

Arkansas Call Report (ACR23)

Date	Intakes	Hang ups	Casino	Lottery	Wrong #	Chat	Text	Other	Total
9/1/23	0	3	4	5	3	0	0	4	19
9/2/23	2	3	3	1	0	0	0	9	18
9/3/23	0	3	5	0	3	0	0	5	16
9/4/23	1	0	1	1	1	0	0	1	5
9/5/23	2	2	1	1	3	0	0	0	9
9/6/23	2	4	3	4	0	0	0	2	15
9/7/23	0	5	0	3	10	0	0	5	23
9/8/23	0	3	4	1	7	0	0	2	17
9/9/23	0	2	6	2	10	0	1	5	26
9/10/23	0	3	3	0	6	0	1	5	18
9/11/23	0	2	4	0	5	0	0	4	15
9/12/23	0	5	5	4	2	0	0	4	20
9/13/23	1	2	0	1	3	1	0	8	16
9/14/23	0	5	2	2	5	0	0	2	16
9/15/23	1	3	2	1	4	0	0	3	14
9/16/23	0	2	11	5	4	2	0	10	34
9/17/23	0	6	4	2	2	0	0	7	21
9/18/23	0	1	5	4	8	0	0	4	22
9/19/23	0	2	5	4	3	0	0	1	15
9/20/23	0	4	3	2	4	0	0	2	15
9/21/23	1	2	5	4	2	0	0	4	18
9/22/23	1	6	0	2	6	0	1	3	19
9/23/23	0	6	7	1	4	0	0	6	24
9/24/23	0	3	2	0	3	0	1	3	12
9/25/23	0	1	3	6	3	0	0	2	15
9/26/23	0	5	3	3	9	0	0	1	21
9/27/23	1	5	2	1	4	0	0	3	16
9/28/23	0	2	2	3	4	0	0	2	13
9/29/23	2	1	2	0	6	0	0	6	17
9/30/23	0	4	4	0	10	0	0	5	23
Total	14	95	101	63	134	3	4	118	532

Arkansas Intake Data Report (AIDR23)

	Call Date Start	Time Start	Time End	Duration
<i>1</i>	9/2/23	05:10:20	05:30:45	00:20:25
<i>2</i>	9/2/23	15:26:36	15:47:15	00:20:39
<i>3</i>	9/4/23	06:47:24	06:53:20	00:05:56
<i>4</i>	9/5/23	07:58:44	08:14:33	00:15:49
<i>5</i>	9/5/23	11:18:16	11:28:21	00:10:05
<i>6</i>	9/6/23	09:09:04	09:18:32	00:09:28
<i>7</i>	9/6/23	09:25:48	09:47:22	00:21:34
<i>8</i>	9/13/23	17:47:25	18:14:40	00:27:15
<i>9</i>	9/15/23	20:21:11	20:33:12	00:12:01
<i>10</i>	9/21/23	16:54:28	17:10:45	00:16:17
<i>11</i>	9/22/23	11:24:17	11:26:53	00:02:36
<i>12</i>	9/27/23	18:56:54	18:59:43	00:02:49
<i>13</i>	9/29/23	13:13:29	13:14:33	00:01:04
<i>14</i>	9/29/23	15:26:46	15:37:49	00:11:03

HS Name	Repeat Caller	Opening Words	Callers Location
Patience Burns	No	Hello I think I have a	In a Taxi
Iberia Watley	No	Is this for Arkansas or	In Vehicle (driving)
Sharika Mitchell	No	My name is Eva and I	Home
Sharon Hoston	No	I have a really bad	In Vehicle (driving)
Linda Jones	No	I'm calling for help for	Work
Jasmine Sherman	No	I would like to ban	Home
Jasmine Sherman	Yes	I was disconnected	Home
J'Andria Jagers	No	Where is a location?	In Vehicle (driving)
Jessica Register	No	I am embarrassed	Home
Melea Allison	No	Hello?	Home
Sharon Hoston	No	I have a question	Unwilling
Jessica Register	No	I got done shooting	Home
Elizabeth Bryant	No	Hi, My name is Terry.	Unwilling
Lindsay Dowden	No	I was wondering what	Work

Crisis Suicide	Suicide	Callers Gender	Callers Age Range
	No	Male	25-34
	No	Female	Unwilling
	No	Female	65+
	No	Male	35-44
	No	Male	25-34
	No	Female	45-54
	No	Female	45-54
	No	Male	25-34
	No	Male	18-24
	Past	Male	45-54
	No	Male	Unwilling
	No	Male	13-17
	No	Female	Unwilling
	No	Female	25-34

Callers Age	Callers City	Callers State	Callers County
27	San Diego	California	San Diego
Unwilling	Little Rock	Arkansas	Pulaski
72	Warren	Arkansas	Bradley
38	Little Rock	Arkansas	Pulaski
34	Scranton	Arkansas	Logan
54	Little Rock	Arkansas	Pulaski
54	Little Rock	Arkansas	Pulaski
33	Tahlequah	Oklahoma	Cherokee
20	Waldron	Arkansas	Scott
52	Hot Springs	Arkansas	Garland
Unwilling	Unwilling	Arkansas	Unwilling
17	Little Rock	Arkansas	Pulaski
Unwilling	Unwilling	Arkansas	Unwilling
30	Wayne	New Jersey	Passaic

Callers Ethnicity	Callers Subject	Gamblers Gender	Gambler Age
Caucasian	Self	Male	27
Caucasian	Mother	Female	62
Multiracial	Self	Female	72
African American	Self	Male	38
Caucasian	Self	Male	34
African American	Self	Female	54
African American	Self	Female	54
Caucasian	Self	Male	33
Caucasian	Self	Male	20
Caucasian	Self	Male	52
Unwilling	Mother	Male	Unwilling
African American	Self	Male	17
Caucasian	Self	Female	Unwilling
African American	Self	Female	30

