

Teen Line - 1-800-443-8336
January 2001 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 171 calls for the month of January. This is a decrease of 9 calls from the previous month. The annual total (fiscal year) of calls from October 2000 – January 2001 is 788.

Who called?

The average caller was 17 years old, female (48% female, 32% male), and remained on the line for 7 minutes. Ten 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 (13%). Of these 23 calls, 52% revolved around family issues, 28% 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 (10 or 6%), birth control (4 or 2%), brochure request (9 or 5%), educational (5 or 3%), employment (8 or 5%), gangs (1 or 1%), hang-ups (38 or 22%), health (12 or 7%), information about hotline (7 or 4%), legal (1 or 1%), lonely or just needed to talk (20 or 12%), other (21 or 12%), prank (9 or 5%), pregnancy (16 or 9%), sexuality (11 or 6%), suicide (3 or 2%), and wrong numbers (1 or 1%).

What was the outcome of the calls?

Of the 171 calls, 60 (35%) required a listening ear and counseling that the Teen Line staff provided. In addition, 14 callers (8%) had a specific question that staff was able to answer. To supplement the information given by staff 40 referrals (23%) were made. Nine calls resulted in the mailing of 475 Teen Line brochures, 145 You Are Not Alone workbooks, 5 videos, and five physician's manuals. Staff was unable to help the 47 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 Department of Public Health, 13% to a family planning center, 10% on for medical services, 16% to another hotline, and another 10% to school personnel. Add to that, 13% who were referred to a counselor other than their school counselor, 17% to their parents, 2% to another adult, and another 3% to whom it was recommended they call law enforcement services.

One call this month was from a mother of a teenage girl who was concerned about her daughter's relationship with a boyfriend. The caller had recently found out that her daughter's boyfriend is 20 years old (her daughter is 16) and that he has been violent with her on several occasions. A Teen Line counselor recommended that the caller contact law enforcement due to the age of the perpetrator. The counselor also advised the mother to sit down with her daughter and express her concerns openly and encourage her daughter to seek outside help from a counselor or domestic abuse service.

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/>.

Teen Line Teen Line Teen Line Teen Line Teen Line Teen Line Teen Line Teen

Time Period of Report: Jan. 2001 **Number of Calls:** 171 **Average Call Length:** 7 min.

Client Information:

Male: 32% **Female:** 48% **Avg. Age:** 17 **Adult Callers:** 10% **Repeat Callers:** 22%
Area Code (56% revealed): 319: 27% 515: 44% 712: 9% **Out of State:** 30%

Call Topic:

10 or 6% Abuse...
 5 or 42% *Physical*
 2 or 17% *Substance*
 2 or 17% *Verbal/Emotional*
 3 or 25% *Sexual*
4 or 2% Birth Control
9 or 5% Brochure Request...
5 or 3% Educational
8 or 5% Employment
1 or 1% Gangs
38 or 22% Hang-Up
12 or 7% Health...
 0 or 0% *AIDS*
 1 or 8% *Dieting/Nutrition*
 2 or 17% *Eating Disorders*
 2 or 17% *Puberty*
 2 or 17% *STD's*
 5 or 42% *Other*
7 or 4% Information about hotline
1 or 1% Legal
20 or 12% Lonely/Just to talk
9 or 5% Prank
16 or 9% Pregnancy...
23 or 13% Relationships...
 27 or 34% *Boy/Girl*
 31 or 39% *Family*
 19 or 24% *Peer/Friends*
 2 or 3% *Other*
0 or 0% Runaway
11 or 6% Sexuality
3 or 2% Suicide
1 or 1% Wrong Number
3 or 2% "You are not alone"
21 or 12% Other

Outcome:

9 or 5% Brochure/Video Order Sent
60 or 35% Counseling
47 or 27% Hang-Up/Prank/NA
5 or 3% Needs to call us back
40 or 23% Referral...
14 or 8% Supplied wanted information
10 or 6% Unable to assist caller
4 or 2% Other

...Referrals:

8 or 13% Counselor (not school)
1 or 2% Dept. of Public Health
8 or 13% Family Planning Center
2 or 3% Law Enforcement
0 or 0% Legal Services
6 or 10% Medical Services
1 or 2% Other Adult
10 or 16% Other Hotline
11 or 17% Parents
0 or 0% Runaway Services
6 or 10% School Personnel
10 or 16% Other

...# Teen Line brochures requested: 475

"You are not alone" series...

Workbooks requested: 145
Videos requested: 5
Physicians' manuals requested: 5

Teen Line Calls January 2000 - January 2001

