

Teen Line - 1-800-443-8336
1997 - 1998 Annual Report
Iowa State University Extension
Iowa Department of Public Health

How many people called?

Teen Line received 2,884 from the period of October 1, 1997- September 30, 1998.

Who called?

The average caller was 15 years old, female (53% female, 32% male), and remained on the line for 6 minutes. Thirteen percent of the calls were made by adults. Adults usually called to order brochures or discuss concerns they are having with their child. A total of 19% of the callers were using our service for the second time or more. Of the 37% of callers who revealed the location in which they were calling from, 13% were in the 712 area code, 34% in the 515 area, 25% in the 319 area, and 29% were from out of state.

Topics of discussion:

The greatest number of calls was categorized as relationship concerns (27%). Of these 767 calls, 30% revolved around family issues, 44% were concerns about boy and/or girl relationships, and another 24% were issues relating to peer and friend situations.

The remaining calls were categorized as follows: abuse (175 or 6%), birth control (39 or 1%), brochure request (140 or 5%), educational (59 or 2%), gangs (34 or 1%), hang-ups (515 or 18%), health (227 or 8%), information about hotline (130 or 5%), legal (42 or 1%), lonely or just needed to talk (179 or 6%), other (205 or 7%), prank (260 or 9%), pregnancy (163 or 6%), runaway (18 or 1%), sexuality (225 or 8%), suicide (46 or 2%), wrong numbers (91 or 3%), and You Are Not Alone (13 or 0%).

What was the outcome of the calls?

Of the 2,884 calls, 1,174 (41%) required a listening ear and counseling that the Teen Line staff provided. In addition, 339 callers (12%) had a specific question that staff was able to answer. To supplement the information given by staff, 563 referrals (20%) were made. One hundred forty-nine calls resulted in the mailing of 19,988 Teen Line brochures, 485 You Are Not Alone workbooks, and 26 videos. Staff was unable to help the 807 callers (28%) that hung-up or made a prank call.

To whom were the callers referred?

Of the referrals that were made, 15% were to the caller's parents, 12% to a family planning center, 21% on for medical services, 11% to another hotline, and another 7% to school personnel. Add to that, 12% who were referred to a counselor other than their school counselor, 5% to another adult, 3% to law enforcement, and another 3% to whom it was recommended they call legal services.

Success story...

A 17-year-old girl called with problems at home. Her parents are divorcing and she has to care for brother and sister because mom doesn't care and dad is an alcoholic. Father is abusing mother, caller has had suicidal thoughts, and had to quit job because mom wouldn't take her to work. The caller went to her teacher who spoke with the school counselor. They worked with DHS but didn't get much help. She got referred by her doctor to psychiatric hospital for suicidal thoughts, but mom wouldn't take her even though it'd be covered by insurance. The Teen Line counselor talked with her on 3 separate occasions and gave her some resources. The caller decided to get involved in her youth department at church for support and also looked into the resources Teen Line gave her. The girl called back to thank the Teen Line counselor for helping her find some help – she found an agency that was going to assist her in getting into a safe place.

What is available for marketing?

Brochures and posters are available displaying the Teen Line number. To obtain these you may order then 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. Check out the Teen Line webpage at <http://www.exnet.iastate.edu/Pages/cahotlines/teenline/>.

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Time Period of Report: Oct. '97 – Sep. '98 Number of Calls: 2,884 Average Call Length: 15 min.

Client Information:

Male: 32% Female: 53% Avg. Age: 15 Adult Callers: 13% Repeat Callers: 19%
 Area Code (37% revealed): 319: 25% 515: 34% 712: 13% Out of State: 29%

Call Topic:

175 or 6% Abuse...
 20 or 9% Physical
 110 or 50% Substance
 31 or 14% Verbal/Emotional
 60 or 27% Sexual
39 or 1% Birth Control
140 or 5% Brochure Request...
59 or 2% Educational
34 or 1% Gangs
515 or 18% Hang-Up
227 or 8% Health...
 13 or 5% AIDS
 62 or 24% Dieting/Nutrition
 37 or 14% Eating Disorders
 18 or 7% Puberty
 38 or 14% STD's
 95 or 36% Other
130 or 5% Information about hotline
42 or 1% Legal
179 or 6% Lonely/Just to talk
260 or 9% Prank
163 or 6% Pregnancy...
767 or 27% Relationships...
 412 or 44% Boy/Girl
 282 or 30% Family
 224 or 24% Peer/Friends
 26 or 3% Other
18 or 1% Runaway
225 or 8% Sexuality
46 or 2% Suicide
91 or 3% Wrong Number
13 or 0% "You are not alone"
205 or 7% Other

Outcome:

149 or 5% Brochure/Video Order Sent
1174 or 41% Counseling
807 or 28% Hang-Up/Prank/NA
83 or 3% Needs to call us back
563 or 20% Referral...
339 or 12% Supplied wanted information
118 or 4% Unable to assist caller
75 or 3% Other

...Referrals:

91 or 12% Counselor (not school)
9 or 1% Dept. of Public Health
95 or 12% Family Planning Center
22 or 3% Law Enforcement
22 or 3% Legal Services
163 or 21% Medical Services
36 or 5% Other Adult
85 or 11% Other Hotline
120 or 15% Parents
6 or 1% Runaway Services
58 or 7% School Personnel
83 or 11% Other

...# Teen Line brochures requested: 19,988

"You are not alone" series...

Workbooks requested: 485
 Videos requested: 26
 Physicians' manuals requested: 53

Teen Line Calls

October 1997 - September 1998

