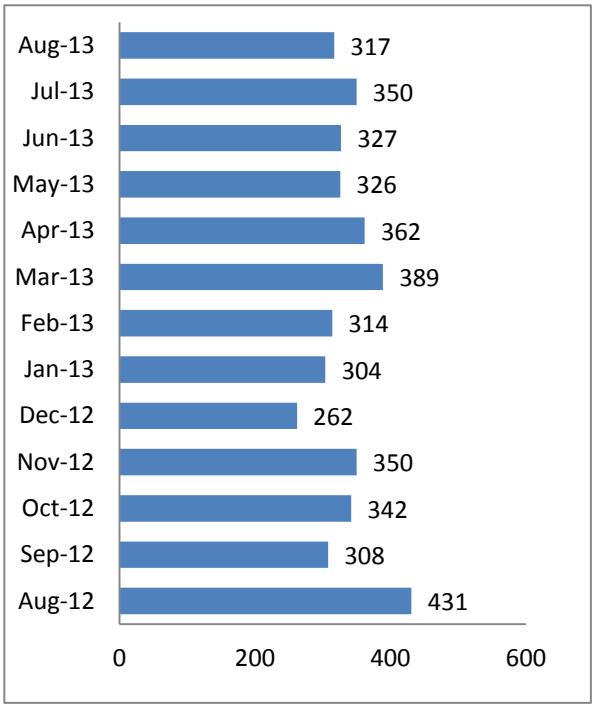
Iowa Gambling Treatment Program 1-800 BETS OFF Helpline
Monthly Summary for August 2013

Total Calls: 317 **Avg. Call Length:** 2

Male: 40%
Female: 50%
Unknown 10%

Day of Week:		Time of Day:	
Monday	13%	Midnight - 8 a.m.	10%
Tuesday	11%	8 a.m. - Noon	22%
Wednesday	16%	Noon - 4 p.m.	27%
Thursday	21%	4 p.m. - 8 p.m.	22%
Friday	14%	8 p.m. - Midnight	19%
Saturday	14%		
Sunday	11%		

Previous Year Call Totals



Topics:

Casino banning	13	4%
Casino info/buffet, etc.	101	32%
Gambler's Anonymous info	7	2%
Information about line	5	2%
Lottery issue/question	34	11%
Media/Press	0	0%
Need local # for treatment center	4	1%
Other gambling related issue/?	3	1%
Request for BETS OFF info pack	0	0%
Request for gambling ed materials	2	1%
Treatment inquiry for self	54	17%
Treatment inquiry for other	14	4%
Other	83	26%
TOTAL	***320***	***100%***

Outcomes:

Instructed to contact casino	96	30%
Provided gambling assistance/counseling	8	2%
Referred to IDPH/Website	0	0%
Referred to Iowa Lottery	34	10%
Referred to national #/out of state source	22	7%
Referred to treatment provider	47	14%
Request sent/referral to ISAIC	2	1%
Supplied requested info	34	10%
Unable to assist	0	0%
Other	82	25%
TOTAL	***325***	***100%***

Callers Relationship to Gambler:

Child	3
Educator/Counselor	1
Friend	2
Husband	1
Other	2
Other relative	3
Parent	2
Self	108
Wife	2
Unknown	12
Employer/Coworker	0

Referrals:	Referrals		Successful Conference calls	
ADDS of Southeast Iowa	11	8%	10	91%
Pathways	3	3%	3	100%
Problem Gambling Services	14	26%	12	86%
Community & Family Resources	2	1%	2	100%
Family Services	7	0%	7	100%
Jackson Recovery Center	4	5%	3	75%
Compass Pointe	0	0%	0	0%
Substance Abuse Services	4	12%	2	50%
Prairie Ridge Treatment Center	2	1%	2	100%
TOTAL	***47***	***56%***	***41***	

Where Heard about hotline

2-1-1	0
Billboards	2
Casino	101
Family	0
Friends	1
Lottery	35
Newspaper	0
Radio	0
Other	2
Spouse/Partner	0
TV	0

Calls Identified by State:

Illinois	7	South Dakota	6
Minnesota	5	Wisconsin	4
Missouri	5	Unidentified out of state	3
Nebraska	12	**TOTAL**	**42**