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

Total Calls: 559 **Avg. Call Length:** 2 min

Male: 51%
Female: 49%

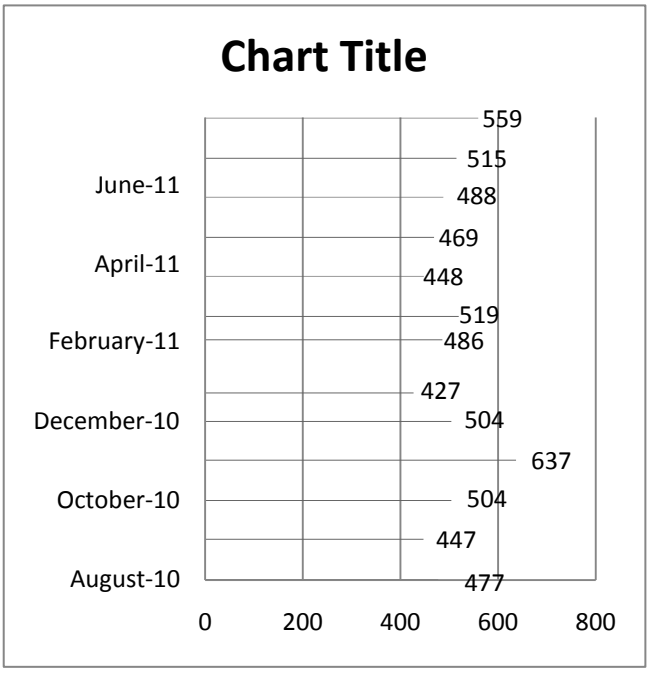
Day of Week:

Monday	20%
Tuesday	13%
Wednesday	17%
Thursday	17%
Friday	10%
Saturday	10%
Sunday	12%

Time of Day:

Midnight - 8 a.m.	13%
8 a.m. - Noon	23%
Noon - 4 p.m.	27%
4 p.m. - 8 p.m.	21%
8 p.m. - Midnight	16%

Previous Year Call Totals



Topics:

Casino banning	27	5%
Casino info/buffet, etc.	101	18%
Gambler's Anonymous info	7	1%
Lottery issue/question	113	20%
Media/Press	0	0%
Need local # for treatment center	4	1%
Other gambling related issue/?	3	1%
Request for BETS OFF info pack	1	0%
Request for gambling ed materials	2	0%
Treatment inquiry for self	70	13%
Treatment inquiry for other	30	5%
Other	206	37%

Outcomes:

Instructed to contact casino	103	18%
Provided gambling assistance/counseling	5	1%
Referred to IDPH/Website	2	0%
Referred to Iowa Lottery	113	20%
Referred to national number/Out of state source	50	9%
Referred to treatment provider	70	13%
Request sent/referral to ISAIC	2	0%
Supplied requested info	12	2%
Unable to assist	2	0%
Other	205	37%

Caller's Relationship to Gambler:

Child	4
Educator/Counselor	1
Friend	12
Husband	6
Other	4
Other relative	6
Parent	3
Self	161
Wife	2
Unknown	29

Referrals:

ADDS of Southeast Iowa (11)	14	20%
Pathways (4)	8	11%
Problem Gambling Services (7)	18	26%
Community and Family Resources (2)	0	0%
Family Service (9)	4	6%
River Hills Recovery Center (6)	5	7%
Compass Pointe (1)	3	4%
Substance Abuse Services (5)	16	23%
Prairie Ridge Treatment Center (3)	2	3%

Conference Calls (successful):

ADDS of Southeast Iowa (11)	12	86%

Where Caller Heard About Helpline:

2-1-1	0
Billboards	3
Casino	134
Family	0
Friends	2
Lottery	114
Newspaper	0
Radio	0
Other	9
Spouse/Partner	1
TV	3

Pathways (4)	5	63%
Problem Gambling Services (7)	15	83%
Community and Family Resources (2)	0	100%
Family Service (9)	4	100%
River Hills Recovery Center (6)	1	20%
Compass Pointe (1)	2	67%
Substance Abuse Services (5)	16	100%
Prairie Ridge Treatment Center (3)	2	100%