

Teen Line

1-800-443-8336

July 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 163 calls for the month of July. This is an increase of 28 calls from the previous month. The annual total (fiscal year) of calls from October 2001 – July 2002 is 1,508.

Who called?

The average caller was 16 years old, female (37% female, 20% male), and remained on the line for 4 minutes. Nine 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 (12%). Of these 19 calls, 60% revolved around family issues, 20% were concerned about boy and/or girl relationships, and another 20% were relating to peer and friend situations.

The remaining calls were categorized as follows: abuse (8 or 5%), brochure request (2 or 1%), educational (4 or 2%), foster care/aftercare (4 or 2%), gangs (1 or 1%), hang-ups (42 or 26%), health (10 or 6%), information about hotline (6 or 4%), lonely or just needed to talk (3 or 2%), other (21 or 13%), prank (15 or 9%), pregnancy (8 or 5%), sexuality (6 or 4%), suicide (4 or 2%), and wrong number (17 or 10%).

What was the outcome of the calls?

Of the 163 calls, 33 (20%) required a listening ear and counseling that the Teen Line staff provided. In addition, 14 callers (9%) had a specific question that staff was able to answer. To supplement the information given by staff, 24 referrals (15%) were made. Staff was unable to help the 59 callers (36%) that hung-up or made a prank call.

One call this month was from a mother worried about the home situation with her daughter. She graduated from high school and turned 18 in the spring. Explained that her daughter is living in her home but wants to stay out all night without a curfew. Daughter has a job and is taking college classes. A Teen Line counselor and the mother discussed limits, curfews and parental responsibility. Advised her to sit down with husband, develop a criteria for curfews, etc, and then invite daughter to a meeting and work out a plan they can all live with, or else her daughter needs to move out and get her own place.

To whom were the callers referred?

Of the referrals that were made, 8% were to the caller's parents, 5% to school personnel, 14% to a family planning center, 5% to law enforcement, 5% to legal services, 16% to medical services, and 5% who were referred to a counselor other than their school counselor. Three callers (8%) were referred to the Iowa Aftercare Services Network.

What is available for marketing?

Brochures and rulers 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: July 2002 Number of Calls: 163 Average Call Length: 4 min.

Client Information:

Male: 20% Female: 37% Avg. Age: 16 Adult Callers: 9% Repeat Callers: 4%
 Area Code Revealed (17%): 319: 10% 515: 14% 563: 0% 641: 7% 712: 7% Out of state: 62%

Call Topic:

<u>8 or 5%</u>	Abuse...
<u>3 or 33%</u>	<i>Physical</i>
<u>3 or 33%</u>	<i>Substance</i>
<u>1 or 11%</u>	<i>Verbal/Emotional</i>
<u>2 or 22%</u>	<i>Sexual</i>
<u>6 or 4%</u>	Birth Control
<u>2 or 1%</u>	Brochure Request...
<u>4 or 2%</u>	Educational
<u>0 or 0%</u>	Employment
<u>4 or 2%</u>	Foster Care/Aftercare
<u>1 or 1%</u>	Gangs
<u>42 or 26%</u>	Hang-Up
<u>10 or 6%</u>	Health...
<u>1 or 10%</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>5 or 50%</u>	<i>STD's</i>
<u>4 or 40%</u>	<i>Other</i>
<u>6 or 4%</u>	Information about hotline
<u>4 or 2%</u>	Legal
<u>3 or 2%</u>	Lonely/Just to talk
<u>15 or 9%</u>	Prank
<u>8 or 5%</u>	Pregnancy...
<u>19 or 12%</u>	Relationships...
<u>4 or 20%</u>	<i>Boy/Girl</i>
<u>12 or 60%</u>	<i>Family</i>
<u>4 or 20%</u>	<i>Peer/Friends</i>
<u>0 or 0%</u>	<i>Other</i>
<u>0 or 0%</u>	Runaway
<u>6 or 4%</u>	Sexuality
<u>4 or 2%</u>	Suicide
<u>17 or 10%</u>	Wrong Number
<u>2 or 1%</u>	"You are not alone"
<u>21 or 13%</u>	Other

Outcome:

<u>3 or 2%</u>	Brochure/Video Order Sent
<u>33 or 20%</u>	Counseling
<u>59 or 36%</u>	Hang-Up/Prank/NA
<u>9 or 6%</u>	Needs to call us back
<u>24 or 15%</u>	Referral...
<u>14 or 9%</u>	Supplied wanted information
<u>13 or 8%</u>	Unable to assist caller
<u>14 or 9%</u>	Other

...Referrals:

<u>5 or 15%</u>	Counselor (not school)
<u>1 or 3%</u>	Dept. of Public Health
<u>4 or 12%</u>	Family Planning Center
<u>0 or 0%</u>	Law Enforcement
<u>0 or 0%</u>	Legal Services
<u>6 or 18%</u>	Medical Services
<u>0 or 0%</u>	Other Adult
<u>2 or 6%</u>	Other Hotline
<u>1 or 3%</u>	Parents
<u>0 or 0%</u>	Runaway Services
<u>6 or 18%</u>	School Personnel
<u>7 or 21%</u>	Other

...# Teen Line brochures requested: 0

"You are not alone" series...

Workbooks requested:	<u>31</u>
Videos requested:	<u>1</u>
Physicians' manuals requested:	<u>2</u>

Teen Line Calls July 2001 - July 2002