Gambler Age Range	Gamblers Ethnicity	Gamblers City	Gamblers State
25-34	Caucasian	San Diego	California
55-64	Caucasian	Little Rock	Arkansas
65+	Multiracial	Warren	Arkansas
35-44	African American	Little Rock	Arkansas
25-34	Caucasian	Scranton	Arkansas
45-54	African American	Little Rock	Arkansas
45-54	African American	Little Rock	Arkansas
25-34	Caucasian	Tahlequah	Oklahoma
18-24	Caucasian	Waldron	Arkansas
45-54	Caucasian	Hot Springs	Arkansas
Unwilling	Unwilling	Unwilling	Arkansas
13-17	African American	Little Rock	Arkansas
Unwilling	Caucasian	Unwilling	Arkansas
25-34	African American	Wayne	New Jersey

Gamblers County	Gambling Location	Length of Gambling	Length of Problem
San Diego	Casino	7	7
Pulaski	Casino	30	10
Bradley	Casino	20	1
Pulaski	Casino	20	2
Logan	Internet	3	1
Pulaski	Casino	23	1
Pulaski	Casino	23	1
Cherokee	Unwilling	0	0
Scott	Casino	2	2
Garland	Internet	0	2
Unwilling	Unwilling	0	0
Pulaski	Streets	1	1
Unwilling	Casino	0	0
Passaic	Casino	1	1

Main GP	Casino Hours	Drinks Per Hour	Marital Status
Casino - Blackjack	10	0	Unwilling
Casino - Slots	10	0	Divorced
Casino - Slots	15	0	Widowed
Casino - Slots	24	0	Single
Sports - Football	22	0	Separated
Casino - Slots	20	0	Single
Casino - Slots	20	0	Single
Unspec./Unwilling/Ot	0	0	Unwilling
Casino - Slots	24	0	Single
Internet - Sports	20	7	Married
Unspec./Unwilling/Ot	0	0	Unwilling
Non- Casino -	0	0	Unwilling
Casino - Unspec.	0	0	Unwilling
Casino - Slots	40	0	Divorced

Gambler Children	Number of Children	Gambler Employed	Gambler Occupation
Unwilling	0	Unwilling	Unwilling
Yes	0	Employed	medical
Yes	0	Retired	Retired
Yes	2	Employed	Warehouse Associate
Yes	2	Employed	physical therapist
Yes	1	UnEmployed	Disabled
Yes	1	Other	Disabled
Unwilling	0	Unwilling	Unwilling
No	0	Employed	Gas Station/Cashier
Yes	0	Employed	Postal Worker
Unwilling	0	Unwilling	Unwilling
Unwilling	0	Unwilling	Unwilling
Unwilling	0	Unwilling	Unwilling
Yes	3	Employed	Travel Nurse

EAP	Gambler Debt	Gambler Retired	Amount of Debt
	No		none
No	Yes		\$100,001 - \$150,000
	Yes	Retired	\$10,001 - \$15,000
	Yes		\$10,001 - \$15,000
	No		none
	Unwilling		Unwilling
No	No	Disabled	none
No	Unwilling		Unwilling
	Unwilling		Unwilling
Yes	Yes		\$1,001 - \$5,000
	Unwilling		Unwilling
	Unwilling		Unwilling
	Unwilling		Unwilling
	Yes		\$10,001 - \$15,000

Gambles Salary	OPG Alcohol	OPG Depression	OPG Drugs
Unwilling	No	Yes	No
Unwilling	No	No	No
\$15,000 - \$24,999	No	No	No
\$25,000 - \$34,999	No	No	No
\$75,000 - \$99,999	No	No	No
Unwilling	No	Yes	No
Unwilling	No	No	No
Unwilling	Unwilling	Unwilling	Unwilling
Unwilling	No	No	No
\$50,000 - \$74,999	No	Yes	No
Unwilling	Unwilling	Unwilling	Unwilling
Unwilling	Unwilling	Unwilling	Unwilling
Unwilling	Unwilling	Unwilling	Unwilling
above \$150,000	No	Yes	No

OPG EatingDisorder	OPG Overspend	OPG Smoking	Veteran?
No	Yes	Unwilling	Yes
No	No	No	No
No	Yes	No	No
No	No	Yes	No
No	No	No	No
No	No	Yes	No
No	No	No	No
Unwilling	Unwilling	Unwilling	Unwilling
No	No	Yes	No
No	No	No	No
Unwilling	Unwilling	Unwilling	Unwilling
Unwilling	Unwilling	Unwilling	Unwilling
Unwilling	Unwilling	Unwilling	Unwilling
No	No	No	No

Mental Seen DR	CallerFamil w GA	Gambler Bankrupt	Gambler Credit Pro
Yes	Yes	No	No
No	No	No	No
No	No	No	No
No	No	No	Yes
No	Yes	No	No
No	Yes	No	No
No	Yes	No	No
Unwilling	Unwilling	Unwilling	Unwilling
No	No	No	No
No	Yes	Yes	Yes
Unwilling	Unwilling	Unwilling	Unwilling
Unwilling	Unwilling	Unwilling	Unwilling
Unwilling	Unwilling	Unwilling	Unwilling
Yes	No	No	No

FHG Abuse	FHG Alcohol	FHG Drugs	FHG EatingDisorder
Unwilling	Unwilling	Unwilling	Unwilling
No	No	No	No
No	No	No	No
No	No	No	No
No	No	No	No
No	No	No	No
No	No	No	No
Unwilling	Unwilling	Unwilling	Unwilling
No	No	Yes	No
No	Yes	No	No
Unwilling	Unwilling	Unwilling	Unwilling
Unwilling	Unwilling	Unwilling	Unwilling
Unwilling	Unwilling	Unwilling	Unwilling
No	No	No	No

FHG Gambling	FHG Other	cg emotional	cg financial
Unwilling	Unwilling	In a Safe Place	Used Savings
No	No	In a Safe Place	Used Savings
No	No	In a Safe Place	Borrow Family/ Friends
Yes	No	Depression	Used Savings
No	No	In a Safe Place	Used Savings
No	No	In a Safe Place	Paying Bill Problems
No	No	In a Safe Place	Paying Bill Problems
Unwilling	Unwilling	In a Safe Place	
No	No	In a Safe Place	Paying Bill Problems
Yes	No	Depression	Paying Bill Problems
Unwilling	Unwilling	In a Safe Place	
Unwilling	Unwilling	In a Safe Place	
Unwilling	Unwilling	In a Safe Place	Paying Bill Problems
Yes	No	Depression	Borrow Family/ Friends

cg interpersonal	cg legal	cg substance	cg workschool
Family Conflict	Hot Checks		
Family Conflict	Loan Companies		
Family Conflict			Problem w/job
Spouse Conflict			
Family Conflict			
Family Conflict			
			Problem w/job
Family Conflict			
			Problem w/job

