

Teen Line - 1-800-443-8336
September 2001 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 111 calls for the month of September. This is a decrease of 7 calls from the previous month. The annual total (fiscal year) of calls from October 2000 – September 2001 is 1,827.

Who called?

The average caller was 16 years old, female (43% female, 37% male), and remained on the line for 6 minutes. Nineteen percent of the calls were made by adults. Twelve 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 (15%). Of these 17 calls, 52% revolved around family issues, 24% were concerned about boy and/or girl relationships, and another 19% were relating to peer and friend situations.

The remaining calls were categorized as follows: abuse (9 or 8%), birth control (1 or 1%), brochure request (7 or 6%), educational (1 or 1%), employment (1 or 1%), hang-ups (21 or 19%), health (5 or 5%), information about hotline (7 or 6%), legal (5 or 5%), lonely or just needed to talk (6 or 5%), other (14 or 13%), prank (6 or 5%), pregnancy (6 or 5%), sexuality (9 or 8%), and suicide (3 or 3%).

One call this month was from an 18-year old female who has a two-year old and a four-month old, and she just found out that she is pregnant again. She stated that she felt overwhelmed and helpless. A Teen Line counselor discussed with her opportunities that could still be available to her even in the situation she was in.

What was the outcome of the calls?

Of the 111 calls, 40 (36%) required a listening ear and counseling that the Teen Line staff provided. In addition, 11 callers (10%) had a specific question that staff was able to answer. To supplement the information given by staff, 21 referrals (19%) were made. Seven calls resulted in the mailing of 920 Teen Line brochures. Staff was unable to help the 32 callers (29%) that hung-up or made a prank call.

To whom were the callers referred?

Of the referrals that were made, 17% were to the caller's parents, 10% to a family planning center, and 28% to another hotline. Add to that, 14% who were referred to a counselor other than their school counselor, 10% to another adult, and 3% to law enforcement.

What is available for marketing?

Brochures and posters are available displaying the Teen Line number. To obtain these you may order them 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 2001 Number of Calls: 111 Average Call Length: 6 min.

Client Information:

Male: 37% Female: 43% Avg. Age: 16 Adult Callers: 19% Repeat Callers: 12%
 Area Code (38% revealed): 319: 12% 515: 33% 712: 12% Out of State: 44%

Call Topic:

9 or 8% Abuse...
 4 or 36% *Physical*
 4 or 36% *Substance*
 0 or 0% *Verbal/Emotional*
 3 or 27% *Sexual*
1 or 1% Birth Control
7 or 6% Brochure Request...
1 or 1% Educational
1 or 1% Employment
5 or 1% Gangs
21 or 19% Hang-Up
5 or 5% Health...
 2 or 33% *AIDS*
 1 or 17% *Dieting/Nutrition*
 0 or 0% *Eating Disorders*
 2 or 33% *Puberty*
 1 or 17% *STD's*
 0 or 0% *Other*
7 or 6% Information about hotline
5 or 5% Legal
6 or 5% Lonely/Just to talk
6 or 5% Prank
6 or 5% Pregnancy...
17 or 15% Relationships...
 5 or 24% *Boy/Girl*
 11 or 52% *Family*
 4 or 19% *Peer/Friends*
 1 or 5% *Other*
0 or 0% Runaway
9 or 8% Sexuality
3 or 3% Suicide
5 or 5% Wrong Number
1 or 1% "You are not alone"
14 or 13% Other

Outcome:

7 or 6% Brochure/Video Order Sent
40 or 36% Counseling
32 or 29% Hang-Up/Prank/NA
2 or 2% Needs to call us back
21 or 19% Referral...
11 or 10% Supplied wanted information
3 or 3% Unable to assist caller
7 or 6% Other

...Referrals:

4 or 14% Counselor (not school)
0 or 0% Dept. of Public Health
3 or 10% Family Planning Center
1 or 3% Law Enforcement
0 or 0% Legal Services
0 or 0% Medical Services
3 or 10% Other Adult
8 or 28% Other Hotline
5 or 17% Parents
0 or 0% Runaway Services
1 or 3% School Personnel
4 or 14% Other

...# Teen Line brochures requested: 920

"You are not alone" series...

Workbooks requested: 21
 Videos requested: 2
 Physicians' manuals requested: 1

Teen Line Calls September 2000 - September 2001

