

# Teen Line

1-800-443-8336

January 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 121 calls for the month of January. This is a decrease of 14 calls from the previous month. The annual total (fiscal year) of calls from October 2001 – January 2002 is 547.

## Who called?

The average caller was 17 years old, female (41% female, 27% male), and remained on the line for 5 minutes. Thirteen 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 (15%). Of these 18 calls, 50% revolved around family issues, 40% were concerned about boy and/or girl relationships, and another 10% were relating to peer and friend situations.

The remaining calls were categorized as follows: abuse (9 or 7%), birth control (2 or 2%), brochure request (5 or 4%), educational (1 or 1%), employment (3 or 2%), hang-ups (36 or 30%), health (6 or 5%), information about hotline (5 or 4%), legal (2 or 2%), lonely or just needed to talk (6 or 5%), other (10 or 8%), prank (10 or 8%), pregnancy (9 or 7%), sexuality (6 or 5%), You are Not Alone (4 or 3%), and wrong number (4 or 3%).

## What was the outcome of the calls?

Of the 121 calls, 33 (27%) required a listening ear and counseling that the Teen Line staff provided. In addition, 10 callers (8%) had a specific question that staff was able to answer. To supplement the information given by staff, 20 referrals (17%) were made. Six calls resulted in the mailing of 850 Teen Line brochures 1 You Are Not Alone video, 1 You Are Not Alone workbook and 1 manual. Staff was unable to help the 48 callers (40%) that hung-up or made a prank call.

## To whom were the callers referred?

Of the referrals that were made, 4% were to the caller's parents, 7% to school personnel, 19% to a family planning center, 11% to medical services, and 7% to another hotline. Add to that, 22% who were referred to a counselor other than their school counselor, 7% to another adult, 4% to legal services, and another 4% 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: Jan. 2002 Number of Calls: 121 Average Call Length: 5 min.

## Client Information:

Male: 27% Female: 41% Avg. Age: 17 Adult Callers: 13% Repeat Callers: 7%  
 Area Code Revealed (19%): **319:** 17% **515:** 28% **563:** 0% **641:** 7% **712:** 17% Out of state: 31%

## Call Topic:

9 or 7% Abuse...  
     3 or 33% *Physical*  
     0 or 0% *Substance*  
     0 or 0% *Verbal/Emotional*  
     6 or 67% *Sexual*  
2 or 2% Birth Control  
5 or 4% Brochure Request...  
1 or 1% Educational  
3 or 2% Employment  
0 or 0% Gangs  
36 or 30% Hang-Up  
6 or 5% Health...  
     1 or 17% *AIDS*  
     0 or 0% *Dieting/Nutrition*  
     0 or 0% *Eating Disorders*  
     0 or 0% *Puberty*  
     2 or 33% *STD's*  
     3 or 50% *Other*  
5 or 4% Information about hotline  
2 or 2% Legal  
6 or 5% Lonely/Just to talk  
10 or 8% Prank  
9 or 7% Pregnancy...  
18 or 15% Relationships...  
     8 or 40% *Boy/Girl*  
     10 or 50% *Family*  
     2 or 10% *Peer/Friends*  
     0 or 0% *Other*  
0 or 0% Runaway  
6 or 5% Sexuality  
0 or 0% Suicide  
4 or 3% Wrong Number  
1 or 1% "You are not alone"  
10 or 8% Other

## Outcome:

6 or 5% Brochure/Video Order Sent  
33 or 27% Counseling  
48 or 40% Hang-Up/Prank/NA  
3 or 2% Needs to call us back  
20 or 17% Referral...  
10 or 8% Supplied wanted information  
4 or 3% Unable to assist caller  
10 or 8% Other

## ...Referrals:

6 or 22% Counselor (not school)  
2 or 8% Dept. of Public Health  
5 or 19% Family Planning Center  
1 or 4% Law Enforcement  
1 or 4% Legal Services  
3 or 11% Medical Services  
2 or 7% Other Adult  
2 or 7% Other Hotline  
1 or 4% Parents  
0 or 0% Runaway Services  
2 or 7% School Personnel  
2 or 7% Other

**...# Teen Line brochures requested:** 850

## **"You are not alone" series...**

Workbooks requested: 201  
 Videos requested: 1  
 Physicians' manuals requested: 1

# Teen Line Calls January 2001 - January 2002

