

Iowa Gambling Treatment Program 1-800 BETS OFF Helpline

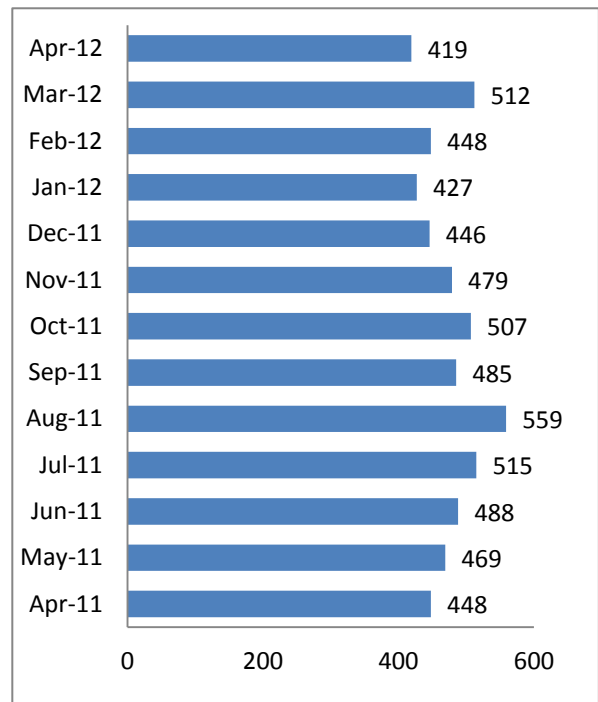
Monthly Summary for April 2012

Total Calls: 419 **Avg. Call Length:** 2 min

Male: 49%
Female: 51%
Unknown: 11%

Day of Week:		Time of Day:	
Monday	16%	Midnight - 8 a.m.	11%
Tuesday	13%	8 a.m. - Noon	24%
Wednesday	14%	Noon - 4 p.m.	30%
Thursday	14%	4 p.m. - 8 p.m.	20%
Friday	15%	8 p.m. - Midnight	16%
Saturday	12%		
Sunday	16%		

Previous Year Call Totals



Topics:

Casino banning	18	4%
Casino info/buffet, etc.	92	22%
Gambler's Anonymous info	7	2%
Information about line	8	2%
Lottery issue/question	45	11%
Media/Press	0	0%
Need local # for treatment center	12	3%
Other gambling related issue/?	6	1%
Request for BETS OFF info pack	0	0%
Request for gambling ed materials	3	1%
Treatment inquiry for self	64	15%
Treatment inquiry for other	28	7%
Other	139	33%
TOTAL	422	100%

Outcomes:

Instructed to contact casino	95	22%
Provided gambling assistance/counseling	0	0%
Referred to IDPH/Website	3	1%
Referred to Iowa Lottery	45	11%
Referred to national #/out of state source	43	10%
Referred to treatment provider	68	16%
Request sent/referral to ISAIC	3	1%
Supplied requested info	30	7%
Unable to assist	1	0%
Other	137	32%
TOTAL	425	100%

Callers Relationship to Gambler:

Child	2
Educator/Counselor	0
Friend	8
Husband	2
Other	2
Other relative	9
Parent	9
Self	155
Wife	1
Unknown	16
Employer/Coworker	1

Successful

Referrals:	Referrals		Conference calls	
ADDS of Southeast Iowa	8	12%	6	75%
Pathways	8	12%	6	75%
Problem Gambling Services	24	35%	20	83%
Community & Family Resources	0	0%	0	100%
Family Services	6	9%	6	100%
River Hills Recovery Center	3	4%	3	100%
Compass Pointe	5	7%	2	40%
Substance Abuse Services	10	15%	8	80%
Prairie Ridge Treatment Center	4	6%	3	75%
TOTAL	68	100%	54	

Where Heard about hotline

2-1-1	1
Billboards	3
Casino	121
Family	0
Friends	0
Lottery	45
Newspaper	0
Radio	0
Other	1
Spouse/Partner	0
TV	0

Calls Identified by State:

Illinois	16	South Dakota	3
Minnesota	4	Wisconsin	6
Missouri	5	Unidentified out of state	6
Nebraska	23	TOTAL	63