

Teen Line

1-800-443-8336

October 1, 2001 – September 30, 2002 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 1,865 calls from October 1, 2000 through September 30, 2001. This is an increase of 38 calls from the previous fiscal year, which received 1,827 calls.

Who called?

The average caller was 17 years old, female (48% female, 25% male), and remained on the line for 4 minutes. Sixteen 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 (16%). Of these 297 calls, 44% revolved around family issues, 40% were concerned about boy and/or girl relationships, and another 12% were relating to peer and friend situations.

The remaining calls were categorized as follows: abuse (99 or 5%), birth control (28 or 2%), educational (46 or 2%), employment (13 or 1%), foster care/aftercare (23 or 1%), hang-ups (452 or 24%), health (96 or 5%), information about hotline (137 or 4%), legal (37 or 2%), lonely or just needed to talk (77 or 4%), other (221 or 12%), prank (128 or 7%), pregnancy (94 or 5%), runaway (6 or 0%), sexuality (99 or 5%), suicide (21 or 1%), wrong number (112 or 6%), and You Are Not Alone (22 or 1%).

What was the outcome of the calls?

Of the 1,865 calls, 496 (27%) required a listening ear and counseling that the Teen Line staff provided. In addition, 231 callers (12%) had a specific question that staff was able to answer. To supplement the information given by staff, 284 referrals (15%) were made. Staff was unable to help the 619 callers (33%) that hung-up or made a prank call.

To whom were the callers referred?

Of the referrals that were made, 14% were to a family planning center, 8% were to the caller's parents, 15% to another hotline, 1% to the Iowa Department of Public Health, 8% to school personnel, 7% to law enforcement, 4% to legal services, 14% to medical services, 2% to runaway services, and 9% who were referred to a counselor other than their school counselor. Twenty callers (5%) 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/>.

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Time Period of Report: 10/01/01-09/30/02 Number of Calls: 1,865 Average Call Length: 4 min.

Client Information:

Male: 25% Female: 48% Avg. Age: 17 Adult Callers: 16% Repeat Callers: 7%
 Area Code Revealed (20%): 319: 14% 515: 23% 563: 6% 641: 6% 712: 11% Out of state: 41%

Call Topic:

99 or 5% Abuse...
24 or 22% *Physical*
43 or 40% *Substance*
12 or 11% *Verbal/Emotional*
27 or 25% *Sexual*
28 or 2% Birth Control
86 or 5% Brochure Request...
46 or 2% Educational
13 or 1% Employment
23 or 1% Foster Care/Aftercare
7 or 0% Gangs
452 or 24% Hang-Up
96 or 5% Health...
6 or 6% *AIDS*
10 or 10% *Dieting/Nutrition*
13 or 13% *Eating Disorders*
2 or 2% *Puberty*
31 or 31% *STD's*
37 or 37% *Other*
17 or 8% Information about hotline
6 or 3% Legal
9 or 4% Lonely/Just to talk
14 or 7% Prank
3 or 1% Pregnancy...
34 or 16% Relationships...
134 or 40% *Boy/Girl*
147 or 44% *Family*
40 or 12% *Peer/Friends*
10 or 3% *Other*
6 or 0% Runaway
99 or 5% Sexuality
21 or 1% Suicide
112 or 6% Wrong Number
20 or 1% "You are not alone"
221 or 12% Other

Outcome:

96 or 5% Brochure/Video Order Sent
496 or 27% Counseling
619 or 33% Hang-Up/Prank/NA
64 or 3% Needs to call us back
284 or 15% Referral...
231 or 12% Supplied wanted information
106 or 6% Unable to assist caller
106 or 6% Other

...Referrals:

36 or 9% Counselor (not school)
5 or 1% Dept. of Public Health
54 or 14% Family Planning Center
7 or 2% Law Enforcement
15 or 4% Legal Services
56 or 14% Medical Services
17 or 4% Other Adult
60 or 15% Other Hotline
33 or 8% Parents
6 or 2% Runaway Services
30 or 8% School Personnel
49 or 13% Other

...# Teen Line brochures requested: 1,077

"You are not alone" series...

Workbooks requested: 715
 Videos requested: 20
 Physicians' manuals requested: 10

2002 Teen Line Highlights

This year the Teen Line took on a new, more exciting look with the newly designed Teen Line brochure. Additional materials were designed that reflected this new look such as pencils, posters, laminated cards, and a Mood Chart.

The new Teen Line brochures were mailed out to all school nurses and school counselors in Iowa.

Teen Line staff did several presentations for Iowa student's on topics such as sexuality, relationships, and alcohol and drug issues. In addition to school presentations, Teen Line staff presented to kids at a Boone YMCA Camp Retreat.

Teen Line materials were on display at the Iowa Annual Family Planning Conference, the 2002 Conference for Public Health, the 2002 Childhood Education and Care Congress, and the Annual Risky Business Conference.



One of the most exciting things Teen Line was involved in this year was sponsoring the 2002 Governor's Dome to Home/Girl Power Run. The run began at the state capitol and finished at the Governor's Terrace Hill home. Participants were given a Girl Power t-shirt, refreshments and activities were provided following the race, and the girls got to meet the governor and his wife!



A few of the kids who participated in the Girl Power run meet the governor.

Teen Line Calls September 2001 - September 2002

