

Teen Line

1-800-443-8336

February 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 97 calls for the month of February. This is a decrease of 24 calls from the previous month. The annual total (fiscal year) of calls from October 2001 – January 2002 is 644.

Who called?

The average caller was 19 years old, female (34% female, 24% male), and remained on the line for 3 minutes. Nine percent of the calls were made by adults. Ten 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 (10%). Of these 10 calls, 33% revolved around family issues, 33% were concerned about boy and/or girl relationships, and another 17% were relating to peer and friend situations.

The remaining calls were categorized as follows: abuse (5 or 5%), birth control (2 or 2%), brochure request (5 or 5%), educational (3 or 3%), employment (2 or 2%), hang-ups (37 or 38%), health (3 or 3%), information about hotline (7 or 7%), lonely or just needed to talk (4 or 4%), other (12 or 12%), prank (5 or 5%), pregnancy (1 or 1%), sexuality (1 or 1%), You are Not Alone (1 or 1%), and wrong number (5 or 5%).

What was the outcome of the calls?

Of the 97 calls, 21 (22%) required a listening ear and counseling that the Teen Line staff provided. In addition, 11 callers (11%) had a specific question that staff was able to answer. To supplement the information given by staff, 7 referrals (7%) were made. Five calls resulted in the mailing of 300 Teen Line brochures 2 You Are Not Alone videos, 52 You Are Not Alone workbook's and 2 manuals. Staff was unable to help the 44 callers (45%) that hung-up or made a prank call.

To whom were the callers referred?

Of the referrals that were made, 11% were to the caller's parents, 11% to school personnel, 11% to a family planning center, 33% to medical services, 11% to the Iowa Department of Public Health, and 22% who were referred to a counselor other than their school counselor.

One call this month was from a fifteen-year-old male who was concerned about his father's drinking problem. Apparently his father had stopped going to AA meetings and had started drinking again. A Teen Line counselor recommended that the caller contact Al-Anon and also encouraged him to call the Iowa Substance Abuse Information Center.

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: Feb. 2002 Number of Calls: 97 Average Call Length: 3 min.

Client Information:

Male: 24% Female: 34% Avg. Age: 19 Adult Callers: 9% Repeat Callers: 10%
 Area Code Revealed (16%): 319: 0% 515: 13% 563: 19% 641: 0% 712: 13% Out of state: 56%

Call Topic:

<u>5 or 5%</u>	Abuse...
<u>1 or 20%</u>	<i>Physical</i>
<u>3 or 60%</u>	<i>Substance</i>
<u>1 or 20%</u>	<i>Verbal/Emotional</i>
<u>0 or 0%</u>	<i>Sexual</i>
<u>2 or 2%</u>	Birth Control
<u>5 or 5%</u>	Brochure Request...
<u>3 or 3%</u>	Educational
<u>2 or 2%</u>	Employment
<u>0 or 0%</u>	Gangs
<u>37 or 38%</u>	Hang-Up
<u>3 or 3%</u>	Health...
<u>0 or 0%</u>	<i>AIDS</i>
<u>0 or 0%</u>	<i>Dieting/Nutrition</i>
<u>0 or 0%</u>	<i>Eating Disorders</i>
<u>0 or 0%</u>	<i>Puberty</i>
<u>2 or 67%</u>	<i>STD's</i>
<u>1 or 33%</u>	<i>Other</i>
<u>7 or 7%</u>	Information about hotline
<u>0 or 0%</u>	Legal
<u>4 or 4%</u>	Lonely/Just to talk
<u>5 or 5%</u>	Prank
<u>1 or 1%</u>	Pregnancy...
<u>10 or 10%</u>	Relationships...
<u>4 or 33%</u>	<i>Boy/Girl</i>
<u>4 or 33%</u>	<i>Family</i>
<u>2 or 17%</u>	<i>Peer/Friends</i>
<u>2 or 17%</u>	<i>Other</i>
<u>0 or 0%</u>	Runaway
<u>1 or 1%</u>	Sexuality
<u>0 or 0%</u>	Suicide
<u>5 or 5%</u>	Wrong Number
<u>1 or 1%</u>	"You are not alone"
<u>12 or 12%</u>	Other

Outcome:

<u>5 or 5%</u>	Brochure/Video Order Sent
<u>21 or 22%</u>	Counseling
<u>44 or 45%</u>	Hang-Up/Prank/NA
<u>2 or 2%</u>	Needs to call us back
<u>7 or 7%</u>	Referral...
<u>11 or 11%</u>	Supplied wanted information
<u>3 or 3%</u>	Unable to assist caller
<u>8 or 8%</u>	Other

...Referrals:

<u>2 or 22%</u>	Counselor (not school)
<u>1 or 11%</u>	Dept. of Public Health
<u>1 or 11%</u>	Family Planning Center
<u>0 or 0%</u>	Law Enforcement
<u>0 or 0%</u>	Legal Services
<u>3 or 33%</u>	Medical Services
<u>0 or 0%</u>	Other Adult
<u>0 or 0%</u>	Other Hotline
<u>1 or 11%</u>	Parents
<u>0 or 0%</u>	Runaway Services
<u>1 or 11%</u>	School Personnel
<u>0 or 0%</u>	Other

...# Teen Line brochures requested: 850

"You are not alone" series...

Workbooks requested:	<u>201</u>
Videos requested:	<u>1</u>
Physicians' manuals requested:	<u>1</u>

Teen Line Calls February 2001 - February 2002

