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

Total Calls: 485 **Avg. Call Length:** 1 min **Male:** 54%
Female: 46%

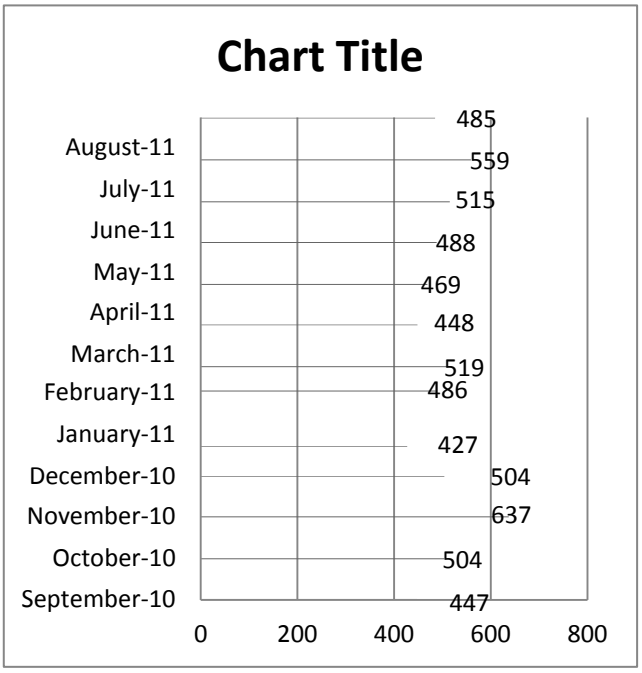
Day of Week:

Monday	13%
Tuesday	11%
Wednesday	13%
Thursday	23%
Friday	18%
Saturday	12%
Sunday	9%

Time of Day:

Midnight - 8 a.m.	8%
8 a.m. - Noon	25%
Noon - 4 p.m.	26%
4 p.m. - 8 p.m.	24%
8 p.m. - Midnight	16%

Previous Year Call Totals



Topics:

Casino banning	21	4%
Casino info/buffet, etc.	80	16%
Gambler's Anonymous info	12	2%
Lottery issue/question	85	18%
Media/Press	0	0%
Need local # for treatment center	3	1%
Other gambling related issue/?	4	1%
Request for BETS OFF info pack	0	0%
Request for gambling ed materials	0	0%
Treatment inquiry for self	75	15%
Treatment inquiry for other	26	5%
Other	180	37%

Outcomes:

Instructed to contact casino	85	18%
Provided gambling assistance/counseling	3	1%
Referred to IDPH/Website	0	0%
Referred to Iowa Lottery	83	17%
Referred to national number/Out of state source	31	6%
Referred to treatment provider	92	19%
Request sent/referral to ISAIC	0	0%
Supplied requested info	16	3%
Unable to assist	2	0%
Other	177	36%

Caller's Relationship to Gambler:

Child	4
Educator/Counselor	0
Friend	6
Husband	2
Other	2
Other relative	9
Parent	1
Self	174
Wife	1
Unknown	29

Referrals:

ADDS of Southeast Iowa (11)	17	18%
Pathways (4)	9	10%
Problem Gambling Services (7)	38	41%
Community and Family Resources (2)	1	1%
Family Service (9)	5	5%
River Hills Recovery Center (6)	3	3%
Compass Pointe (1)	0	0%
Substance Abuse Services (5)	17	18%
Prairie Ridge Treatment Center (3)	2	2%

Conference Calls (successful):

ADDS of Southeast Iowa (11)	15	88%

Where Caller Heard About Helpline:

2-1-1	0
Billboards	3
Casino	114
Family	0
Friends	2
Lottery	87
Newspaper	0
Radio	0
Other	9
Spouse/Partner	0
TV	1

Pathways (4)	7	78%
Problem Gambling Services (7)	36	95%
Community and Family Resources (2)	1	100%
Family Service (9)	5	100%
River Hills Recovery Center (6)	3	100%
Compass Pointe (1)	0	100%
Substance Abuse Services (5)	17	100%
Prairie Ridge Treatment Center (3)	2	100%