

Teen Line

1-800-443-8336

December 2001

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

How many people called?

Teen Line received 135 calls for the month of December. This is a decrease of 10 calls from the previous month. The annual total (fiscal year) of calls from November 2000 – December 2001 is 426.

Who called?

The average caller was 16 years old, female (47% female, 19% male), and remained on the line for 6 minutes. Twelve percent of the calls were made by adults. Four 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 (19%). Of these 25 calls, 33% revolved around family issues, 37% were concerned about boy and/or girl relationships, and another 26% were relating to peer and friend situations.

The remaining calls were categorized as follows: abuse (9 or 7%), brochure request (9 or 7%), educational (3 or 2%), employment (1 or 1%), hang-ups (35 or 26%), health (11 or 8%), information about hotline (9 or 7%), legal (3 or 2%), lonely or just needed to talk (8 or 6%), other (16 or 12%), prank (8 or 6%), pregnancy (8 or 6%), sexuality (10 or 7%), suicide (2 or 1%), and wrong number (7 or 5%).

One call this month was from a 14-year old female who had questions about the effects of alcohol. The caller and her friends had drunk some wine they had found in her mom's liquor cabinet, and she was concerned that she might be drunk. A Teen Line counselor explained the illegality of it, and how the peer pressure to drink could be a constant during the teen years. The counselor explained the effects of alcohol and encouraged the caller to surround herself with mature friends who don't drink and friends who would not pressure her to drink if they drank some. The Teen Line counselor indicated that the counseling department at her school might have some brochures on how to deal with peer pressure and various topics such as drinking which might have some advise that could be helpful to her.

What was the outcome of the calls?

Of the 135 calls, 41 (30%) required a listening ear and counseling that the Teen Line staff provided. In addition, 16 callers (12%) had a specific question that staff was able to answer. To supplement the information given by staff, 24 referrals (18%) were made. Ten calls resulted in the mailing of 645 Teen Line brochures 1 Your Are Not Alone video, 1 Your Are Not Alone workbook and 1 manual. Staff was unable to help the 47 callers (35%) that hung-up or made a prank call.

To whom were the callers referred?

Of the referrals that were made, 3% were to the caller's parents, 3% to school personnel, 15% to a family planning center, 18% to medical services, and 33% to another hotline. Add to that, 6% who were referred to a counselor other than their school counselor, 12% to another adult, and another 3% to whom it was recommended they contact law enforcement services.

What is available for marketing?

Brochures and posters 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: Dec. 2001 Number of Calls: 135 Average Call Length: 6 min.

Client Information:

Male: 19% Female: 47% Avg. Age: 16 Adult Callers: 12% Repeat Callers: 4%
 Area Code Revealed (19%): **319:** 26% **515:** 11% **563:** 5% **641:** 11% **712:** 5% Out of state: 42%

Call Topic:

9 or 7% Abuse...
 2 or 18% *Physical*
 6 or 55% *Substance*
 2 or 18% *Verbal/Emotional*
 1 or 9% *Sexual*
0 or 0% Birth Control
9 or 7% Brochure Request...
3 or 2% Educational
1 or 1% Employment
0 or 0% Gangs
35 or 26% Hang-Up
11 or 8% Health...
 0 or 0% *AIDS*
 1 or 9% *Dieting/Nutrition*
 2 or 18% *Eating Disorders*
 1 or 9% *Puberty*
 5 or 45% *STD's*
 2 or 18% *Other*
9 or 7% Information about hotline
3 or 2% Legal
8 or 6% Lonely/Just to talk
8 or 6% Prank
8 or 6% Pregnancy...
25 or 19% Relationships...
 10 or 37% *Boy/Girl*
 9 or 33% *Family*
 7 or 26% *Peer/Friends*
 1 or 4% *Other*
0 or 0% Runaway
10 or 7% Sexuality
2 or 1% Suicide
7 or 5% Wrong Number
3 or 2% "You are not alone"
16 or 12% Other

Outcome:

10 or 7% Brochure/Video Order Sent
41 or 30% Counseling
47 or 35% Hang-Up/Prank/NA
2 or 1% Needs to call us back
24 or 18% Referral...
16 or 12% Supplied wanted information
10 or 7% Unable to assist caller
4 or 3% Other

...Referrals:

2 or 6% Counselor (not school)
0 or 0% Dept. of Public Health
5 or 15% Family Planning Center
1 or 3% Law Enforcement
0 or 0% Legal Services
6 or 18% Medical Services
4 or 12% Other Adult
11 or 33% Other Hotline
1 or 3% Parents
0 or 0% Runaway Services
1 or 3% School Personnel
2 or 6% Other

...# Teen Line brochures requested: 645

"You are not alone" series...

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

Teen Line Calls December 2000 - December 2001

