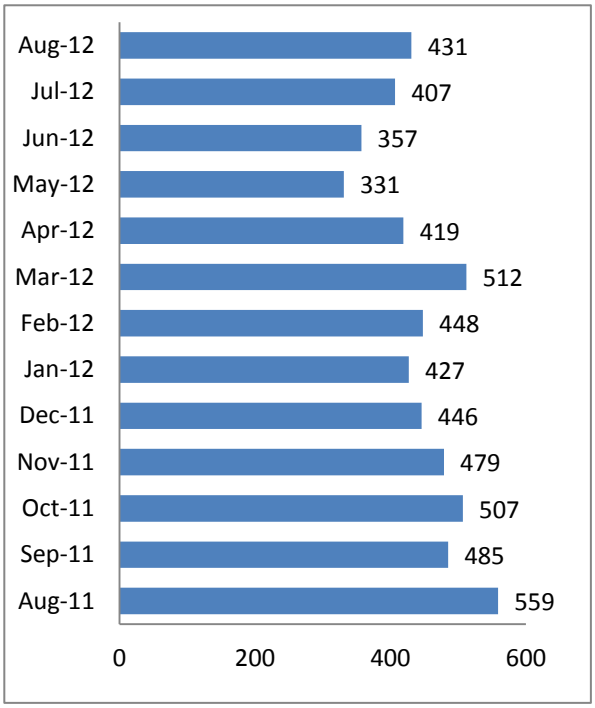
Iowa Gambling Treatment Program 1-800 BETS OFF Helpline
Monthly Summary for August 2012

Total Calls: 431 **Avg. Call Length:** 2 min

Male: 47%
Female: 43%
Unknown 10%

Day of Week:		Time of Day:	
Monday	13%	Midnight - 8 a.m.	8%
Tuesday	13%	8 a.m. - Noon	24%
Wednesday	15%	Noon - 4 p.m.	29%
Thursday	21%	4 p.m. - 8 p.m.	24%
Friday	20%	8 p.m. - Midnight	15%
Saturday	8%		
Sunday	10%		

Previous Year Call Totals



Topics:

Casino banning	23	5%
Casino info/buffet, etc.	134	31%
Gambler's Anonymous info	6	1%
Information about line	9	2%
Lottery issue/question	43	10%
Media/Press	0	0%
Need local # for treatment center	0	0%
Other gambling related issue/?	8	2%
Request for BETS OFF info pack	0	0%
Request for gambling ed materials	3	1%
Treatment inquiry for self	70	16%
Treatment inquiry for other	25	6%
Other	116	27%
TOTAL	***437***	***100%***

Outcomes:

Instructed to contact casino	135	31%
Provided gambling assistance/counseling	7	2%
Referred to IDPH/Website	3	1%
Referred to Iowa Lottery	43	10%
Referred to national #/out of state source	26	6%
Referred to treatment provider	81	18%
Request sent/referral to ISAIC	1	0%
Supplied requested info	28	6%
Unable to assist	1	0%
Other	115	26%
TOTAL	***440***	***100%***

Callers Relationship to Gambler:

Child	7
Educator/Counselor	2
Friend	2
Husband	2
Other	7
Other relative	6
Parent	7
Self	136
Wife	2
Unknown	49
Employer/Coworker	0

Referrals:	Referrals		Successful Conference calls	
ADDS of Southeast Iowa	19	8%	16	84%
Pathways	7	3%	6	86%
Problem Gambling Services	27	26%	20	74%
Community & Family Resources	0	1%	0	100%
Family Services	7	0%	5	71%
River Hills Recovery Center	5	5%	4	80%
Compass Pointe	3	0%	3	0%
Substance Abuse Services	10	12%	10	100%
Prairie Ridge Treatment Center	3	1%	3	100%
TOTAL	***81***	***56%***	***67***	

Where Heard about hotline

2-1-1	0
Billboards	2
Casino	161
Family	1
Friends	1
Lottery	20
Newspaper	0
Radio	0
Other	5
Spouse/Partner	1
TV	0

Calls Identified by State:

Illinois	6	South Dakota	3
Minnesota	3	Wisconsin	7
Missouri	4	Unidentified out of state	6
Nebraska	9	**TOTAL**	**38**