

# 2010 - Annual Summary

## Call Stat Summary (CALLSWEET)\*

Incoming	Answered	Ave Answer Time	Ave Handle Time	Ave Abandon
1701	1353	0:00:44	0:06:08	0:01:57

Total Phone Hours: 167h:11m

- **Incoming** - number of calls to the Helpline
- **Answered** - number of calls answered by a HeartLine Call Specialist (CS)
- **Ave Answer Time** - average time a caller is on hold before a CS answers the call
- **Ave Handle Time** - average time a CS spends talking with the caller
- **Ave Abandon** - average time a caller holds on the line before hanging up w/o talking with a CS
- **Total Phone Hours** - total time spent talking with callers in hours and minutes

\* CALLSWEET Software was implemented on 2/8/2010. Data prior to that date is not included on this report.

## Call Data Summary (IRIs)

Caller Records	Referrals Provided to	Gender	
		Female	Male
1513	1773	Female	655
		Male	543
		Unknown	315

Calls per County									
Adair	3	Delaware	13	Logan	4	Pawnee	3	Washington	15
Benton	1	Garfield	5	Las Angeles	1	Payne	9	Washita	4
Bryan	14	Garvin	1	Love	4	Pittsburg	10	Wichita	1
Caddo	10	Grady	8	Marshall	1	Pontotoc	10	Windham	4
Canadian	14	Grant	1	Mayes	9	Pottawatomie	24	Woods	1
Carter	16	Greer	2	McClain	8	Pushmataha	3	Woodward	3
Cherokee	15	Hartford	1	McCurtain	11	Red River	1	Unknown	558
Choctaw	4	Haskell	1	McIntosh	5	Rogers	21		
Cleveland	69	Jackson	3	Murray	4	Sebastian	1		
Coal	1	Johnson	1	Muskogee	17	Seminole	11		
Comanche	36	Kay	17	Nowata	1	Sequoyah	9		
Cooke	1	Kingfisher	2	Oakland	1	Shawnee	1		
Cotton	1	Kiowa	2	Okfuskee	3	Stephens	16		
Craig	2	Lamar	1	Oklahoma	174	Texas	1		
Creek	18	Latimer	5	Okmulgee	23	Tillman	1		
Custer	7	La Flore	4	Osage	11	Tulsa	220		
Dallas	1	Lincoln	7	Ottawa	13	Wagoner	9		

**Problem Gamblers Helpline  
Oklahoma Report  
From January 1, 2010 to December 31, 2010**

<b>CallType</b>	<b>Count</b>	<b>Distribution%</b>
Casino	156	27.41
Hang Ups/Wrong #	85	14.93
Helpline	289	50.79
Intake	20	3.51
Lottery	7	1.23
Other/Staff	11	1.93
	568	99.80

<b>Suicidal Ideation</b>	<b>Yes</b>	<b>No</b>
Suicidal_Past	32	541
Suicidal_Present	23	550

<b>Caller_Relationship</b>	<b>Count</b>	<b>Distribution%</b>
Daughter	10	1.74
Father	2	0.34
Friend	9	1.57
Husband/Male Sig Other	10	1.74
Mother	11	1.91
Gambler (Self)	287	50.08
Unspecified Family Member	13	2.26
Wife/Female Sig Other	14	2.44
Unknown	216	37.69
<b>Total</b>	<b>572</b>	<b>99.77</b>

<b>Gender</b>	<b>Count</b>	<b>Distribution%</b>
Female	280	48.86
Male	201	35.07
Unknown	91	15.88
<b>Total</b>	<b>572</b>	<b>99.81</b>

<b>Ethnicity</b>	<b>Count</b>	<b>Distribution%</b>
African American	28	4.88
Asian American	2	0.34
Caucasian	200	34.90
Hispanic	7	1.22
Multiracial	3	0.52
Native American	20	3.49
Unknown	313	54.62
<b>Total</b>	<b>573</b>	<b>99.97</b>

<b>PrecipitatingEvent</b>	<b>Yes</b>	<b>No</b>
PE_Financial	342	231
PE_Marital	118	455
PE_Family	148	425
PE_Job	66	507
PE_MentalHealth	107	466
PE_PhysicalHealth	48	525
PE_Legal	43	530
PE_Lottery	20	553
PE_Other	0	573

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<b>Most_Problematic</b>	<b>Count</b>	<b>Distribution%</b>
None	0	0.00
Bingo	3	0.52
Casino-Blackjack	10	1.74
Casino-Poker	17	2.96
Casino-Slots	274	47.81
Horsrace	1	0.17
Scratch Off	2	0.34
Sports Betting	1	0.17
Internet Gambling	0	0.00
Unknown	265	46.24
<b>Total</b>	<b>573</b>	<b>99.95</b>

<b>Employment</b>	<b>Count</b>	<b>Distribution%</b>
Employed	198	34.55
Other	13	2.26
Retired	35	6.10
Unemployed	42	7.32
Disabled	16	2.79
Unknown	269	46.94
<b>Total</b>	<b>573</b>	<b>99.96</b>

<b>Age</b>	<b>Count</b>	<b>Distribution%</b>
0-12	1	0.17
13-18	1	0.17
19-35	95	16.57
36-60	238	41.53
61-99	47	8.20
100+	0	0.00
Unknown	190	33.15
<b>Total</b>	<b>572</b>	<b>99.79</b>

