

**Iowa Department of Public Health  
Iowa Gambling Treatment Program  
2009 State of the System**

**Iowa Gambling Treatment Program Mission**

**The mission of the Iowa Gambling Prevention and Treatment Program (IGTP) is to minimize the risks and harms associated with problem gambling.**

This will be accomplished through:

- Education and awareness
- Identification with those in need of assistance
- The availability of a variety of quality prevention and treatment options, including distance treatment
- The use of appropriate outcome measures, research and pilot studies
- Provider recruitment, training and retention
- Integration with other providers of social and financial services
- Policy development

**Iowa Gambling Treatment Program Services**

The Iowa Gambling Treatment Program provides funding and assistance to agencies across the state so the following service can be provided:

- Counseling for persons affected directly or indirectly by problem gambling,
- Evidence-based prevention and education services for schools, community groups, casino employees and other targeted at-risk groups,
- Information about problem gambling and provider referral through the 1-800-BETS OFF helpline
- Transitional housing services for persons receiving problem gambling treatment and who have no other housing options
- Training for counselors providing problem gambling treatment.

**Problem Gambling Treatment and Prevention Services**

The Iowa Department of Public Health, Iowa Gambling Treatment Program provides funding to 10 agencies in 11 regions across the state to provide outpatient treatment, prevention and transitional housing services. These programs operate from 58 main and satellite locations to assure that all 99 Iowa counties are within reach of services. Below is a brief program description of these agencies<sup>1</sup>.

**Provider program descriptions**

**ADDs Gambling Treatment Services**

**Davenport, Iowa**

**Outpatient Treatment and Prevention Services for Area 11 and 8**

Alcohol and Drug Dependency Services (ADDs) Gambling Treatment Services offers comprehensive disordered gambling and responsible gaming education, community involvement with prevention services, and treatment services for individuals and their families that have experienced and been affected by problem gambling. ADDs Gambling Treatment Services has three primary offices in Davenport, Burlington, and Ottumwa with secondary offices in 8 other counties. There are qualified counselors in each of the primary offices with availability to travel to the outlying offices. Distance Counseling is accessible with competent personnel for individuals that demonstrate a need for this modality of service.

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<sup>1</sup> Agency and program descriptions were provided by each agency for this document.

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The Education and Prevention component offers the community information regarding responsible gaming as well as public awareness for recognizing the signs of problem gambling. Treatment Services for problem and pathological gamblers and family members include crisis intervention, evaluation and treatment which can consist of distance counseling, individual, group, family, continued care and financial counseling. Treatment is client-centered with accessing and utilizing the available strengths of the individual and the environment that they live in. Thorough screening for co-occurring issues such as mental health and substance use disorders takes place with subsequent referral and follow-up as indicated by that screening. *Area 11 includes the counties of Louisa, Des Moines, Lee, Henry, Jefferson, Van Buren, Wapello, Davis, Monroe and Appanoose*  
*Area 8 including counties of Scott and Muscatine*

**Allen Hospital Gambling Treatment Program  
Waterloo, Iowa**

**Outpatient Treatment and Prevention Services for Area 4**

*Compulsive gambling is more than a streak of bad luck – it is an addiction and it is TREATABLE.*

Allen Hospital has provided gambling treatment services and prevention education to residents of a 9 county area in north-central Iowa since 1986. For most people, gambling is a social or recreational activity, something that is fun and entertaining. But, for others, gambling causes problems and can become an uncontrollable behavior. Problem gambling is not a moral weakness or a bad habit, but is a serious illness which affects the gambler and many other people associated with the gambler. Problem gambling is gambling that is done excessively and can negatively affect important areas of a person's life, including finances, family, employment, legal status, school, interpersonal relationships, physical and mental health. Problem gambling can affect anyone regardless of age, gender, race or social status.

Outpatient treatment is provided on a sliding fee scale to individuals, couples and families who are directly or indirectly affected by problem gambling. Anyone with concerns about their own or someone else's gambling behavior may contact the treatment program and all contacts will be confidential. Treatment services include screening, comprehensive assessment, individualized treatment planning, financial counseling, and individual, group, & family counseling. Assistance with self-exclusion from casinos is also available. A crisis phone line is answered 24 hrs/day, 7 days/week for emergency calls and 1-800-BETS-OFF calls. Qualified and experienced gambling-specific counselors are Master's level mental health/social work counselors. Prevention services are offered free of charge to all ages in any community or civic organization, school, church, college or business within the 9 county area. Since education is key to understanding addictive behaviors, Prevention seeks to raise public awareness of the signs/symptoms of problem gambling and provide information about high risk vs. healthy behaviors.

