

Teen Line - 1-800-443-8336
November 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 199 calls for the month of November. This is a decrease of 39 calls from the previous month. The annual total (fiscal year) of calls from October 2000 – November 2000 is 437.

Who called?

The average caller was 16 years old, female (31% female, 24% male), and remained on the line for 5 minutes. Nine percent of the calls were made by adults. Sixteen 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 (29%). Of these 58 calls, 32% revolved around family issues, 47% were concerned about boy and/or girl relationships, and another 21% were relating to peer and friend situations.

The remaining calls were categorized as follows: abuse (13 or 7%), birth control (6 or 3%), brochure request (8 or 4%), educational (3 or 2%), employment (2 or 1%), gangs (1 or 1%), hang-ups (39 or 20%), health (8 or 4%), information about hotline (10 or 5%), legal (3 or 2%), lonely or just needed to talk (21 or 11%), other (9 or 5%), prank (9 or 5%), pregnancy (13 or 7%), sexuality (8 or 4%), and wrong numbers (3 or 2%).

What was the outcome of the calls?

Of the 199 calls, 96 (48%) required a listening ear and counseling that the Teen Line staff provided. In addition, 13 callers (7%) had a specific question that staff was able to answer. To supplement the information given by staff 34 referrals (17%) were made. Nine calls resulted in the mailing of 395 Teen Line brochures, 50 You Are Not Alone workbooks, and 4 videos. Staff was unable to help the 47 callers (24%) that hung-up or made a prank call.

To whom were the callers referred?

Of the referrals that were made, 2% were to the Iowa Department of Public Health, 13% to a family planning center, 19% on for medical services, 13% to another hotline, and another 6% to school personnel. Add to that, 13% who were referred to a counselor other than their school counselor, 2% to another adult, 2% to whom it was recommended they call legal services, and 17% were referred to their parents.

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: Nov. 2000 **Number of Calls:** 199 **Average Call Length:** 5 min.

Client Information:

Male: 24% **Female:** 31% **Avg. Age:** 16 **Adult Callers:** 9% **Repeat Callers:** 16%
Area Code (32% revealed): 319: 15% 515: 17% 712: 20% **Out of State:** 48%

Call Topic:

13 or 7% Abuse...
 2 or 14% *Physical*
 9 or 64% *Substance*
 2 or 14% *Verbal/Emotional*
 1 or 7% *Sexual*
6 or 3% Birth Control
8 or 4% Brochure Request...
3 or 2% Educational
2 or 1% Employment
1 or 1% Gangs
39 or 20% Hang-Up
8 or 4% Health...
 0 or 0% *AIDS*
 1 or 13% *Dieting/Nutrition*
 2 or 25% *Eating Disorders*
 1 or 13% *Puberty*
 1 or 13% *STD's*
 3 or 38% *Other*
10 or 5% Information about hotline
3 or 2% Legal
21 or 11% Lonely/Just to talk
9 or 5% Prank
13 or 7% Pregnancy...
58 or 29% Relationships...
 32 or 47% *Boy/Girl*
 22 or 32% *Family*
 14 or 21% *Peer/Friends*
 0 or 0% *Other*
0 or 0% Runaway
8 or 4% Sexuality
2 or 1% Suicide
3 or 2% Wrong Number
1 or 1% "You are not alone"
9 or 5% Other

Outcome:

9 or 5% Brochure/Video Order Sent
96 or 48% Counseling
47 or 24% Hang-Up/Prank/NA
5 or 3% Needs to call us back
34 or 17% Referral...
13 or 7% Supplied wanted information
10 or 5% Unable to assist caller
5 or 3% Other

...Referrals:

7 or 13% Counselor (not school)
1 or 2% Dept. of Public Health
7 or 13% Family Planning Center
0 or 0% Law Enforcement
1 or 2% Legal Services
10 or 19% Medical Services
1 or 2% Other Adult
7 or 13% Other Hotline
9 or 17% Parents
0 or 0% Runaway Services
3 or 6% School Personnel
7 or 13% Other

...# Teen Line brochures requested: 395

"You are not alone" series...

 Workbooks requested: 50
 Videos requested: 4
 Physicians' manuals requested:

Teen Line Calls

November 1999 - November 2000