Referrals	Caller12Step	Number Called	Caller Heard of Help
GA	No	1-800-522-4700	Internet
GA	No	1-800-522-4700	Internet
Treatment Provider	No	1-800-522-4700	Family Member
GA	No	1-800-522-4700	Internet
GA	No	1-800-522-4700	Internet
Treatment Provider	No	1-800-522-4700	Internet
Treatment Provider	No	1-800-522-4700	Internet
GA	No	1-800-522-4700	Internet
Treatment Provider	No	1-800-522-4700	Casino
Treatment Provider	No	1-800-522-4700	Lottery
Refused/Unable	Unwilling	Unwilling	Unwilling
Refused/Unable	Unwilling	Unwilling	Unwilling
Refused/Unable	Unwilling	Unwilling	Unwilling
GA	No	1-800-522-4700	Brochure

Agree to be called	Agree to call back	PrecipEvent Family	PrecipEvent Financial
No	Yes		Financial
No	No	Family	Financial
No	Yes		Financial
No	Yes	Family	Financial
No	No		Financial
No	No		
No	No		
No	No		Financial
No	No	Family	
No	No	Family	Financial
No	No		Financial
No	No		Financial
No	Yes		Financial

PrecipEvent Job	PrecipEvent Legal	PrecipEvent Marital	PrecipEvent MentalH
			Mental Health
			Mental Health
		Marital	
			Mental Health
Job			Mental Health
Job			

Interpreter #	Precipitating Event N	Story
	Caller is addicted to	Caller contacted the
	mom is out of control	Caller is seeking help
	Looking for resources	72 year old caller
	Caller want help with	38 year old African
	Caller seeking help.	Caller was a 34 year
	Caller seeking	Caller was a 54 year
	Caller seeking	Caller was a 54 year
	Caller wants to locate	Caller was a
	Caller is spending his	Caller is a 20 year old
	Wants to stop	Caller is a 52 year old
	Caller had question	Male caller had
	Caller stated that he	Caller was a 17 year
	Caller feels as though	Caller was a
	Caller's recent	Caller is a 30 year old

**Problem Gamblers Helpline
Arkansas Report**

Problem Gamblers Helpline 9/1/2023-9/30/2023 Arkansas Report

Total Calls 532
Total LACG Intakes 14

Call Type	Call Type	Average Type
Hang-ups	95	18%
LACG INTAKE	14	3%
Other	118	22%
Seeking Casino Information	101	19%
Chat	3	1%
Text	4	1%
Seeking Lottery Information	63	12%
Wrong Numbers	134	25%
Total	532	100%

Suicide	Calls	Percent
No	13	93%
Past	1	7%
Present	0	0%
Total	14	100%

Caller's Subject	Calls	Percent
Brother	0	0%
Client	0	0%
Daughter	0	0%
Father	0	0%
Friend	0	0%
Husband/Male sig other	0	0%
Inmate	0	0%
Misc. Family Member	0	0%
Mother	2	14%
Self	12	86%
Sister	0	0%
Son	0	0%
Unwilling/Other	0	0%
Wife/Female sig other	0	0%
Work	0	0%
Total	14	100%

Gambler's Gender	Calls	Percent
Female	6	43%
Male	8	57%
Unwilling/Other	0	0%
Total	14	100%

Ethnicity of Gambler	Calls	Percent
African American	5	36%
Asian American	0	0%
Caucasian	7	50%
Hispanic	0	0%
Other	0	0%
Multiracial	1	7%
Native American	0	0%
Unwilling/Unknown	1	7%
Total	14	100%

**Problem Gamblers Helpline
Arkansas Report**

Precipitating Event	Calls	Percent
Financial Problems	10	71%
Marital Problems	1	7%
Family Problems	4	29%
Job Problems	2	14%
Mental Health Problems	4	29%
Physical Health Problems	0	0%
Legal Problems	0	0%
Other Problems	2	14%

* Percent greater than 100 because many individuals indicated more than one problem area.

The percent associated with each type of gambling indicates what percent of all the callers indicated that form of gambling was a problem for them.

Most Problematic Gambling	Calls	Percent
Casino-Baccarat	0	0%
Casino-Bingo	0	0%
Casino-Blackjack	1	7%
Casino-Cards	0	0%
Casino-Dice	0	0%
Casino-Horserace	0	0%
Casino-Keno	0	0%
Casino-Other	0	0%
Casino-Pari-mut	0	0%
Casino-Poker	0	0%
Casino-Roulette	0	0%
Casino-Sports	0	0%
Casino-Unspec.	1	7%
Casino-Unwilling	0	0%
Casino- V. Keno	0	0%
Casino- V. Poker	0	0%
Casino-Slots	7	50%
Internet-Baccarat	0	0%
Internet-Bingo	0	0%
Internet-Blackjack	0	0%
Internet-Dice	0	0%
Internet-Keno	0	0%
Internet-Lottery	0	0%
Internet-Poker	0	0%
Internet-Roulette	0	0%
Internet-Slots	0	0%
Internet-Sports	1	7%
Internet-Table Games	0	0%
Internet-Unspec.	0	0%
Internet- V. Poker	0	0%
Lottery-Lotto	0	0%
Lottery-Numbers	0	0%
Lottery-Online	0	0%
Lottery-Other	0	0%
Lottery- Pull Tab	0	0%
Lottery- Pun. Card	0	0%
Lottery-Scratch Offs	0	0%
Lottery-Sweeps	0	0%
NFT- Non Fungible Tokens	0	0%
Non-Casino-8-Liner	0	0%
Non-Casino-Bingo	0	0%
Non-Casino-Cards/Dice	1	7%
Non-Casino-Crypto	0	0%
Non-Casino-Dog Race	0	0%
Non-Casino-Horse Race	0	0%
Non-Casino-Internet	0	0%
Non-Casino-Poker Rm	0	0%
Non-Casino-Raffle/50-50 Drawings	0	0%
Non-Casino-Skill Machines	0	0%
Non-Casino-Slots	0	0%
Non-Casino-V. Poker	0	0%

