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

Total Calls:	357 Avg. Call Length: 2 min					Male: 43%	
						Female: 43%	
						Unknown 13%	
Day of Week:	·				Previous Year Ca	II Totals	
Monday	15%	•	nt - 8 a.m.	9%			
Tuesday	13%	8 a.m Noon		22%	Jun-12		357
Wednesday	10%	Noon - 4		26%	May-12		331
Thursday	16% 22%	4 p.m 8 8 p.m Mid		24% 20%	'		
Friday Saturday	13%	o p.iii	· iviidriigrit	20%	Apr-12		419
Sunday	12%				Mar-12		512
•	,,				Feb-12		448
Topics: Casino bannir			17	5%	Jan-12		427
	buffet, etc.	85	24%			<u> </u>	
	ymous info	8	2%	Dec-11		446	
Jan	about line	3	1%	Nov-11		479	
	e/question	44	12%	Oct-11		507	
	edia/Press	1	0%	Sep-11		485	
	nent center	0	0%	'			
	ted issue/?	4	1%	Aug-11		559	
Request for BETS OFF info pa			0	0%	Jul-11		515
Request for gambling ed material			1	0%	Jun-11		488
Treatment inquiry for at			69 22	19% 6%	00 ==		100
Treatment inquiry for other Other			106	29%		0 200	400 600
	TOTAL	360	100%				
Outcomes: Instructed to contact cas			89	24%		Callers Relationship Child	
Provided gambling assistance/counsel			10	24% 3%		Educator/Counselo	=
	H/Website	1	0%		Frience		
Referred to Iowa Lott			38	10%		Husband	
Referred to national #/out of state sou			36	10%		Othe	
Referred to treatment provid			65	18%		Other relative	
Request sent/referral to ISA			1	0%		Paren	
S	uested info	17	5%		Self	f 122	
Unable to a			2	1%		Wife	e 1
	Other	105	29%		Unknowr		
		TOTAL	364	100%		Employer/Coworker	r 0
Successful							
Referrals: Ref		Referrals			Where Heard about hotline		
ADDS of Sou	theast lowa	8	8%	6	75%	2-1-1	0
	Pathways	5	3%	4	80%	Billboards	s 1
Problem Gambling Services		28	26%	22	79%	Casino	
Community & Family Resources		0	1%	0	100%	Family	
Family Services		4	0%	4	100%	Friends	
River Hills Recovery Center		4	5%	1	25%	Lottery	
Compass Pointe Substance Abuse Services		3	0%	3	0%	Newspaper	
Prairie Ridge Treatment Center		11 2	12% 1%	8 2	73% 100%	Radio Othei	
TOTAL		65	56%	50	100/0	Spouse/Partne	
	IOIAL	33	JJ / U	30		TV	
Calls Identified by State:							_
Illinois 8			South Dakota 2				
Minnesota 6			Wisconsin 6				
Missouri 1		Unid	Unidentified out of state 7				
Nebraska 12			TOTAL 4				