

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**

CallType	Count	Distribution%
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

Suicidal Ideation	Yes	No
Suicidal_Past	32	541
Suicidal_Present	23	550

Caller_Relationship	Count	Distribution%
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
Total	572	99.77

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

Ethnicity	Count	Distribution%
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
Total	573	99.97

PrecipitatingEvent	Yes	No
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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Most_Problematic	Count	Distribution%
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
Total	573	99.95

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

Age	Count	Distribution%
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
Total	572	99.79

Other Problems Identified	Yes	No
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

Family History	Yes	No
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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Miscellaneous Questions	Yes	No
Veteran	17	556
Bankruptcy	27	546

Time_in_Casino	Count	Distribution%
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
Total	573	99.96

Marital_Status	Count	Distribution%
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
Total	573	99.98

Number_of_Children	Count	Distribution%
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
Total	573	99.96

Salary	Count	Distribution%
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
Total	573	99.95

**Problem Gamblers Helpline
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Helpline	Count	Distribution%
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
Total	573	99.94

County	Count	Distribution%
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
Total	541	99.69