*Area 4 includes the counties of Chickasaw, Butler, Bremer, Gundy, Black Hawk, Buchanan, Marshall, Tama and Benton.*

**Community and Family Resources**

**Fort Dodge, Iowa**

**Outpatient Treatment, Prevention and Transitional Housing for Area 2**

Problem and pathological gambling is just as real and devastating as addiction to drugs and alcohol. Community and Family Resources, Inc.(CFR) understand the insidious nature of this disease and have trained staff who understand the pain it causes. Our caring and professional staff know that feeling helpless keeps people in the grip of this illness. Help is available in the form of: crisis intervention,

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screenings and evaluations, family programming, extended outpatient for gamblers and concerned persons, intensive outpatient, three on-site GA meetings, transitional housing program, financial management assistance and referrals for financial counseling are available to problem gamblers and their families. We make a special effort to cater our services to the gambler's individual needs. Referrals can be made to CFR by calling 515-576-7261 or through 1-800-BETS-OFF and we will immediately assess need and housing availability. Typically gamblers have little or no waiting time for access to our services. We recognize the stigma of problem gambling is often a barrier to services. Our prevention and gambling staff work hard to educate other providers as well as the general public on this serious public health issue. *Area 2 includes the counties of Calhoun, Hamilton, Hardin, Humboldt, Pocahontas, Webster, and Wright.*

**Heartland Family Services  
Council Bluffs, Iowa**

**Outpatient Treatment, Prevention and Transitional Housing for Area 9**

Since 1986, Heartland Family Service's(HFS) has served individuals affected by problem gambling in nine Southwestern Iowa counties. Our approach to the treatment for problem gambling must be flexible and individualized to meet the needs of the client at the point where we encounter them, and to proceed from that point to reduce negative consequences to the individual, family, and community. Treatment of problem and pathological gambling is directed at harm reduction as well as at achievement of abstinence from gambling. HFS believes in the construct of problem gambling as a bio-psycho-social problem. Our treatment services address the addictive nature of the behavior; the psychological vulnerabilities of the gambler and family; and the social and cultural factors which contribute to the development and maintenance of problem gambling. HFS has pioneered the delivery of highly effective professional counseling for the problem gambler and has implemented the most effective practices known in addressing this problem at the personal, family, and community level. In order to assure our program objectives are met, HFS provides a full range of services including: community education and outreach, 24/7 crisis intervention, co-occurring disorder screening and treatment, assessment, insight development through client education, individual therapy, group therapy, family counseling, financial counseling, continuing care and transitional housing. Heartland Family Service utilizes cognitive-behavioral therapy, motivational interviewing, solution focused brief therapy, and skill building in its approach to therapy. Targeted educational programming will focus on families, interested others, as well as problem gamblers, in order to utilize all systems and social supports to assist gamblers. *Area 9 includes the counties of Harrison, Shelby, Pottawattamie, Cass, Adair, Mills, Montgomery, Fremont and Page*

**Jackson Recovery Center/River Hills Recovery  
Sioux City, Iowa**

**Outpatient Treatment and Prevention Services for Area 6**

Jackson Recovery Centers believes that everyone deserves to experience a life of recovery. This healthy life includes honesty, responsibility and a willingness to change. All of our clinical and administrative services are rooted in the 12-steps of Alcoholics Anonymous. We strive for excellence and deliver love and hope. The Gambling Treatment Program offers crisis contact 24 hours a day. A gambler or concerned person can access an assessment, treatment, education or prevention services. These services are provided in safe, confidential locations, throughout Area 6. Individual, group and family therapy are offered to our patients and their families. Prevention and education services are rendered to a multitude of agencies, including local schools, banks, mental health professionals, leaders in the community and the

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general public. Gambling assessments are always free at Jackson Recovery Centers and our patients have access to psychiatric services within the facility. We believe that “Life can change...We can Help.”  
*Area 6 includes the counties of Plymouth, Woodbury, Monona, Cherokee, Ida, Crawford, Sac, Carroll, Audubon, Greene and Guthrie*

**Compass Pointe**

**Spencer, Iowa**

**Outpatient Treatment and Prevention Services for Area 1**

The mission of Compass Pointe is to motivate, challenge and support healthy choices for a lifetime through prevention and treatment. In order to achieve this Compass Pointe offers a range of gambling treatment and prevention services.

Prevention services include:

- Education: Daily Reconnecting Youth classes in one school each semester.
- Awareness Building: Presentations to community groups, staffing displays, radio interviews and newspaper articles.
- Technical Assistance: meet with and support any groups attempting to prevent problem gambling.

