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

Total Calls: 504 **Avg. Call Length:** 2 minutes **Male:** 52% **Female:** 48%

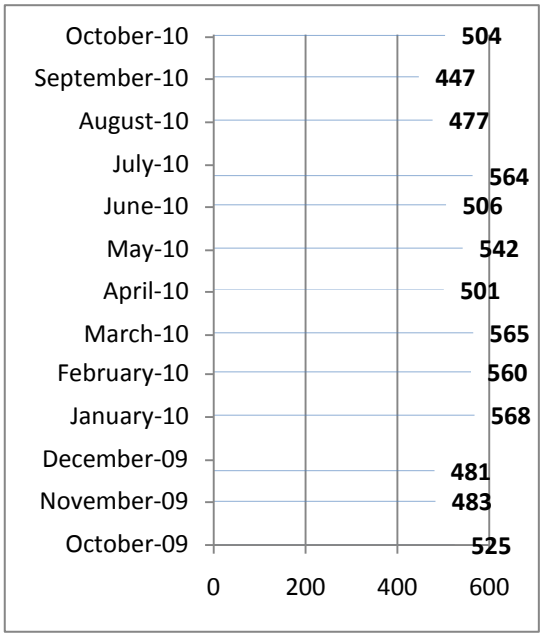
Day of Week:

Monday	15%
Tuesday	12%
Wednesday	13%
Thursday	13%
Friday	19%
Saturday	13%
Sunday	15%

Time of Day:

Midnight - 8 a.m.	10%
8 a.m. - Noon	22%
Noon - 4 p.m.	26%
4 p.m. - 8 p.m.	25%
8 p.m. - Midnight	17%

Previous Year Call Totals



Topics:

Casino banning	19	4%
Casino info/buffet, etc.	108	21%
Gambler's Anonymous info	11	2%
Lottery issue/question	31	6%
Media/Press	0	0%
Need local # for treatment center	6	1%
Other gambling related issue/?	9	2%
Request for BETS OFF info pack	14	3%
Request for gambling ed materials	2	0%
Treatment inquiry for self	92	18%
Treatment inquiry for other	31	6%
Other	178	35%

Outcomes:

Instructed to contact casino	118	23%
Provided gambling assistance/counseling	2	0%
Referred to IDPH	0	0%
Referred to Iowa Lottery	27	5%
Referred to national number	41	8%
Referred to treatment provider	101	20%
Request sent/referral to ISAIC	3	1%
Supplied requested info	13	3%
Unable to assist	3	1%
Other	193	38%

Referrals:

ADDS of Southeast Iowa (11)	16	16%
Allen Memorial Hospital (4)	14	14%
Problem Gambling Services (7)	29	29%
Community and Family Resources (2)	1	1%
Family Service (9)	9	9%
River Hills Recovery Center (6)	9	9%
Compass Pointe (1)	0	0%
Substance Abuse Services (5)	18	18%
Prairie Ridge Treatment Center (3)	5	5%

Conference Calls (successful):

ADDS of Southeast Iowa (11)	12
Allen Memorial Hospital (4)	9
Problem Gambling Services (7)	27
Community and Family Resources (2)	0
Family Service (9)	4
River Hills Recovery Center (6)	3
Compass Pointe (1)	0
Substance Abuse Services (5)	11
Prairie Ridge Treatment Center (3)	3

Caller's Relationship to Gambler:

Child	5
Educator/Counselor	0
Friend	5
Husband	3
Other	5
Other relative	6
Parent	2
Self	130
Wife	6

Where Caller Heard About Helpline:

2-1-1	1
Billboards	3
Casino	7
Family	1
Friends	1
Lottery	7
Newspaper	1
Radio	2
Other	6
Spouse/Partner	0
TV	4