

1-800-BetsOff Help Line Monthly Activity Report

Annual FY2017

Activity	#	Avg length
Hotline Calls	5576	2 min
Live Chat	195	7 min

Day of Week	Hotline		Live Chat	
	Count	%	Count	%
Monday	800	14%	36	18%
Tuesday	834	15%	24	12%
Wednesday	853	15%	31	16%
Thursday	870	16%	32	16%
Friday	874	16%	34	17%
Saturday	703	13%	23	12%
Sunday	642	12%	15	8%

Time of Day:	Hotline		Live Chat	
	Count	%	Count	%
Midnight - 8 a.m.	455	8%	18	9%
8 a.m. - Noon	1441	26%	57	29%
Noon - 4 p.m.	1731	31%	50	26%
4 p.m. - 8 p.m.	1247	22%	38	19%
8 p.m. - Midnight	702	13%	32	16%

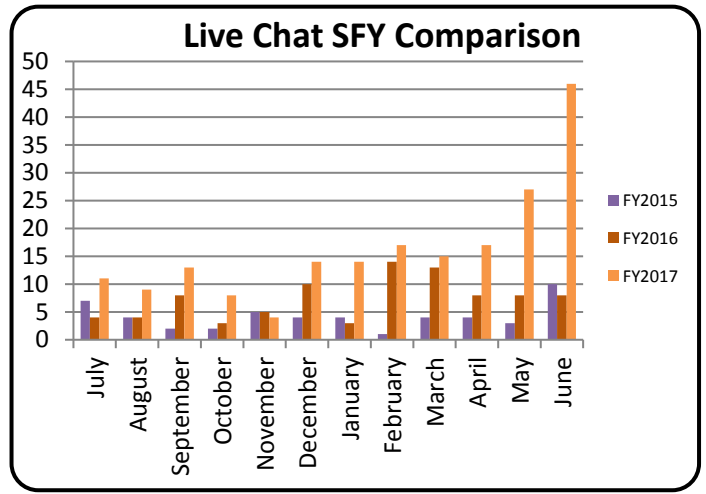
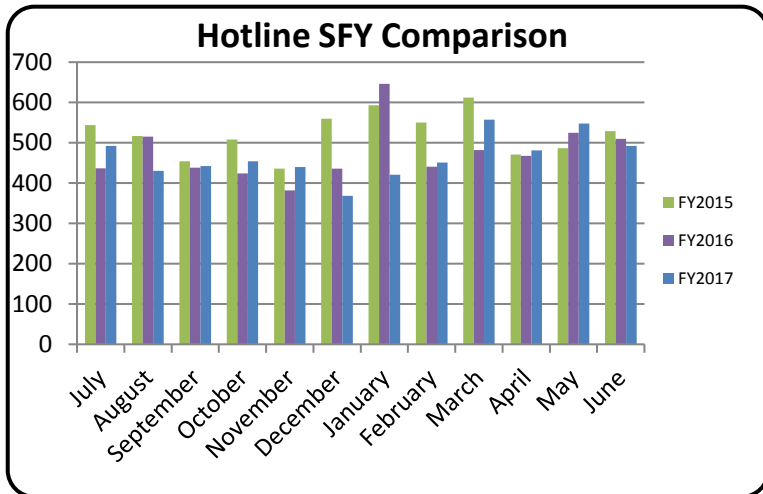
Primary Reason for call	Total Calls		Iowa		Out of State and Unknown		Live Chat	
	Count	%	Count	%	Count	%	Count	%
	Hotline						Live Chat	
Casino banning	655	12%	144	3%	511	9%	27	14%
Gambler's Anonymous info	57	1%	36	1%	21	0%	3	2%
Need local # for treatment center	15	0%	15	0%	0	0%	2	1%
Other gambling related issue/?	20	0%	11	0%	9	0%	1	1%
Treatment inquiry for self	830	15%	377	7%	453	8%	34	17%
Treatment inquiry for other	275	5%	128	2%	147	3%	24	12%
*Sub-Total	1852	33%	711	13%	1141	20%	91	47%
Information about line	85	2%	42	1%	43	1%	9	5%
Media/Press	1	0%	1	0%	0	0%	0	0%
Casino info/buffet, etc.	1659	30%	543	10%	1116	20%	2	1%
Lottery issue/question	467	8%	299	5%	168	3%	2	1%
Other (wrong #, hang up, prank, etc.)	1512	27%	581	10%	931	17%	91	47%
Sub-Total	3724	67%	1466	26%	2258	40%	104	53%
GRAND TOTAL	5576	100%	2177	39%	3399	61%	195	100%

Call Outcomes	Total		Iowa		Out of State and Unknown		Live Chat	
	Count	%	Count	%	Count	%	Count	%
	Hotline						Live Chat	
Instructed to contact casino	1682	30%	560	14%	1122	27%	5	2%
Provided gambling assistance/counseling	163	3%	107	3%	56	1%	22	11%
Referred to IDPH/Website	25	0%	19	0%	6	0%	5	2%
Referred to Lottery	460	8%	295	7%	165	4%	2	1%
Referred to national #/out of state source	1082	19%	4	0%	1078	26%	18	9%
Referred to treatment provider	504	9%	500	12%	4	0%	30	14%
Supplied requested info	209	4%	137	3%	72	2%	24	12%
Sub Total	4125	72%	1622	28%	2503	44%	106	51%
Unable to assist	0	0%	0	0%	0	0%	0	0%
Other (wrong #, hang up, prank, etc)	1572	28%	599	11%	973	17%	101	49%
Sub Total	1572	28%	599	11%	973	17%	101	49%
GRAND TOTAL	5697	100%	2221	39%	3476	61%	207	100%

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	Total Referrals			Warm Hand Off		
	Hot	Live Chat	Total	Attempted	Success	%
	Line #	#				
ADDS of Southeast Iowa	83	1	84	69	57	83%
Pathways	64	4	68	52	41	79%
Prelude	140	15	155	109	98	90%
Problem Gambling Recovery Services	6	0	6	5	3	60%
Community & Family Resources	27	2	29	24	17	71%
Family Services	43	2	45	37	28	76%
Jackson Recovery Center	38	1	39	28	18	64%
Compass Pointe	21	0	21	18	16	89%
Substance Abuse Services	65	4	69	53	42	79%
Prairie Ridge Treatment Center	17	1	18	14	13	93%
TOTAL	504	30	534	409	333	81%



Where did you hear about hotline

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Total
Not applicable	170	120	107	109	125	118	117	155	213	161	201	171	1767
Billboard	8	4	4	6	5	1	3	1	7	18	13	19	89
Casino	223	228	233	244	222	181	236	205	232	228	281	256	2769
Lottery	47	37	41	35	40	41	44	45	34	27	31	38	460
Radio	1	2	2	9	3	6	2	2	4	0	2	0	33
Refused to	0	0	2	5	5	3	2	0	3	2	2	2	26
TV	4	3	4	1	2	2	1	3	7	2	1	1	31
Website - Bets Off	25	24	42	34	28	15	23	30	45	35	20	42	363
Website - Other	0	1	3	5	1	1	0	5	4	1	6	0	27
Other	21	11	17	14	13	14	7	22	23	14	12	9	177