

Teen Line - 1-800-443-8336
September 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 181 calls for the month of September. This is an increase of 8 calls from the previous month. The annual total (fiscal year) of calls from October 1999 – September 2000 is 2,242.

Who called?

The average caller was 17 years old, female (47% female, 38% male), and remained on the line for 8 minutes. Sixteen percent of the calls were made by adults. Thirty-three 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 (27%). Of these 48 calls, 35% revolved around family issues, 47% were concerned about boy and/or girl relationships, and another 13% were relating to peer and friend situations.

The remaining calls were categorized as follows: abuse (14 or 8%), birth control (4 or 2%), brochure request (19 or 10%), employment (9 or 5%), educational (3 or 2%), hang-ups (37 or 20%), health (7 or 4%), information about hotline (12 or 7%), legal (3 or 2%), lonely or just needed to talk (22 or 12%), other (17 or 9%), prank (3 or 2%), pregnancy (3 or 2%), runaway (2 or 1%), sexuality (9 or 5%), suicide (2 or 1%), and wrong numbers (3 or 2%).

One call this month was from a seventeen-year old female whose boyfriend is an alcoholic. She was not sure if she wanted to stay in the relationship, but she does care for him and would like to see him get help. A Teen Line counselor talked with her about the kind of relationship that the caller would like to be in and then referred the caller to Al-Anon and also suggested that she talk with her parents about the situation.

What was the outcome of the calls?

Of the 181 calls, 85 (47%) required a listening ear and counseling that the Teen Line staff provided. In addition, 15 callers (8%) had a specific question that staff was able to answer. To supplement the information given by staff 25 referrals (14%) were made. Nineteen calls resulted in the mailing of 1,860 Teen Line brochures, 138 You Are Not Alone workbooks, 1 physician's manual, and 1 video. Staff was unable to help the 40 callers (22%) that hung-up or made a prank call.

To whom were the callers referred?

Of the referrals that were made, 3% were to the Iowa Department of Public Health, 3% to a family planning center, 13% on for medical services, 21% to another hotline, and another 5% to school personnel. Add to that, 13% who were referred to a counselor other than their school counselor, 13% to their parents, 8% to another adult, 5% to law enforcement, and another 3% 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: Sep. 2000 **Number of Calls:** 181 **Average Call Length:** 8 min.

Client Information:

Male: 38% **Female:** 47% **Avg. Age:** 17 **Adult Callers:** 16% **Repeat Callers:** 33%
Area Code (53% revealed): 319: 15% 515: 35% 712: 9% **Out of State:** 41%

Call Topic:

14 or 8% Abuse...
 7 or 47% *Physical*
 5 or 33% *Substance*
 1 or 7% *Verbal/Emotional*
 2 or 13% *Sexual*
4 or 2% Birth Control
19 or 10% Brochure Request...
9 or 5% Employment
3 or 2% Educational
0 or 0% Gangs
37 or 20% Hang-Up
7 or 4% Health...
 0 or 0% *AIDS*
 1 or 14% *Dieting/Nutrition*
 2 or 29% *Eating Disorders*
 1 or 14% *Puberty*
 2 or 29% *STD's*
 1 or 14% *Other*
12 or 7% Information about hotline
3 or 2% Legal
22 or 12% Lonely/Just to talk
3 or 2% Prank
3 or 2% Pregnancy...
48 or 27% Relationships...
 26 or 47% *Boy/Girl*
 19 or 35% *Family*
 7 or 13% *Peer/Friends*
 3 or 5% *Other*
2 or 1% Runaway
9 or 5% Sexuality
2 or 1% Suicide
3 or 2% Wrong Number
3 or 2% "You are not alone"
17 or 9% Other

Outcome:

19 or 10% Brochure/Video Order Sent
85 or 47% Counseling
40 or 22% Hang-Up/Prank/NA
4 or 2% Needs to call us back
25 or 14% Referral...
15 or 8% Supplied wanted information
4 or 2% Unable to assist caller
7 or 4% Other

...Referrals:

5 or 13% Counselor (not school)
1 or 3% Dept. of Public Health
1 or 3% Family Planning Center
2 or 5% Law Enforcement
1 or 3% Legal Services
5 or 13% Medical Services
3 or 8% Other Adult
8 or 21% Other Hotline
5 or 13% Parents
1 or 3% Runaway Services
2 or 5% School Personnel
5 or 13% Other

...# Teen Line brochures requested: 1860

"You are not alone" series...

Workbooks requested: 138
Videos requested: 1
Physicians' manuals requested: 1

Teen Line Calls September 1999 - September 2000

