## Iowa Gambling Treatment Program 1-800 BETS OFF Helpline Annual Summary for FY 2012

Total Calls:	5485	Avg. Cal	I Length:	2 min		Male:	43%	
						Female:	42%	
Day of West		<b></b>	( D			Unknown	14%	F.4.1.
Day of Week: Monday	16%		e of Day:	10%		Previous	Years Call 1	otais
Tuesday	13%	_	nt - 8 a.m. m Noon	24%		ı		
Wednesday	14%		n - 4 p.m.	28%	FY	′12	548	35
Thursday	18%		n 8 p.m.	21%			_	
Friday	15%	•	- Midnight	17%	FY	′11	5	969
Saturday	13%			,.	FY	′10		6272
Sunday	11%				''			0272
Topics:					FY	′09		6686
•		banning	235	4%	FY	′08		8620
	Casino info/b	•	1069 104	19%				
	Gambler's Anonymous info			2%	FY	′07		7341
	Information		24	0%		vo.s		
	Lottery issue	•	835	15%	FY	′06		6363
Nood loool	ivie for treatme#	dia/Press	4 47	0% 1%	FV	05	545	:2
	# ior treating mbling relate		47 57	1%	''		343	,5
	BETS OFF		3	0%	FY	′04	4816	
Request for			11	0%				
	atment inqui							
	tment inquiry	•	356	6%		0	5000	10000
	. ,	Other	1894	34%		0	5000	10000
		TOTAL	<i>5537</i>	100%				
Outcomes:						Callers Rel	ationship to	Gambler:
Instructed to contact casino			1119	20%			Child	49
Provided gambling assistance/counseling			55	1%		Educator/		17
Referred to IDPH/Website			21	0%			Friend	100
Referred to Iowa Lottery			807	15%			Husband	43
Referred to national #/out of state source			514	9%		Oth	Other	38
Referred to treatment provider			933 12	17% 0%		Oth	er relative	91 52
Request sent/referral to ISAIC			238	0% 4%			Parent Self	1809
Supplied requested info Unable to assist			230 15	4% 0%			Wife	39
	Oriable	Other	1845	33%			Unknown	231
		TOTAL	<i>5559</i>	100%		Employer/		1
				Suc	cessful			
Referrals:	ı	Referrals			ence calls	Whe	Where Heard about hotline	
ADDS of Sout	heast Iowa	148	16%	116	78%		2-1-1	3
	Pathways	93	10%	74	80%		Billboards	24
Problem Gamblin	g Services	331	35%	279	84%		Casino	1455
Community & Family	Resources	12	1%	8	67%		Family	7
	ly Services	68	7%	60	88%		Friends	7
River Hills Recov	•	60	6%	36	60%		Lottery	842
	ass Pointe	30	3%	25	83%	N	ewspaper	22
Substance Abus		156	17%	135	87%		Radio	4
Prairie Ridge Treatm		35	4%	32	91%	_	Other	89
	TOTAL	933	100%	765	82%	Spous	se/Partner	1

 $\mathsf{TV}$ 

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## Calls Identified by State:

Illinois	111	South Dakota	23
Minnesota	61	Wisconsin	67
Missouri	59	Unidentified out of state	90
Nebraska	222	TOTAL	633