

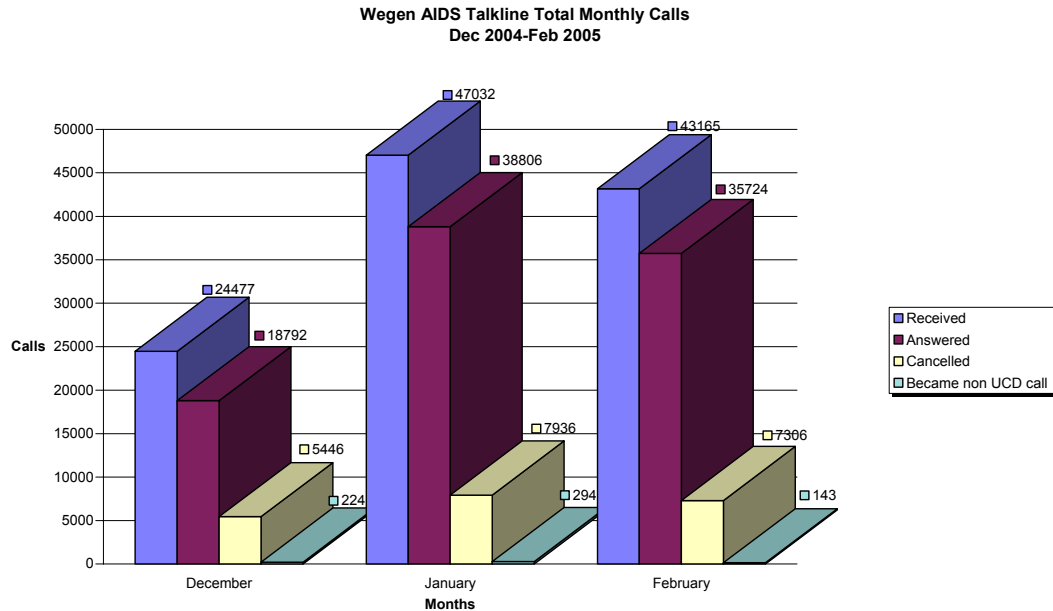
DATA of Wegen AIDS Talkline

Total Monthly Calls to Wegen AIDS Talkline Dec. 14th, 2004 – Feb. 28th, 2005.

Wegen AIDS talkline has been operational on a pilot phase since December 2004.

Although promotion has been minimal, in the two and a half months the hotline collected reliable data. The hotline has received a total of 114,674 calls. This is indicative of the information gap the hotline is filling in the country.

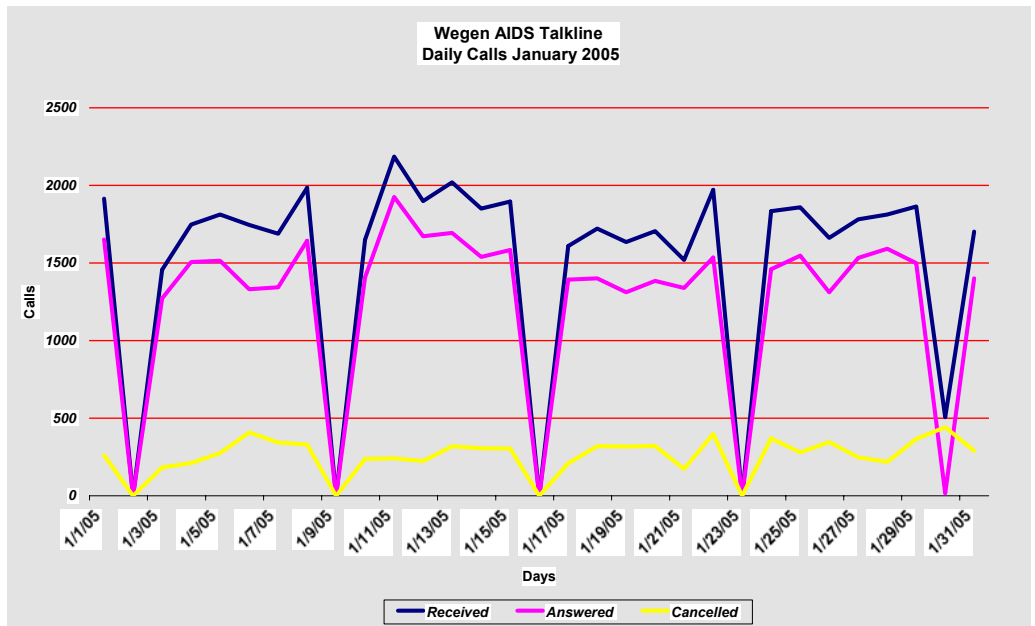
- Of the total calls to the Talkline 81.4% have been successfully answered, 18% were unanswered and less than 1% became non-UCD call.
- A significant number of the unanswered calls can be attributed to shortage of counselors, and technical difficulties encountered by the hotline.



