

## Teen Talk Quality Exchanges

### Needs to talk:

Male 16 from Quartz Hill. Called to talk was home alone no friends to hang out with. He conferenced called a friend and we all talked. Then he got out his guitar and played on it a while. Then his Mom came home and he got off the phone. Heard about us from TV.

Male 19 from Palmdale. Called just to talk, so we talked about school, girls and the mall then he told me about a problem. When he was 18 he slept with his 16-year-old girlfriend. When the Mom found out she pressed charges against him. Has really ruined his future. He is very stressed about what to do with his life. He is considering the job core program. His Mom is home needs to go but will call back. Referred by a friend.

### Checking us out:

Male, 17 yrs from Quartz Hill, wanted to know about Teen Line. Told him it was a peer helping line, where everything was kept safe and confidential. He could just call to talk or get help with a problem and receive referrals into the community for ongoing help if needed. He just wanted to talk. We gabbed about School and work. Heard about us from a friend.

Male, 8<sup>th</sup> grader from Park View, saw our TV ad and wanted to call to talk. Talked with him about school, friends and music. Will call again.

### Wants volunteer Info:

Male, 9<sup>th</sup> grader from Littlerock wanted to know how to become a volunteer. Took his name, address and phone number to forward to Deborah for application and training. Saw our TV ad.

Female, 14yrs. Attends Littlerock High wants to know if an application was mailed to her? Told her mailed out the 5<sup>th</sup>, she says it's not there yet. I told her to be patient. When it gets there be sure to call and reserve herself a spot at the training session. She well, if it ever gets here!

### Homework:

Female, 11yrs from Tierra Bonita, needs homework help. It is a math feasibility problem. We did a chart to help identify the math elements. Went through steps till problem was worked. Thanked me for the help. Saw ad on TV, but also poster at school.

Female, 6<sup>th</sup> grade from Sunnydale needs homework help with converting fractions to decimals. Example:  $\frac{5}{7} = 7$   $5.0 = .714$ . Gets it! Flyer at school.

### Prank/Hang-up:

Male, 10yrs from Tierra Bonita, Said, "I need Help", then hung-up. I did \*69 and called back to ensure everything is OK. Spoke to male, his mom is home but doesn't speak English. Talked to him about the importance of not playing that type of prank on the phone to a help line. He said he wouldn't do it again.

### Frequent Callers:

Male 16yrs from Quartz Hill, had a terrible time at work today, a lady customer tried to get him fired. She was yelling and cussing. He wanted to talk about it. We did and after he felt better. Is a regular and calls all the time.

Male, 16 yrs from Highland High is really upset with his parents who are still in Europe, missed their phone call and is very depressed. Tried to cheer him up and assured him his parents missed him too and would call back. He doubts it. Often in the care of housekeeper or Grandparents, parents are professionals in Medical field. Is a frequent caller with complaints different from most of our callers.

Male, 10<sup>th</sup> grade from Palmdale High having a boring Friday night with nothing to do. Is spending it with us. Frequent caller. Just had wisdom teeth out and still recovering.

### Problem Calls:

Female 12yrs from Juniper having a problem with her Mom. Her Mom divorced her Dad and she does not like the new boyfriend. Anyway her grades have gotten terrible she has 3 F's. Boyfriend's kid has straight A's. What if her Mom marries him? Asked if she likes boyfriend? Do her grades reflect problems in subjects or is she having trouble adjusting to divorce and new boyfriend? We talked about communicating her feelings with her Mother when they are alone together. Then we talked about a study strategy, I hoped things worked out. Would she call later and let us know.

Female 14yrs from Cole Middle School. Her friend wears too much make-up. It looks awful. She couldn't decide whether to say anything to her friend. Did and her friend won't listen. Kids are talking about her and making fun of her. Told her she tried to be a good friend to let her know. Now it's up to the Friend to figure it out for herself. Don't say anymore about it and if she hears from someone else or decides for herself she is wearing too much, don't be an, I told you so. It won't be received well. Hang in there. You've done the right thing. Saw our TV ad. Thanks for our input.

Female 16yrs from Quartz Hill. Likes kissing boys, but is wondering if it is immoral. I told her she really needed to decide that for herself. Why did she think it was immoral? Why was she kissing the boys? She indicated lots of her friends have kissed boys and that she was weird if she didn't. This is where she needs to decide things for her self. What reason would she kiss a boy? What makes it moral or immoral? Decided that she

should kiss boys for her own reasons when ready. Told her I'd love to hear back from her.

#### Foster Care Calls:

Male 17yrs from Quartz Hill. Stayed home sick today with stomach flu. Plays guitar and trying to get a band together. Tells me his real parents were heroine addicts when he was two, they went to jail. He was moved to a foster home where he missed school a lot and was beaten. When Social Services found out they moved him to another family. Loves the ocean. Wants to join the Surf Foundation. Played guitar for me. Heard about us from TV. Has become a frequent caller.

#### Relationship Problems:

Female 14yrs from Highland. Having a relationship problem with a boy she likes. They have been going together for six months and now he is ignoring her. He's interested in another girl. The girl is a friend. Is wondering what she was doing wrong or what was wrong with her? Discussed various relationship aspects and got her to look at how she was presenting herself to others. She decided to just be herself and not worry about what she perceived to be wrong with her. Her mom called and had to hang-up. But will call back. Heard about us from a flyer.