**Problem Gamblers Helpline
Arkansas Report**

Non-Casino-Video Gaming	0	0%
Sports-Baseball	0	0%
Sports-Basketball	0	0%
Sports-Casino	0	0%
Sports-Cock Fight	0	0%
Sports-Fantasy	0	0%
Sports-Football	1	7%
Sports-Hockey	0	0%
Sports-Other	0	0%
Sports-Soccer	0	0%
Sports-Unspec.	0	0%
Stock Market- Bus Risk	0	0%
Stock Market-Day Trade	0	0%
Stock Market-Margin	0	0%
Stock Market-Options	0	0%
Stock Market-Other	0	0%
Stock Market-Stocks	0	0%
Stock Market-Unspec.	0	0%
Unspec./Unwilling/Other	2	14%
VGT-Video Gaming Terminals	0	0%
Total	14	100%

Gambler Employed	Calls	Percent
Employed	6	43%
Other	1	7%
Retired	1	7%
Unsure	0	0%
Unemployed	1	7%
Unwilling	5	36%
Total	14	100%

Age Group of Gamblers	Calls	Percent
13-17	1	7%
18-24	1	7%
25-34	4	29%
35-44	1	7%
45-54	3	21%
55-64	1	7%
65+	1	7%
Unsure	0	0%
Unwilling	2	14%
Total	14	100%

Other Problems Identified	Yes		No	
	Yes	Percentage	No	Percentage
Alcoholism	0	0.0%	10	71.4%
Drug Abuse	0	0.0%	10	71.4%
Depression	4	28.6%	6	42.9%
Eating Disorder	0	0.0%	10	71.4%
Overspending	2	14.3%	8	57.1%
Smoking	3	21.4%	6	42.9%
Sexual Addiction	0	0.0%	9	64.3%

Problems Identified in Family	Yes		No	
	Yes	Percentage	No	Percentage
Abuse	0	0.0%	9	64.3%
Alcoholism	1	7.1%	8	57.1%
Drug Abuse	1	7.1%	8	57.1%
Eating Disorder	0	0.0%	9	64.3%
Gambling	3	21.4%	6	42.9%

**Problem Gamblers Helpline
Arkansas Report**

Misc Questions	Yes		No	
	Yes	Percentage	No	Percentage
Do you have mental health insurance?	5	36%	5	36%
Are you familiar with GA?	5	36%	5	36%
Are you a Veteran?	1	7%	9	64%
Have you ever filed bankruptcy?	1	7%	9	64%
Have you ever had credit problems?	2	14%	8	57%

Gambling Activity	Average	Std. Deviation
How many hours per week do you spend gambling?	14.6	12
How many people depend on you (or the gambler) for the majority of their food/shelter?	0.6	1
How long have you gambled (years)?	13	11.2
How long has gambling caused problems in your life (years)?	2.6	3

Marital Status	Calls	Percent
Cohabiting	0	0%
Divorced	2	14%
Married	1	7%
N/A	0	0%
Separated	1	7%
Single	4	29%
Widowed	1	7%
Unsure	0	0%
Unwilling/Other	5	36%
Total	14	100%

Number of Children	Calls	Percent
No children	9	64%
One Child	2	14%
Two Children	2	14%
Three Children	1	7%
Four Children	0	0%
Five Children	0	0%
Six Children	0	0%
Seven Children or More	0	0%
Unwilling	0	0%
Total	14	100%

