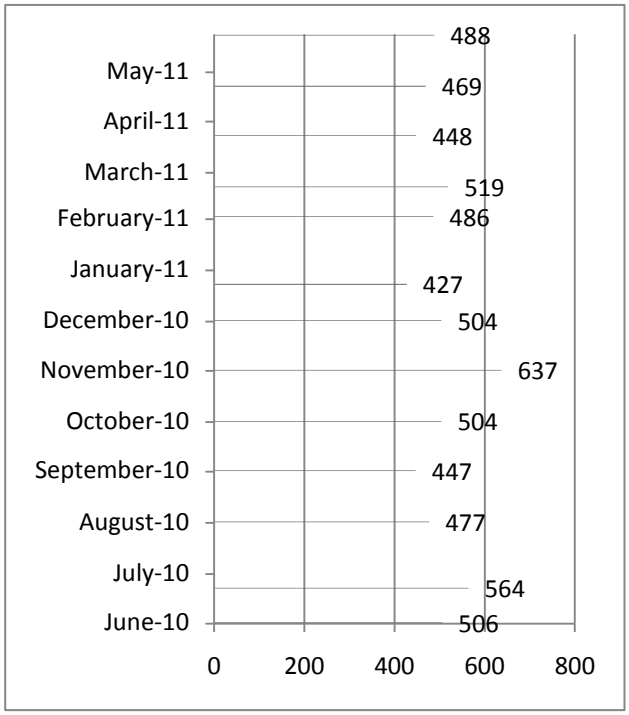
Iowa Gambling Treatment Program 1-800 BETS OFF Helpline
Monthly Summary for June 2011

Total Calls: 488 **Avg. Call Length:** 1 Minute **Male:** 45% **Female:** 55%

Day of Week:		Time of Day:	
Monday	15%	Midnight - 8 a.m.	13%
Tuesday	12%	8 a.m. - Noon	19%
Wednesday	15%	Noon - 4 p.m.	30%
Thursday	22%	4 p.m. - 8 p.m.	20%
Friday	16%	8 p.m. - Midnight	18%
Saturday	11%		
Sunday	9%		

Previous Year Call Totals



Topics:		
Casino banning	15	3%
Casino info/buffet, etc.	117	24%
Gambler's Anonymous info	3	1%
Lottery issue/question	36	7%
Media/Press	0	0%
Need local # for treatment center	0	0%
Other gambling related issue/?	8	2%
Request for BETS OFF info pack	1	0%
Request for gambling ed materials	0	0%
Treatment inquiry for self	83	17%
Treatment inquiry for other	29	6%
Other	196	40%

Outcomes:		
Instructed to contact casino	125	26%
Provided gambling assistance/counseling	1	0%
Referred to IDPH/Website	2	0%
Referred to Iowa Lottery	36	7%
Referred to national number/Out of state source	33	7%
Referred to treatment provider	81	17%
Request sent/referral to ISAIC	1	0%
Supplied requested info	28	6%
Unable to assist	0	0%
Other	183	38%

Referrals:		
ADDS of Southeast Iowa (11)	18	22%
Allen Memorial Hospital (4)	12	15%
Problem Gambling Services (7)	23	28%
Community and Family Resources (2)	3	4%
Family Service (9)	6	7%
River Hills Recovery Center (6)	3	4%
Compass Pointe (1)	3	4%
Substance Abuse Services (5)	13	16%
Prairie Ridge Treatment Center (3)	0	0%

Conference Calls (successful):		
ADDS of Southeast Iowa (11)	13	72%
Allen Memorial Hospital (4)	10	83%
Problem Gambling Services (7)	21	91%
Community and Family Resources (2)	3	100%
Family Service (9)	4	67%
River Hills Recovery Center (6)	3	100%
Compass Pointe (1)	2	67%
Substance Abuse Services (5)	11	85%
Prairie Ridge Treatment Center (3)	0	0%

Caller's Relationship to Gambler:	
Child	5
Educator/Counselor	0
Employee/Co-worker	1
Friend	5
Husband	4
Other	1
Other relative	4
Parent	4
Self	118
Unknown	6
Wife	9

Where Caller Heard About Helpline:	
2-1-1	0
Billboards	0
Casino	125
Family	1
Friends	0
Lottery	37
Newspaper	0
Radio	0
Other	2
Spouse/Partner	0
TV	1