

Teen Line

1-800-443-8336

August 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 150 calls for the month of August. This is a decrease of 13 calls from the previous month. The annual total (fiscal year) of calls from October 2001 – July 2002 is 1,658.

Who called?

The average caller was 17 years old, female (55% female, 21% male), and remained on the line for 5 minutes. Eighteen 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 (23%). Of these thirty-four calls, 53% revolved around family issues, 36% were concerned about boy and/or girl relationships, and another 8% were relating to peer and friend situations.

The remaining calls were categorized as follows: abuse (9 or 6%), birth control (3 or 2%), educational (7 or 5%), foster care/aftercare (3 or 2%), hang-ups (30 or 20%), health (3 or 2%), information about hotline (16 or 11%), lonely or just needed to talk (2 or 1%), other (19 or 13%), prank (11 or 7%), pregnancy (5 or 3%), runaway (1 or 1%), sexuality (9 or 6%), suicide (2 or 1%), wrong number (8 or 5%), and You Are Not Alone (3 or 2%).

What was the outcome of the calls?

Of the 150 calls, 46 (31%) required a listening ear and counseling that the Teen Line staff provided. In addition, 29 callers (19%) had a specific question that staff was able to answer. To supplement the information given by staff, 20 referrals (13%) were made. Staff was unable to help the 44 callers (29%) that hung-up or made a prank call.

To whom were the callers referred?

Of the referrals that were made, 9% were to the caller's parents, 22% to another hotline, 9% to school personnel, 4% to legal services, 5% to legal services, 17% to medical services, and 9% who were referred to a counselor other than their school counselor. Three callers (13%) 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: Aug 2002 Number of Calls: 150 Average Call Length: 5 min.

Client Information:

Male: 21% Female: 55% Avg. Age: 17 Adult Callers: 18% Repeat Callers: 7%
 Area Code Revealed (22%): 319: 9% 515: 24% 563: 0% 641: 6% 712: 3% Out of state: 58%

Call Topic:

9 or 6% Abuse...
 2 or 20% *Physical*
 5 or 50% *Substance*
 1 or 10% *Verbal/Emotional*
 2 or 20% *Sexual*
3 or 2% Birth Control
0 or 0% Brochure Request...
7 or 5% Educational
0 or 0% Employment
3 or 2% Foster Care/Aftercare
0 or 0% Gangs
30 or 20% Hang-Up
3 or 2% Health...
 2 or 67% *AIDS*
 0 or 0% *Dieting/Nutrition*
 0 or 0% *Eating Disorders*
 0 or 0% *Puberty*
 1 or 33% *STD's*
 0 or 0% *Other*
16 or 11% Information about hotline
3 or 2% Legal
2 or 1% Lonely/Just to talk
11 or 7% Prank
5 or 3% Pregnancy...
34 or 23% Relationships...
 13 or 36% *Boy/Girl*
 19 or 53% *Family*
 3 or 8% *Peer/Friends*
 1 or 3% *Other*
1 or 1% Runaway
9 or 6% Sexuality
2 or 1% Suicide
8 or 5% Wrong Number
3 or 2% "You are not alone"
19 or 13% Other

Outcome:

3 or 2% Brochure/Video Order Sent
46 or 31% Counseling
44 or 29% Hang-Up/Prank/NA
9 or 6% Needs to call us back
24 or 15% Referral...
14 or 9% Supplied wanted information
5 or 8% Unable to assist caller
4 or 3% Other

...Referrals:

2 or 9% Counselor (not school)
0 or 0% Dept. of Public Health
0 or 0% Family Planning Center
0 or 0% Law Enforcement
1 or 4% Legal Services
4 or 17% Medical Services
0 or 0% Other Adult
5 or 22% Other Hotline
2 or 9% Parents
1 or 4% Runaway Services
2 or 9% School Personnel
3 or 13% Other

...# Teen Line brochures requested: 50

"You are not alone" series...

Workbooks requested: 111
 Videos requested: 2
 Physicians' manuals requested: 1

Teen Line Calls August 2001 - August 2002

