

Teen Line

1-800-443-8336

April 2002

<http://www.extension.iastate.edu/Pages/cahotlines/teenline/>
Iowa State University Extension/Iowa Department of Public Health

How many people called?

Teen Line received 200 calls for the month of April. This is an increase of 54 calls from the previous month. The annual total (fiscal year) of calls from October 2001 – April 2002 is 990.

Who called?

The average caller was 16 years old, female (57% female, 34% male), and remained on the line for 5 minutes. Twenty-six percent of the calls were made by adults. Nine 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 31 calls, 44% revolved around family issues, 44% were concerned about boy and/or girl relationships, and another 11% were relating to peer and friend situations.

The remaining calls were categorized as follows: abuse (10 or 5%), brochure request (34 or 17%), educational (1 or 1%), hang-ups (29 or 15%), health (7 or 4%), information about hotline (18 or 9%), lonely or just needed to talk (10 or 5%), other (22 or 11%), prank (18 or 9%), pregnancy (7 or 4%), sexuality (14 or 7%), and wrong number (12 or 6%).

What was the outcome of the calls?

Of the 200 calls, 56 (28%) required a listening ear and counseling that the Teen Line staff provided. In addition, 18 callers (12%) had a specific question that staff was able to answer. To supplement the information given by staff, 24 referrals (12%) were made. Thirty-three calls resulted in the mailing of 4,888 Teen Line brochures. Staff was unable to help the 54 callers (27%) that hung-up or made a prank call.

To whom were the callers referred?

Of the referrals that were made, 1% were to the caller's parents, 18% to school personnel, 12% to a family planning center, 18% to medical services, and 15% who were referred to a counselor other than their school counselor. One caller (3%) was 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: Apr. 2002 Number of Calls: 200 Average Call Length: 5 min.

Client Information:

Male: 34% Female: 57% Avg. Age: 16 Adult Callers: 26% Repeat Callers: 9%
 Area Code Revealed (32%): **319:** 17% **515:** 28% **563:** 9% **641:** 3% **712:** 11% Out of state: 32%

Call Topic:

<u>10 or 5%</u>	Abuse...
<u>1 or 9%</u>	<i>Physical</i>
<u>6 or 55%</u>	<i>Substance</i>
<u>1 or 9%</u>	<i>Verbal/Emotional</i>
<u>3 or 27%</u>	<i>Sexual</i>
<u>3 or 2%</u>	Birth Control
<u>34 or 17%</u>	Brochure Request...
<u>1 or 1%</u>	Educational
<u>0 or 0%</u>	Employment
<u>1 or 1%</u>	Foster Care/Aftercare
<u>0 or 0%</u>	Gangs
<u>29 or 15%</u>	Hang-Up
<u>7 or 4%</u>	Health...
<u>0 or 0%</u>	<i>AIDS</i>
<u>1 or 14%</u>	<i>Dieting/Nutrition</i>
<u>3 or 43%</u>	<i>Eating Disorders</i>
<u>0 or 0%</u>	<i>Puberty</i>
<u>1 or 14%</u>	<i>STD's</i>
<u>2 or 29%</u>	<i>Other</i>
<u>18 or 9%</u>	Information about hotline
<u>3 or 2%</u>	Legal
<u>10 or 5%</u>	Lonely/Just to talk
<u>18 or 9%</u>	Prank
<u>7 or 4%</u>	Pregnancy...
<u>31 or 16%</u>	Relationships...
<u>15 or 45%</u>	<i>Boy/Girl</i>
<u>15 or 45%</u>	<i>Family</i>
<u>2 or 6%</u>	<i>Peer/Friends</i>
<u>1 or 3%</u>	<i>Other</i>
<u>2 or 1%</u>	Runaway
<u>14 or 7%</u>	Sexuality
<u>0 or 0%</u>	Suicide
<u>12 or 6%</u>	Wrong Number
<u>0 or 0%</u>	"You are not alone"
<u>22 or 11%</u>	Other

Outcome:

<u>33 or 17%</u>	Brochure/Video Order Sent
<u>56 or 28%</u>	Counseling
<u>54 or 27%</u>	Hang-Up/Prank/NA
<u>5 or 3%</u>	Needs to call us back
<u>24 or 12%</u>	Referral...
<u>23 or 12%</u>	Supplied wanted information
<u>11 or 6%</u>	Unable to assist caller
<u>9 or 5%</u>	Other

...Referrals:

<u>5 or 15%</u>	Counselor (not school)
<u>1 or 3%</u>	Dept. of Public Health
<u>4 or 12%</u>	Family Planning Center
<u>0 or 0%</u>	Law Enforcement
<u>0 or 0%</u>	Legal Services
<u>6 or 18%</u>	Medical Services
<u>0 or 0%</u>	Other Adult
<u>2 or 6%</u>	Other Hotline
<u>1 or 3%</u>	Parents
<u>0 or 0%</u>	Runaway Services
<u>6 or 18%</u>	School Personnel
<u>7 or 21%</u>	Other

...# Teen Line brochures requested: 4,888

"You are not alone" series...

Workbooks requested:	<u>0</u>
Videos requested:	<u>0</u>
Physicians' manuals requested:	<u>0</u>

Teen Line Calls

April 2001 - April 2002

