

Teen Line - 1-800-443-8336
October 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 238 calls for the month of October. This is an increase of 57 calls from the previous month.

Who called?

The average caller was 17 years old, female (38% female, 24% male), and remained on the line for 5 minutes. Eleven percent of the calls were made by adults. Twenty 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 70 calls, 40% revolved around family issues, 29% were concerned about boy and/or girl relationships, and another 27% were relating to peer and friend situations.

The remaining calls were categorized as follows: abuse (15 or 6%), birth control (14 or 6%), brochure request (16 or 7%), educational (8 or 3%), employment (7 or 3%), gangs (1 or 0%), hang-ups (33 or 14%), health (15 or 6%), information about hotline (12 or 5%), legal (3 or 1%), lonely or just needed to talk (36 or 15%), other (16 or 7%), prank (5 or 2%), pregnancy (18 or 8%), sexuality (12 or 5%), suicide (1 or 0%), and wrong numbers (2 or 1%).

One call this month came from a school counselor who expressed concern over a student who he felt was being abused by his parents. He wanted to know who he should contact with his concerns. A Teen Line counselor referred the caller to the Department of Human Services and also gave him the number for the Child Protective Investigations (CPI).

What was the outcome of the calls?

Of the 238 calls, 129 (54%) required a listening ear and counseling that the Teen Line staff provided. In addition, 32 callers (13%) had a specific question that staff was able to answer. To supplement the information given by staff 32 referrals (13%) were made. Sixteen calls resulted in the mailing of 1,300 Teen Line brochures, 81 You Are Not Alone workbooks, 12 videos, and two physician's manuals. Staff was unable to help the 36 callers (15%) that hung-up or made a prank call.

To whom were the callers referred?

Of the referrals that were made, 4% were to the Iowa Department of Public Health, 10% to a family planning center, 14% on for medical services, 16% to another hotline, and another 4% to school personnel. Add to that, 6% who were referred to a counselor other than their school counselor, 27% to their parents, 6% to another adult, and another 4% 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/>.

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

Time Period of Report: Oct. 2000 **Number of Calls:** 238 **Average Call Length:** 5 min.

Client Information:

Male: 24% **Female:** 38% **Avg. Age:** 17 **Adult Callers:** 11% **Repeat Callers:** 20%
Area Code (39% revealed): 319: 13% 515: 30% 712: 9% **Out of State:** 48%

Call Topic:

<u>15 or 6%</u>	Abuse...
<u>4 or 25%</u>	<i>Physical</i>
<u>5 or 31%</u>	<i>Substance</i>
<u>3 or 19%</u>	<i>Verbal/Emotional</i>
<u>4 or 25%</u>	<i>Sexual</i>
<u>14 or 6%</u>	Birth Control
<u>16 or 7%</u>	Brochure Request...
<u>8 or 3%</u>	Educational
<u>7 or 3%</u>	Employment
<u>1 or 0%</u>	Gangs
<u>33 or 14%</u>	Hang-Up
<u>15 or 6%</u>	Health...
<u>2 or 13%</u>	<i>AIDS</i>
<u>3 or 19%</u>	<i>Dieting/Nutrition</i>
<u>4 or 25%</u>	<i>Eating Disorders</i>
<u>1 or 6%</u>	<i>Puberty</i>
<u>5 or 31%</u>	<i>STD's</i>
<u>1 or 6%</u>	<i>Other</i>
<u>12 or 5%</u>	Information about hotline
<u>3 or 1%</u>	Legal
<u>36 or 15%</u>	Lonely/Just to talk
<u>5 or 2%</u>	Prank
<u>18 or 8%</u>	Pregnancy...
<u>70 or 29%</u>	Relationships...
<u>22 or 29%</u>	<i>Boy/Girl</i>
<u>30 or 40%</u>	<i>Family</i>
<u>20 or 27%</u>	<i>Peer/Friends</i>
<u>3 or 4%</u>	<i>Other</i>
<u>0 or 0%</u>	Runaway
<u>12 or 5%</u>	Sexuality
<u>1 or 0%</u>	Suicide
<u>2 or 1%</u>	Wrong Number
<u>5 or 3%</u>	"You are not alone"
<u>16 or 7%</u>	Other

Outcome:

<u>16 or 7%</u>	Brochure/Video Order Sent
<u>129 or 54%</u>	Counseling
<u>36 or 15%</u>	Hang-Up/Prank/NA
<u>4 or 2%</u>	Needs to call us back
<u>32 or 13%</u>	Referral...
<u>32 or 13%</u>	Supplied wanted information
<u>3 or 1%</u>	Unable to assist caller
<u>10 or 4%</u>	Other

...Referrals:

<u>3 or 6%</u>	Counselor (not school)
<u>2 or 4%</u>	Dept. of Public Health
<u>5 or 10%</u>	Family Planning Center
<u>0 or 0%</u>	Law Enforcement
<u>2 or 4%</u>	Legal Services
<u>7 or 14%</u>	Medical Services
<u>3 or 6%</u>	Other Adult
<u>6 or 16%</u>	Other Hotline
<u>13 or 27%</u>	Parents
<u>0 or 0%</u>	Runaway Services
<u>2 or 4%</u>	School Personnel
<u>3 or 6%</u>	Other

...# Teen Line brochures requested: 1,300

"You are not alone" series...

Workbooks requested:	<u>81</u>
Videos requested:	<u>12</u>
Physicians' manuals requested:	<u>2</u>

Teen Line Calls

October 1999 - October 2000

