by adults. Fourteen 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 (21%). Of these 32 calls, 45% revolved around family issues, 34% were concerned about boy and/or girl relationships, and another 18% were relating to peer and friend situations.

The remaining calls were categorized as follows: abuse (10 or 7%), birth control (2 or 1%), brochure request (7 or 5%), educational (6 or 4%), employment (5 or 3%), hang-ups (35 or 23%), health (7 or 5%), information about hotline (11 or 7%), lonely or just needed to talk (8 or 5%), other (13 or 8%), prank (10 or 7%), pregnancy (7 or 5%), runaway (3 or 2%), sexuality (12 or 8%), suicide (5 or 3%), and wrong numbers (4 or 3%).

One call this month was from a sixteen-year-old female who stated that she felt responsible for her parents' divorce. Since the divorce, her parents have used her as a "sounding board" which makes her feel uncomfortable. A Teen Line counselor encouraged her to explain her feelings to each of her parents. The counselor also suggested that she visit with her school counselor to discuss reasons why she might be taking responsibility for her parents' divorce.

What was the outcome of the calls?

Of the 153 calls, 53 (35%) required a listening ear and counseling that the Teen Line staff provided. In addition, 20 callers (13%) had a specific question that staff was able to answer. To supplement the information given by staff 33 referrals (22%) were made. Seven calls resulted in the mailing of 550 Teen Line brochures, 70 You Are Not Alone workbooks, and 2 videos. Staff was unable to help the 43 callers (28%) 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, 11% on for medical services, 19% to another hotline, and another 2% to school personnel. Add to that, 26% who were referred to a counselor other than their school counselor, 8% were referred to their parent, 11% to another adult, and another 2% to whom it was recommended they call law enforcement.

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: May 2001 Number of Calls: 153 Average Call Length: 6 min.

Client Information:

Male: 33% Female: 49% Avg. Age: 18 Adult Callers: 14% Repeat Callers: 14%
 Area Code (35% revealed): 319: 17% 515: 22% 712: 11% Out of State: 48%

Call Topic:

10 or 7% Abuse...
 0 or 0% Physical
 3 or 27% Substance
 3 or 27% Verbal/Emotional
 5 or 45% Sexual
2 or 1% Birth Control
7 or 5% Brochure Request...
6 or 4% Educational
5 or 3% Employment
0 or 0% Gangs
35 or 23% Hang-Up
7 or 5% Health...
 0 or 0% AIDS
 1 or 14% Dieting/Nutrition
 2 or 29% Eating Disorders
 0 or 0% Puberty
 1 or 14% STD's
 3 or 43% Other
11 or 7% Information about hotline
0 or 0% Legal
8 or 5% Lonely/Just to talk
10 or 7% Prank
7 or 5% Pregnancy...
32 or 21% Relationships...
 13 or 34% Boy/Girl
 17 or 45% Family
 7 or 18% Peer/Friends
 1 or 3% Other
3 or 2% Runaway
12 or 8% Sexuality
5 or 3% Suicide
4 or 3% Wrong Number
1 or 1% You are not Alone
13 or 8% Other

Outcome:

7 or 5% Brochure/Video Order Sent
53 or 35% Counseling
43 or 28% Hang-Up/Prank/NA
4 or 3% Needs to call us back
33 or 22% Referral...
20 or 13% Supplied wanted information
13 or 8% Unable to assist caller
5 or 3% Other

...Referrals:

14 or 26% Counselor (not school)
0 or 0% Dept. of Public Health
5 or 9% Family Planning Center
1 or 2% Law Enforcement
0 or 0% Legal Services
6 or 11% Medical Services
6 or 11% Other Adult
10 or 19% Other Hotline
4 or 8% Parents
1 or 2% Runaway Services
1 or 2% School Personnel
5 or 9% Other

...# Teen Line brochures requested: 550

"You are not alone" series...

Workbooks requested: 70
 Videos requested: 2
 Physicians' manuals requested: 0

Teen Line Calls May 2000 - May 2001

