

Teen Line - 1-800-443-8336
May 1999 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 313 calls for the month of May. This is an increase of 68 calls from the previous month. The annual total (fiscal year) of calls from October 1998 – May 1999 is 1,941.

Who called?

The average caller was 17 years old, female (49% female, 38% male), and remained on the line for 9 minutes. Fourteen percent of the calls were from adults. A total of 33% of the callers were using our service for the second time or more. Of the 47% of callers who revealed the location in which they were calling from, 8% were in the 712 area code, 30% in the 515 area, 16% in the 319 area, and 47% were from out of state.

Topics of discussion:

The greatest number of calls were categorized as relationship concerns (27%). Of these 85 calls, 35% revolved around family issues, 49% were concerned about boy and/or girl relationships, and another 11% were relating to peer and friend situations.

The remaining calls were categorized as follows: abuse (35 or 11%), birth control (3 or 1%), brochure request (23 or 7%), educational (4 or 1%), gangs (1 or 0%), hang-ups (58 or 19%), health (34 or 11%), information about hotline (14 or 4%), legal (8 or 3%), lonely or just needed to talk (34 or 11%), other (20 or 6%), prank (6 or 2%), pregnancy (24 or 8%), runaway (3 or 1%), sexuality (16 or 5%), suicide (4 or 1%), Telefriend poster orders (4 or 1%), and wrong numbers (3 or 1%).

What was the outcome of the calls?

Of the 313 calls, 129 (41%) required a listening ear and counseling that the Teen Line staff provided. In addition, 27 callers (9%) had a specific question that staff was able to answer. To supplement the information given by staff 49 referrals (16%) were made. Twenty-seven calls resulted in the mailing of 2,930 Teen Line brochures. Staff was unable to help the 77 callers (25%) that hung-up or made a prank call.

To whom were the callers referred?

Of the referrals that were made, 4% were to the caller's parents, 10% to a family planning center, 24% to medical services, 17% to another hotline, and another 6% to school personnel. Add to that, 13% who were referred to a counselor other than their school counselor, 7% to another adult, 4% 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.extension.iastate.edu/Pages/cahotlines/teenline/>.

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Time Period of Report: May1999 **Number of Calls:** 313 **Average Call Length:** 9 min.

Client Information:

Male: 38% **Female:** 49% **Avg. Age:** 17 **Adult Callers:** 14% **Repeat Callers:** 33%
Area Code (47% revealed): 319: 16% 515: 30% 712: 8% **Out of State:** 47%

Call Topic:

35 or 11% Abuse...
 5 or 13% *Physical*
 12 or 30% *Substance*
 4 or 10% *Verbal/Emotional*
 19 or 48% *Sexual*
3 or 1% Birth Control
23 or 7% Brochure Request...
4 or 1% Educational
1 or 0% Gangs
58 or 19% Hang-Up
34 or 11% Health...
 1 or 3% *AIDS*
 3 or 9% *Dieting/Nutrition*
 1 or 3% *Eating Disorders*
 1 or 3% *Puberty*
 5 or 15% *STD's*
 23 or 68% *Other*
14 or 4% Information about hotline
8 or 3% Legal
34 or 11% Lonely/Just to talk
6 or 2% Prank
24 or 8% Pregnancy...
85 or 27% Relationships...
 47 or 49% *Boy/Girl*
 34 or 35% *Family*
 11 or 11% *Peer/Friends*
 4 or 4% *Other*
3 or 1% Runaway
16 or 5% Sexuality
4 or 1% Suicide
3 or 1% Wrong Number
4 or 1% Telefriend posters
24 or 8% Other

Outcome:

27 or 9% Brochure/Video Order Sent
130 or 42% Counseling
77 or 25% Hang-Up/Prank/NA
5 or 2% Needs to call us back
46 or 15% Referral...
27 or 9% Supplied wanted information
67 or 21% Unable to assist caller
21 or 7% Other

...Referrals:

9 or 12% Counselor (not school)
0 or 0% Dept. of Public Health
7 or 10% Family Planning Center
3 or 4% Law Enforcement
4 or 5% Legal Services
18 or 25% Medical Services
5 or 7% Other Adult
12 or 16% Other Hotline
3 or 4% Parents
1 or 1% Runaway Services
4 or 5% School Personnel
7 or 10% Other

...# Teen Line brochures requested: 2,930

“You are not alone” series...

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

Teen Line Calls

May 1998 - May 1999

