

# Teen Line

1-800-443-8336

October 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 146 calls for the month of October. This is an increase of 35 calls from the previous month.

## Who called?

The average caller was 17 years old, female (47% female, 27% male), and remained on the line for 5 minutes. Eighteen percent of the calls were made by adults. Seven 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 (14%). Of these 21 calls, 45% revolved around family issues, 32% were concerned about boy and/or girl relationships, and another 18% were relating to peer and friend situations.

The remaining calls were categorized as follows: abuse (11 or 8%), brochure request (2 or 1%), educational (1 or 1%), employment (2 or 1%), gangs (1 or 1%), hang-ups (31 or 21%), health (8 or 5%), information about hotline (16 or 11%), legal (3 or 2%), lonely or just needed to talk (7 or 5%), other (21 or 14%), prank (15 or 10%), pregnancy (10 or 7%), sexuality (8 or 5%), suicide (2 or 1%), and wrong number (7 or 5%).

## What was the outcome of the calls?

Of the 146 calls, 40 (27%) required a listening ear and counseling that the Teen Line staff provided. In addition, 23 callers (16%) had a specific question that staff was able to answer. To supplement the information given by staff, 25 referrals (17%) were made. Five calls resulted in the mailing of 60 Teen Line brochures and 4 Your Are Not Alone videos. Staff was unable to help the 49 callers (34%) that hung-up or made a prank call.

## To whom were the callers referred?

Of the referrals that were made, 15% were to the caller's parents, 3% to school personnel, 13% to a family planning center, 10% to medical services, and 25% to another hotline. Add to that, 13% who were referred to a counselor other than their school counselor, 5% to another adult, and another 8% to whom it was recommended they call legal services.

## 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: Oct. 2001      Number of Calls: 146      Average Call Length: 5 min.

## Client Information:

Male: 27%      Female: 47%      Avg. Age: 17      Adult Callers: 18%      Repeat Callers: 7%  
 Area Code Revealed (21%): 319: 23%      515: 13%      563: 13%      641: 7%      712: 113%      Out of state: 30%

## Call Topic:

11 or 8% Abuse...  
     4 or 33% *Physical*  
     5 or 42% *Substance*  
     0 or 0% *Verbal/Emotional*  
     2 or 17% *Sexual*  
0 or 0% Birth Control  
2 or 1% Brochure Request...  
1 or 1% Educational  
2 or 1% Employment  
1 or 1% Gangs  
31 or 21% Hang-Up  
8 or 5% Health...  
     0 or 0% *AIDS*  
     2 or 22% *Dieting/Nutrition*  
     1 or 11% *Eating Disorders*  
     0 or 0% *Puberty*  
     1 or 11% *STD's*  
     5 or 56% *Other*  
16 or 11% Information about hotline  
3 or 2% Legal  
7 or 5% Lonely/Just to talk  
15 or 10% Prank  
10 or 7% Pregnancy...  
21 or 14% Relationships...  
     7 or 32% *Boy/Girl*  
     10 or 45% *Family*  
     4 or 18% *Peer/Friends*  
     1 or 5% *Other*  
0 or 0% Runaway  
8 or 5% Sexuality  
2 or 1% Suicide  
7 or 5% Wrong Number  
3 or 2% "You are not alone"  
21 or 14% Other

## Outcome:

5 or 3% Brochure/Video Order Sent  
40 or 27% Counseling  
49 or 34% Hang-Up/Prank/NA  
5 or 3% Needs to call us back  
25 or 17% Referral...  
23 or 16% Supplied wanted information  
4 or 3% Unable to assist caller  
12 or 8% Other

## ...Referrals:

5 or 13% Counselor (not school)  
1 or 3% Dept. of Public Health  
5 or 13% Family Planning Center  
0 or 0% Law Enforcement  
3 or 8% Legal Services  
4 or 10% Medical Services  
2 or 5% Other Adult  
10 or 25% Other Hotline  
6 or 15% Parents  
0 or 0% Runaway Services  
1 or 3% School Personnel  
3 or 8% Other

**...# Teen Line brochures requested:** 60

## **"You are not alone" series...**

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

# Teen Line Calls

## October 2000 - October 2001

