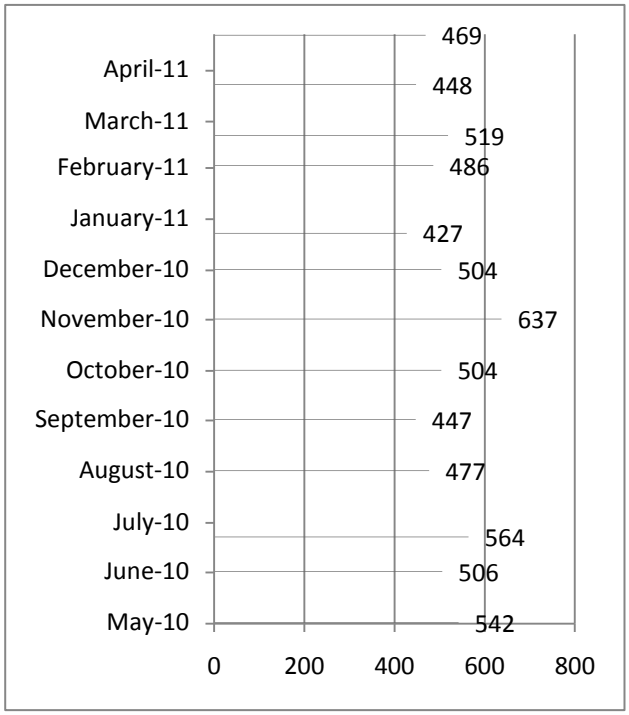
Iowa Gambling Treatment Program 1-800 BETS OFF Helpline
Monthly Summary for May 2011

Total Calls: 469 **Avg. Call Length:** 2 minutes **Male:** 53% **Female:** 47%

Day of Week:	
Monday	19%
Tuesday	16%
Wednesday	13%
Thursday	14%
Friday	19%
Saturday	10%
Sunday	8%

Time of Day:	
Midnight - 8 a.m.	13%
8 a.m. - Noon	27%
Noon - 4 p.m.	27%
4 p.m. - 8 p.m.	17%
8 p.m. - Midnight	19%

Previous Year Call Totals



Topics:

Casino banning	21	4%
Casino info/buffet, etc.	119	25%
Gambler's Anonymous info	9	2%
Lottery issue/question	35	7%
Media/Press	0	0%
Need local # for treatment center	0	0%
Other gambling related issue/?	6	1%
Request for BETS OFF info pack	3	1%
Request for gambling ed materials	0	0%
Treatment inquiry for self	77	16%
Treatment inquiry for other	29	6%
Other	174	37%

Outcomes:

Instructed to contact casino	125	27%
Provided gambling assistance/counseling	5	1%
Referred to IDPH/Website	1	0%
Referred to Iowa Lottery	34	7%
Referred to national number/Out of state source	47	10%
Referred to treatment provider	77	16%
Request sent/referral to ISAIC	1	0%
Supplied requested info	26	6%
Unable to assist	2	0%
Other	156	33%

Referrals:

ADDS of Southeast Iowa (11)	10	13%
Allen Memorial Hospital (4)	9	12%
Problem Gambling Services (7)	34	44%
Community and Family Resources (2)	2	3%
Family Service (9)	1	1%
River Hills Recovery Center (6)	2	3%
Compass Pointe (1)	2	3%
Substance Abuse Services (5)	14	18%
Prairie Ridge Treatment Center (3)	3	4%

Conference Calls (successful):

ADDS of Southeast Iowa (11)	9	90%
Allen Memorial Hospital (4)	7	78%
Problem Gambling Services (7)	29	85%
Community and Family Resources (2)	2	100%
Family Service (9)	1	100%
River Hills Recovery Center (6)	2	100%
Compass Pointe (1)	2	100%
Substance Abuse Services (5)	11	79%
Prairie Ridge Treatment Center (3)	2	67%

Caller's Relationship to Gambler:

Child	7
Educator/Counselor	2
Employee/Co-worker	0
Friend	12
Husband	3
Other	3
Other relative	5
Parent	2
Self	108
Unknown	3
Wife	4

Where Caller Heard About Helpline:

2-1-1	0
Billboards	1
Casino	134
Family	0
Friends	1
Lottery	36
Newspaper	0
Radio	1
Other	6
Spouse/Partner	0
TV	1