

Teen Line

1-800-443-8336

October 1, 2002 – September 30, 2003 Annual 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 2,240 calls from October 1, 2002 through September 30, 2003. This is an increase of 375 calls from the previous fiscal year, which received 1,865 calls.

Who called?

The average caller was 17 years old, female (43% female, 29% male), and remained on the line for 4 minutes. Thirteen percent of the calls were made by adults. Seven 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 (14%). Of these 323 calls, 53% revolved around family issues, 26% were concerned about boy and/or girl relationships, and another 16% were relating to peer and friend situations.

The remaining calls were categorized as follows: abuse (86 or 4%), birth control (35 or 2%), educational (67 or 3%), employment (18 or 1%), foster care/aftercare (53 or 2%), gangs (7 or 0%), hang-ups (577 or 26%), health (114 or 5%), information about hotline (119 or 5%), legal (31 or 1%), lonely or just needed to talk (123 or 5%), other (278 or 12%), prank (202 or 9%), pregnancy (90 or 4%), runaway (9 or 0%), sexuality (76 or 3%), suicide (19 or 1%), wrong number (130 or 6%), and You Are Not Alone (11 or 0%).

What was the outcome of the calls?

Of the 2,240 calls, 609 (27%) required a listening ear and counseling that the Teen Line staff provided. In addition, 251 callers (11%) had a specific question that staff was able to answer. To supplement the information given by staff, 373 referrals (17%) were made. Staff was unable to help the 786 callers (35%) that hung-up or made a prank call.

To whom were the callers referred?

Of the referrals that were made, 12% were to a family planning center, 6% were to the caller's parents, 14% to another hotline, 3% to the Iowa Department of Public Health, 5% to school personnel, 3% to law enforcement, 2% to legal services, 19% to medical services, 0% to runaway services, and 8% who were referred to a counselor other than their school counselor. Forty-eight callers (10%) were referred to the Iowa Aftercare Services Network.

What is available for marketing?

Brochures and rulers 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/>.

Teen Line Teen Line Teen Line Teen Line Teen Line Teen Line Teen Line Teen

Time Period of Report: 10/01/02-09/30/03 Number of Calls: 2,240 Average Call Length: 4 min.

Client Information:

Male: 29% Female: 43% Avg. Age: 17 Adult Callers: 13% Repeat Callers: 7%
 Area Code Revealed (16%): 319: 15% 515: 18% 563: 6% 641: 4% 712: 6% Out of state: 49%

Call Topic:

86 or 4% Abuse...
 15 or 16% *Physical*
 45 or 49% *Substance*
 11 or 12% *Verbal/Emotional*
 20 or 22% *Sexual*
35 or 2% Birth Control
38 or 2% Brochure Request...
67 or 3% Educational
18 or 1% Employment
53 or 2% Foster Care/Aftercare
7 or 0% Gangs
577 or 26% Hang-Up
114 or 5% Health...
 8 or 7% *AIDS*
 9 or 8% *Dieting/Nutrition*
 13 or 11% *Eating Disorders*
 14 or 12% *Puberty*
 36 or 31% *STD's*
 35 or 30% *Other*
119 or 5% Information about hotline
31 or 1% Legal
123 or 5% Lonely/Just to talk
202 or 9% Prank
90 or 4% Pregnancy...
323 or 14% Relationships...
 94 or 26% *Boy/Girl*
 189 or 53% *Family*
 57 or 16% *Peer/Friends*
 15 or 4% *Other*
9 or 0% Runaway
76 or 3% Sexuality
19 or 1% Suicide
130 or 6% Wrong Number
11 or 1% "You are not alone"
278 or 12% Other

Outcome:

40 or 2% Brochure/Video Order Sent
609 or 27% Counseling
786 or 35% Hang-Up/Prank/NA
81 or 4% Needs to call us back
373 or 17% Referral...
251 or 11% Supplied wanted information
175 or 8% Unable to assist caller
86 or 4% Other

...Referrals:

38 or 8% Counselor (not school)
13 or 3% Dept. of Public Health
55 or 12% Family Planning Center
15 or 3% Law Enforcement
9 or 2% Legal Services
86 or 19% Medical Services
10 or 2% Other Adult
64 or 14% Other Hotline
26 or 6% Parents
1 or 0% Runaway Services
25 or 5% School Personnel
73 or 16% Other

...# Teen Line brochures requested: 7,426

"You are not alone" series...

Workbooks requested: 402
 Videos requested: 8
 Physicians' manuals requested: 999

Teen Line Calls October 2002 - September 2003