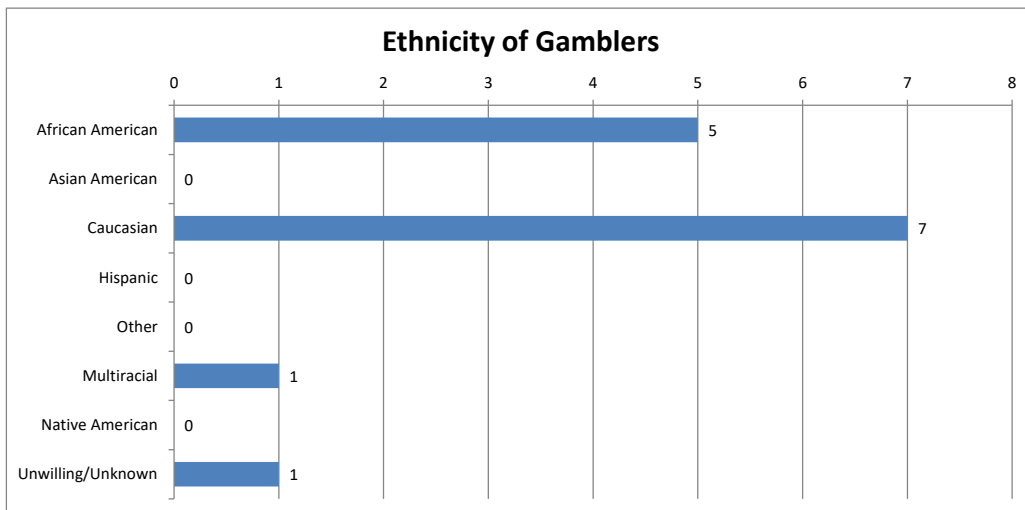
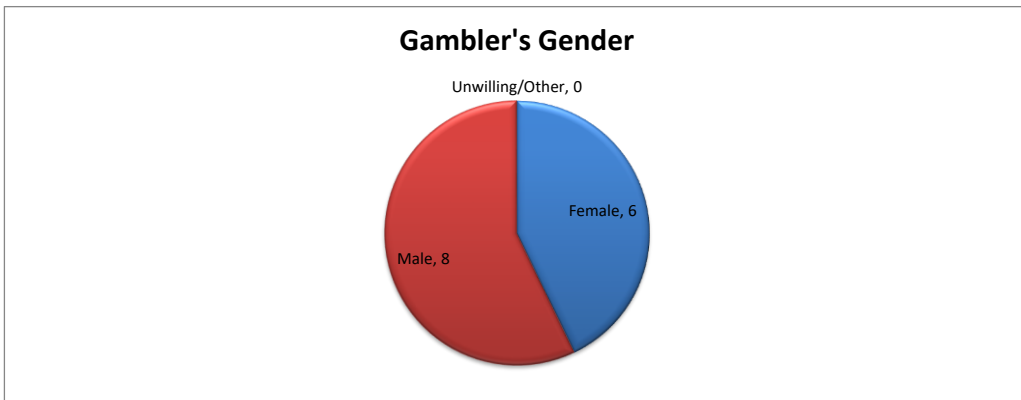
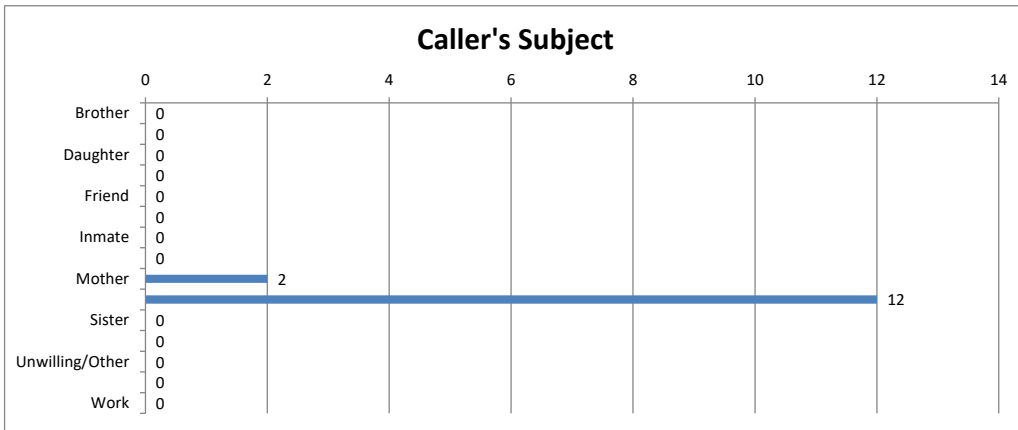
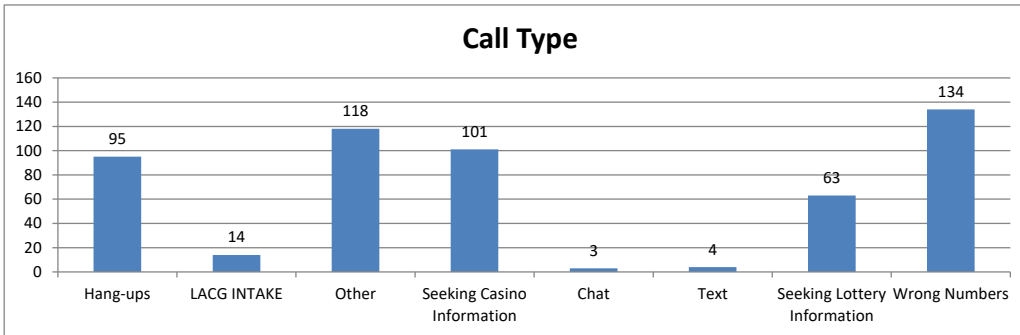
Gamblers Debt	Calls	Percent
No	3	21%
Unknown	0	0%
Unwilling	6	43%
Yes	5	36%
Total	14	100%

**Problem Gamblers Helpline
Arkansas Report**

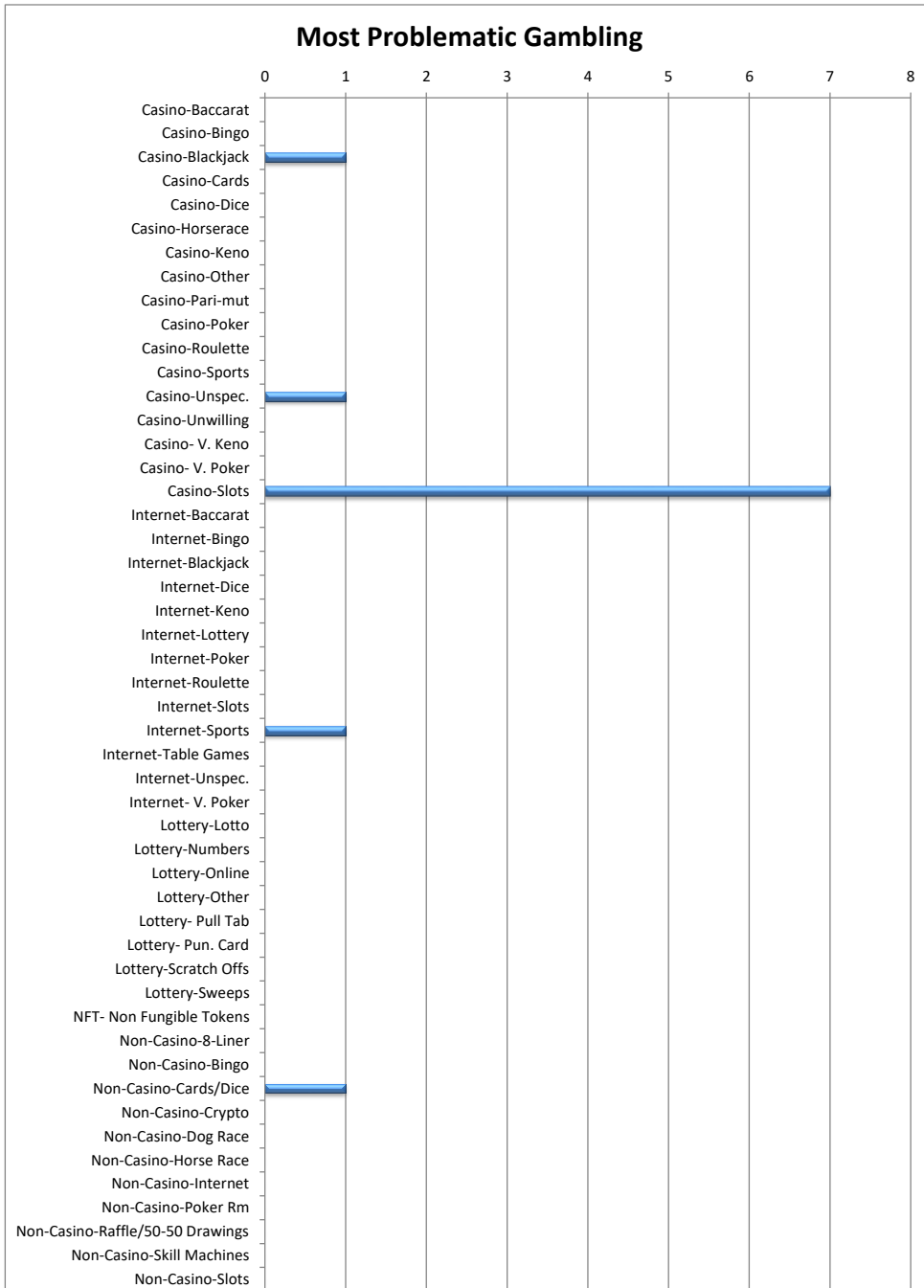
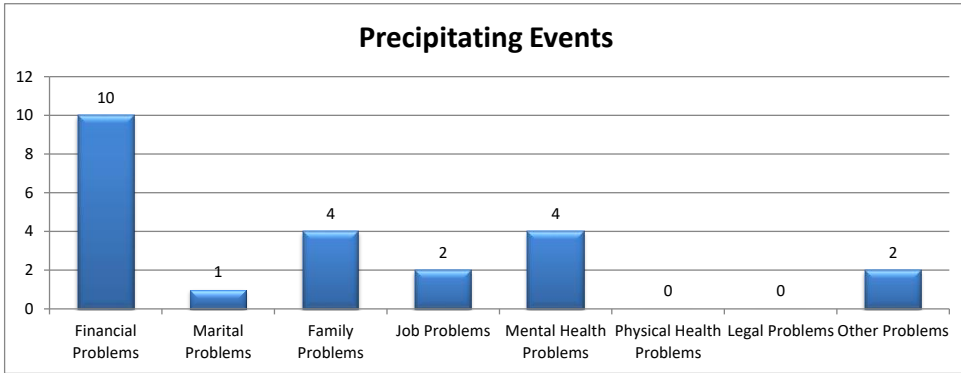
Calls by Gambler Salary	Calls	Percent
\$10,000-\$14,999	0	0%
\$100,000-\$149,999	0	0%
\$15,000-\$24,999	1	7%
\$25,000-\$34,999	1	7%
\$35,000-49,999	0	0%
\$5,000-\$9,999	0	0%
\$50,000-\$74,999	1	7%
\$75,000-\$99,999	1	7%
above \$150,000	1	7%
less than \$5,000	0	0%
No Income	0	0%
Unknown	0	0%
Unsure	0	0%
Unwilling	9	64%
Total	14	100%

