Iowa Gambling Treatment Program 1-800 BETS OFF Helpline
Monthly Summary for July 2011

Total Calls: 515 **Avg. Call Length:** 2 minutes

Male: 48%
Female: 52%

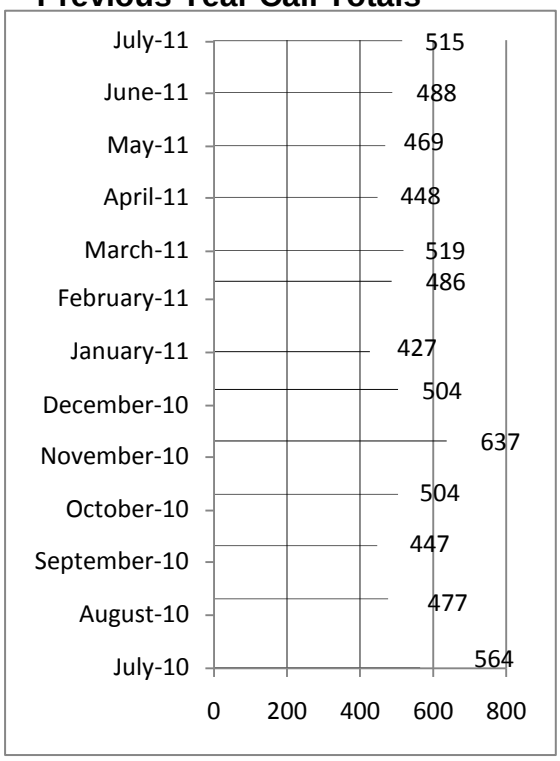
Day of Week:

Monday	14%
Tuesday	11%
Wednesday	15%
Thursday	19%
Friday	13%
Saturday	14%
Sunday	14%

Time of Day:

Midnight - 8 a.m.	10%
8 a.m. - Noon	26%
Noon - 4 p.m.	25%
4 p.m. - 8 p.m.	20%
8 p.m. - Midnight	18%

Previous Year Call Totals



Topics:

Casino banning	19	4%
Casino info/buffet, etc.	108	21%
Gambler's Anonymous info	9	2%
Lottery issue/question	121	23%
Media/Press	1	0%
Need local # for treatment center	4	1%
Other gambling related issue/?	5	1%
Request for BETS OFF info pack	1	0%
Request for gambling ed materials	2	0%
Treatment inquiry for self	66	13%
Treatment inquiry for other	23	4%
Other	161	31%

Outcomes:

Instructed to contact casino	113	22%
Provided gambling assistance/counseling	3	1%
Referred to IDPH/Website	4	1%
Referred to Iowa Lottery	116	23%
Referred to national number/Out of state source	38	7%
Referred to treatment provider	62	12%
Request sent/referral to ISAIC	2	0%
Supplied requested info	15	3%
Unable to assist	0	0%
Other	169	33%

Referrals:

ADDS of Southeast Iowa (11)	11	18%
Pathways (4)	6	10%
Problem Gambling Services (7)	24	39%
Community and Family Resources (2)	0	0%
Family Service (9)	2	3%
River Hills Recovery Center (6)	7	11%
Compass Pointe (1)	2	3%
Substance Abuse Services (5)	9	15%
Prairie Ridge Treatment Center (3)	1	2%

Caller's Relationship to Gambler:

Child	6
Educator/Counselor	2
Friend	6
Husband	1
Other	1
Other relative	5
Parent	5
Self	121
Wife	5
Unknown	9

Where Caller Heard About Helpline:

2-1-1	0
Billboards	3
Casino	126
Family	1
Friends	1
Lottery	122
Newspaper	0

Conference Calls (successful):		
ADDS of Southeast Iowa (11)	6	55%
Pathways (4)	5	83%
Problem Gambling Services (7)	19	79%
Community and Family Resources (2)	0	100%
Family Service (9)	1	50%
River Hills Recovery Center (6)	4	57%
Compass Pointe (1)	2	100%
Substance Abuse Services (5)	9	100%
Prairie Ridge Treatment Center (3)	1	100%

Radio	0
Other	13
Spouse/Partner	0
TV	0