Treatment services include:

- Crisis services
- Outpatient individual counseling for gamblers, family members and concerned persons.
- Gambling client group
- Referral to other professional supports as needed
- Financial counseling

*Area 1 includes the counties of Lyon, Osceola, Dickinson, Emmet, Sioux, O'Brien, Clay, Buena Vista, Palo Alto and Kossuth*

**Problem Gambling Services/MECCA**

**Des Moines, IA**

**Outpatient Treatment, Prevention and Transitional Housing for Area 7, 8 and 10**

Problem Gambling Services (PGS), a program of MECCA, is committed to assisting individuals as they work toward recovery from problem gambling, supporting the concerned persons also involved, and providing education information to the community. MECCA's approach to clinical practice is based on the following core values:

- MECCA believes in the potential of individuals, honoring their strengths and experience.
- MECCA recognizes the ambivalence of humans to change and will be respectful of that ambivalence.
- MECCA appreciates the difficulty in asking for assistance, and will provide easy access to services.
- MECCA recognizes the ongoing and chronic nature of gambling addiction and will assist individuals/families throughout their lifetime, regardless of recovery status.

To maintain these values, PGS works to assist the client in discovering what they are capable of attaining in treatment by exploring past achievements and future goals. When a client initially makes contact with PGS, they are directed to a qualified gambling counselor who guides them through the treatment process, including evaluation of their current behaviors surrounding gambling and need for intervention and treatment, and discussing the treatment options with the client. These options include individual sessions with a counselor, group treatment with peers, specialized financial education and counseling, transitional housing services for individuals wanting a more structured living environment and support and/or outside referrals to ensure the individual has access to wrap around services. PGS also has an on-call counselor who is available 24-hours-a-day for crisis management and referral information.

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PGS outreach and prevention programs also help to create an educated and supportive community environment. *Area 7 including the counties of Boone, Story, Dallas, Polk, Jasper, Poweshiek, Warren, Marion, Mahaska. Area 8 including the counties of Iowa, Johnson, Cedar, Keokuk, Washington. Area 10 includes the counties of Madison, Adams, Union, Clarke, Lucas, Taylor, Ringgold, Decatur and Wayne.*

**Prairie Ridge Gambling Prevention and Treatment Services**

**Mason City, Iowa**

**Outpatient Treatment and Prevention Services for Area 3**

Prairie Ridge recognizes that gambling problems can affect individuals, families, and the whole communities in our service area. Our prevention team offers quality and effective gambling prevention services for people of all ages using comprehensive prevention strategies. We offer programming that targets gambling risk and protective factors to schools, workplaces, organizations, clubs, and other community groups. Our goal is to increase an individual's understanding of gambling addiction and aim to affect decision making skills and life skills in general.

Our treatment program is tailored to meet individual's needs. We offer intake, assessment, screening/evaluation, case management, support groups, and referrals to other services needed such as mental health and financial counseling. Our goal in treatment is to assist the individual to move toward a positive change by utilizing appropriate intervention strategies as appropriate for the individual and/or their families. *Area 3 includes the counties of Winnebago, Worth, Mitchell, Hancock, Cerro Gordo, Floyd and Franklin.*

**Substance Abuse Services Center**

**Dubuque, Iowa**

**Outpatient Treatment and Prevention Services for Area 5 and 8**

Substance Abuse Services Center (SASC) views problem gambling as a public health issue that impacts not only individuals, but also families and the community as a whole. SASC's treatment programs are designed to improve the quality of life for those persons affected by problem gambling, reduce complications associated with the problem gambling, and prevent relapse due to risky behaviors. SASC's prevention programs are designed to identify and reduce the health risks associated with problem gambling, reinforce specific protective behaviors related to problem gambling, and assist in the early detection and reduction of gambling problems. In order to effectively address problem gambling, SASC provides a full continuum of services including assessments, crisis counseling, 24-hour toll free crisis line, individual and group counseling, financial counseling and community outreach, education, and prevention services. *Area 5 includes the counties of Howard, Winneshiek, Allamakee, Fayette, Clayton, Delaware, Dubuque, Jones and Jackson Area 8 including the counties of Linn and Clinton*

**Services Description**

**Problem Gambling Treatment Services Offered in All Eleven Services Areas**

Because problem gambling is a treatable addiction, problem gamblers don't have to let gambling ruin their lives. The Iowa Gambling Treatment Program specialized counseling for gamblers to help turn their lives around and to change the downward spiral of problem gambling.

**Concerned Person Treatment Offered in All Eleven Services Areas**

Family, friends and co-workers also suffer. But there is help and hope. The Iowa Gambling Treatment Program offers services for family, friends and concerned others close to the problem gambler. Counseling provides direction on what family and friends should and shouldn't do to help themselves.

**Financial Counseling Offered in All Eleven Services Areas**

Money drives the gambling addiction and is frequently the reason people ask for help. Financial counseling provides persons with skills and tools to regain financial freedom. Financial counseling

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provides persons with assistance in developing a budget and establishing a debt repayment plan. Financial counseling is available to Iowans who maintain an admitted status in a gambling treatment program which is funded by the department.

