

**Teen Line - 1-800-443-8336**  
**September 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 194 calls for the month of September. This is a decrease of 22 calls from the previous month. The annual total (fiscal year) of calls from October 1998 – September 1999 is 2,765.

### **Who called?**

The average caller was 18 years old, male (36% female, 48% male), and remained on the line for 9 minutes. Nine percent of the calls were made by adults. A total of 26% of the callers were using our service for the second time or more. Of the 49% of callers who revealed the location in which they were calling from, 11% were in the 712 area code, 45% in the 515 area, 11% in the 319 area, and 34% were from out of state.

### **Topics of discussion:**

The greatest number of calls were categorized as relationship concerns (23%). Of these 44 calls, 32% revolved around family issues, 46% 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 (9 or 5%), birth control (3 or 2%), brochure request (4 or 2%), educational (6 or 3%), gangs (2 or 1%), hang-ups (33 or 17%), health (25 or 13%), information about hotline (8 or 4%), legal (5 or 3%), lonely or just needed to talk (32 or 16%), other (25 or 13%), prank (10 or 5%), pregnancy (9 or 5%), runaway (1 or 1%), sexuality (16 or 8%), suicide (1 or 1%), and wrong numbers (5 or 3%).

One of our calls this month dealt with an 18-year old single mother who was interested in starting college to make a better life for herself, but did not know if she would be able to afford it. She also expressed concerns about feeling isolated because none of her friends have kids and she doesn't seem to have anything in common with them anymore. This caller was given the number for the Young Women's Resource Center, Des Moines Area Community College, and the number of a support group for single parents.

Another caller was a student at Iowa State in the Family and Consumer Sciences program and was interested in our TEEN Line statistics. This caller was referred to the TEEN Line webpage.

### **What was the outcome of the calls?**

Of the 194 calls, 95 (49%) required a listening ear and counseling that the Teen Line staff provided. In addition, 22 callers (11%) had a specific question that staff was able to answer. To supplement the information given by staff 31 referrals (16%) were made. Six calls resulted in the mailing of 300 Teen Line brochures, and 2 "You Are Not Alone videos." Staff was unable to help the 45 callers (23%) that hung-up or made a prank call.

### **To whom were the callers referred?**

Of the referrals that were made, 2% were to the caller's parents, 15% to a family planning center, 12% on for medical services, 22% to another hotline, and another 5% to school personnel. Add to that, 7% who were referred to a counselor other than their school counselor, 2% to another adult, 2% to law enforcement, and another 7% 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 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.exnet.iastate.edu/Pages/cahotlines/teenline/>.

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**Time Period of Report:** Sep. 1999    **Number of Calls:** 194    **Average Call Length:** 9 min.

## Client Information:

**Male:** 48%    **Female:** 36%    **Avg. Age:** 18    **Adult Callers:** 9%    **Repeat Callers:** 26%  
**Area Code (49% revealed):**    319: 11%    515: 45%    712: 11%    **Out of State:** 34%

## Call Topic:

9 or 5%    Abuse...  
2 or 18%    *Physical*  
5 or 45%    *Substance*  
1 or 9%    *Verbal/Emotional*  
3 or 27%    *Sexual*  
3 or 2%    Birth Control  
4 or 2%    Brochure Request...  
6 or 3%    Educational  
2 or 1%    Gangs  
33 or 17%    Hang-Up  
25 or 13%    Health...  
4 or 16%    *AIDS*  
5 or 20%    *Dieting/Nutrition*  
0 or 0%    *Eating Disorders*  
0 or 0%    *Puberty*  
8 or 32%    *STD's*  
8 or 32%    *Other*  
8 or 4%    Information about hotline  
5 or 3%    Legal  
32 or 16%    Lonely/Just to talk  
10 or 5%    Prank  
9 or 5%    Pregnancy...  
44 or 23%    Relationships...  
26 or 46%    *Boy/Girl*  
18 or 32%    *Family*  
12 or 21%    *Peer/Friends*  
1 or 2%    *Other*  
1 or 1%    Runaway  
16 or 8%    Sexuality  
1 or 1%    Suicide  
5 or 3%    Wrong Number  
1 or 1%    "You are not alone"  
25 or 13%    Other

## Outcome:

6 or 3%    Brochure/Video Order Sent  
95 or 49%    Counseling  
45 or 23%    Hang-Up/Prank/NA  
6 or 3%    Needs to call us back  
31 or 16%    Referral...  
22 or 11%    Supplied wanted information  
26 or 13%    Unable to assist caller  
5 or 3%    Other

## ...Referrals:

3 or 7%    Counselor (not school)  
2 or 5%    Dept. of Public Health  
6 or 15%    Family Planning Center  
1 or 2%    Law Enforcement  
3 or 7%    Legal Services  
5 or 12%    Medical Services  
1 or 2%    Other Adult  
9 or 22%    Other Hotline  
1 or 2%    Parents  
0 or 0%    Runaway Services  
2 or 5%    School Personnel  
8 or 20%    Other

**...# Teen Line brochures requested:** 300

## **"You are not alone" series...**

Workbooks requested: 0  
Videos requested: 2  
Physicians' manuals requested: 0

# Teen Line Calls

## September 1998 - September 1999

