

Teen Line - 1-800-443-8336
November 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 189 calls for the month of November. This is an increase of 8 calls from the previous month. The annual total (fiscal year) of calls from October 1999 – November 1999 is 370.

Who called?

The average caller was 19 years old, male (37% female, 51% male), and remained on the line for 9 minutes. Seventeen percent of the calls were made by adults. Thirty-four percent of the callers were using our service for the second time or more. Of the 63% of callers who revealed the location in which they were calling from, 8% were in the 712 area code, 50% in the 515 area, 13% in the 319 area, and 29% were from out of state.

Topics of discussion:

The greatest number of calls were categorized as relationship concerns (20%). Of these 38 calls, 53% revolved around family issues, 22% 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 (15 or 8%), birth control (3 or 2%), brochure request (15 or 8%), educational (4 or 2%), hang-ups (21 or 11%), health (10 or 5%), information about hotline (13 or 7%), legal (3 or 2%), lonely or just needed to talk (38 or 20%), other (24 or 13%), prank (6 or 3%), pregnancy (4 or 2%), sexuality (12 or 6%), and wrong numbers (6 or 3%).

One of our callers this month was from a parent wanting to discuss concerns about her teenage son. She stated that recently her son has been getting into legal problems (i.e. shop lifting, eluding police, smoking marijuana, etc.) and she doesn't know what to do or who to turn to for help. Her son lives with his father, who is an alcoholic, and he does not acknowledge that a problem exists. She has minimal communication with her ex-husband or her son, but she has been notified by outside sources of her son's problems. A Teen Line Counselor advised her to speak with her son's probation officer and to take an active role in involving herself in her son's life.

What was the outcome of the calls?

Of the 189 calls, 93 (49%) required a listening ear and counseling that the Teen Line staff provided. In addition, 16 callers (8%) had a specific question that staff was able to answer. To supplement the information given by staff 16 referrals (8%) were made. Eighteen calls resulted in the mailing of 654 Teen Line brochures, 1 You Are Not Alone workbooks, and 1 video. Staff was unable to help the 29 callers (15%) 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, 23% on for medical services, 14% to another hotline, and another 5% to school personnel. Add to that, 14% who were referred to a counselor other than their school counselor, 5% to another adult, and another 5% 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/>.

Teen Line Teen Line Teen Line Teen Line Teen Line Teen Line Teen Line Teen

Time Period of Report: Nov.1999 **Number of Calls:** 189 **Average Call Length:** 9 min.

Client Information:

Male: 51% **Female:** 37% **Avg. Age:** 19 **Adult Callers:** 17% **Repeat Callers:** 34%
Area Code (63% revealed): 319: 13% 515: 50% 712: 8% **Out of State:** 29%

Call Topic:

15 or 8% Abuse...
 2 or 11% *Physical*
 10 or 56% *Substance*
 2 or 11% *Verbal/Emotional*
 4 or 22% *Sexual*
3 or 2% Birth Control
15 or 8% Brochure Request...
4 or 2% Educational
21 or 11% Hang-Up
10 or 5% Health...
 0 or 0% *AIDS*
 0 or 0% *Dieting/Nutrition*
 0 or 0% *Eating Disorders*
 1 or 8% *Puberty*
 1 or 8% *STD's*
 11 or 85% *Other*
13 or 7% Information about hotline
3 or 2% Legal
38 or 20% Lonely/Just to talk
6 or 3% Prank
4 or 2% Pregnancy...
38 or 20% Relationships...
 10 or 22% *Boy/Girl*
 24 or 53% *Family*
 8 or 18% *Peer/Friends*
 3 or 7% *Other*
0 or 0% Runaway
12 or 6% Sexuality
0 or 0% Suicide
6 or 3% Wrong Number
1 or 1% "You are not alone"
24 or 13% Other

Outcome:

18 or 10% Brochure/Video Order Sent
93 or 49% Counseling
29 or 15% Hang-Up/Prank/NA
4 or 2% Needs to call us back
16 or 8% Referral...
16 or 8% Supplied wanted information
17 or 9% Unable to assist caller
10 or 5% Other

...Referrals:

3 or 14% Counselor (not school)
1 or 5% Dept. of Public Health
2 or 9% Family Planning Center
0 or 0% Law Enforcement
1 or 5% Legal Services
5 or 23% Medical Services
1 or 5% Other Adult
3 or 14% Other Hotline
0 or 0% Parents
0 or 0% Runaway Services
1 or 5% School Personnel
5 or 23% Other

...# Teen Line brochures requested: 654

"You are not alone" series...

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

Teen Line Calls

November 1998 - November 1999

