Iowa Gambling Treatment Program 1-800 BETS OFF Helpline
Monthly Summary for July 2010

Total Calls: 564 **Avg. Call Length:** 2 minutes

Male: 50%
Female: 50%

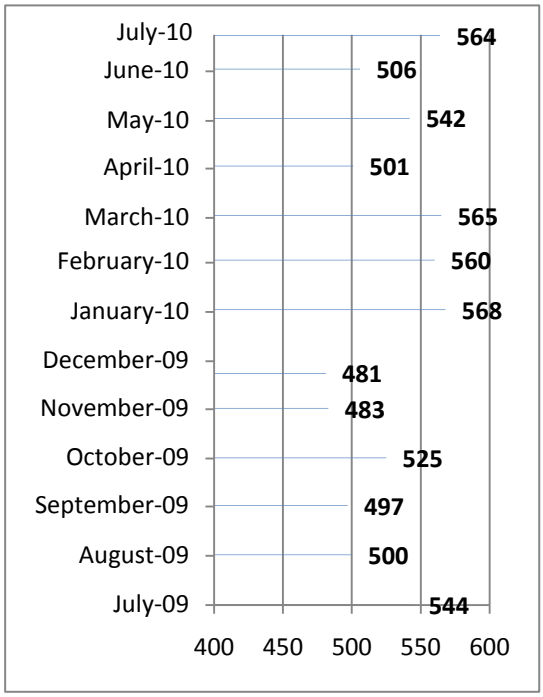
Day of Week:

Monday	14%
Tuesday	13%
Wednesday	15%
Thursday	16%
Friday	16%
Saturday	15%
Sunday	11%

Time of Day:

Midnight - 8 a.m.	10%
8 a.m. - Noon	21%
Noon - 4 p.m.	30%
4 p.m. - 8 p.m.	20%
8 p.m. - Midnight	19%

Previous Year Call Totals



Topics:

Casino banning	21	4%
Casino info/buffet, etc.	123	22%
Gambler's Anonymous info	15	3%
Lottery issue/question	30	5%
Media/Press	0	0%
Need local # for treatment center	7	1%
Other gambling related issue/?	6	1%
Request for BETS OFF info pack	6	1%
Request for gambling ed materials	0	0%
Treatment inquiry for self	125	22%
Treatment inquiry for other	31	5%
Other	204	36%

Outcomes:

Instructed to contact casino	132	23%
Provided gambling assistance/counseling	8	1%
Referred to IDPH	0	0%
Referred to Iowa Lottery	26	5%
Referred to national number	53	9%
Referred to treatment provider	118	21%
Request sent/referral to ISAIC	0	0%
Supplied requested info	11	2%
Unable to assist	8	1%
Other	207	37%

Caller's Relationship to Gambler:

Child	9
Educator/Counselor	2
Friend	7
Husband	6
Other	3
Other relative	4
Parent	3
Self	138
Wife	5

Referrals:

ADDS of Southeast Iowa (11)	10	8%
Allen Memorial Hospital (4)	16	14%
Problem Gambling Services (7)	54	46%
Community and Family Resources (2)	3	3%
Family Service (9)	7	6%
River Hills Recovery Center (6)	4	3%
Compass Pointe (1)	2	2%
Substance Abuse Services (5)	18	15%
Prairie Ridge Treatment Center (3)	4	3%

The number behind the agency name refers to the service area it covers

Where Caller Heard About Helpline:

2-1-1	0
Billboards	5
Casino	9
Family	1
Friends	1
Lottery	6
Newspaper	0
Radio	0
Other	16
Spouse/Partner	0
TV	6