

1-800-BetsOff Help Line

Annual Activity Report

FY2016

<u>Activity</u>	#	Ave length
Hotline Calls	5704	2 min
Live Chat	88	6 min

<u>Day of Week</u>	Hotline		Live Chat	
Monday	913	16%	20	23%
Tuesday	827	14%	12	14%
Wednesday	899	16%	16	18%
Thursday	911	16%	16	18%
Friday	874	15%	15	17%
Saturday	680	12%	6	7%
Sunday	600	11%	3	3%

<u>Time of Day:</u>	Hotline		Live Chat	
Midnight - 8 a.m.	643	11%	9	10%
8 a.m. - Noon	1410	25%	13	15%
Noon - 4 p.m.	1701	30%	35	40%
4 p.m. - 8 p.m.	1264	22%	23	26%
8 p.m. - Midnight	686	12%	8	9%

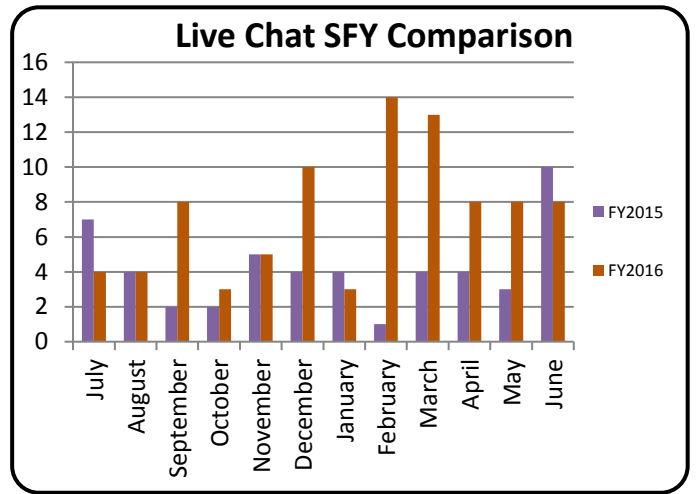
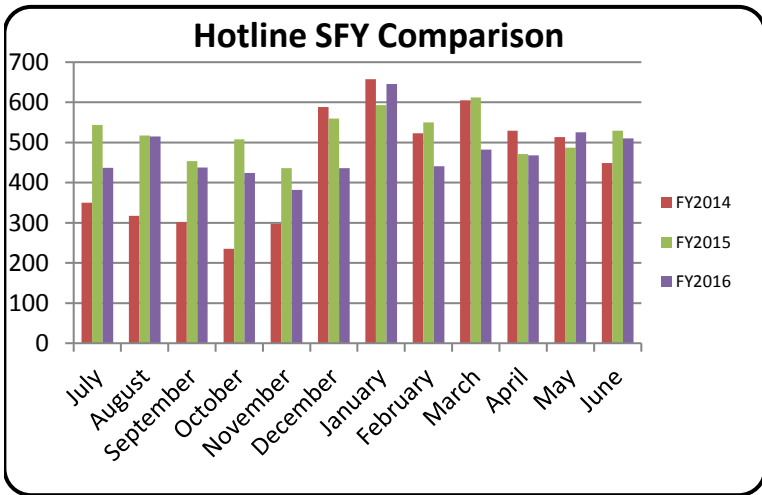
<u>Primary Reason for call</u>	Total Calls		Iowa		Out of State and Unknown		Live Chat	
			Hotline				Live Chat	
Casino banning	641	11%	166	3%	475	8%	18	20%
Gambler's Anonymous info	213	4%	108	2%	105	2%	6	7%
Need local # for treatment center	15	0%	15	0%	0	0%	0	0%
Other gambling related issue/?	34	1%	21	0%	13	0%	1	1%
Request for BETS OFF info pack	2	0%	1	0%	1	0%	0	0%
Request for gambling ed materials	8	0%	3	0%	5	0%	0	0%
Treatment inquiry for self	812	14%	338	6%	474	8%	16	18%
Treatment inquiry for other	271	5%	127	2%	144	3%	8	9%
*Sub-Total	1996	35%	779	14%	1217	21%	49	56%
Information about line	56	1%	32	1%	24	0%	2	2%
Media/Press	0	0%	0	0%	0	0%	0	0%
Casino info/buffet, etc.	1340	23%	503	9%	837	15%	0	0%
Lottery issue/question	619	11%	462	8%	157	3%	2	2%
Other (wrong #, hang up, prank, etc.)	1693	30%	851	15%	842	15%	35	40%
Sub-Total	3708	65%	1848	32%	1860	33%	39	44%
GRAND TOTAL	5704	100%	2627	46%	3077	54%	88	100%

<u>Call Outcomes</u>	Total		Iowa		Out of State and Unknown		Live Chat	
			Hotline				Live Chat	
Instructed to contact casino	1328	23%	520	13%	808	21%	1	1%
Provided gambling assistance/counseling	174	3%	102	3%	72	2%	12	13%
Referred to IDPH/Website	19	0%	13	0%	6	0%	3	3%
Referred to Lottery	603	10%	446	11%	157	4%	0	0%
Referred to national #/out of state source	1121	19%	22	1%	1099	28%	14	16%
Referred to treatment provider	535	9%	529	13%	6	0%	8	9%
Request sent/referral to ISAIC	6	0%	4	0%	2	0%	0	0%
Supplied requested info	146	3%	104	3%	42	1%	16	18%
Sub Total	3932	68%	1740	30%	2192	38%	54	60%
Unable to assist	0	0%	0	0%	0	0%	0	0%
Other (wrong #, hang up, prank, etc)	1837	32%	935	16%	902	16%	36	40%
Sub Total	1837	32%	935	16%	902	16%	36	40%
GRAND TOTAL	5769	100%	2675	46%	3094	54%	90	100%

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Agency detailed information	Total Referrals			Warm Hand Off		
	Hot	Live Chat	Total	Attempted	Success	%
	Line #	#				
ADDS of Southeast Iowa	81	1	82	75	70	93%
Pathways	61	3	64	58	51	88%
Prelude	169	3	172	157	145	92%
Problem Gambling Recovery Services	14	0	14	12	10	83%
Community & Family Resources	23	0	23	22	17	77%
Family Services	33	0	33	31	27	87%
Jackson Recovery Center	50	0	50	46	35	76%
Compass Pointe	15	0	15	15	15	100%
Substance Abuse Services	74	1	75	70	62	89%
Prairie Ridge Treatment Center	15	0	15	15	11	73%
TOTAL	535	8	543	501	443	88%



Where did you hear about hotline

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Total
Not applicable	0	0	0	0	0	92	185	170	198	165	199	212	1221
Billboard	0	0	0	0	0	6	9	4	5	2	5	2	33
Casino	0	0	0	0	0	152	139	175	215	163	216	218	1278
Lottery	0	0	0	0	0	33	161	23	38	38	38	31	362
Radio	0	0	0	0	0	5	4	2	1	5	1	3	21
Refused to provide	0	0	0	0	0	3	4	3	5	3	5	1	24
TV	0	0	0	0	0	6	3	3	10	11	10	6	49
Website - Bets Off	0	0	0	0	0	37	9	16	4	31	26	23	146
Website - Other	0	0	0	0	0	6	2	6	20	5	4	3	46
Other	0	0	0	0	0	15	49	39	29	45	29	19	225