

**1,400 Calls in 9 Mo.—**

# **'Crisis Line' Gets Great Response**

Public response to the Fairbanks Crisis Line has been recorded at more than 1400 calls since it began operation nine short months ago.

The public service organization is modeled after a number of "hotlines" scattered over the Lower 48. Its primary aim is to give an immediate personal response to persons calling its number, 452-4403 between 6 p.m. and 6 a.m., daily.

Calls received by the FCL span a wide variety of subjects and are made by young and old alike. An anonymous record of each call is made for purposes of followup, research, etc.

A survey of the FCL's nine months of records indicates that young persons, especially teenagers, use the line more than their elders. Often, the teenagers, use the line more than their elders. Often, the teenager's problem area is communication within the family unit.

The largest volume of calls are received between the hours of 6 and 7 p.m. and 8 and 9 p.m. the least number of calls between 5 and 6 a.m.

Although a number of calls are along informational lines (inquiries about Crisis Line, the community, etc.), the majority of callers are seeking communication with a fellow human being.

Problem topics cover a wide range varying from alcoholism to suicide to housing and employment problems.

Boy-girl relationships, drugs, marital difficulties, family-parental problems, loneliness, and depression, in that order, are the complaints most frequently discussed by callers.

A large number of crank calls plague the 60 FCL volunteers who man the telephones. Three common types of crank calls received are: 1) false story 2) calling and keeping the line open without speaking.

Volunteers are frustrated by this type of call for they feel this thoughtless caller perhaps deprives a legitimate caller from getting through.

One of the areas Crisis Line volunteers find sometimes difficult to resolve is emergency or short notice basis is asked to please call the Crisis Line and leave their name and number with a volunteer on duty.

Crisis Line works closely with a large number of private and public agencies in Fairbanks

which often serve as referrals to callers. Concerning drugs, FCL works in cooperation with the Fairbanks Drug Abuse Program and Arctic Cache, North Pole.

Fairbanks Crisis Line is non-profit and made up entirely of volunteers. It operates essentially without funds depending entirely upon the generosity of its volunteers, friends, or groups willing to support the community service organization.