

Teen Line

1-800-443-8336

May 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 220 calls for the month of May. This is an increase of 20 calls from the previous month. The annual total (fiscal year) of calls from October 2001 – April 2002 is 1,210.

Who called?

The average caller was 16 years old, female (52% female, 25% male), and remained on the line for 3 minutes. Eighteen percent of the calls were made by adults. Five 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 33 calls, 45% revolved around family issues, 45% 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 (5 or 2%), brochure request (16 or 7%), educational (5 or 2%), employment (2 or 1%), foster care/Aftercare (5 or 2%), gangs (1 or 0%), hang-ups (49 or 22%), health (16 or 7%), information about hotline (15 or 7%), legal (5 or 2%), lonely or just needed to talk (7 or 3%), other (29 or 13%), prank (17 or 8%), pregnancy (9 or 4%), sexuality (16 or 7%), suicide (1 or 0%), and wrong number (14 or 6%).

What was the outcome of the calls?

Of the 220 calls, 56 (25%) required a listening ear and counseling that the Teen Line staff provided. In addition, 22 callers (10%) had a specific question that staff was able to answer. To supplement the information given by staff, 31 referrals (14%) were made. Sixteen calls resulted in the mailing of 1,425 Teen Line brochures. Staff was unable to help the 72 callers (33%) that hung-up or made a prank call.

To whom were the callers referred?

Of the referrals that were made, 10% were to the caller's parents, 5% to school personnel, 21% to a family planning center, 3% to law enforcement, 8% to legal services, 8% to medical services, and 3% who were referred to a counselor other than their school counselor. Five callers (13%) were referred to the Iowa Aftercare Services Network.

One call this month was from a mother whose daughter tried to commit suicide earlier in the evening. The caller was looking for advice on how to communicate with her. The caller stated that her daughter had taken pain pills and she explained her symptoms. Caller mentioned that she has made a counseling appointment for her daughter. The Teen Line counselor gave the caller some tips on how to listen to her daughter without interjecting her ideas. Caller was advised to stay with her daughter 24/7 until the counseling appointment.

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: May 2002 Number of Calls: 220 Average Call Length: 3 min.

Client Information:

Male: 25% Female: 52% Avg. Age: 16 Adult Callers: 18% Repeat Callers: 5%
 Area Code Revealed (32%): **319:** 11% **515:** 38% **563:** 4% **641:** 0% **712:** 13% Out of state: 33%

Call Topic:

5 or 2% Abuse...
 1 or 20% *Physical*
 0 or 0% Denial Critical Care
 0 or 0% *Verbal/Emotional*
 3 or 60% *Sexual*
2 or 1% Birth Control
16 or 7% Brochure Request...
5 or 2% Educational
2 or 1% Employment
5 or 2% Foster Care/Aftercare
1 or 0% Gangs
49 or 22% Hang-Up
16 or 7% Health...
 0 or 0% *AIDS*
 3 or 19% *Dieting/Nutrition*
 1 or 6% *Eating Disorders*
 0 or 0% *Puberty*
 5 or 31% *STD's*
 7 or 44% *Other*
15 or 7% Information about hotline
5 or 2% Legal
7 or 3% Lonely/Just to talk
17 or 8% Prank
9 or 4% Pregnancy...
33 or 15% Relationships...
 18 or 45% *Boy/Girl*
 18 or 45% *Family*
 4 or 10% *Peer/Friends*
 0 or 0% *Other*
0 or 0% Runaway
16 or 7% Sexuality
1 or 0% Suicide
14 or 6% Wrong Number
3 or 1% "You are not alone"
22 or 11% Other

Outcome:

16 or 7% Brochure/Video Order Sent
56 or 25% Counseling
72 or 33% Hang-Up/Prank/NA
15 or 7% Needs to call us back
31 or 14% Referral...
22 or 10% Supplied wanted information
15 or 7% Unable to assist caller
9 or 4% Other

...Referrals:

1 or 3% Counselor (not school)
1 or 3% Dept. of Public Health
8 or 21% Family Planning Center
5 or 13% Iowa Aftercare Svcs. Network
1 or 3% Law Enforcement
3 or 8% Legal Services
3 or 8% Medical Services
3 or 8% Other Adult
3 or 8% Other Hotline
4 or 10% Parents
0 or 0% Runaway Services
2 or 5% School Personnel
5 or 13% Other

...# Teen Line brochures requested: 1,425

"You are not alone" series...

Workbooks requested: 6
 Videos requested: 4
 Physicians' manuals requested: 0

Teen Line Calls May 2001 - May 2002

