

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

Total Calls: 560 **Avg. Call Length:** 2 minutes

Male: 53%
Female: 47%

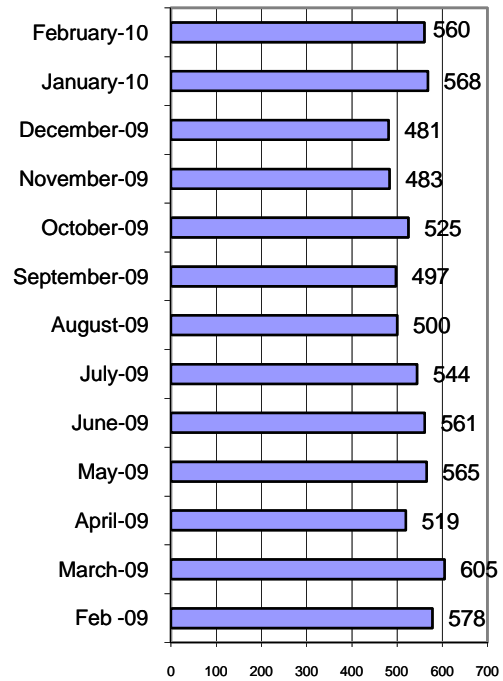
Day of Week:

Monday	16%
Tuesday	18%
Wednesday	16%
Thursday	15%
Friday	17%
Saturday	8%
Sunday	10%

Time of Day:

Midnight - 8 a.m.	6%
8 a.m. - Noon	21%
Noon - 4 p.m.	36%
4 p.m. - 8 p.m.	26%
8 p.m. - Midnight	10%

Previous Year Call Totals



Topics:

Casino banning	15	3%
Casino info/buffet, etc.	135	24%
Gambler's Anonymous info	10	2%
Lottery issue/question	37	7%
Media/Press	0	0%
Need local # for treatment center	2	0%
Other gambling related issue/?	13	2%
Request for BETS OFF info pack	14	3%
Request for gambling ed materials	2	0%
Treatment inquiry for self	92	16%
Treatment inquiry for other	52	9%
Other	194	35%

Outcomes:

Instructed to contact casino	138	25%
Provided gambling assistance/counseling	14	3%
Referred to IDPH	0	0%
Referred to Iowa Lottery	36	6%
Referred to national number	54	10%
Referred to treatment provider	107	19%
Request sent/referral to ISAIC	0	0%
Supplied requested info	11	2%
Unable to assist	1	0%
Other	201	36%

Caller's Relationship to Gambler:

Child	17
Educator/Counselor	2
Friend	9
Husband	8
Other	4
Other relative	10
Parent	3
Self	181
Wife	3

Referrals:

ADDS of Southeast Iowa (11)	16	15%
Allen Memorial Hospital (4)	11	10%
Problem Gambling Services (7)	45	42%
Community and Family Resources (2)	2	2%
Family Service (9)	10	9%
River Hills Recovery Center (6)	8	7%
Compass Pointe (1)	0	0%
Substance Abuse Services (5)	13	12%
Prairie Ridge Treatment Center (3)	2	2%

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

Where Caller Heard About Helpline:

2-1-1	0
Billboards	1
Casino	29
Family	1
Friends	1
Lottery	6
Newspaper	0
Radio	2
Other	11
Spouse/Partner	0
TV	4