**Distance Treatment Services Offered in Eight of Eleven Services Areas**

There can be many barriers to getting help including distance to a treatment provider, lack of child care, and transportation difficulties. Distance treatment offers counseling by phone, email and face to face. Distance treatment is available to Iowans who maintain an admitted status in a gambling treatment program which is funded by the department. Talk with a counselor about your options and whether distance treatment is right for you. As of December 31 of 2008 these services were offered in eight of eleven service areas. The services areas without distance treatment services at this time were Service Area 1 (Spencer), Service Area 2 (Fort Dodge) and Service Area 10 (New Virginia).

**Education Services Offered in All Eleven Services Areas**

Education services inform Iowans about risks and responsibilities of gambling. Topics include: signs and symptoms of problem gambling, understanding the odds, myths and facts of gambling, responsible gambling, information about how to access help in your community.

**Transitional Housing Services offered in Council Bluffs, Des Moines and Fort Dodge**

Transitional Housing Services provide a supportive living environment for Iowa residents who exhibit problem gambling behavior and who maintain an admitted status in a gambling treatment program which is funded by the department. Transitional Housing is for individuals who have no other housing alternatives or whose housing alternatives are not conducive to problem gambling recovery

**Iowa Gambling Treatment Program Licensure**

In order to assure that Iowans receiving gambling treatment receive consistently high quality services, Iowa Code Chapter 135.150 mandated that all gambling treatment programs funded by the Iowa Gambling Treatment program must be licensed by the Iowa Department of Public Health. As of June 20 of 2008, all ten funded gambling treatment programs were licensed by the Iowa Department of Public Health.

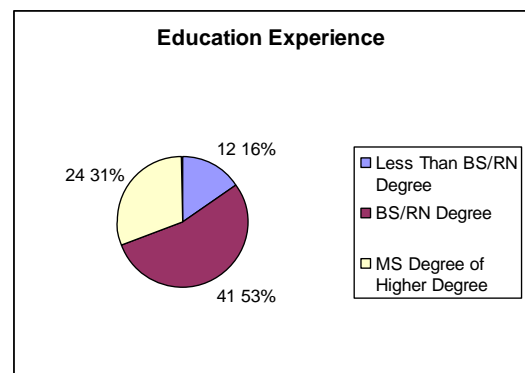
**Qualifications of Present Workforce**

The Iowa Gambling Treatment Program receives a quarterly report from each provider that includes (among other things) the number of staff in their workforce, and the FTE, education, certification/licensure and training for each staff. The following information is from the most recent quarterly report received in October of 2008.

The current counseling workforce has a diverse educational and experiential background. There are currently 77 staff in Iowa who provide contracted gambling treatment and prevention services. Seven of the 77 staff are full-time and the other 70 are part-time (anything less than 40 hours per week). Many state-funded agencies have a number of staff trained to screen and treat problem gamblers but whose primary job responsibilities are providing other services the agency offers.

**Workforce Education**

Most (41) of the 77 problem gambling staff have a bachelors or equivalent degree. Twelve have less than a

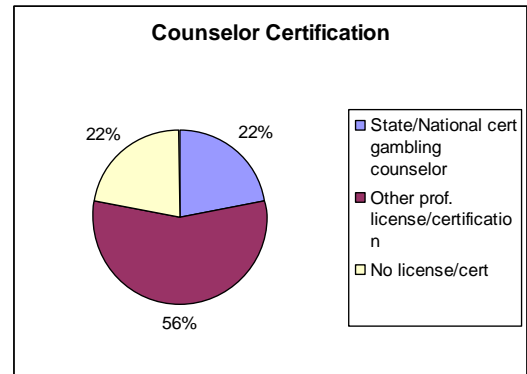


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bachelors degree and 24 have a masters or higher-level degree.

**Workforce Professional Certification/Licensure**

Seventeen of the current full and part-time have received state or national certification as a gambling counselor (NCGC, CGTC, CCGC and SCGC) and another 43 have other professional licensure or certification in a human services field. Another 17 do not currently have professional licensure or certification in a human services field.

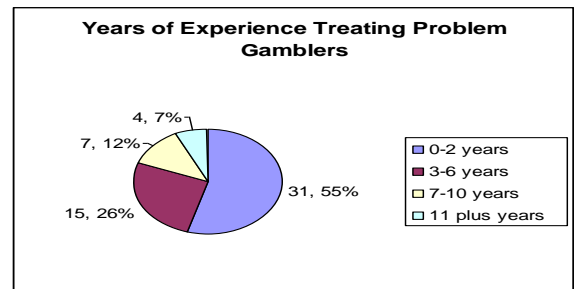


**Gambling Counselor Workforce Survey**

In 2008 Prairieland's Addiction Technology Transfer Center (PATTC) conducted a survey of the gambling counselor workforce. The survey received responses from 58 treatment providers from Iowa. 97% of the respondents report that their agency provides gambling treatment services. This survey, has an excellent turnout from among the 77 full-time and part-time gambling counselors and prevention workers funded by the Iowa Gambling Treatment Program (IGTP).

