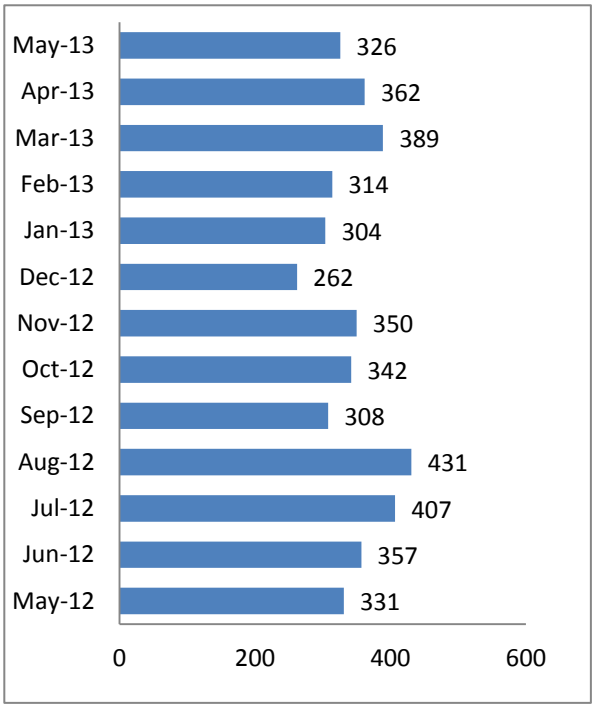
Iowa Gambling Treatment Program 1-800 BETS OFF Helpline
Monthly Summary for May 2013

Total Calls: 326 **Avg. Call Length:** 2 min

Male: 44%
Female: 46%
Unknown 10%

Day of Week:		Time of Day:	
Monday	13%	Midnight - 8 a.m.	6%
Tuesday	10%	8 a.m. - Noon	18%
Wednesday	16%	Noon - 4 p.m.	29%
Thursday	16%	4 p.m. - 8 p.m.	21%
Friday	23%	8 p.m. - Midnight	27%
Saturday	11%		
Sunday	10%		

Previous Year Call Totals



Topics:

Casino banning	14	4%
Casino info/buffet, etc.	82	25%
Gambler's Anonymous info	2	1%
Information about line	5	2%
Lottery issue/question	42	13%
Media/Press	0	0%
Need local # for treatment center	4	1%
Other gambling related issue/?	1	0%
Request for BETS OFF info pack	0	0%
Request for gambling ed materials	1	0%
Treatment inquiry for self	53	16%
Treatment inquiry for other	18	5%
Other	107	33%
TOTAL	***329***	***100%***

Outcomes:

Instructed to contact casino	85	25%
Provided gambling assistance/counseling	8	2%
Referred to IDPH/Website	0	0%
Referred to Iowa Lottery	41	12%
Referred to national #/out of state source	25	7%
Referred to treatment provider	49	15%
Request sent/referral to ISAIC	1	0%
Supplied requested info	44	13%
Unable to assist	0	0%
Other	82	24%
TOTAL	***335***	***100%***

Callers Relationship to Gambler:

Child	3
Educator/Counselor	1
Employer/Coworker	0
Friend	1
Husband	1
Other	2
Other relative	4
Parent	6
Self	109
Unknown	20
Wife	2

Referrals:	Referrals		Successful Conference calls	
ADDS of Southeast Iowa	8	16%	6	75%
Pathways	5	10%	5	100%
Problem Gambling Services	17	35%	15	88%
Community & Family Resources	1	2%	1	100%
Family Services	1	2%	1	100%
Jackson Recovery Center	4	8%	4	100%
Compass Pointe	1	2%	1	100%
Substance Abuse Services	12	24%	8	67%
Prairie Ridge Treatment Center	0	0%	0	0%
TOTAL	***49***	***100%***	***41***	

Where Heard about hotline

2-1-1	0
Billboards	1
Casino	97
Family	1
Friends	2
Lottery	43
Newspaper	0
Radio	1
Other	2
Spouse/Partner	0
TV	0

Calls Identified by State:

Illinois	6	South Dakota	3
Minnesota	2	Wisconsin	9
Missouri	3	Unidentified out of state	3
Nebraska	12	**TOTAL**	**38**