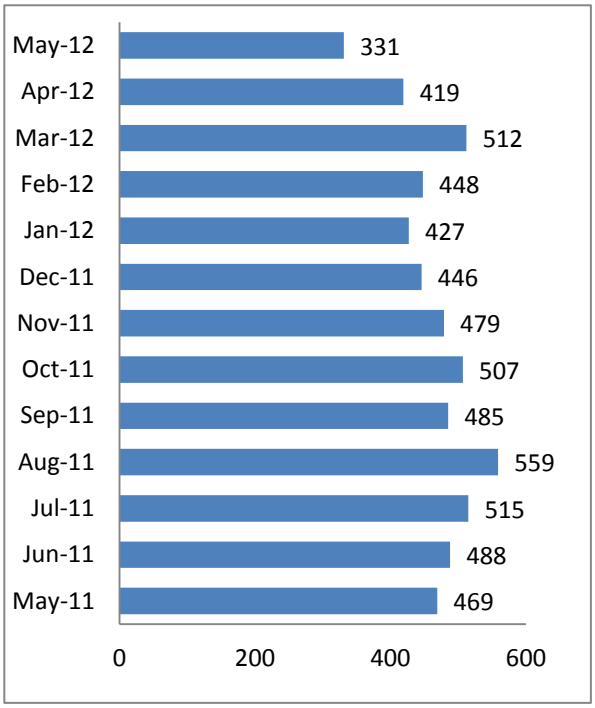
Iowa Gambling Treatment Program 1-800 BETS OFF Helpline
Monthly Summary for May 2012

Total Calls: 331 **Avg. Call Length:** 2 min

Male: 49%
Female: 41%
Unknown 10%

Day of Week:		Time of Day:	
Monday	13%	Midnight - 8 a.m.	8%
Tuesday	15%	8 a.m. - Noon	25%
Wednesday	18%	Noon - 4 p.m.	27%
Thursday	16%	4 p.m. - 8 p.m.	24%
Friday	16%	8 p.m. - Midnight	16%
Saturday	13%		
Sunday	10%		

Previous Year Call Totals



Topics:

Casino banning	15	4%
Casino info/buffet, etc.	75	22%
Gambler's Anonymous info	14	4%
Information about line	2	1%
Lottery issue/question	25	7%
Media/Press	0	0%
Need local # for treatment center	5	1%
Other gambling related issue/?	3	1%
Request for BETS OFF info pack	1	0%
Request for gambling ed materials	2	1%
Treatment inquiry for self	55	16%
Treatment inquiry for other	31	9%
Other	106	32%
TOTAL	***334***	***100%***

Outcomes:

Instructed to contact casino	78	23%
Provided gambling assistance/counseling	5	1%
Referred to IDPH/Website	3	1%
Referred to Iowa Lottery	24	7%
Referred to national #/out of state source	31	9%
Referred to treatment provider	73	22%
Request sent/referral to ISAIC	2	1%
Supplied requested info	18	5%
Unable to assist	0	0%
Other	102	30%
TOTAL	***336***	***100%***

Callers Relationship to Gambler:

Child	6
Educator/Counselor	1
Friend	11
Husband	5
Other	5
Other relative	5
Parent	1
Self	97
Wife	5
Unknown	18
Employer/Coworker	0

Referrals:	Referrals		Successful Conference calls	
ADDS of Southeast Iowa	11	8%	6	55%
Pathways	4	3%	6	150%
Problem Gambling Services	30	26%	20	67%
Community & Family Resources	1	1%	0	100%
Family Services	1	0%	6	600%
River Hills Recovery Center	7	5%	3	43%
Compass Pointe	0	0%	2	0%
Substance Abuse Services	18	12%	8	44%
Prairie Ridge Treatment Center	1	1%	3	300%
TOTAL	***73***	***56%***	***54***	

Where Heard about hotline

2-1-1	0
Billboards	1
Casino	101
Family	1
Friends	1
Lottery	25
Newspaper	1
Radio	0
Other	6
Spouse/Partner	0
TV	0

Calls Identified by State:

Illinois	6	South Dakota	2
Minnesota	4	Wisconsin	7
Missouri	3	Unidentified out of state	2
Nebraska	16	**TOTAL**	**40**