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

Total Calls: 519 **Avg. Call Length:** 2 minutes **Male:** 48% **Female:** 52%

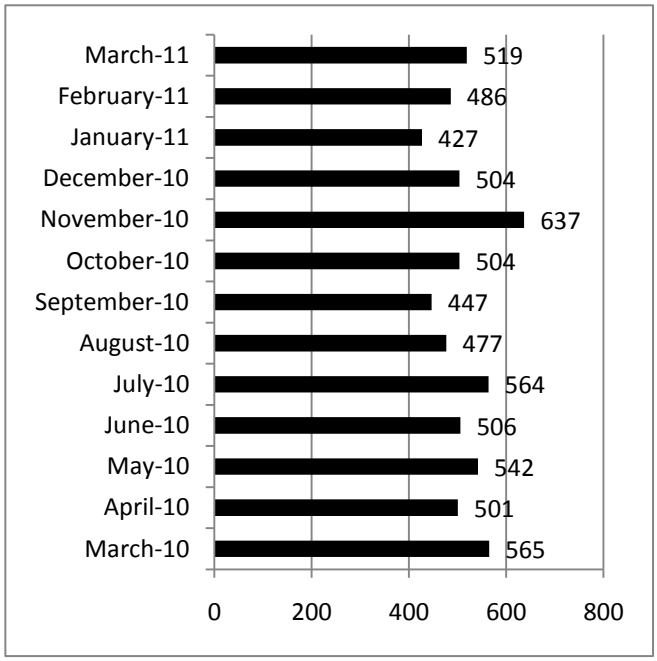
Day of Week:

Monday	14%
Tuesday	15%
Wednesday	19%
Thursday	18%
Friday	13%
Saturday	10%
Sunday	12%

Time of Day:

Midnight - 8 a.m.	9%
8 a.m. - Noon	22%
Noon - 4 p.m.	28%
4 p.m. - 8 p.m.	29%
8 p.m. - Midnight	12%

Previous Year Call Totals



Topics:

Casino banning	16	3%
Casino info/buffet, etc.	125	24%
Gambler's Anonymous info	11	2%
Lottery issue/question	54	10%
Media/Press	0	0%
Need local # for treatment center	1	0%
Other gambling related issue/?	6	1%
Request for BETS OFF info pack	4	1%
Request for gambling ed materials	0	0%
Treatment inquiry for self	99	19%
Treatment inquiry for other	46	9%
Other	157	30%

Outcomes:

Instructed to contact casino	128	25%
Provided gambling assistance/counseling	4	1%
Referred to IDPH	1	0%
Referred to Iowa Lottery	52	10%
Referred to national number/Out of state source	54	10%
Referred to treatment provider	113	22%
Request sent/referral to ISAIC	0	0%
Supplied requested info	6	1%
Unable to assist	0	0%
Other	167	32%

Referrals:

ADDS of Southeast Iowa (11)	13	12%
Allen Memorial Hospital (4)	8	7%
Problem Gambling Services (7)	44	39%
Community and Family Resources (2)	1	1%
Family Service (9)	11	10%
River Hills Recovery Center (6)	11	10%
Compass Pointe (1)	4	4%
Substance Abuse Services (5)	12	11%
Prairie Ridge Treatment Center (3)	9	8%

Conference Calls (successful):

ADDS of Southeast Iowa (11)	11	85%
Allen Memorial Hospital (4)	5	63%
Problem Gambling Services (7)	38	86%
Community and Family Resources (2)	0	0%
Family Service (9)	8	73%
River Hills Recovery Center (6)	8	73%
Compass Pointe (1)	3	75%
Substance Abuse Services (5)	10	83%
Prairie Ridge Treatment Center (3)	4	44%

Caller's Relationship to Gambler:

Child	9
Educator/Counselor	1
Employee/Co-worker	1
Friend	13
Husband	6
Other	6
Other relative	8
Parent	4
Self	143
Unknown	10
Wife	4

Where Caller Heard About Helpline:

2-1-1	0
Billboards	1
Casino	130
Family	2
Friends	0
Lottery	53
Newspaper	0
Radio	0
Other	0
Spouse/Partner	0
TV	8