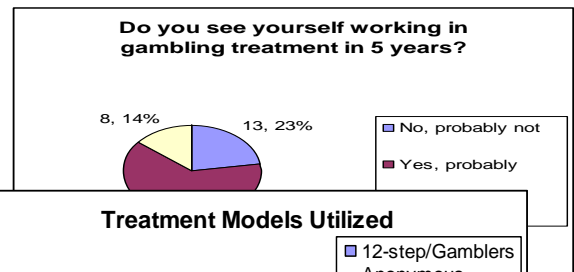
**Workforce Experience**

Over half of the problem gambling counselors are relatively new to the problem gambling treatment field and 45% have been in the field three years or more.



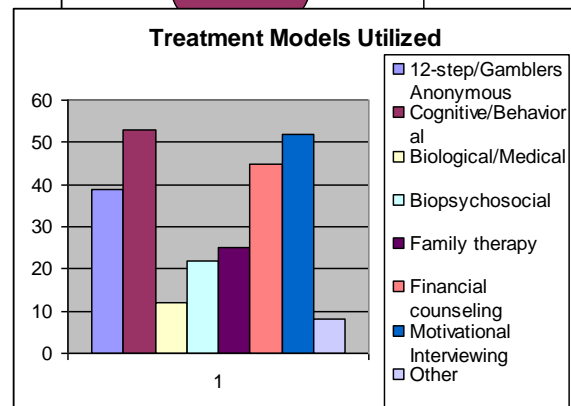
**Future in the field**

Problem gambling counseling appears to be a career choice for 44/57 (77%) respondents to this question.



**Treatment Models Utilized**

Three of the top four models reported (12-step, Cognitive/Behavioral and Motivational Interviewing) are Evidence Based Practices (EBP). More than ninety



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percent of the counseling workforce utilizes one or more of these models.

**Review of state requirements for training and credentialing**

As stated in Iowa Administrative Code 162.20(6) counseling staff providing gambling treatment service must meet at minimum one of the following conditions

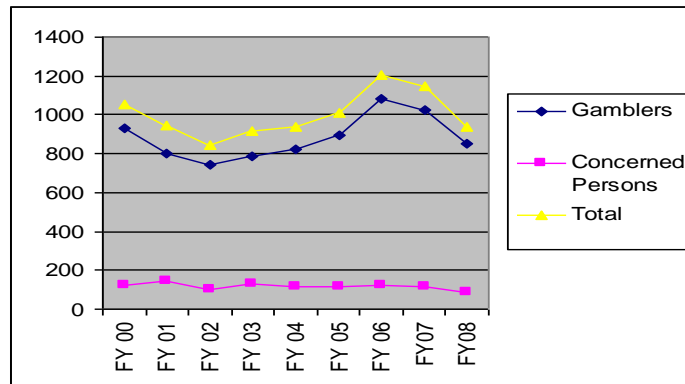
Staff members who provide treatment services and the clinical director must meet at least one of the following conditions:

- (1) Currently maintain active status as a nationally certified gambling counselor or an Iowa-certified gambling counselor.
- (2) Have received a minimum of 30 hours of training or education related to problem gambling within the previous 24 months and are working toward certification within a maximum of 24 months as a nationally certified gambling counselor or an Iowa-certified gambling counselor.
- (3) Currently maintain active status as a licensed or certified practitioner in a counseling-related field and have received a minimum of 20 hours of training or education related to problem gambling within the previous 24 months.

**Clients Served**

The following is an overview of cumulative number of clients served by all contracted agencies over the last nine fiscal years.

	<b>FY00</b>	<b>FY01</b>	<b>FY02</b>	<b>FY03</b>	<b>FY04</b>	<b>FY05</b>	<b>FY06</b>	<b>FY07</b>	<b>FY08</b>
<b>Gamblers</b>	933	802	742	790	821	893	1,081	1027	853
<b>Concerned Persons</b>	120	142	100	129	117	116	124	119	87
<b>Total Clients</b>	1053	944	842	919	938	1,009	1,205	1,146	940



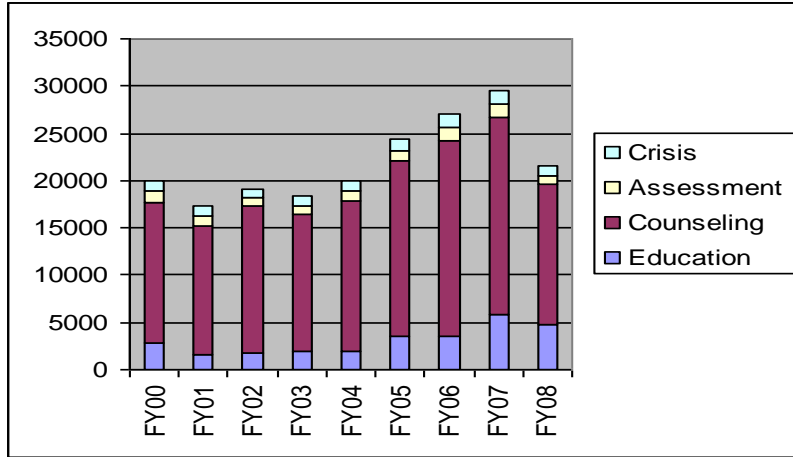
**Units of Service Provided**

The following is cumulative service hours provided by all contracted agencies over the past nine years.

