

Teen Line

1-800-443-8336

November 2001

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

How many people called?

Teen Line received 145 calls for the month of November. This is a decrease of 1 calls from the previous month. The annual total (fiscal year) of calls from October 2001 – November 2001 is 291.

Who called?

The average caller was 16 years old, female (44% female, 27% male), and remained on the line for 5 minutes. Fourteen percent of the calls were made by adults. Ten 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 (17%). Of these 25 calls, 33% revolved around family issues, 37% were concerned about boy and/or girl relationships, and another 26% were relating to peer and friend situations.

The remaining calls were categorized as follows: abuse (9 or 6%), brochure request (9 or 6%), educational (3 or 2%), employment (1 or 1%), hang-ups (35 or 24%), health (11 or 8%), information about hotline (9 or 6%), legal (3 or 2%), lonely or just needed to talk (8 or 6%), other (16 or 11%), prank (8 or 6%), pregnancy (8 or 6%), sexuality (10 or 7%), suicide (2 or 1%), and wrong number (7 or 5%).

What was the outcome of the calls?

Of the 145 calls, 41 (28%) required a listening ear and counseling that the Teen Line staff provided. In addition, 16 callers (11%) had a specific question that staff was able to answer. To supplement the information given by staff, 24 referrals (17%) were made. Ten calls resulted in the mailing of 1,505 Teen Line brochures 3 You Are Not Alone videos, and 3 You Are Not Alone workbooks and 1 manual. Staff was unable to help the 49 callers (32%) that hung-up or made a prank call.

To whom were the callers referred?

Of the referrals that were made, 3% were to the caller's parents, 3% to school personnel, 15% to a family planning center, 18% to medical services, and 33% to another hotline. Add to that, 6% who were referred to a counselor other than their school counselor, 12% to another adult, and another 3% to whom it was recommended they contact law enforcement services.

One call this month was from a 15-year old female whose father is dying of cancer. Her father has been ill for several years and is now in the final stages of the disease. A Teen Line counselor encouraged the caller to contact a support group in her area to help her deal with her grief.

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: Nov. 2001 **Number of Calls:** 145 **Average Call Length:** 5 min.

Client Information:

Male: 27% **Female:** 44% **Avg. Age:** 16 **Adult Callers:** 14% **Repeat Callers:** 10%
Area Code Revealed (21%): **319:** 18% **515:** 24% **563:** 3% **641:** 9% **712:** 12% **Out of state:** 35%

Call Topic:

<u>9 or 6%</u>	Abuse...
<u>2 or 18%</u>	<i>Physical</i>
<u>6 or 55%</u>	<i>Substance</i>
<u>2 or 18%</u>	<i>Verbal/Emotional</i>
<u>1 or 9%</u>	<i>Sexual</i>
<u>0 or 0%</u>	Birth Control
<u>9 or 6%</u>	Brochure Request...
<u>3 or 2%</u>	Educational
<u>1 or 1%</u>	Employment
<u>0 or 0%</u>	Gangs
<u>35 or 24%</u>	Hang-Up
<u>11 or 8%</u>	Health...
<u>0 or 0%</u>	<i>AIDS</i>
<u>1 or 9%</u>	<i>Dieting/Nutrition</i>
<u>2 or 18%</u>	<i>Eating Disorders</i>
<u>1 or 9%</u>	<i>Puberty</i>
<u>5 or 45%</u>	<i>STD's</i>
<u>2 or 18%</u>	<i>Other</i>
<u>9 or 6%</u>	Information about hotline
<u>3 or 2%</u>	Legal
<u>8 or 6%</u>	Lonely/Just to talk
<u>8 or 6%</u>	Prank
<u>8 or 6%</u>	Pregnancy...
<u>25 or 17%</u>	Relationships...
<u>10 or 37%</u>	<i>Boy/Girl</i>
<u>9 or 33%</u>	<i>Family</i>
<u>7 or 26%</u>	<i>Peer/Friends</i>
<u>1 or 4%</u>	<i>Other</i>
<u>0 or 0%</u>	Runaway
<u>10 or 7%</u>	Sexuality
<u>2 or 1%</u>	Suicide
<u>7 or 5%</u>	Wrong Number
<u>3 or 2%</u>	"You are not alone"
<u>21 or 14%</u>	Other

Outcome:

<u>10 or 7%</u>	Brochure/Video Order Sent
<u>41 or 28%</u>	Counseling
<u>47 or 32%</u>	Hang-Up/Prank/NA
<u>2 or 1%</u>	Needs to call us back
<u>24 or 17%</u>	Referral...
<u>16 or 11%</u>	Supplied wanted information
<u>10 or 7%</u>	Unable to assist caller
<u>4 or 3%</u>	Other

...Referrals:

<u>2 or 6%</u>	Counselor (not school)
<u>0 or 0%</u>	Dept. of Public Health
<u>5 or 15%</u>	Family Planning Center
<u>1 or 3%</u>	Law Enforcement
<u>0 or 0%</u>	Legal Services
<u>6 or 18%</u>	Medical Services
<u>4 or 12%</u>	Other Adult
<u>11 or 33%</u>	Other Hotline
<u>1 or 3%</u>	Parents
<u>0 or 0%</u>	Runaway Services
<u>1 or 3%</u>	School Personnel
<u>2 or 6%</u>	Other

...# Teen Line brochures requested: 1,505

"You are not alone" series...

Workbooks requested:	<u>3</u>
Videos requested:	<u>3</u>
Physicians' manuals requested:	<u>1</u>

Teen Line Calls

November 2000 - November 2001

