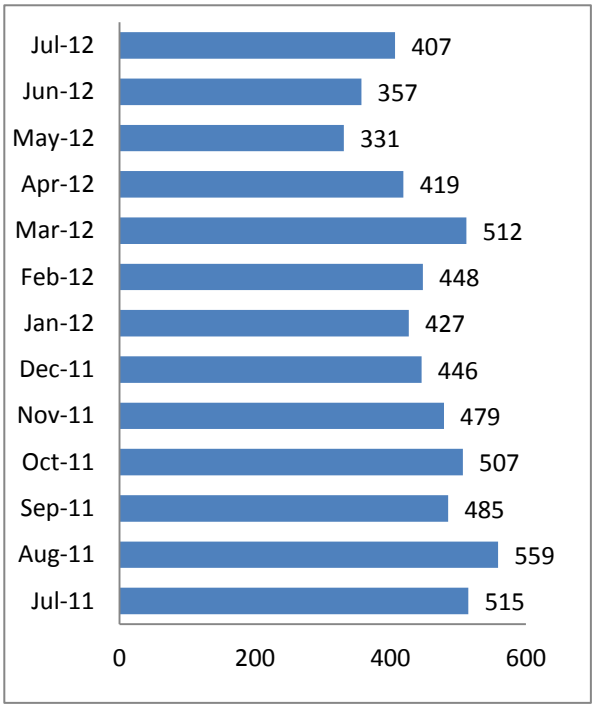
Iowa Gambling Treatment Program 1-800 BETS OFF Helpline
Monthly Summary for July 2012

Total Calls: 407 **Avg. Call Length:** 2 min

Male: 39%
Female: 50%
Unknown 11%

Day of Week:		Time of Day:	
Monday	17%	Midnight - 8 a.m.	7%
Tuesday	16%	8 a.m. - Noon	25%
Wednesday	10%	Noon - 4 p.m.	29%
Thursday	14%	4 p.m. - 8 p.m.	25%
Friday	16%	8 p.m. - Midnight	14%
Saturday	9%		
Sunday	18%		

Previous Year Call Totals



Topics:

Casino banning	23	6%
Casino info/buffet, etc.	127	31%
Gambler's Anonymous info	7	2%
Information about line	0	0%
Lottery issue/question	43	10%
Media/Press	0	0%
Need local # for treatment center	4	1%
Other gambling related issue/?	1	0%
Request for BETS OFF info pack	0	0%
Request for gambling ed materials	1	0%
Treatment inquiry for self	67	16%
Treatment inquiry for other	23	6%
Other	115	28%
TOTAL	***411***	***100%***

Outcomes:

Instructed to contact casino	137	33%
Provided gambling assistance/counseling	4	1%
Referred to IDPH/Website	0	0%
Referred to Iowa Lottery	43	10%
Referred to national #/out of state source	30	7%
Referred to treatment provider	69	17%
Request sent/referral to ISAIC	1	0%
Supplied requested info	21	5%
Unable to assist	1	0%
Other	104	25%
TOTAL	***410***	***100%***

Callers Relationship to Gambler:

Child	10
Educator/Counselor	1
Friend	2
Husband	1
Other	5
Other relative	4
Parent	2
Self	132
Wife	2
Unknown	22
Employer/Coworker	0

Referrals:	Referrals		Successful Conference calls	
ADDS of Southeast Iowa	10	8%	7	70%
Pathways	4	3%	4	100%
Problem Gambling Services	24	26%	20	83%
Community & Family Resources	2	1%	2	100%
Family Services	3	0%	3	100%
River Hills Recovery Center	5	5%	3	60%
Compass Pointe	4	0%	4	0%
Substance Abuse Services	12	12%	11	92%
Prairie Ridge Treatment Center	5	1%	4	80%
TOTAL	***69***	***56%***	***58***	

Where Heard about hotline

2-1-1	0
Billboards	2
Casino	166
Family	1
Friends	1
Lottery	20
Newspaper	0
Radio	0
Other	5
Spouse/Partner	1
TV	0

Calls Identified by State:

Illinois	13	South Dakota	3
Minnesota	6	Wisconsin	9
Missouri	6	Unidentified out of state	7
Nebraska	9	**TOTAL**	**53**