

1-800-BetsOff Help Line Monthly Activity Report

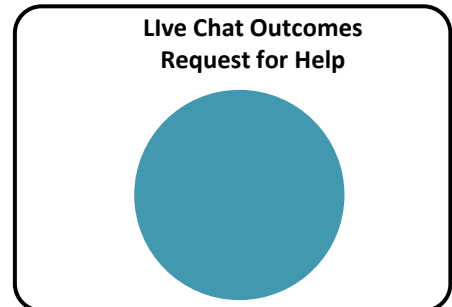
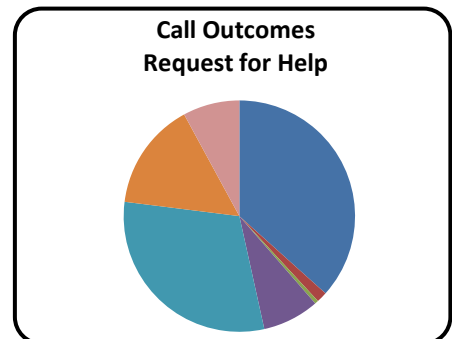
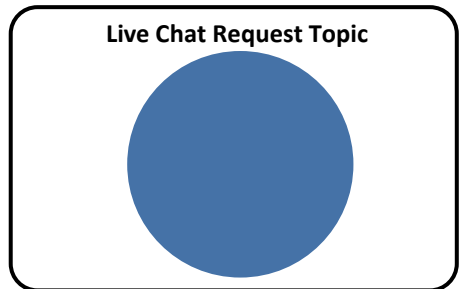
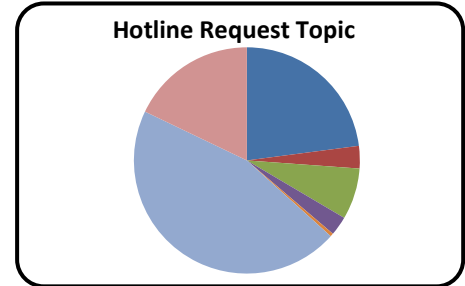
January 2014

Activity	#	Ave Time
Hotline Calls	658	2 min
Live Chat	6	5 min

Time of Day:	Hotline		Live Chat	
Midnight - 8 a.m.	57	9%	NA	NA
8 a.m. - Noon	153	23%	3	50%
Noon - 4 p.m.	174	26%	2	33%
4 p.m. - 8 p.m.	198	30%	1	17%
8 p.m. - Midnight	76	12%	NA	NA

Day of Week	Hotline		Live Chat	
Monday	79	12%	0	0%
Tuesday	75	11%	0	0%
Wednesday	151	23%	0	0%
Thursday	97	15%	1	17%
Friday	131	20%	5	83%
Saturday	62	9%	NA	NA
Sunday	63	10%	NA	NA

Topics:	Request for help		Hotline		Live Chat	
Casino banning	50	8%	2	33%		
Gambler's Anonymous info	7	1%	0	0%		
Need local # for treatment center	16	2%	0	0%		
Other gambling related issue/?	6	1%	0	0%		
Request for BETS OFF info pack	0	0%	0	0%		
Request for gambling ed materials	1	0%	0	0%		
Treatment inquiry for self	99	15%	0	0%		
Treatment inquiry for other	39	6%	0	0%		
*Sub-Total	218	33%	2	33%		
Information about line	8	1%	0	0%		
Media/Press	0	0%	0	0%		
Casino info/buffet, etc.	145	22%	0	0%		
Lottery issue/question	35	5%	0	0%		
Other (wrong #, hang up, prank, etc.)	254	38%	4	67%		
*Sub-Total	442	67%	4	67%		
*GRAND TOTAL	660	100%	6	100%		