	<b>FY00</b>	<b>FY01</b>	<b>FY02</b>	<b>FY03</b>	<b>FY04</b>	<b>FY05</b>	<b>FY06</b>	<b>FY07</b>	<b>FY08</b>
<b>Education</b>	2853	1657	1717	1922	1925	3447	3500	5963	4814

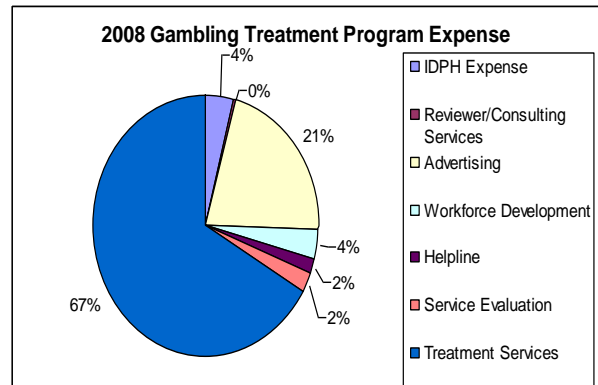
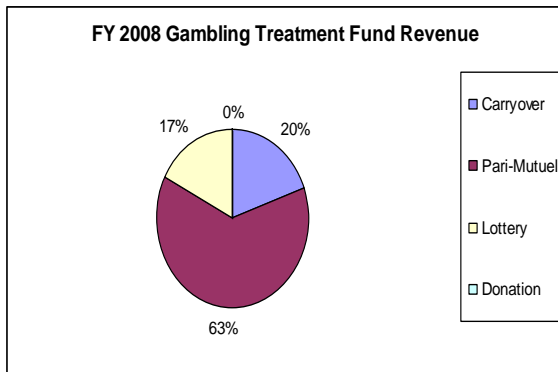
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<b>Counseling</b>	14841	13557	15651	14478	15989	18594	20768	20824	14766
<b>Assessment</b>	1195	1021	780	946	960	1168	1345	1518	1031
<b>Crisis</b>	1111	1159	883	959	1065	1153	1420	1291	916



**Fiscal Year 2008 Budget**

The Iowa Gambling Treatment Fund receives 0.5 percent of the gross lottery revenue and 0.5 percent of the adjusted gross receipts from the casinos; also any money or thing of value that has been obtained by, or is owed to a voluntarily excluded person by a casino licensee as a result of wagers made by the person after the person has been voluntarily excluded. If moneys appropriated to the fund in a fiscal year exceed \$6 million, the amount exceeding \$6 million is transferred to the Rebuild Iowa Infrastructure Fund. Annually \$1.69 million of the \$6 million appropriation funds substance abuse treatment (reflected in table below).



**For a detailed budget summary for FY 2002 to FY2008 see Attachment A.**

**Program Evaluation**

**Outcome Study Data July 2005-April 2008**

The Iowa Gambling Treatment Outcomes System (IGTO) aims to create a comprehensive assessment process for examining the effectiveness of publicly funded gambling treatment in Iowa. It has two main data sources: the Iowa Gambling Treatment Reporting System (GTRS) and independent IGTO data collection efforts. The GTRS provides uniform admission, services and discharge records of all clients

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admitted to treatment as gamblers (code 60). The separate IGTO efforts include self-administered questionnaires given to code 60 clients at admission, two-months after admission, at discharge and six months following discharge. The IGTO system was initiated in August 2005 by a contract between IDPH and the Center for Social and Behavioral Research at the University of Northern Iowa. The following is from the 2008 IGTO Report Main Findings:

**Treatment Outcomes.** At the time of discharge, 16% of respondents said they had gambled at least once during the past 30 days. Six months after leaving treatment, 36% of respondents who completed treatment and 59% of respondents who did not complete treatment said they had gambled at least once during the past 30 days.