How Caller Heard of Problem Gamblers Helpline	Calls	Percent
Billboard	0	0%
Bingo Hall	0	0%
Brochure	1	7%
Casino	1	7%
Casino Card	0	0%
Court	0	0%
Crisis Line	0	0%
Family Member	1	7%
Friend	0	0%
Horserace/Racetrack	0	0%
Internet	7	50%
Lottery	1	7%
Newspaper	0	0%
Phone Operator (411)	0	0%
Phonebook	0	0%
Radio	0	0%
Repeat Caller	0	0%
Store	0	0%
Support Group	0	0%
Therapist	0	0%
Treatment Facility	0	0%
TV Commercial	0	0%
TV Program	0	0%
Unsure	0	0%
Work	0	0%
Unwilling/Other	3	21%
Total	14	100%

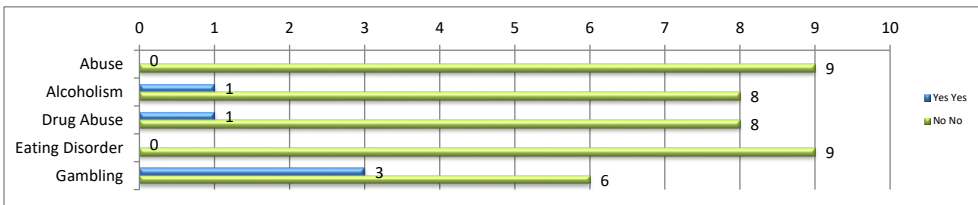
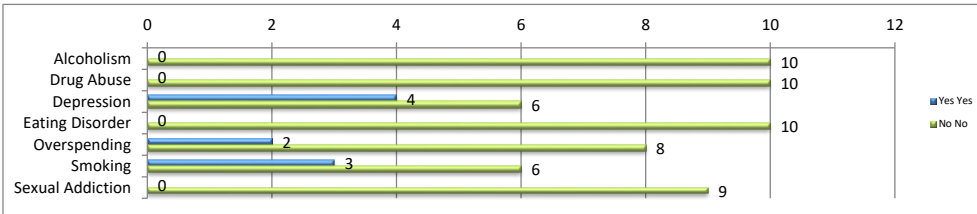
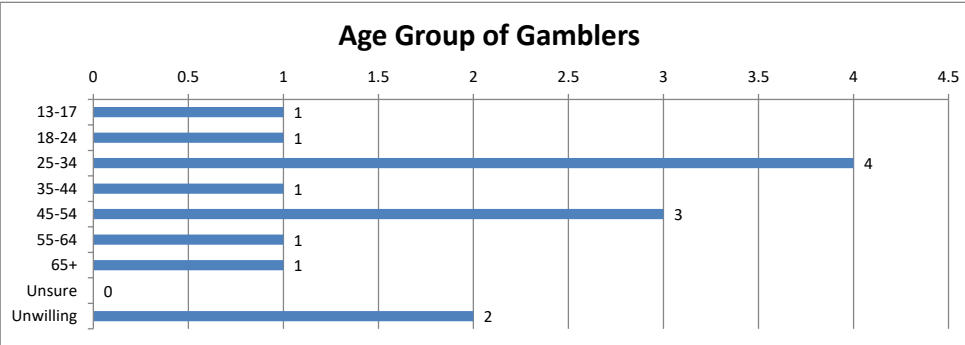
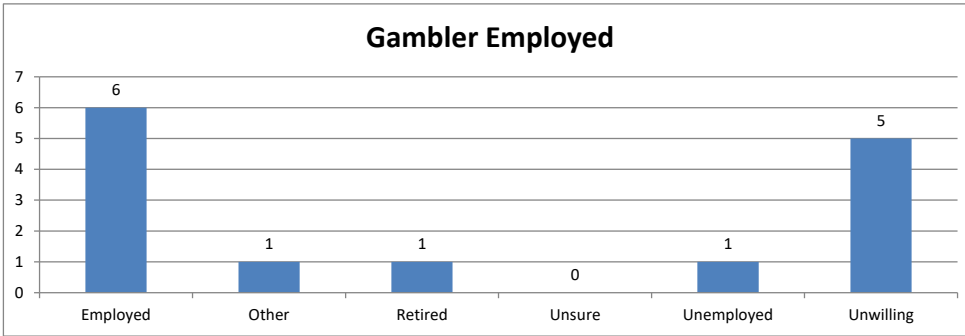
**Problem Gamblers Helpline
Arkansas Report**