<b>Other Problems Identified</b>	<b>Yes</b>	<b>No</b>
Other_Problems_Alcohol	42	531
Other_Problems_Depression	177	396
Other_Problems_Drug	21	552
Other_Problems_Eating	23	550
Other_Problems_Overspending	186	387
Other_Problems_Smoking	93	480
Other_Problems_Sexual	4	569

<b>Family History</b>	<b>Yes</b>	<b>No</b>
History_Abuse	32	541
History_Alcoholism	86	487
History_Drug	34	539
History_Eating	9	564
History_Gambling	98	475
History_Other	19	554

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<b>Miscellaneous Questions</b>	<b>Yes</b>	<b>No</b>
Veteran	17	556
Bankruptcy	27	546

<b>Time_in_Casino</b>	<b>Count</b>	<b>Distribution%</b>
None	2	0.34
1-5	196	34.20
5-7	77	13.43
8-10	24	4.18
11+	6	1.04
Unknown	268	46.77
<b>Total</b>	<b>573</b>	<b>99.96</b>

<b>Marital_Status</b>	<b>Count</b>	<b>Distribution%</b>
Cohabiting	9	1.57
Divorced	49	8.55
Married	147	25.65
Separated	13	2.26
Single	67	11.69
Widowed	18	3.14
Unknown	270	47.12
<b>Total</b>	<b>573</b>	<b>99.98</b>

<b>Number_of_Children</b>	<b>Count</b>	<b>Distribution%</b>
None	51	8.90
One	58	10.12
Two	88	15.35
Three	31	5.41
Four	16	2.79
Five	11	1.91
Six +	4	0.69
Unknown	314	54.79
<b>Total</b>	<b>573</b>	<b>99.96</b>

<b>Salary</b>	<b>Count</b>	<b>Distribution%</b>
No Salary	19	3.31
5,000 - 9,999	19	3.31
10,000 - 14,999	25	4.36
15,000 - 19,999	23	4.01
20,000 - 24,999	17	2.96
25,000 - 34,999	26	4.53
35,000 - 49,999	36	6.28
50,000 - 74,999	20	3.49
75,000 - 99,999	6	1.04
100,000+	5	0.87
Unknown	377	65.79
<b>Total</b>	<b>573</b>	<b>99.95</b>

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<b>Helpline</b>	<b>Count</b>	<b>Distribution%</b>
Bench Back	3	0.52
Billboard	2	0.34
Brochure	26	4.53
Casino	155	27.05
Family/Friends	35	6.10
Internet	28	4.88
Lottery	9	1.57
Newspaper	5	0.87
OK Council	3	0.52
Phone Book/Operator	26	4.53
TV/Radio	19	3.31
Unknown	262	45.72
<b>Total</b>	<b>573</b>	<b>99.94</b>

<b>County</b>	<b>Count</b>	<b>Distribution%</b>
Adair	3	0.55
Alfalfa	0	0.00
Atoka	0	0.00
Beaver	0	0.00
Beckham	0	0.00
Blaine	0	0.00
Bryan	8	1.47
Caddo	3	0.55
Canadian	10	1.84
Carter	9	1.66
Cherokee	6	1.10
Choctaw	2	0.36
Cimarron	0	0.00
Cleveland	24	4.43
Coal	0	0.00
Comanche	12	2.21
Cotton	0	0.00
Craig	1	0.18
Creek	6	1.10
Custer	2	0.36
Delaware	3	0.55
Dewey	0	0.00
Ellis	0	0.00
Garfield	1	0.18
Garvin	2	0.36
Grady	3	0.55
Grant	0	0.00
Greer	0	0.00
Harmon	0	0.00
Harper	0	0.00
Haskell	1	0.18
Hughes	0	0.00
Jackson	0	0.00
Jefferson	0	0.00
Johnston	0	0.00

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Kay	8	1.47
Kingfisher	0	0.00
Kiowa	0	0.00
Latimer	3	0.55
Le Flore	2	0.36
Lincoln	1	0.18
Logan	1	0.18
Love	3	0.55
Major	0	0.00
Marshall	1	0.18
Mayes	4	0.73
McClain	4	0.73
McCurtain	4	0.73
McIntosh	1	0.18
Murray	1	0.18
Muskogee	3	0.55
Noble	0	0.00
Nowata	0	0.00
Okfuskee	2	0.36
Oklahoma	52	9.61
Okmulgee	5	0.92
Osage	7	1.29
Ottawa	10	1.84
Pawnee	2	0.36
Payne	2	0.36
Pittsburg	7	1.29
Pontotoc	5	0.92
Pottawatomie	9	1.66
Pushmataha	3	0.55
Roger Mills	0	0.00
Rogers	9	1.66
Seminole	7	1.29
Sequoyah	7	1.29
Stephens	5	0.92
Texas	0	0.00
Tillman	1	0.18
Tulsa	87	16.08
Wagoner	4	0.73
Washington	2	0.36
Washita	0	0.00
Woods	1	0.18
Woodward	0	0.00
Unknown	182	33.64
<b>Total</b>	<b>541</b>	<b>99.69</b>