Note: Call registration via the PABX system started Dec. 14th, 2004

Daily Calls to Wegen AIDS Talkline for January 2005

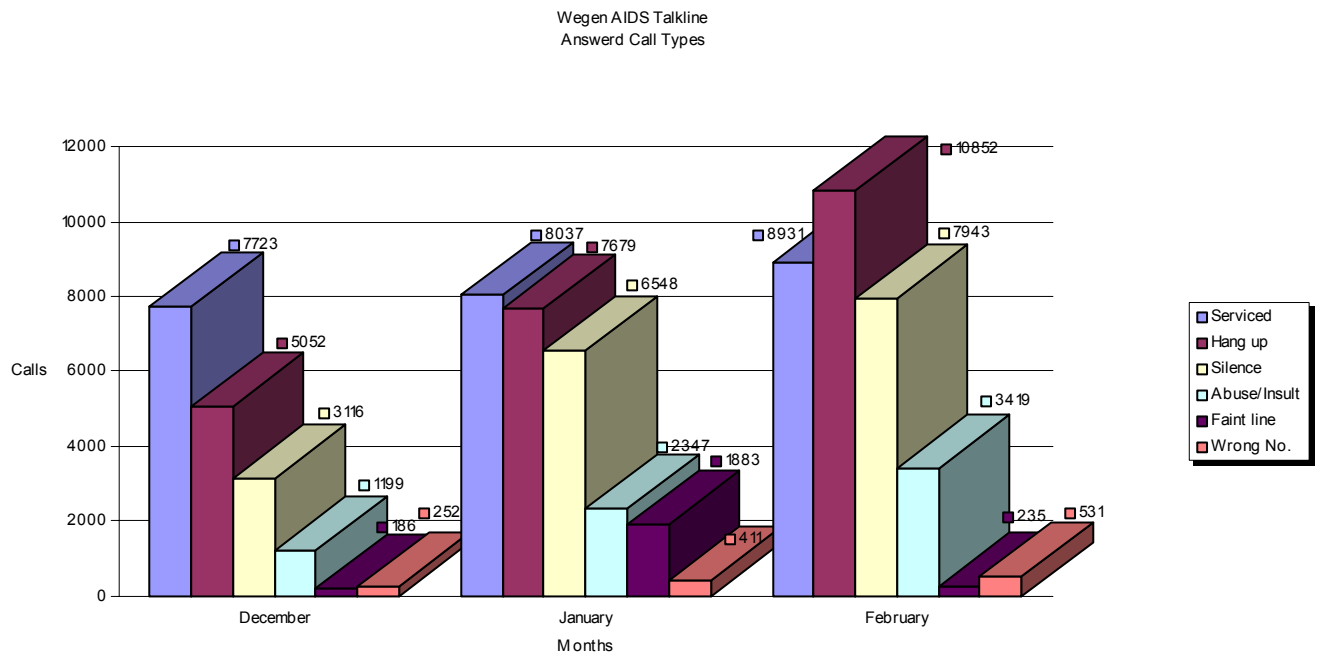
- On average Wegen AIDS Talkline counselors received approximately 1,800 calls/day in January 2005.
- Approximately 200 calls/day were not serviced predominately due to shortage in counselors.
- The highest call rate of 2186 calls was noted on January 11th, 2005.
- Although the hotline is operational only Monday – Saturday, the hotline still receives calls on Sundays. Illustrative data for Sunday January 30th, 2005 shows that 506 calls were made to the hotline.



Call Types

Similar to the experience of hotlines in other countries close to 50% of the calls answered at Wegen talkline do not obtain the service the hotline is set up for. These calls can be classified in the following five categories.

- **Hang Ups:** A significant number of calls are discontinued prior to being serviced. This could be due to either the fact that callers are hesitant about using the service or technical difficulties experienced by the lines.
- **Silence calls:** In this instance callers typically stay on the line but remain silent. On such occasions the talkline counselors repeatedly encourage the caller to present their inquiry by informing them of the objective of the hotline and the services it provides. After three attempts the counselors inform the caller to call back when they are ready to use the service being provided.
- **Abuse/Insults:** These calls are typical of younger callers who make inappropriate and impolite remarks and hang up. As abuse and insult cause significant distress to the talkline counselors it is important that this problem is addressed through strategically designed mass media campaigns, which the talkline intends to conduct.
- **Faint line:** This is typically due to technical difficulties being experienced by the lines. Due to the close collaboration of the talkline with ETC this issue is typically resolved in a timely manner.
- **Wrong number:** This is also related to technical difficulties being experienced by the line, in most instances callers are directed to the talkline when making other calls.