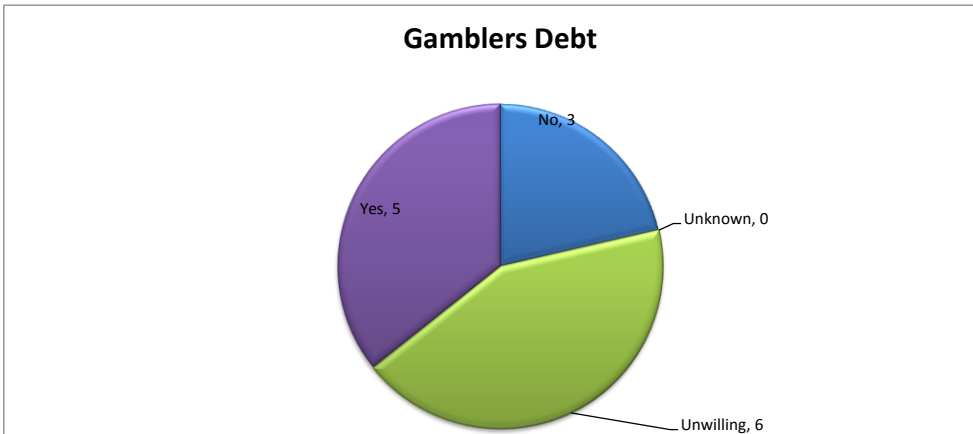
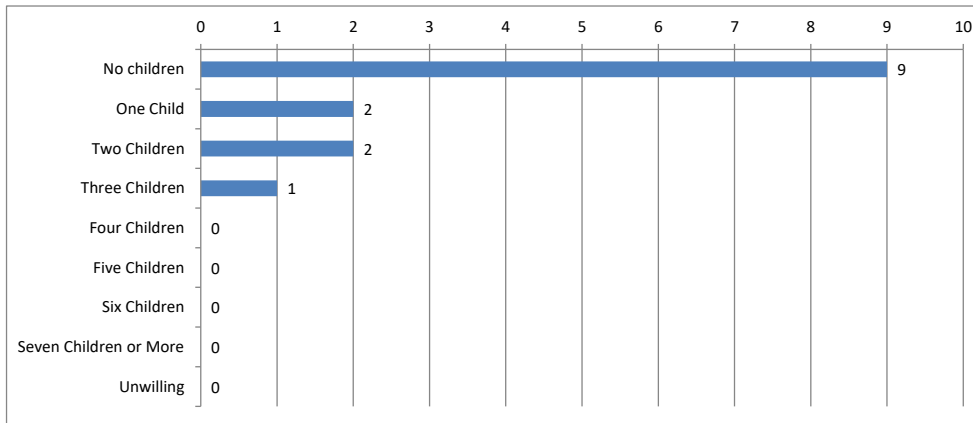
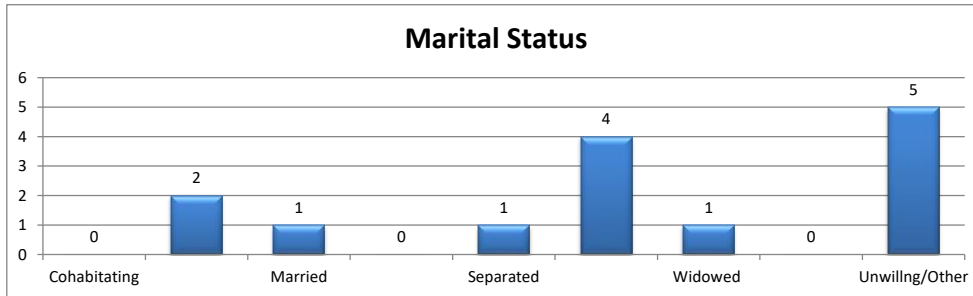
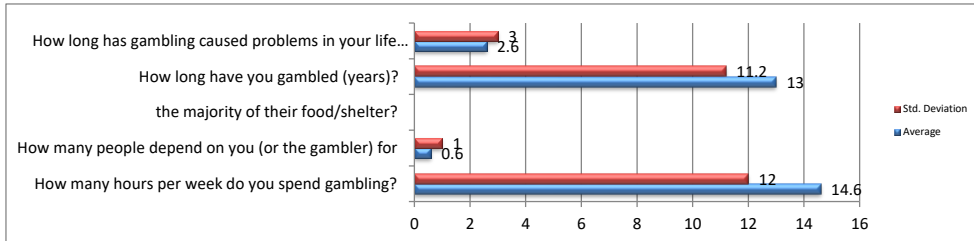
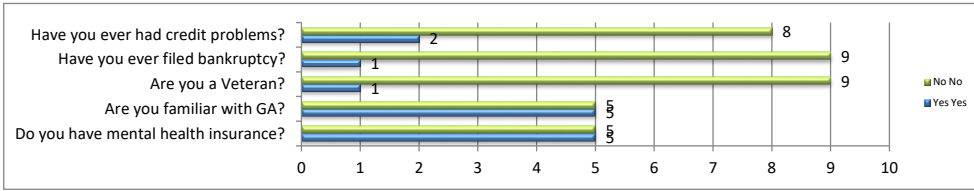
**Problem Gamblers Helpline
Arkansas Report**



