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

Total Calls: 637 **Avg. Call Length:** 1 minute **Male:** 49% **Female:** 51%

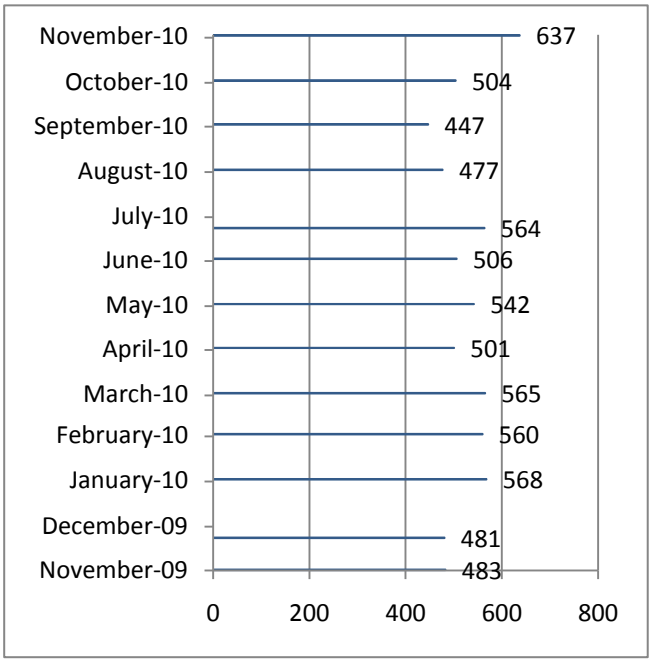
Day of Week:

Monday	16%
Tuesday	17%
Wednesday	15%
Thursday	15%
Friday	15%
Saturday	11%
Sunday	10%

Time of Day:

Midnight - 8 a.m.	11%
8 a.m. - Noon	22%
Noon - 4 p.m.	33%
4 p.m. - 8 p.m.	22%
8 p.m. - Midnight	13%

Previous Year Call Totals



Topics:

Casino banning	23	4%
Casino info/buffet, etc.	129	20%
Gambler's Anonymous info	11	2%
Lottery issue/question	23	4%
Media/Press	0	0%
Need local # for treatment center	3	0%
Other gambling related issue/?	12	2%
Request for BETS OFF info pack	2	0%
Request for gambling ed materials	2	0%
Treatment inquiry for self	102	16%
Treatment inquiry for other	41	6%
Other	291	46%

Outcomes:

Instructed to contact casino	132	21%
Provided gambling assistance/counseling	6	1%
Referred to IDPH	1	0%
Referred to Iowa Lottery	21	3%
Referred to national number/Out of state source	46	7%
Referred to treatment provider	109	17%
Request sent/referral to ISAIC	0	0%
Supplied requested info	24	4%
Unable to assist	3	0%
Other	299	47%

Referrals:

ADDS of Southeast Iowa (11)	14	13%
Allen Memorial Hospital (4)	4	4%
Problem Gambling Services (7)	45	41%
Community and Family Resources (2)	3	3%
Family Service (9)	6	6%
River Hills Recovery Center (6)	9	8%
Compass Pointe (1)	2	2%
Substance Abuse Services (5)	21	19%
Prairie Ridge Treatment Center (3)	5	5%

Conference Calls (successful):

ADDS of Southeast Iowa (11)	10
Allen Memorial Hospital (4)	3
Problem Gambling Services (7)	39
Community and Family Resources (2)	1
Family Service (9)	5
River Hills Recovery Center (6)	6
Compass Pointe (1)	2
Substance Abuse Services (5)	18
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