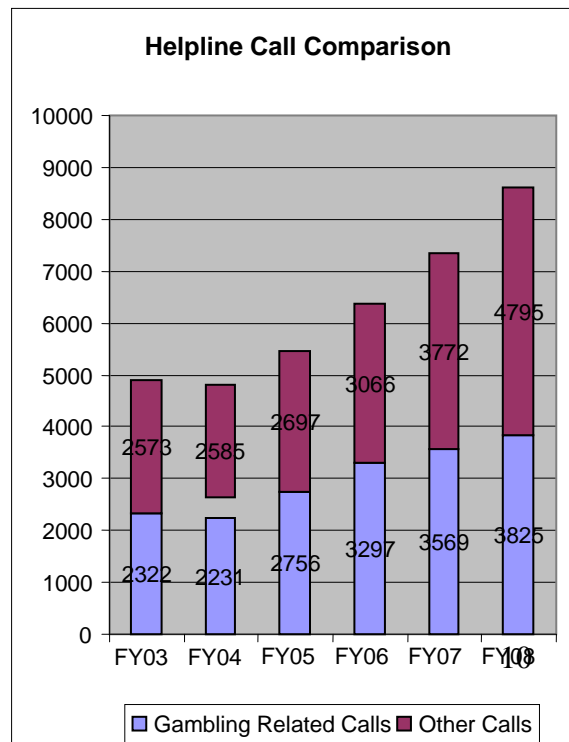
1. Six months after leaving treatment, respondents who completed treatment differed from those who were discharged without completing treatment in positive ways. For instance, during the past 30 days, respondents who completed treatment were less likely than those who had not completed treatment to have:
  - Lost money gambling (28% vs. 55%).
  - Given up important activities to gamble (6% vs. 20%).
  - Difficulties with responsibilities at work/school (4% vs. 18%) or home (7% vs. 30%).
2. Six months after leaving treatment, 11% of respondents who completed treatment versus 26% of respondents who did not complete treatment met the *pathological gambler* criteria based on their thoughts and behaviors during the past 30 days.
3. Six months after leaving treatment, respondents who completed treatment were more likely than those who had not completed treatment to say they have reduced or maintained their problem gambling behaviors for six or more months. Specifically, 70% of respondents who completed treatment versus 48% of respondents who did not complete treatment said they had reduced or quit their problem gambling behaviors for six or more months.

**Treatment Satisfaction.** Six months after leaving treatment, 100% of respondents who completed treatment rated the quality of the treatment services they received as *good* (36%) or *excellent* (64%). Among those who completed treatment, 89% said they would recommend the treatment program to a friend or family member with a gambling problem.

The gambling treatment services provided by the Iowa Gambling Treatment Program appear to be effective in reducing problem gambling behaviors for the majority of clients who complete treatment.

**Helpline Service Data**

The 1-800-Bets Off Line, is managed by Iowa State University Extension under a contract from the Iowa Department of Public Health. The Bets Off Line is available toll free to all Iowa residents 24 hours a day, 7 days a week. The goal of the help line is to provide information and referral for individuals affected by problem gambling or interested in gaining more information about problem gambling. In Fiscal Year 2008 the helpline received 8,620 calls. This is an increase of over 17% or 1,275 calls from the previous year. 1,925



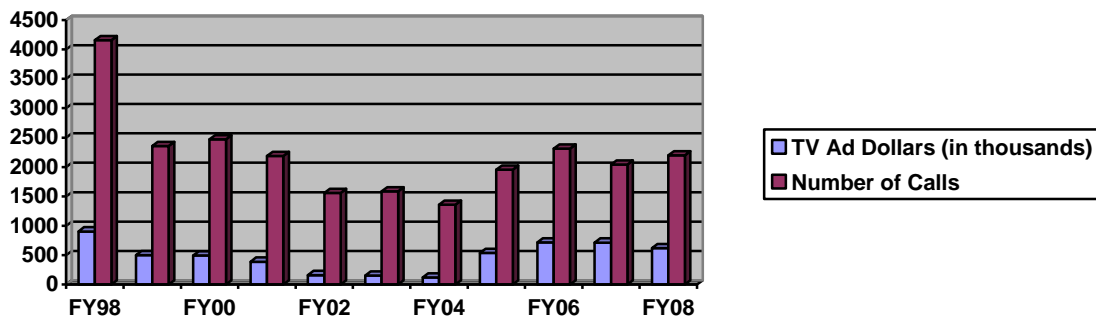
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calls were referred to gambling providers across the state in 2008, about the same as the number of callers referred in 2007. During the fiscal year 08, approximately 53% of the callers were male and 47% were female. This is a slight increase in female callers over the previous year.<sup>2</sup> Monthly reports with statistics about the types of calls and referrals are available on the Bets Off web site at 1800betsoff.org.

**Analysis of advertising dollars spent compared to number of phone calls received**

As illustrated in the table below, there is a correlation between the amount of money spent on informational problem gambling media messages and the number of helpline calls. Direct referral calls are those calls received by the help line from a problem gambler or concerned other that are directly connected to a service provider in their area<sup>3</sup>.