Caller Profile

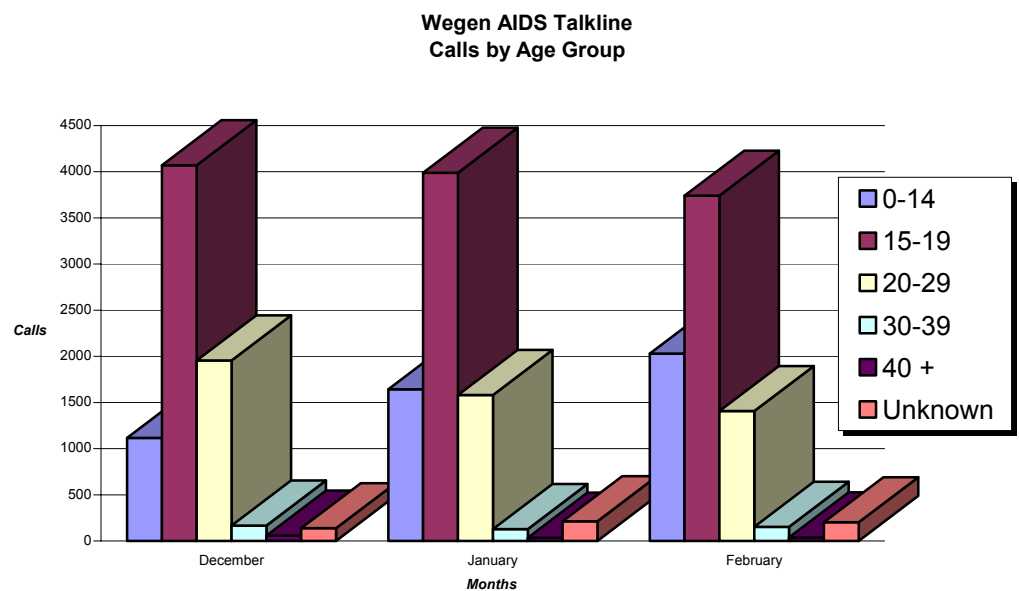
Gender

- As depicted above 72% of callers to the talkline are male and 28% are female.
- Although a slight increase in female callers is noted in February significant promotional activities specifically targeting women needs to be undertaken once the talkline is nationally launched.

Month	Male	Female
December	5,471	1,968
January	5,588	1,991
February	5,235	2,332

Age Distribution

- Currently age distribution of callers shows that 95% of the calls are made by individuals under the age of 29.
- Amongst these 52% are between the ages of 15-19, 22% between the ages of 20-29, and 21% between the ages of 0-14.
- Callers above 30 comprise fewer than 3% of all calls received.
- The above data can be attributed to the fact that most of the promotional activities undertaken by the hotline were geared towards youth.



HIV Status of Callers

Most callers to the talkline have either not been tested for HIV or do not know their Status. The talkline has been instrumental in empowering callers to know their HIV status and for those



who are HIV negative to protect themselves from contracting the disease, and promoting healthy positive living among those infected and affected by the disease.

- As indicated on the graph below, most individuals who call the talkline have not been tested for HIV and are interested in finding out more about the VCT process and where to get tested in their area.
- Individuals who do not know their HIV status can be divided into two classes:
 - A majority have gone for testing but are afraid of returning to get their results and in need of counseling support to get them through the anxiety they feel;
 - Those who do not wish to disclose their status to the counselors.
- Individuals who are negative are predominately interested in how to live together with their discordant partner.
- Individuals who are positive typically inquire about on-going psychosocial counseling, living positively, and care and treatment options.

Case examples

A single man between the ages of 20 – 29 from Addis Ababa called wegen talkline on January 2005. The gentleman had been tested for HIV two years ago and found out that he was HIV positive. Since then the gentleman had adopted a positive lifestyle. Recently he met a lady friend who he has been spending quite some time with and was beginning to get emotionally attached. The day he called the gentleman had finally decided to inform his lady friend about how he feels about her and also of his HIV status. The gentleman was quite fearful about her reaction and potentially loosing the friendship that they had built through time. He was also unsure on how or where to initiate the conversation. By the end of the call the gentleman was feeling confident in raising the issue and disclosing his HIV status to her irregardless of her reaction.

A 32 year old married man called wegen talkline from Addis Ababa. He and his wife were both tested for HIV a year ago and both found out they were positive. They had been considering having a child for a long time and recently heard about programs that prevented the transmission of HIV from mother to child. He wanted to know more information about how transmission could be prevented if the mother was HIV positive. Once that was clearly explained to him, he asked about health facilities that provided the service he and his wife could go to.

A single 19 year old university student in Addis Ababa called the talkline in February. She had been raped a year ago when returning home from the library. Her immediate family is living abroad and she is in Addis Ababa with other relatives. She has been considering getting tested for HIV but is convinced that she will be positive. As she doesn't have close family or friends she has been looking for someone to talk about her situation and called the talkline. After a long discussion with the hotline counselors she was counseled and referred to a VCT center close to her home and encouraged to call if she needed further support.

A 30 year old women who has been HIV positive for seven years called Wegne Talkline in January to ask about the availability of free ARVs. A couple of months ago, as the lady's CD4 count started declining she decided to initiate ART with financial support from family and friends. She said that as there had been a lot of discussion about the initiation of free ART services in Ethiopia, she assumed she would be able to cover the cost till it began. However with delays in starting the program and support from her family and friends declining she is worried that she might have to discontinue her treatment very soon. She was very knowledgeable about the consequence of discontinuing ART however had no choice as she can no longer afford to buy the drug on her own.