Iowa Gambling Treatment Program 1-800 BETS OFF Helpline Monthly Summary for January 2011

Total Calls:	427	Avg. Call Length: 2 minute		minute	Male: 51% Female: 49%			9%
Day of Week:		Time o			Previous	otals		
Monday	18%	Midnight - 8 a.m.		13%				
Tuesday	13%	8 a.m No		24%	D 10		T 427	
Wednesday	14%	Noon - 4 p.m.		32%	December-10		504	
Thursday	15%	4 p.m 8 p.m.		22%	November-10		+	537
Friday	15%	8 p.m Midnight		9%	October-10		F04	
Saturday	11%						504	
Sunday	14%				September-10		447	
Topics:					August-10		477	
		Casino banning	14	3%	July-10 -		F.C.4	
		info/buffet, etc.	96	22%	June-10		564 506	
Gambler's Anonymous info			8	2%	Julie-10		300	
Lottery issue/question			36	8%	May-10		542	
Media/Press			0	0%	April-10		501	
Need local # for treatment center			4	1%	·			
Other gambling related issue/?			3	1%	March-10		565	
Request for BETS OFF info pack			10	2%	February-10		560	
Request for gambling ed materials			2	0%	lanuamı 10		F.C.0	
		t inquiry for self	70	16%	January-10 +		568	
	Treatment	inquiry for other	36	8%	0	200	400 600	800
Outcomes		Other	152	36%				
Outcomes:	l		400	000/	Cal	laria Dalatia	nahin ta Can	nhlar.
Instructed to contact casino Provided gambling assistance/counseling			100	23%	Cai	ier's Relatio	nship to Gar	nbier:
Provided gan	-	-	2	0%		Ob it d	7	
		eferred to IDPH	0	0%	Educa	Child	7	
Referred to Iowa Lottery			33	8%	Educa	tor/Counselor	0	
Referred to national number/Out of state source			52	12%		Friend	15	
Referred to treatment provider			71	17%		Husband	1	
Request sent/referral to ISAIC			2 23	0%		Other Other	6 6	
Supplied requested info Unable to assist			23 2	5% 0%		Parent	6	
	•	Other	150	35%		Self	99	
Referrals:		Other	130	33 /6		Wife	7	
	DDS of Sout	heast Iowa (11)	10	14%		******	•	
Allen Memorial Hospital (4)			4	6%	Wh	ere Caller H	eard	
Problem Gambling Services (7)			23	32%	About Helpline:			
Community and Family Resources (2)			0	0%		2-1-1	0	
		mily Service (9)	6	8%		Billboards	1	
River Hills Recovery Center (6)			6	8%		Casino	93	
Compass Pointe (1)		pass Pointe (1)	0	0%		Family	0	
Substance Abuse Services (5)			19	27%		Friends	0	
Prairie Ridge Treatment Center (3)			3	4%		Lottery	38	
						Newspaper	1	
Conference Calls (successful):						Radio	0	
ADDS of Southeast Iowa (11)		heast Iowa (11)	9			Other	5	
	Allen Memorial Hospital (4)		2		Sp	ouse/Partner	0	
Problem Gambling Services (7)		•	19			TV	0	
Communi	ity and Family	Resources (2)	0					
		mily Service (9)	3					
Riv		overy Center (6)	6					
		pass Pointe (1)	0					
		ise Services (5)	19					
Prairie	Ridge Treati	ment Center (3)	3					