

1-800-BetsOff Help Line

Monthly Activity Report

December 2015

Activity	#	Ave length
Hotline Calls	436	4 min
Live Chat	10	3 min

Day of Week	Hotline		Live Chat	
Monday	63	14%	0	0%
Tuesday	81	19%	6	60%
Wednesday	66	15%	0	0%
Thursday	92	21%	1	10%
Friday	61	14%	3	30%
Saturday	42	10%	0	0%
Sunday	31	7%	0	0%

Time of Day:	Hotline		Live Chat	
Midnight - 8 a.m.	46	11%	1	10%
8 a.m. - Noon	117	27%	3	30%
Noon - 4 p.m.	129	30%	2	20%
4 p.m. - 8 p.m.	84	19%	2	20%
8 p.m. - Midnight	60	14%	2	20%

Primary Reason for call	Total Calls		Iowa		Out of State and Unknown		Live Chat	
			Hotline				Live Chat	
Casino banning	45	10%	14	3%	31	7%	5	50%
Gambler's Anonymous info	17	4%	12	3%	5	1%	1	10%
Need local # for treatment center	1	0%	1	0%	0	0%	0	0%
Other gambling related issue/?	7	2%	5	1%	2	0%	1	10%
Request for BETS OFF info pack	0	0%	0	0%	0	0%	0	0%
Request for gambling ed materials	0	0%	0	0%	0	0%	0	0%
Treatment inquiry for self	70	16%	32	7%	38	9%	0	0%
Treatment inquiry for other	31	7%	10	2%	21	5%	0	0%
*Sub-Total	171	39%	74	17%	97	22%	7	70%
Information about line	6	1%	2	0%	4	1%	0	0%
Media/Press	0	0%	0	0%	0	0%	0	0%
Casino info/buffet, etc.	85	19%	47	11%	38	9%	0	0%
Lottery issue/question	47	11%	35	8%	12	3%	0	0%
Other (wrong #, hang up, prank, etc.)	127	29%	94	22%	33	8%	3	30%
Sub-Total	265	61%	178	41%	87	20%	3	30%
GRAND TOTAL	436	100%	252	58%	184	42%	10	100%

Call Outcomes	Total		Iowa		Out of State and Unknown		Live Chat	
			Hotline				Live Chat	
Instructed to contact casino	82	19%	45	15%	37	12%	0	0%
Provided gambling assistance/counseling	28	6%	16	5%	12	4%	0	0%
Referred to IDPH/Website	3	1%	3	1%	0	0%	0	0%
Referred to Lottery	44	10%	34	11%	10	3%	0	0%
Referred to national #/out of state source	84	19%	5	2%	79	27%	0	0%
Referred to treatment provider	48	11%	48	16%	0	0%	1	10%
Request sent/referral to ISAIC	0	0%	0	0%	0	0%	0	0%
Supplied requested info	9	2%	4	1%	5	2%	5	50%
Sub Total	298	68%	155	35%	143	33%	6	60%
Unable to assist	0	0%	0	0%	0	0%	0	0%
Other (wrong #, hang up, prank, etc)	140	32%	93	21%	47	11%	4	40%
Sub Total	140	32%	93	21%	47	11%	4	40%
GRAND TOTAL	438	100%	248	57%	190	43%	10	100%

1-800-BetsOff Help Line Monthly Activity Report

December 2015

Agency detailed information	Total Referrals			Warm Hand Off		
	Hot	Live Chat	Total	Attempted	Success	%
	Line #	#				
ADDS of Southeast Iowa	5	0	5	5	5	100%
Pathways	7	1	8	7	7	100%
Prelude	16	0	16	16	15	94%
Problem Gambling Recovery Services	1	0	1	1	1	100%
Community & Family Resources	4	0	4	4	3	0%
Family Services	3	0	3	3	2	67%
Jackson Recovery Center	3	0	3	3	3	100%
Compass Pointe	1	0	1	1	1	0%
Substance Abuse Services	6	0	6	6	5	83%
Prairie Ridge Treatment Center	2	0	2	2	2	100%
TOTAL	48	1	49	48	44	92%

