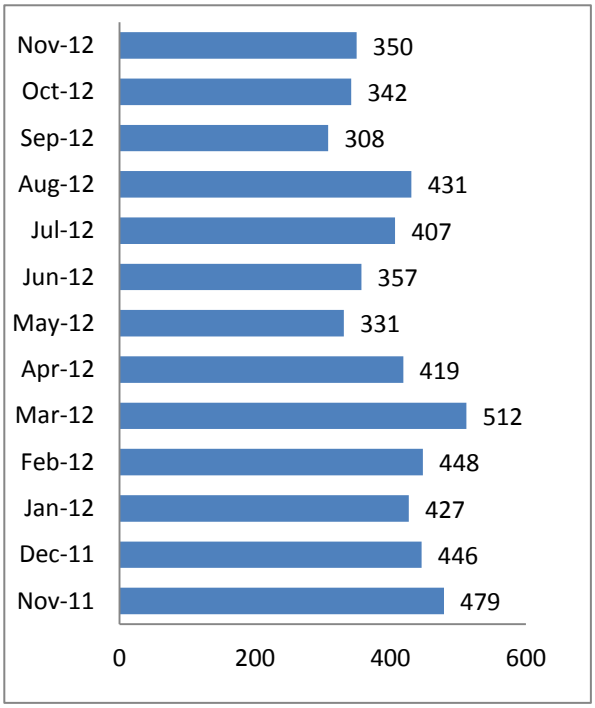
Iowa Gambling Treatment Program 1-800 BETS OFF Helpline
Monthly Summary for November 2012

Total Calls: 350 **Avg. Call Length:** 2 min

Male: 41%
Female: 45%
Unknown 14%

Day of Week:		Time of Day:	
Monday	15%	Midnight - 8 a.m.	17%
Tuesday	14%	8 a.m. - Noon	31%
Wednesday	12%	Noon - 4 p.m.	25%
Thursday	28%	4 p.m. - 8 p.m.	15%
Friday	14%	8 p.m. - Midnight	12%
Saturday	10%		
Sunday	7%		

Previous Year Call Totals



Topics:

Casino banning	13	4%
Casino info/buffet, etc.	56	16%
Gambler's Anonymous info	11	3%
Information about line	2	1%
Lottery issue/question	80	22%
Media/Press	0	0%
Need local # for treatment center	5	1%
Other gambling related issue/?	0	0%
Request for BETS OFF info pack	0	0%
Request for gambling ed materials	2	1%
Treatment inquiry for self	63	18%
Treatment inquiry for other	19	5%
Other	105	29%
TOTAL	***356***	***100%***

Outcomes:

Instructed to contact casino	59	16%
Provided gambling assistance/counseling	7	2%
Referred to IDPH/Website	1	0%
Referred to Iowa Lottery	80	22%
Referred to national #/out of state source	31	9%
Referred to treatment provider	62	17%
Request sent/referral to ISAIC	1	0%
Supplied requested info	9	3%
Unable to assist	2	1%
Other	106	30%
TOTAL	***358***	***100%***

Callers Relationship to Gambler:

Child	1
Educator/Counselor	0
Friend	5
Husband	1
Other	5
Other relative	6
Parent	3
Self	107
Wife	2
Unknown	20
Employer/Coworker	0

Referrals:	Referrals		Successful Conference calls	
ADDS of Southeast Iowa	6	8%	4	67%
Pathways	8	3%	5	63%
Problem Gambling Services	22	26%	21	95%
Community & Family Resources	2	1%	2	100%
Family Services	5	0%	4	80%
Jackson Recovery Center	3	5%	3	100%
Compass Pointe	0	0%	0	0%
Substance Abuse Services	14	12%	11	79%
Prairie Ridge Treatment Center	2	1%	1	50%
TOTAL	***62***	***56%***	***51***	

Where Heard about hotline

2-1-1	0
Billboards	1
Casino	80
Family	0
Friends	3
Lottery	43
Newspaper	0
Radio	0
Other	4
Spouse/Partner	1
TV	0

Calls Identified by State:

Illinois	7	South Dakota	2
Minnesota	4	Wisconsin	4
Missouri	3	Unidentified out of state	4
Nebraska	11	**TOTAL**	**35**