

Teen Line

1-800-443-8336

May 2004

<http://www.extension.iastate.edu/Pages/cahotlines/teenline/>
Iowa State University Extension/Iowa Department of Public Health

How many people called?

Teen Line received 153 calls for the month of May. This is a decrease of 2 calls from the previous month. The annual total (fiscal year) of calls from October 2003 – April 2004 is 1,446.

Who called?

The average caller was 18 years old, female (51% female, 24% male), and remained on the line for 3 minutes. Nineteen percent of the calls were made by adults. One 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 wanting to know more information about the hotline service.

The remaining calls were categorized as follows: abuse (3 or 2%), birth control (6 or 4%), educational (6 or 4%), employment (3 or 2%), foster care/aftercare (12 or 8%), hang-ups (31 or 20%), health (10 or 7%), information about hotline (16 or 10%), lonely or just needed to talk (3 or 2%), other (19 or 12%), prank (14 or 9%), pregnancy (8 or 5%), relationships (10 or 7%), sexuality (6 or 4%), wrong number (6 or 4%), and You Are Not Alone (1 or 1%).

What was the outcome of the calls?

Of the 153 calls, 25 (16%) required a listening ear and counseling that the Teen Line staff provided. In addition, 22 callers (14%) had a specific question that staff was able to answer. To supplement the information given by staff, 46 referrals (30%) were made. Staff was unable to help the 47 callers (31%) that hung-up or made a prank call.

To whom were the callers referred?

Of the referrals that were made, 2% were to the Iowa Department of Public Health, 24% were to a family planning center, 2% to another hotline, 4% to legal services, 15% to medical services, 6% to school personnel, 4% who were referred to a counselor other than their school counselor, and 2% of the callers were referred to their parents. Twelve callers (22%) 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: May 2004 Number of Calls: 153 Average Call Length: 3 min.

Client Information:

Male: 24% Female: 51% Avg. Age: 18 Adult Callers: 19% Repeat Callers: 1%

Call Topic:

| | |
|------------------|---------------------------|
| <u>3 or 2%</u> | Abuse... |
| <u>0 or 0%</u> | <i>Physical</i> |
| <u>1 or 33%</u> | <i>Substance</i> |
| <u>1 or 33%</u> | <i>Denial of Care</i> |
| <u>1 or 33%</u> | <i>Verbal/Emotional</i> |
| <u>0 or 0%</u> | <i>Sexual</i> |
| <u>6 or 4%</u> | Birth Control |
| <u>3 or 2%</u> | Brochure Request... |
| <u>6 or 4%</u> | Educational |
| <u>3 or 2%</u> | Employment |
| <u>12 or 8%</u> | Foster Care/Aftercare |
| <u>0 or 0%</u> | Gangs |
| <u>31 or 20%</u> | Hang-Up |
| <u>10 or 7%</u> | Health... |
| <u>1 or 13%</u> | <i>AIDS</i> |
| <u>1 or 13%</u> | <i>Dieting/Nutrition</i> |
| <u>0 or 0%</u> | <i>Eating Disorders</i> |
| <u>0 or 0%</u> | <i>Puberty</i> |
| <u>3 or 38%</u> | <i>STD's</i> |
| <u>3 or 38%</u> | <i>Other</i> |
| <u>16 or 10%</u> | Information about hotline |
| <u>3 or 2%</u> | Legal |
| <u>3 or 2%</u> | Lonely/Just to talk |
| <u>14 or 9%</u> | Prank |
| <u>8 or 5%</u> | Pregnancy... |
| <u>10 or 7%</u> | Relationships... |
| <u>4 or 36%</u> | <i>Boy/Girl</i> |
| <u>6 or 55%</u> | <i>Family</i> |
| <u>1 or 9%</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>0 or 0%</u> | Suicide |
| <u>6 or 4%</u> | Wrong Number |
| <u>1 or 1%</u> | "You are not alone" |
| <u>19 or 12%</u> | Other |

Outcome:

| | |
|------------------|-----------------------------|
| <u>3 or 2%</u> | Brochure/Video Order Sent |
| <u>25 or 16%</u> | Counseling |
| <u>47 or 31%</u> | Hang-Up/Prank/NA |
| <u>2 or 1%</u> | Needs to call us back |
| <u>1 or 1%</u> | Connected caller to... |
| <u>46 or 30%</u> | Referral... |
| <u>22 or 14%</u> | Supplied wanted information |
| <u>6 or 4%</u> | Unable to assist caller |
| <u>11 or 7%</u> | Other |

...Referrals:

| | |
|------------------|------------------------|
| <u>2 or 4%</u> | Counselor (not school) |
| <u>1 or 2%</u> | Dept. of Public Health |
| <u>13 or 24%</u> | Family Planning Center |
| <u>1 or 2%</u> | Law Enforcement |
| <u>2 or 4%</u> | Legal Services |
| <u>8 or 15%</u> | Medical Services |
| <u>2 or 4%</u> | Other Adult |
| <u>1 or 2%</u> | Other Hotline |
| <u>1 or 2%</u> | Parents |
| <u>0 or 0%</u> | Runaway Services |
| <u>3 or 6%</u> | School Personnel |
| <u>8 or 15%</u> | Other |

...# Teen Line brochures requested: 98

"You are not alone" series...

| | |
|--------------------------------|----------|
| Workbooks requested: | <u>0</u> |
| Videos requested: | <u>1</u> |
| Physicians' manuals requested: | <u>0</u> |

Teen Line Calls May 2003 - May 2004