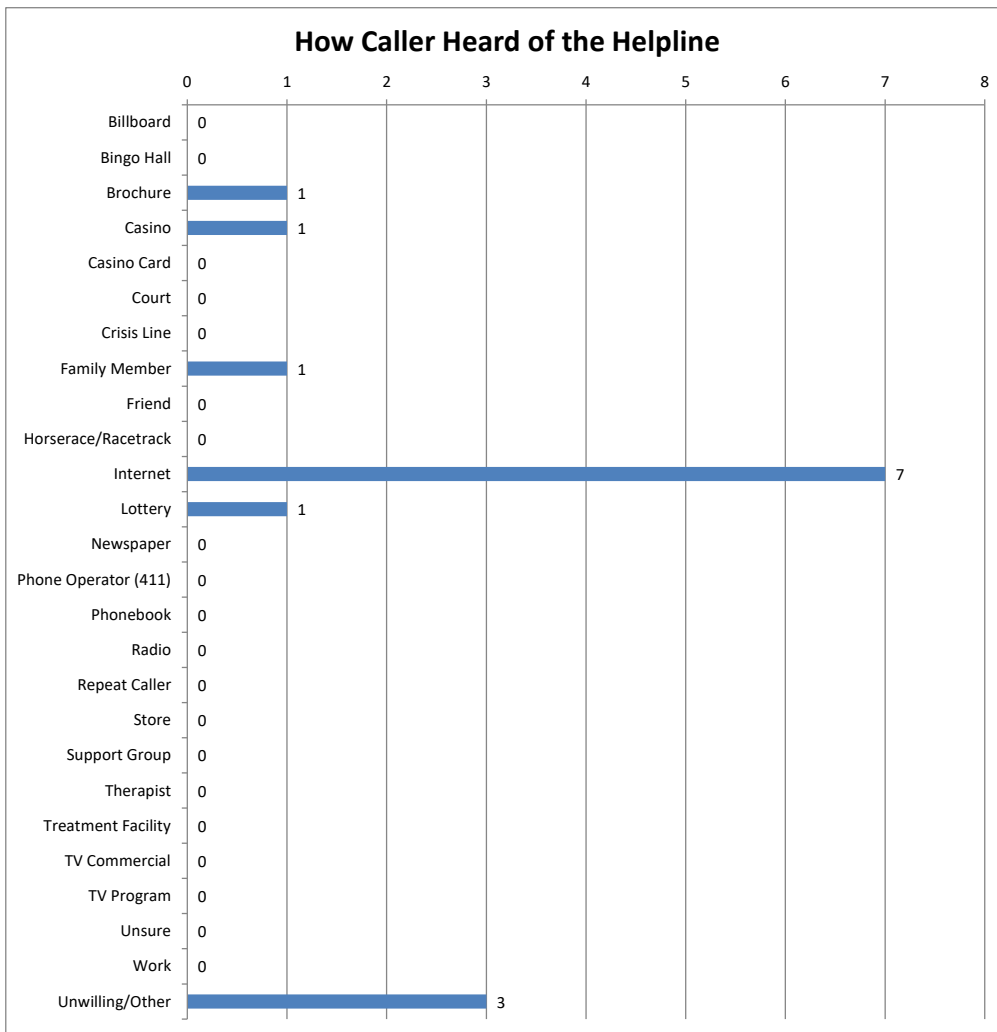
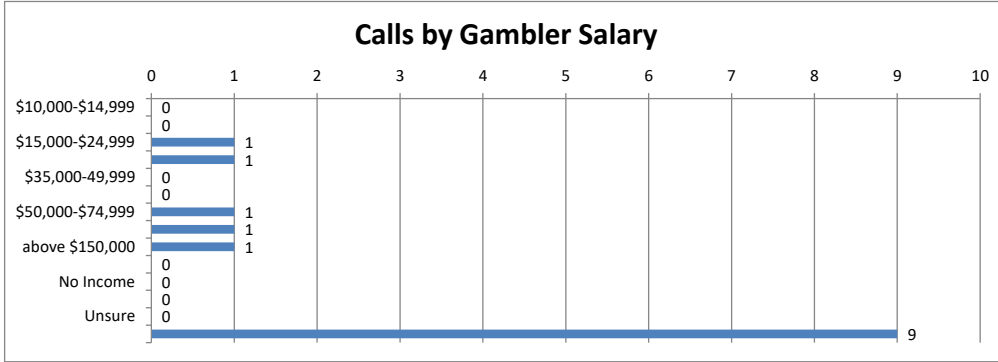
**Problem Gamblers Helpline
Arkansas Report**



Problem Gamblers Helpline Arkansas Report



**Problem Gamblers Helpline
Arkansas Report**



Arkansas CHAT/TEXT Report

	ReportVersion	Date and Time	PhoneWorkerName	CityName
1	NCPG Text Form	9/9/23 14:28	Melea Allison	Pearcy
2	NCPG Text Form	9/10/23 15:28	Melea Allison	Magnolia
3	NCPG Live Chat	9/13/23 8:41	Sharon Hoston	
4	NCPG Live Chat	9/16/23 12:20	Iberia Watley	
5	NCPG Live Chat	9/16/23 23:14	Eleshia Power	
6	NCPG Text Form	9/22/23 7:58	Perry Childress	Little Rock
7	NCPG Text Form	9/24/23 17:55	Grace	

CountyName	StateProvince	CountryName	PostalCode
Garland	AR	United States	71964
Columbia	AR	United States	71753
	AR	United States	
	AR	United States	
	AR	United States	
Pulaski	AR	United States	72223
	AR	United States	

Narrative	How do you feel now	Caller is calling for:	Caller is from:
SMS1999 2:28 PM: I			Hang-up/prank
SMS1417 3:28 PM:			Hang-up/prank
Sharon 7:47 AM:	Im very upset		Hang-up/prank
Charleen 12:20 PM:	Neutral		Hang-up/prank
Bianca 11:17 PM:	Im very upset		Hang-up/prank
SMS0242 7:12 AM:			Seeking
SMS8050 4:55 PM:			Hang-up/prank