

Iowa Gambling Treatment Program 1-800 BETS OFF Helpline Monthly Summary for August 2009

Total Calls: 500 **Avg. Call Length:** 2 minutes

Male: 44%
Female: 56%

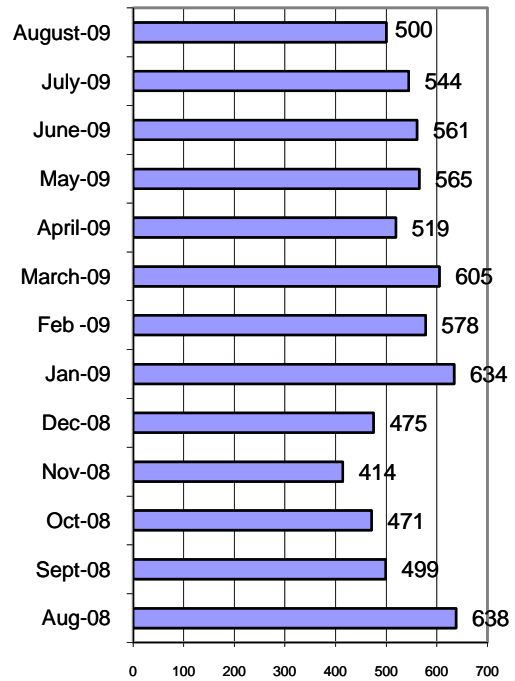
Day of Week:

Monday	16%
Tuesday	13%
Wednesday	15%
Thursday	16%
Friday	15%
Saturday	15%
Sunday	10%

Time of Day:

Midnight - 8 a.m.	9%
8 a.m. - Noon	25%
Noon - 4 p.m.	31%
4 p.m. - 8 p.m.	24%
8 p.m. - Midnight	11%

Previous Year Call Totals



Topics:

Casino banning	14	3%
Casino info/buffet, etc.	109	22%
Gambler's Anonymous info	8	2%
Lottery issue/question	30	6%
Media/Press	0	0%
Need local # for treatment center	7	1%
Other gambling related issue/?	6	1%
Request for BETS OFF info pack	0	0%
Request for gambling ed materials	1	0%
Treatment inquiry for self	97	19%
Treatment inquiry for other	49	10%
Other	185	37%

Outcomes:

Instructed to contact casino	111	22%
Provided gambling assistance/counseling	3	1%
Referred to IDPH	0	0%
Referred to Iowa Lottery	28	6%
Referred to national number	43	9%
Referred to treatment provider	114	23%
Request sent/referral to ISAIC	1	0%
Supplied requested info	12	2%
Unable to assist	1	0%
Other	190	38%

Caller's Relationship to Gambler:

Child	11
Educator/Counselor	0
Friend	10
Husband	5
Other	5
Other relative	10
Parent	7
Self	114
Wife	7

Referrals:

ADDS of Southeast Iowa (11)	16	14%
Allen Memorial Hospital (4)	12	11%
Problem Gambling Services (7)	37	32%
Community and Family Resources (2)	2	2%
Family Service (9)	7	6%
River Hills Recovery Center (6)	3	3%
Compass Pointe (1)	7	6%
Substance Abuse Services (5)	22	19%
Prairie Ridge Treatment Center (3)	4	4%

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

Where Caller Heard About Helpline:

2-1-1	1
Billboards	1
Casino	48
Family	1
Friends	4
Lottery	11
Newspaper	1
Radio	3
Other	4
Spouse/Partner	0
TV	21