Outcomes	Request for help		Hotline		Live Chat	
Instructed to contact casino	148	22%	0	0%		
Provided gambling assistance/counseling	6	1%	0	0%		
Referred to IDPH/Website	2	0%	0	0%		
Referred to Iowa Lottery	32	5%	0	0%		
Referred to national #/out of state source	123	19%	2	33%		
Referred to treatment provider	61	9%	0	0%		
Request sent/referral to ISAIC	0	0%	0	0%		
Supplied requested info	32	5%	0	0%		
Sub Outcome Total	404	61%	2	33%		
Unable to assist	0	0%	0	0%		
Other (wrong #, hang up, prank, etc)	256	39%	4	67%		
*Sub Outcome Total	256	39%	4	67%		
*GRAND TOTAL	660	100%	6	100%		

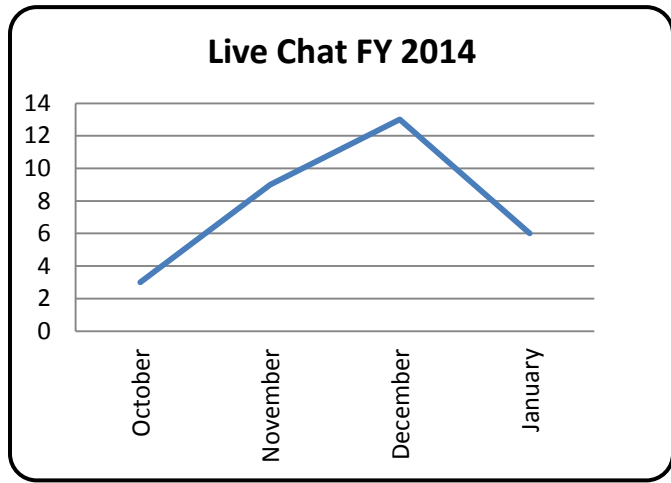
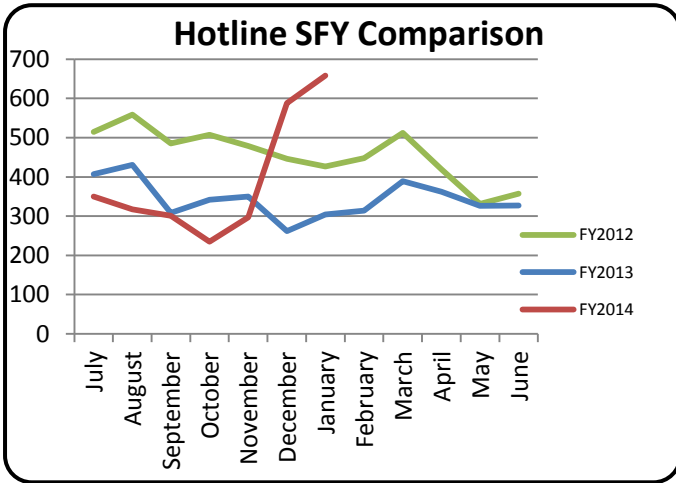
*duplicated count of activity provided to callers (some callers have more than one activity reported)

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Agency Referrals

	Referrals				Type of Referral			
	Hot Line	Live Chat	Total	% of Total	Direct #	% of Referrals	Indirect #	% of Referrals
	#	#						
ADDS of Southeast Iowa	8	0	8	13%	7	88%	0	0%
Pathways	3	0	3	5%	2	67%	0	0%
Problem Gambling Services	25	0	25	41%	23	92%	1	4%
Problem Gambling Recovery Services	5	0	5	8%	3	60%	2	40%
Community & Family Resources	3	0	3	5%	3	100%	0	0%
Family Services	4	0	4	7%	2	50%	1	25%
Jackson Recovery Center	6	0	6	10%	4	67%	1	17%
Compass Pointe	2	0	2	3%	2	100%	0	0%
Substance Abuse Services	4	0	4	7%	4	100%	0	0%
Prairie Ridge Treatment Center	1	0	1	2%	1	100%	0	0%
TOTAL	61	0	61	100%	51	84%	5	8%



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