

Teen Line

1-800-443-8336

March 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 146 calls for the month of March. This is an increase of 39 calls from the previous month. The annual total (fiscal year) of calls from October 2001 – March 2002 is 790.

Who called?

The average caller was 17 years old, female (54% female, 28% male), and remained on the line for 4 minutes. Twelve percent of the calls were made by adults. Eleven 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 (20%). Of these 29 calls, 45% revolved around family issues, 45% were concerned about boy and/or girl relationships, and another 6% were relating to peer and friend situations.

The remaining calls were categorized as follows: abuse (7 or 5%), brochure request (1 or 1%), educational (3 or 2%), hang-ups (37 or 25%), health (10 or 7%), information about hotline (10 or 7%), lonely or just needed to talk (14 or 10%), other (17 or 12%), prank (5 or 3%), pregnancy (10 or 7%), runaway (2 or 1%), sexuality (9 or 6%), You are Not Alone (2 or 1%), and wrong number (10 or 7%).

One call this month was from a female who was concerned about the welfare of another girl who just transferred to her school. She stated that the girl seemed very depressed about her parents' divorce and the recent death of a valued grandparent. The Teen Line counselor suggested that she offer her friendship to the girl and try to include her in activities. The Teen Line counselor also indicated she could visit her school counselor about concerns.

What was the outcome of the calls?

Of the 146 calls, 46 (32%) required a listening ear and counseling that the Teen Line staff provided. In addition, 18 callers (12%) had a specific question that staff was able to answer. To supplement the information given by staff, 22 referrals (15%) were made. Two calls resulted in the mailing of 100 Teen Line brochures 2 You Are Not Alone videos, 10 You Are Not Alone workbook's and 2 manuals. Staff was unable to help the 46 callers (32%) that hung-up or made a prank call.

To whom were the callers referred?

Of the referrals that were made, 18% were to the caller's parents, 15% to school personnel, 15% to a family planning center, 9% to medical services, 3% to legal services, and 9% who were referred to a counselor other than their school counselor.

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: Mar. 2002 Number of Calls: 146 Average Call Length: 4 min.

Client Information:

Male: 28% Female: 54% Avg. Age: 17 Adult Callers: 12% Repeat Callers: 11%
 Area Code Revealed (17%): 319: 4% 515: 8% 563: 12% 641: 4% 712: 12% Out of state: 60%

Call Topic:

<u>7 or 5%</u>	Abuse...
<u>0 or 0%</u>	<i>Physical</i>
<u>3 or 43%</u>	<i>Substance</i>
<u>2 or 29%</u>	<i>Verbal/Emotional</i>
<u>2 or 29%</u>	<i>Sexual</i>
<u>0 or 0%</u>	Birth Control
<u>1 or 1%</u>	Brochure Request...
<u>3 or 2%</u>	Educational
<u>0 or 0%</u>	Employment
<u>0 or 0%</u>	Gangs
<u>37 or 25%</u>	Hang-Up
<u>10 or 7%</u>	Health...
<u>2 or 17%</u>	<i>AIDS</i>
<u>0 or 0%</u>	<i>Dieting/Nutrition</i>
<u>1 or 8%</u>	<i>Eating Disorders</i>
<u>1 or 8%</u>	<i>Puberty</i>
<u>2 or 17%</u>	<i>STD's</i>
<u>6 or 50%</u>	<i>Other</i>
<u>10 or 7%</u>	Information about hotline
<u>2 or 1%</u>	Legal
<u>14 or 10%</u>	Lonely/Just to talk
<u>5 or 3%</u>	Prank
<u>10 or 7%</u>	Pregnancy...
<u>29 or 20%</u>	Relationships...
<u>15 or 45%</u>	<i>Boy/Girl</i>
<u>15 or 45%</u>	<i>Family</i>
<u>2 or 6%</u>	<i>Peer/Friends</i>
<u>1 or 3%</u>	<i>Other</i>
<u>2 or 1%</u>	Runaway
<u>9 or 6%</u>	Sexuality
<u>3 or 2%</u>	Suicide
<u>10 or 7%</u>	Wrong Number
<u>2 or 1%</u>	"You are not alone"
<u>17 or 12%</u>	Other

Outcome:

<u>2 or 1%</u>	Brochure/Video Order Sent
<u>46 or 32%</u>	Counseling
<u>46 or 32%</u>	Hang-Up/Prank/NA
<u>4 or 3%</u>	Needs to call us back
<u>22 or 15%</u>	Referral...
<u>18 or 12%</u>	Supplied wanted information
<u>10 or 7%</u>	Unable to assist caller
<u>10 or 7%</u>	Other

...Referrals:

<u>3 or 9%</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>1 or 3%</u>	Legal Services
<u>3 or 9%</u>	Medical Services
<u>1 or 3%</u>	Other Adult
<u>8 or 24%</u>	Other Hotline
<u>6 or 18%</u>	Parents
<u>2 or 6%</u>	Runaway Services
<u>5 or 15%</u>	School Personnel
<u>0 or 0%</u>	Other

...# Teen Line brochures requested: 100

"You are not alone" series...

Workbooks requested:	<u>10</u>
Videos requested:	<u>2</u>
Physicians' manuals requested:	<u>2</u>

Teen Line Calls

March 2001 - March 2002

