1-800-BetsOff Help Line
Monthly Activity Report

July 2013

Activity

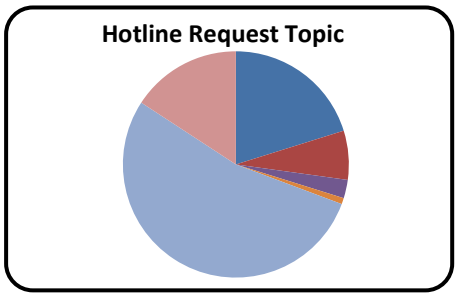
	#	Ave Time	
Hotline Calls	305	2	min
Live Chat	0	0	min

Time of Day:

	Hotline		Live Chat	
Midnight - 8 a.m.	57	19%	NA	NA
8 a.m. - Noon	153	50%	0	0%
Noon - 4 p.m.	174	57%	0	0%
4 p.m. - 8 p.m.	198	65%	0	0%
8 p.m. - Midnight	76	25%	NA	NA

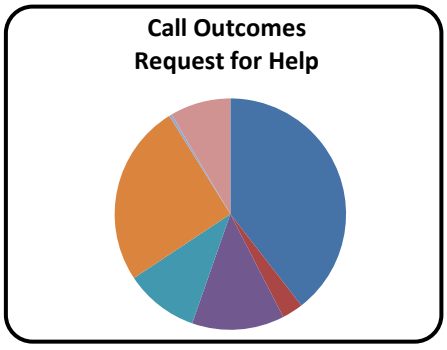
Day of Week

	Hotline		Live Chat	
Monday	79	26%	0	0%
Tuesday	75	25%	0	0%
Wednesday	151	50%	0	0%
Thursday	97	32%	0	0%
Friday	131	43%	0	0%
Saturday	62	20%	NA	NA
Sunday	63	21%	NA	NA



Topics:

Request for help	Hotline		Live Chat	
Casino banning	23	7%	0	0%
Gambler's Anonymous info	8	2%	0	0%
Need local # for treatment center	0	0%	0	0%
Other gambling related issue/?	3	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	61	17%	0	0%
Treatment inquiry for other	18	5%	0	0%
****Sub-Total***	**114**	**33%**	**0**	**0%**
Information about line	2	1%	0	0%
Media/Press	0	0%	0	0%
Casino info/buffet, etc.	104	30%	0	0%
Lottery issue/question	35	10%	0	0%
Other (wrong #, hang up, prank, etc.)	94	27%	0	0%
****Sub-Total***	**235**	**67%**	0	0%
****GRAND TOTAL***	**349**	**100%**	**0**	**0%**



Outcomes

Request for help	Hotline		Live Chat	
Instructed to contact casino	107	30%	0	0%
Provided gambling assistance/counseling	8	2%	0	0%
Referred to IDPH/Website	0	0%	0	0%
Referred to Iowa Lottery	35	10%	0	0%
Referred to national #/out of state source	28	8%	0	0%
Referred to treatment provider	69	19%	0	0%
Request sent/referral to ISAIC	1	0%	0	0%
Supplied requested info	23	6%	0	0%
Sub Outcome Total	**271**	**77%**	**0**	**0%**
Unable to assist	1	0%	0	0%
Other (wrong #, hang up, prank, etc)	82	23%	0	0%
****Sub Outcome Total***	**83**	**23%**	**0**	**0%**
****GRAND TOTAL***	**354**	**100%**	**0**	**0%**

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

Prepared by ISU Extension Office

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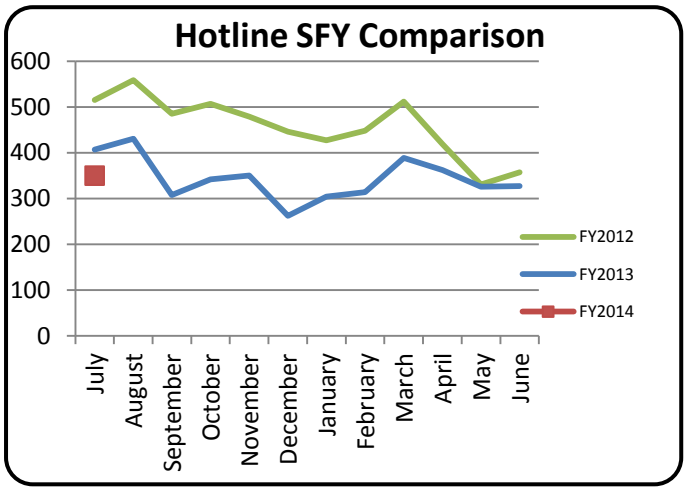
Agency Referrals

	Referrals				Type of Referral			
	Hot Line #	Live Chat #	Total	% of Total	Direct #	% of Referrals	Indirect #	% of Referrals
ADDS of Southeast Iowa	15	0	15	22%	12	80%	0	0%
Pathways	5	0	5	7%	5	100%	0	0%
Problem Gambling Services	20	0	20	29%	17	85%	1	5%
Problem Gambling Recovery Services	2	0	2	3%	1	50%	1	50%
Community & Family Resources	1	0	1	1%	1	100%	0	0%
Family Services	3	0	3	4%	2	67%	1	33%
Jackson Recovery Center	5	0	5	7%	5	100%	1	20%
Compass Pointe	2	0	2	3%	1	50%	0	0%
Substance Abuse Services	15	0	15	22%	13	87%	0	0%
Prairie Ridge Treatment Center	1	0	1	1%	1	100%	0	0%
TOTAL	**69**	**0**	**69**	**100%**	**58**	**84%**	**4**	**6%**



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