

Teen Line

1-800-443-8336

September 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 207 calls for the month of August. This is an increase of 57 calls from the previous month. The annual total (fiscal year) of calls from October 2001 – August 2002 is 1,865.

Who called?

The average caller was 17 years old, female (52% female, 21% male), and remained on the line for 5 minutes. Nineteen 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 (34%). Of these sixteen calls, 46% revolved around family issues, 35% were concerned about boy and/or girl relationships, and another 11% were relating to peer and friend situations.

The remaining calls were categorized as follows: abuse (14 or 7%), birth control (3 or 1%), educational (6 or 3%), employment (2 or 1%), foster care/aftercare (9 or 4%), hang-ups (48 or 23%), health (9 or 4%), information about hotline (17 or 8%), lonely or just needed to talk (9 or 4%), other (20 or 10%), prank (14 or 7%), pregnancy (3 or 1%), runaway (2 or 1%), sexuality (6 or 3%), suicide (4 or 2%), wrong number (11 or 5%), and You Are Not Alone (2 or 1%).

What was the outcome of the calls?

Of the 207 calls, 50 (24%) required a listening ear and counseling that the Teen Line staff provided. In addition, 36 callers (17%) had a specific question that staff was able to answer. To supplement the information given by staff, 37 referrals (18%) were made. Staff was unable to help the 63 callers (30%) that hung-up or made a prank call.

To whom were the callers referred?

Of the referrals that were made, 4% were to a family planning center, 10% were to the caller's parents, 10% to another hotline, 8% to school personnel, 4% to law enforcement, 2% to legal services, 17% to medical services, 4% to runaway services, and 4% who were referred to a counselor other than their school counselor. Seven callers (13%) 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: Sept 2002 Number of Calls: 207 Average Call Length: 5 min.

Client Information:

Male: 21% Female: 52% Avg. Age: 17 Adult Callers: 19% Repeat Callers: 7%
 Area Code Revealed (16%): 319: 9% 515: 29% 563: 12% 641: 9% 712: 9% Out of state: 32%

Call Topic:

14 or 7% Abuse...
4 or 27% *Physical*
6 or 40% *Substance*
2 or 13% *Verbal/Emotional*
3 or 20% *Sexual*
3 or 1% Birth Control
5 or 2% Brochure Request...
6 or 3% Educational
2 or 1% Employment
9 or 4% Foster Care/Aftercare
2 or 1% Gangs
48 or 23% Hang-Up
9 or 4% Health...
0 or 0% *AIDS*
2 or 22% *Dieting/Nutrition*
2 or 22% *Eating Disorders*
0 or 0% *Puberty*
4 or 44% *STD's*
1 or 11% *Other*
17 or 8% Information about hotline
6 or 3% Legal
9 or 4% Lonely/Just to talk
14 or 7% Prank
3 or 1% Pregnancy...
34 or 16% Relationships...
13 or 35% *Boy/Girl*
17 or 46% *Family*
4 or 11% *Peer/Friends*
3 or 8% *Other*
2 or 1% Runaway
6 or 3% Sexuality
4 or 2% Suicide
11 or 5% Wrong Number
2 or 1% "You are not alone"
20 or 10% Other

Outcome:

5 or 2% Brochure/Video Order Sent
50 or 24% Counseling
63 or 30% Hang-Up/Prank/NA
6 or 3% Needs to call us back
37 or 18% Referral...
36 or 17% Supplied wanted information
16 or 8% Unable to assist caller
7 or 3% Other

...Referrals:

2 or 4% Counselor (not school)
0 or 0% Dept. of Public Health
2 or 4% Family Planning Center
2 or 4% Law Enforcement
1 or 2% Legal Services
4 or 17% Medical Services
0 or 0% Other Adult
5 or 22% Other Hotline
2 or 9% Parents
1 or 4% Runaway Services
2 or 9% School Personnel
11 or 21% Other

...# Teen Line brochures requested: 650

"You are not alone" series...

Workbooks requested: 300
 Videos requested: 0
 Physicians' manuals requested: 0

Teen Line Calls September 2001 - September 2002

