

1-800-BetsOff Help Line Annual Activity Report

FY2015

Activity	#	Ave length
Hotline Calls	6261	2 min
Live Chat	50	7 min

Day of Week	Hotline		Live Chat	
Monday	1001	16%	11	22%
Tuesday	929	15%	10	20%
Wednesday	899	14%	8	16%
Thursday	968	15%	9	18%
Friday	988	16%	9	18%
Saturday	769	12%	0	0%
Sunday	707	11%	2	4%

Time of Day:	Hotline		Live Chat	
Midnight - 8 a.m.	791	13%	0	0%
8 a.m. - Noon	1415	23%	12	24%
Noon - 4 p.m.	1695	27%	21	42%
4 p.m. - 8 p.m.	1519	24%	16	32%
8 p.m. - Midnight	841	13%	1	2%

Primary Reason for call	Total Calls		Iowa		Out of State and Unknown		Live Chat	
	Hotline						Live Chat	
Casino banning	729	12%	134	2%	595	10%	6	12%
Gambler's Anonymous info	157	3%	56	1%	101	2%	2	4%
Need local # for treatment center	6	0%	4	0%	2	0%	0	0%
Other gambling related issue/?	32	1%	12	0%	20	0%	0	0%
Request for BETS OFF info pack	9	0%	0	0%	9	0%	0	0%
Request for gambling ed materials	11	0%	5	0%	6	0%	1	2%
Treatment inquiry for self	895	14%	358	6%	537	9%	10	20%
Treatment inquiry for other	399	6%	137	2%	262	4%	8	16%
*Sub-Total	2238	36%	706	11%	1532	24%	27	54%
Information about line	68	1%	29	0%	39	1%	2	4%
Media/Press	3	0%	3	0%	0	0%	0	0%
Casino info/buffet, etc.	1561	25%	387	6%	1174	19%	0	0%
Lottery issue/question	532	8%	325	5%	207	3%	0	0%
Other (wrong #, hang up, prank, etc.)	1859	30%	210	3%	1649	26%	21	42%
Sub-Total	4023	64%	954	15%	3069	49%	23	46%
GRAND TOTAL	6261	100%	1660	27%	4601	73%	50	100%

Call Outcomes	Total		Iowa		Out of State and Unknown		Live Chat	
	Hotline						Live Chat	
Instructed to contact casino	1523	24%	385	9%	1138	26%	0	0%
Provided gambling assistance/counseling	98	2%	57	1%	41	1%	7	14%
Referred to IDPH/Website	16	0%	9	0%	7	0%	0	0%
Referred to Lottery	507	8%	315	7%	192	4%	0	0%
Referred to national #/out of state source	1429	23%	6	0%	1423	33%	7	14%
Referred to treatment provider	570	9%	563	13%	7	0%	8	16%
Request sent/referral to ISAIC	12	0%	4	0%	8	0%	1	2%
Supplied requested info	166	3%	105	2%	61	1%	6	12%
Sub Total	4321	68%	1444	23%	2877	45%	29	57%
Unable to assist	0	0%	0	0%	0	0%	0	0%
Other (wrong #, hang up, prank, etc)	2004	32%	243	4%	1761	28%	22	43%
Sub Total	2004	32%	243	4%	1761	28%	22	43%
GRAND TOTAL	6325	100%	1687	27%	4638	73%	51	100%

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Agency detailed information

	Total Referrals			Warm Hand Off		
	Hot Line #	Live Chat #	Total	Attempted	Success	%
ADDS of Southeast Iowa	100	3	103	93	80	86%
Pathways	46	0	46	43	36	84%
Problem Gambling Services	205	3	208	181	166	92%
Problem Gambling Recovery Services	12	0	12	10	7	0%
Community & Family Resources	16	0	16	12	9	75%
Family Services	44	1	45	37	30	81%
Jackson Recovery Center	36	0	36	31	27	0%
Compass Pointe	16	0	16	15	12	0%
Substance Abuse Services	77	1	78	73	65	89%
Prairie Ridge Treatment Center	17	0	17	16	11	0%
TOTAL	569	8	577	511	443	87%

