

Iowa Gambling Treatment Program 1-800 BETS OFF Helpline Monthly Summary for April 2010

Total Calls: 501 **Avg. Call Length:** 2 minutes

Male: 49%
Female: 51%

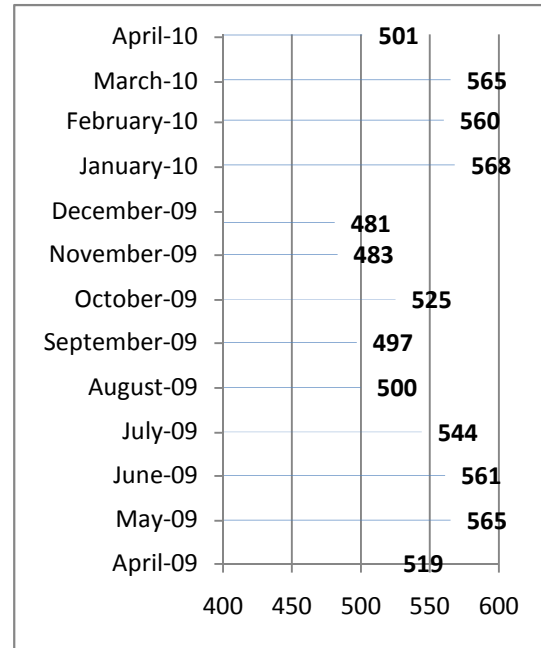
Day of Week:

Monday	14%
Tuesday	13%
Wednesday	13%
Thursday	19%
Friday	19%
Saturday	11%
Sunday	11%

Time of Day:

Midnight - 8 a.m.	12%
8 a.m. - Noon	23%
Noon - 4 p.m.	29%
4 p.m. - 8 p.m.	22%
8 p.m. - Midnight	14%

Previous Year Call Totals



Topics:

Casino banning	27	5%
Casino info/buffet, etc.	87	17%
Gambler's Anonymous info	9	2%
Lottery issue/question	40	8%
Media/Press	0	0%
Need local # for treatment center	7	1%
Other gambling related issue/?	4	1%
Request for BETS OFF info pack	9	2%
Request for gambling ed materials	1	0%
Treatment inquiry for self	88	18%
Treatment inquiry for other	36	7%
Other	198	40%

Outcomes:

Instructed to contact casino	97	19%
Provided gambling assistance/counseling	6	1%
Referred to IDPH	0	0%
Referred to Iowa Lottery	40	8%
Referred to national number	50	10%
Referred to treatment provider	91	18%
Request sent/referral to ISAIC	1	0%
Supplied requested info	17	3%
Unable to assist	4	1%
Other	196	39%

Caller's Relationship to Gambler:

Child	8
Educator/Counselor	1
Friend	5
Husband	6
Other	5
Other relative	6
Parent	3
Self	120
Wife	12

Referrals:

ADDS of Southeast Iowa (11)	18	20%
Allen Memorial Hospital (4)	4	4%
Problem Gambling Services (7)	34	37%
Community and Family Resources (2)	4	4%
Family Service (9)	7	8%
River Hills Recovery Center (6)	10	11%
Compass Pointe (1)	2	2%
Substance Abuse Services (5)	11	12%
Prairie Ridge Treatment Center (3)	1	1%

The number behind the agency name refers to the service area it covers

Where Caller Heard About Helpline:

2-1-1	0
Billboards	6
Casino	12
Family	1
Friends	2
Lottery	5
Newspaper	0
Radio	2
Other	13
Spouse/Partner	1
TV	4