Fiscal Year	FY98	FY99	FY00	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08
TV Ad Dollars (in thousands)	905	500	495	390	162	152	121	538	719	715	622
Number of Calls	4156	2355	2470	2189	1557	1587	1357	1953	2314	2042	2198



**Review of gambling availability in state**  
**Casinos, Horse Tracks and Riverboats**

As of 2008 Iowa has 20 casinos. Three of the casinos are owned and operated by Native American tribes. These tribes include the Winnebago, Omaha, Fox and Sac. The remaining 17 casinos are regulated by the Iowa Racing and Gaming Commission<sup>4</sup>.

- The following is a list by region and location of casinos, tracks and riverboats in Iowa.
- **Western Iowa**
- Council Bluffs
  - Ameristar Casino
  - Horseshoe Casino and Bluffs Run Greyhound Park
  - Harrah's Casino
- Sioux City
  - Argosy Casino

<sup>2</sup> Information gathered from (<http://www.1800betsoff.org>) and ISU extension call data.

<sup>3</sup> Information for FY 2000 to 2005 gathered from (<http://www.1800betsoff.org>). FY 2006 information gathered from ZLR Ignition and ISU extension.

<sup>4</sup> Iov

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- Onawa
  - Casino Omaha
- Sloan
  - Winnavegas
- **Eastern Iowa**
- Burlington
  - Catfish Bend
- Dubuque
  - Diamond Jo Casino
  - Dubuque Greyhound Park and Casino
- Bettendorf
  - Isle of Capri
- Marquette
  - Isle of Capri
- Clinton
  - Wild Rose
- Davenport
  - Rhythm City Casino
- Riverside
  - Riverside Casino
- **Central Iowa**
- Northwood
  - Diamond Jo Worth Casino
- Waterloo
  - Isle of Capri
- Altoona
  - Prairie Meadows Racetrack and Casino
- Osceola
  - Terrible's Casino
- Emmetsburg
  - Wild Rose
- Tama
  - Meskwaki Bingo and Casino

**Lottery**

The Iowa Lottery began sales on Aug. 22, 1985, and today, lottery products are sold at more than 2,500 retail locations across the state. The Lottery has three product lines: lotto games such as Powerball, where players try to match numbers in drawings; instant-scratch games, where players scratch off the latex covering from a ticket to reveal symbols underneath; and pull-tab games, in which players tear open paper tabs on the ticket to reveal underlying symbols and numbers. Since the Iowa Lottery's start in 1985, its players have won more than \$2.2 billion in prizes while the lottery has raised more than \$1.1 billion for state programs.

**Review of self-exclusion programs**

**Casino Self Exclusion**

The Iowa Gaming Association (IGA) implemented a statewide voluntary self exclusion program on November 1, 2004 that is utilized by all of its commercial casino members. It is offered as a deterrent; a tool to help a person choosing to get help to remain away from the casino for whatever their reason.

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Iowa Gambling Treatment Program  
2009 State of the System**

A person choosing to sign the form agrees to a life-time irrevocable ban; and if identified at a casino can be arrested for trespassing and would forfeit any winnings to the Iowa Gambling Treatment Program (IGTP). A confidential intranet database is kept to archive the signed forms to cross reference a patron's winnings to implement the aforementioned procedures. To date, over \$760,000 has been forwarded to the IGTP from forfeited winnings. Forms are made available at the casinos, at the ten gambling treatment centers, and via the IGA website [www.iowagaming.org](http://www.iowagaming.org) in the Responsible Gaming section. The IGA works closely with the treatment providers regarding the procedures to submit clients that choose to sign the form; plus various ongoing sources of communications are used to heighten awareness about the program.

The person's name is also flagged internally at the Player's Club department and cashier's cage to help identify them if they were to reenter. In addition they are blocked from receiving future marketing materials. Presently there are 3,175 persons who have signed the statewide self exclusion form. Previous to the statewide option, the casinos also had property-specific self exclusion programs that offered a life time ban at their location only. Several of those are still in place and would be offered if a person chooses not to select the statewide program but rather desires a specific property(s) ban.<sup>5</sup>

**Lottery self-ban**

The Iowa Lottery established a self-exclusion program in December 2005. The lifetime self-ban policy allows players to sign a contract stating that they are problem gamblers and wish to enter into a voluntary self-exclusion agreement with the lottery. The agreement bans players from the lottery's five regional offices in the state and allows the lottery to deny payment of any prize at a lottery office. The lottery has a database containing the names and Social Security numbers of those who sign the contracts. The lottery checks information against the database of self-ban persons whenever someone attempts to claim a prize at an Iowa lottery office. Currently any prize of more than \$600 must be claimed at a lottery office.

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<sup>5</sup> Information regarding casino self exclusion provided by the Iowa Gaming Association (12/26/08).