Female a Junior at Littlerock is having a problem with her ex-boyfriend. He never respected her wishes. He thinks she is jealous. He calls her dirty names. His new girlfriend wants to beat her up. Sounds like she is better off without this guy. She should avoid taking up any fighting challenge with the new girlfriend. Who can she hang out with now? Be friends with and do activities with? Concentrate efforts there. This is not her fault and she should not keep trying to reason with them. She says she is still confused and will call back tomorrow to talk to a boy. Saw our commercial.

Female 15yrs old feeling guilty she likes a boy who is 19 years and he has a girlfriend. She snuck out to be with him. He wouldn't get with her because he has a girlfriend. But then he grabbed her and they fooled around. Now she feels bad. We explored the reasons she probably feels bad. She doesn't like herself acting so unfeeling and irresponsible. We talk about STDs and Preg. Also not doing things that go against your values. Will rethink acting so spontaneously the next time it comes up.

#### Pregnancy Calls:

Female 17 yrs from Highland, sexually active and found out she's pregnant by her boyfriend. Doesn't know what to do? We discussed her options, telling her parents. She needs to let the father know about the pregnancy that he may avail himself to help her. Told her we could refer her to some services, she said she would call back when she was ready to utilize them.

Female 15yrs old from A.V. High. Recently had sex with boyfriend. It has been 3 months past her period, took pregnancy test, is pregnant. Gave her a number she can call from Red Book. Her brother is her twin and he is real supportive. She will call back.

Female 16 yrs from Lancaster High. Wouldn't give her real name. Thinks she is pregnant and did not know how to tell her parents. Discussed her feelings and she came up with a feasible course of action. Gave a referral to pregnancy help lines and possible counseling options. Saw our ad on TV.

#### Family Problems:

Adult Female, originally called PhoneFriend line, but wanted to talk to an adult supervisor. She is having a problem with her son who is 14 from Joshua. They recently moved up from Covina, he didn't want to move from his friends. He says he hates it here. They had an argument about computer use. Argument escalated and she told him to leave the house. He's been gone one day and she has had a change of heart. Son was suspended from school for fighting and has a court appearance next month. I asked if she had ever had her son tested for ADHD w/oppositional defiance disorder? No but would like a counseling referral. Gave her that info and suggested she get help from Sheriff after checking at his friends houses, especially if he doesn't come home. Call us back if she needs to talk more.

Female 14 yrs attends Piute. Mother & Father are separated. She lives with Dad who is angry a lot. Yells, throws things and hits. Makes threatening remarks. She wants to see a counselor, but Dad doesn't want her to. Not keen on cost, etc. Talked about places where counseling might be no cost or low cost. Schools, churches. Told her about the 1-800 child abuse report line. If she really feels her Dad is going too far they would help her. Mother has special health problems that affects her memory. Dad won't even let Mom come over. Says Social Services are already involved. She feels nervous and jumpy all the time. We talked about the fight or flight mechanism and the roll it may be playing with her stress. Needs to have a stress plan, create supportive atmosphere for self through friends and other trusted adults. Do uplifting activities. Should tell Social Worker what is going on. Lots of good ideas for her to consider. Will call again.

#### Gay Calls:

Female 15 yrs has found out her friend is gay. She is not sure whether or not she should stay friends with her. We talked about her fears. Her friend will need some support. Gave referral for PFLAG & Gay Lesbian help line.

Male 17 yrs from Palmdale High. Is Gay, just came out one week ago. His best friend has told others. Kids at school now making fun of him. Discussed his options and how to respond to them. He had been in counseling for two years and may have taken an anti-depressant. Says not suicidal. Gave PFLAG info. Will need on going support. Saw our ad on TV.

Male 15 yrs attends Quartz Hill. Found out friend is gay. He's afraid people will think he is gay too. We talked about common fears. Said he would take a break from hanging out with his friend & think about the friendship. Did not want a referral. Saw our billboard and called.

Substance Abuse:

Female 14 yrs attends Cole Middles. Is worried about her Mom who smokes a lot. Wants her Mom to stop. Told her to try talking to other family members and directly to mom about her concerns. Share what she learned at school about smokers. Saw our commercial and a friend had called before.

Male 15 yrs from A. V. High. Says his friend has been doing weed for about a week. He is worried for his friend and asked for any numbers where he could get his friend help. I shared A.V. Council on Alcoholism & Drug Dependency and Challenging families to change program, Teen Alcohol & Drug Abuse Center. Will talk with friend about these options. He will call back and let us know what happened. Heard about us from our TV ad.

Male 16 yrs from Littlerock. Mom is sick with Lupus, she uses valium Too much and when she doesn't need to. Slurs her words and has a hard time getting around the house. Discussed the problem and suggested he talk to Mom and Dad together to express his feelings about the situation and what's going on. Saw our TV ad.

HIV Request:

Male wanted to know where he could get an HIV test. I gave him the numbers to AIDS help line. He hung-up.