1-800-BetsOff Help Line Monthly Activity Report

March 2014

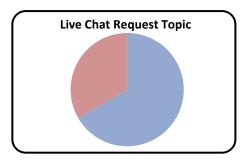
<u>Activity</u>		
	#	Ave Time
Hotline Calls	605	2 min
Live Chat	7	5 min

Time of Day:								
	Но	tline	Live Chat					
Midnight - 8 a.m.	75	12%	NA	NA				
8 a.m Noon	139	23%	1	14%				
Noon - 4 p.m.	158	26%	1	14%				
4 p.m 8 p.m.	138	23%	5	71%				
8 p.m Midnight	95	16%	NA	NA				

Day of Week							
	Hotline		Live Chat				
Monday	128	21%	1	14%			
Tuesday	81	13%	1	14%			
Wednesday	90	15%	1	14%			
Thursday	79	13%	1	14%			
Friday	95	16%	3	43%			
Saturday	76	13%	NA	NA			
Sunday	56	9%	NA	NA			

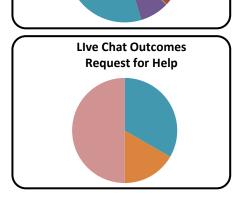
Topics:				
Request for help	Hotline		Live Chat	
Casino banning	82	13%	0	0%
Gambler's Anonymous info	18	3%	0	0%
Need local # for treatment center	2	0%	0	0%
Other gambling related issue/?	4	1%	0	0%
Request for BETS OFF info pack	0	0%	0	0%
Request for gambling ed materials	2	0%	0	0%
Treatment inquiry for self	81	13%	2	29%
Treatment inquiry for other	37	6%	1	14%
*Sub-Total	226	37%	3	43%
Information about line	10	2%	3	43%
Media/Press	0	0%	0	0%
Casino info/buffet, etc.	141	23%	0	0%
Lottery issue/question	38	6%	0	0%
Other (wrong #, hang up, prank, etc.)	194	32%	1	14%
*Sub-Total	383	63%	4	57%
*GRAND TOTAL	609	100%	7	100%

	Hotline Request Topic	
l		



Call Outcomes Request for Help

<u>Outcomes</u>				
Request for help	Hotline		Liv	e Chat
Instructed to contact casino	141	23%	0	0%
Provided gambling assistance/counseling	14	2%	0	0%
Referred to IDPH/Website	1	0%	0	0%
Referred to Iowa Lottery	34	6%	0	0%
Referred to national #/out of state source	140	23%	2	29%
Referred to treatment provider	64	10%	1	14%
Request sent/referral to ISAIC	1	0%	0	0%
Supplied requested info	24	4%	3	43%
Sub Outcome Total	419	68%	6	86%
Unable to assist	0	0%	0	0%
Other (wrong #, hang up, prank, etc)	195	32%	1	14%
*Sub Outcome Total	195	32%	1	14%
*GRAND TOTAL	614	100%	7	100%

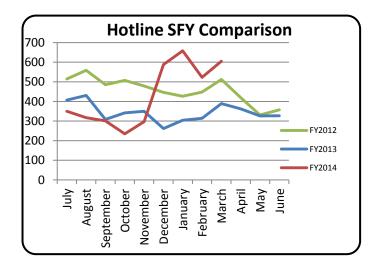


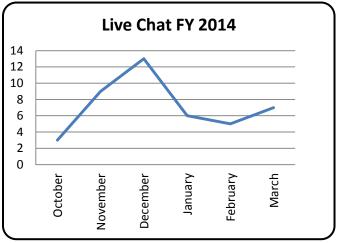
^{*}duplicated count of activity provided to callers (some callers have more than one activity reported

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Agency Referrals									
	Referrals			Type of Referral					
	Hot Line	Live Chat		% of		% of	Indirect	% of	
	#	#	Total	Total	Direct #	Referrals	#	Referrals	
ADDS of Southeast Iowa	18	0	18	28%	13	72%	4	22%	
Pathways	3	1	4	6%	2	50%	2	50%	
Problem Gambling Services	17	0	17	26%	14	82%	1	6%	
Problem Gambling Recovery Services	0	0	0	0%	0	0%	0	0%	
Community & Family Resources	5	0	5	8%	2	40%	1	20%	
Family Services	3	0	3	5%	1	33%	2	67%	
Jackson Recovery Center	5	0	5	8%	3	60%	1	20%	
Compass Pointe	3	0	3	5%	2	67%	1	33%	
Substance Abuse Services	6	0	6	9%	5	83%	1	17%	
Prairie Ridge Treatment Center	4	0	4	6%	3	75%	1	25%	
TOTAL	64	1	65	100%	45	69%	14	22%	





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