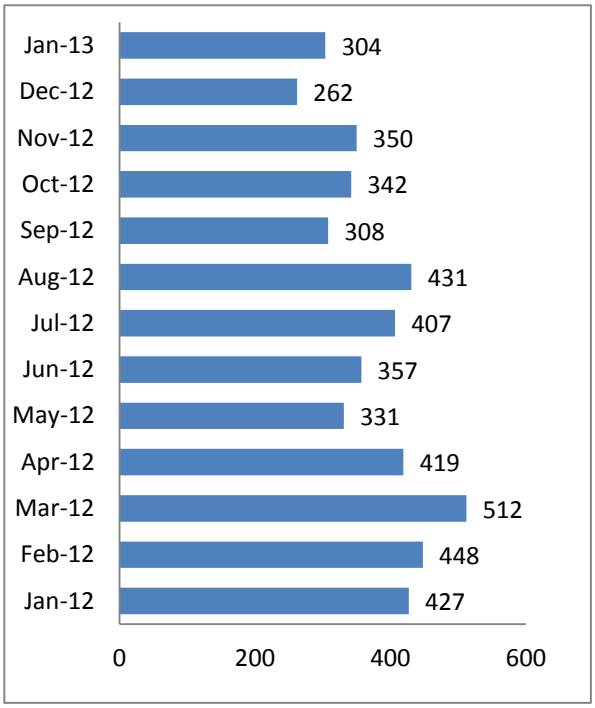
Iowa Gambling Treatment Program 1-800 BETS OFF Helpline
Monthly Summary for January 2013

Total Calls: 304 **Avg. Call Length:** 2 min

Male: 49%
Female: 45%
Unknown 6%

Day of Week:		Time of Day:	
Monday	13%	Midnight - 8 a.m.	13%
Tuesday	16%	8 a.m. - Noon	31%
Wednesday	19%	Noon - 4 p.m.	37%
Thursday	19%	4 p.m. - 8 p.m.	23%
Friday	14%	8 p.m. - Midnight	13%
Saturday	10%		
Sunday	9%		

Previous Year Call Totals



Topics:

Casino banning	16	5%
Casino info/buffet, etc.	81	26%
Gambler's Anonymous info	8	3%
Information about line	9	3%
Lottery issue/question	36	12%
Media/Press	0	0%
Need local # for treatment center	4	1%
Other gambling related issue/?	2	1%
Request for BETS OFF info pack	0	0%
Request for gambling ed materials	5	2%
Treatment inquiry for self	67	22%
Treatment inquiry for other	17	6%
Other	63	20%
TOTAL	***308***	***100%***

Outcomes:

Instructed to contact casino	81	25%
Provided gambling assistance/counseling	10	3%
Referred to IDPH/Website	7	2%
Referred to Iowa Lottery	36	11%
Referred to national #/out of state source	28	9%
Referred to treatment provider	69	22%
Request sent/referral to ISAIC	4	1%
Supplied requested info	26	8%
Unable to assist	1	0%
Other	56	18%
TOTAL	***318***	***100%***

Callers Relationship to Gambler:

Child	2
Educator/Counselor	3
Employer/Coworker	1
Friend	7
Husband	2
Other	1
Other relative	7
Parent	3
Self	127
Unknown	18
Wife	3

Referrals:	Referrals		Successful Conference calls	
ADDS of Southeast Iowa	20	8%	14	70%
Pathways	10	3%	9	90%
Problem Gambling Services	18	26%	15	83%
Community & Family Resources	1	1%	1	100%
Family Services	4	0%	2	50%
Jackson Recovery Center	4	5%	4	100%
Compass Pointe	2	0%	1	0%
Substance Abuse Services	4	12%	4	100%
Prairie Ridge Treatment Center	6	1%	5	83%
TOTAL	***69***	***56%***	***55***	

Where Heard about hotline

2-1-1	0
Billboards	1
Casino	121
Family	0
Friends	0
Lottery	38
Newspaper	0
Radio	0
Other	2
Spouse/Partner	0
TV	3

Calls Identified by State:

Illinois	11	South Dakota	3
Minnesota	2	Wisconsin	1
Missouri	6	Unidentified out of state	2
Nebraska	12	**TOTAL**	**37**