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

Total Calls: 446 **Avg. Call Length:** 2 min **Male:** 52%
Female: 48%

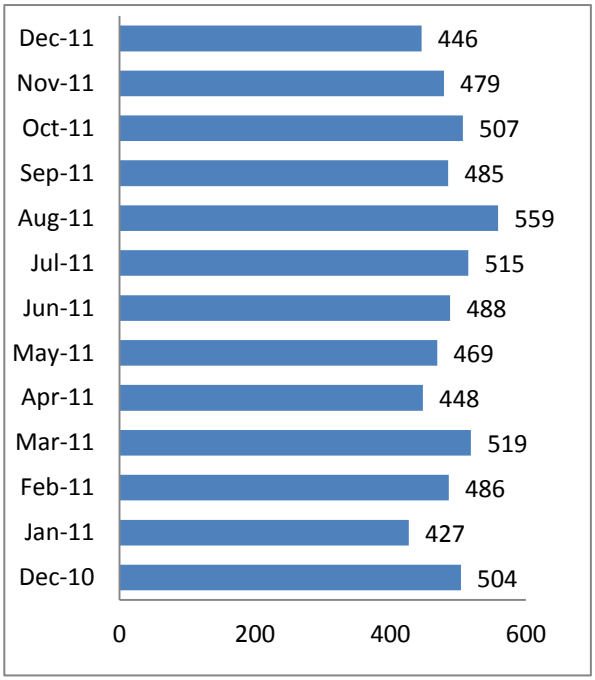
Day of Week:

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

Time of Day:

Midnight - 8 a.m.	10%
8 a.m. - Noon	21%
Noon - 4 p.m.	28%
4 p.m. - 8 p.m.	21%
8 p.m. - Midnight	20%

Previous Year Call Totals



Topics:

Casino banning	15	3%
Casino info/buffet, etc.	80	18%
Gambler's Anonymous info	6	1%
Lottery issue/question	37	8%
Media/Press	0	0%
Need local # for treatment center	1	0%
Other gambling related issue/?	5	1%
Request for BETS OFF info pack	0	0%
Request for gambling ed materials	0	0%
Treatment inquiry for self	97	22%
Treatment inquiry for other	28	6%
Other	179	40%
TOTAL	***448***	***100%***

Outcomes:

Instructed to contact casino	80	18%
Provided gambling assistance/counseling	3	1%
Referred to IDPH/Website	1	0%
Referred to Iowa Lottery	36	8%
Referred to national #/out of state source	48	11%
Referred to treatment provider	86	19%
Request sent/referral to ISAIC	0	0%
Supplied requested info	22	5%
Unable to assist	3	1%
Other	168	38%
TOTAL	***447***	***100%***

Callers Relationship to Gambler:

Child	5
Educator/Counselor	3
Friend	6
Husband	2
Other	4
Other relative	8
Parent	5
Self	161
Wife	2
Unknown	18

Referrals:

	Referrals		Successful Conference calls	
ADDS of Southeast Iowa	13	15%	11	85%
Pathways	14	16%	9	64%
Problem Gambling Services	24	28%	21	88%
Community & Family Resources	0	0%	0	100%
Family Services	8	9%	6	75%
River Hills Recovery Center	6	7%	4	100%
Compass Pointe	2	2%	2	100%
Substance Abuse Services	9	10%	8	89%
Prairie Ridge Treatment Center	10	12%	10	100%
TOTAL	***86***	***100%***	***71***	

Where Heard about hotline

2-1-1	0
Billboards	3
Casino	108
Family	2
Friends	0
Lottery	37
Newspaper	0
Radio	1
Other	8
Spouse/Partner	0
TV	2

Calls Identified by State:

Illinois	12	South Dakota	3
Minnesota	4	Wisconsin	6
Missouri	110	Unidentified out of state	5
Nebraska	29		