

# 1-800-BetsOff Help Line Monthly Activity Report

**November 2015**

Activity	#	Ave length
Hotline Calls	382	2 min
Live Chat	5	3 min

Day of Week	Hotline		Live Chat	
Monday	81	21%	1	20%
Tuesday	55	14%	1	20%
Wednesday	58	15%	2	40%
Thursday	45	12%	0	0%
Friday	62	16%	0	0%
Saturday	42	11%	1	20%
Sunday	39	10%	0	0%

Time of Day:	Hotline		Live Chat	
Midnight - 8 a.m.	41	11%	0	0%
8 a.m. - Noon	100	26%	0	0%
Noon - 4 p.m.	117	31%	3	60%
4 p.m. - 8 p.m.	77	20%	2	40%
8 p.m. - Midnight	47	12%	0	0%

Primary Reason for call	Total Calls		Iowa		Out of State and Unknown		Live Chat	
			<b>Hotline</b>				<b>Live Chat</b>	
Casino banning	60	16%	11	3%	49	13%	1	20%
Gambler's Anonymous info	10	3%	5	1%	5	1%	0	0%
Need local # for treatment center	2	1%	2	1%	0	0%	0	0%
Other gambling related issue/?	2	1%	2	1%	0	0%	0	0%
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	61	16%	19	5%	42	11%	1	20%
Treatment inquiry for other	13	3%	6	2%	7	2%	0	0%
<b>*Sub-Total</b>	<b>148</b>	<b>39%</b>	<b>45</b>	<b>12%</b>	<b>103</b>	<b>27%</b>	<b>2</b>	<b>40%</b>
Information about line	2	1%	1	0%	1	0%	0	0%
Media/Press	0	0%	0	0%	0	0%	0	0%
Casino info/buffet, etc.	79	21%	22	6%	57	15%	0	0%
Lottery issue/question	34	9%	22	6%	12	3%	0	0%
Other (wrong #, hang up, prank, etc.)	119	31%	26	7%	93	24%	3	60%
<b>Sub-Total</b>	<b>234</b>	<b>61%</b>	<b>71</b>	<b>19%</b>	<b>163</b>	<b>43%</b>	<b>3</b>	<b>60%</b>
<b>GRAND TOTAL</b>	<b>382</b>	<b>100%</b>	<b>116</b>	<b>30%</b>	<b>266</b>	<b>70%</b>	<b>5</b>	<b>100%</b>

Call Outcomes	Total		Iowa		Out of State and Unknown		Live Chat	
			<b>Hotline</b>				<b>Live Chat</b>	
Instructed to contact casino	80	21%	24	9%	56	21%	0	0%
Provided gambling assistance/counseling	16	4%	6	2%	10	4%	1	20%
Referred to IDPH/Website	1	0%	1	0%	0	0%	0	0%
Referred to Iowa Lottery	32	8%	22	8%	10	4%	0	0%
Referred to national #/out of state source	94	24%	2	1%	92	35%	1	20%
Referred to treatment provider	29	8%	28	11%	1	0%	0	0%
Request sent/referral to ISAIC	1	0%	1	0%	0	0%	0	0%
Supplied requested info	9	2%	9	3%	0	0%	0	0%
<b>Sub Total</b>	<b>262</b>	<b>68%</b>	<b>93</b>	<b>24%</b>	<b>169</b>	<b>44%</b>	<b>2</b>	<b>40%</b>
Unable to assist	0	0%	0	0%	0	0%	0	0%
Other (wrong #, hang up, prank, etc.)	123	32%	24	6%	99	26%	3	60%
<b>Sub Total</b>	<b>123</b>	<b>32%</b>	<b>24</b>	<b>6%</b>	<b>99</b>	<b>26%</b>	<b>3</b>	<b>60%</b>
<b>GRAND TOTAL</b>	<b>385</b>	<b>100%</b>	<b>117</b>	<b>30%</b>	<b>268</b>	<b>70%</b>	<b>5</b>	<b>100%</b>

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**November 2015**

<u>Agency detailed information</u>				<u>Total Referrals</u>			<u>Warm Hand Off</u>		
	Hot Line #	Live Chat #	Total	Attempted	Success	%			
ADDS of Southeast Iowa	4	0	4	3	3	100%			
Pathways	1	0	1	1	1	100%			
Prelude	14	0	14	13	13	100%			
Problem Gambling Recovery Services	0	0	0	0	0	0%			
Community & Family Resources	2	0	2	2	2	0%			
Family Services	0	0	0	0	0	0%			
Jackson Recovery Center	1	0	1	1	1	100%			
Compass Pointe	0	0	0	0	0	0%			
Substance Abuse Services	6	0	6	6	6	100%			
Prairie Ridge Treatment Center	1	0	1	1	0	0%			
<b>TOTAL</b>	<b>29</b>	<b>0</b>	<b>29</b>	<b>27</b>	<b>26</b>	<b>96%</b>			

