

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

Total Calls: 481 **Avg. Call Length:** 2 minutes

Male: 48%
Female: 52%

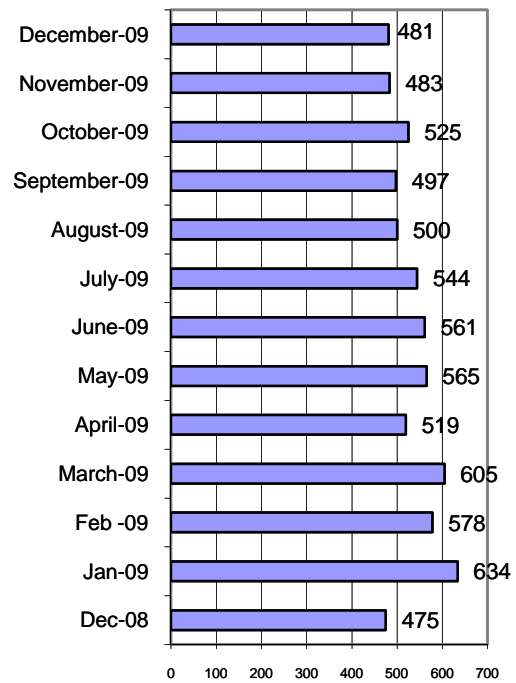
Day of Week:

Monday	16%
Tuesday	16%
Wednesday	18%
Thursday	20%
Friday	12%
Saturday	9%
Sunday	9%

Time of Day:

Midnight - 8 a.m.	7%
8 a.m. - Noon	23%
Noon - 4 p.m.	33%
4 p.m. - 8 p.m.	22%
8 p.m. - Midnight	15%

Previous Year Call Totals



Topics:

Casino banning	8	2%
Casino info/buffet, etc.	127	26%
Gambler's Anonymous info	5	1%
Lottery issue/question	31	6%
Media/Press	0	0%
Need local # for treatment center	4	1%
Other gambling related issue/?	6	1%
Request for BETS OFF info pack	0	0%
Request for gambling ed materials	5	1%
Treatment inquiry for self	82	17%
Treatment inquiry for other	43	9%
Other	175	36%

Outcomes:

Instructed to contact casino	129	27%
Provided gambling assistance/counseling	8	2%
Referred to IDPH	0	0%
Referred to Iowa Lottery	29	6%
Referred to national number	4	1%
Referred to treatment provider	79	16%
Request sent/referral to ISAIC	4	1%
Supplied requested info	11	2%
Unable to assist	1	0%
Other	218	45%

Caller's Relationship to Gambler:

Child	6
Educator/Counselor	2
Friend	12
Husband	5
Other	3
Other relative	11
Parent	7
Self	101
Wife	3

Referrals:

ADDS of Southeast Iowa (11)	8	10%
Allen Memorial Hospital (4)	12	15%
Problem Gambling Services (7)	29	37%
Community and Family Resources (2)	0	0%
Family Service (9)	6	8%
River Hills Recovery Center (6)	5	6%
Compass Pointe (1)	2	3%
Substance Abuse Services (5)	14	18%
Prairie Ridge Treatment Center (3)	3	4%

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

Where Caller Heard About Helpline:

2-1-1	0
Billboards	3
Casino	20
Family	4
Friends	5
Lottery	10
Newspaper	0
Radio	1
Other	13
Spouse/Partner	0
TV	4