

Teen Line - 1-800-443-8336
December 2000 Monthly 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 180 calls for the month of December. This is a decrease of 19 calls from the previous month. The annual total (fiscal year) of calls from October 2000 – December 2000 is 617.

Who called?

The average caller was 16 years old, male (30% female, 29% male), and remained on the line for 7 minutes. Five percent of the calls were made by adults. Twenty-two 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 (30%). Of these 54 calls, 35% revolved around family issues, 47% 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 (11 or 6%), birth control (11 or 6%), brochure request (4 or 2%), educational (2 or 1%), employment (12 or 7%), hang-ups (15 or 8%), health (22 or 12%), information about hotline (7 or 4%), legal (4 or 2%), lonely or just needed to talk (17 or 9%), other (21 or 12%), prank (7 or 4%), pregnancy (10 or 6%), sexuality (5 or 3%), and wrong numbers (2 or 1%).

What was the outcome of the calls?

Of the 180 calls, 102 (57%) required a listening ear and counseling that the Teen Line staff provided. In addition, 9 callers (5%) had a specific question that staff was able to answer. To supplement the information given by staff 32 referrals (18%) were made. Four calls resulted in the mailing of 260 Teen Line brochures, 35 You Are Not Alone workbooks, and 2 videos, and 1 physician's manual. Staff was unable to help the 24 callers (13%) that hung-up or made a prank call.

To whom were the callers referred?

Of the referrals that were made, 2% were to the Iowa Department of Public Health, 10% to a family planning center, 21% on for medical services, 13% to another hotline, and another 4% to school personnel. Add to that, 15% who were referred to a counselor other than their school counselor, 4% to another adult, 2% to law enforcement, and another 2% to whom it was recommended they call legal services.

One call this month came from a fourteen-year old girl who was experiencing symptoms of depression (mood swings, irritability, excessive sleeping, and trouble concentrating). A Teen Line counselor talked with her to determine what might be some causes of her depression. It was found that her best friend had moved away a couple of months ago, her parents were going to marriage counseling, and she wasn't doing well in school. The Teen Line counselor encouraged her to attend youth group at her church to make connections with other teens, and to talk openly with her parents about her concerns and see if they would agree to let her attend counseling sessions.

What is available for marketing?

Brochures and posters are available displaying the Teen Line number. To obtain these you may order the 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: Dec. 2000 **Number of Calls:** 180 **Average Call Length:** 7 min.

Client Information:

Male: 29% **Female:** 30% **Avg. Age:** 16 **Adult Callers:** 5% **Repeat Callers:** 22%
Area Code (35% revealed): 319: 11% 515: 48% 712: 2% **Out of State:** 40%

Call Topic:

11 or 6% Abuse...
 3 or 25% *Physical*
 6 or 50% *Substance*
 2 or 17% *Verbal/Emotional*
 1 or 8% *Sexual*
11 or 6% Birth Control
4 or 2% Brochure Request...
2 or 1% Educational
12 or 7% Employment
0 or 0% Gangs
15 or 8% Hang-Up
22 or 12% Health...
 1 or 4% *AIDS*
 2 or 9% *Dieting/Nutrition*
 2 or 9% *Eating Disorders*
 1 or 4% *Puberty*
 7 or 30% *STD's*
 10 or 43% *Other*
7 or 4% Information about hotline
4 or 2% Legal
17 or 9% Lonely/Just to talk
7 or 4% Prank
10 or 6% Pregnancy...
54 or 30% Relationships...
 29 or 47% *Boy/Girl*
 22 or 35% *Family*
 10 or 16% *Peer/Friends*
 1 or 2% *Other*
0 or 0% Runaway
5 or 3% Sexuality
5 or 3% Suicide
2 or 1% Wrong Number
4 or 2% "You are not alone"
21 or 12% Other

Outcome:

4 or 2% Brochure/Video Order Sent
102 or 57% Counseling
24 or 13% Hang-Up/Prank/NA
2 or 1% Needs to call us back
32 or 18% Referral...
9 or 5% Supplied wanted information
5 or 3% Unable to assist caller
15 or 8% Other

...Referrals:

8 or 15% Counselor (not school)
1 or 2% Dept. of Public Health
5 or 10% Family Planning Center
1 or 2% Law Enforcement
1 or 2% Legal Services
11 or 21% Medical Services
2 or 4% Other Adult
7 or 13% Other Hotline
11 or 21% Parents
0 or 0% Runaway Services
2 or 4% School Personnel
3 or 6% Other

...# Teen Line brochures requested: 260

"You are not alone" series...

Workbooks requested: 35
 Videos requested: 2
 Physicians' manuals requested: 1

Teen Line Calls

December 1999 - December 2000

