

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

Total Calls: 634 **Avg. Call Length:** 2 minutes

Male: 52%
Female: 48%

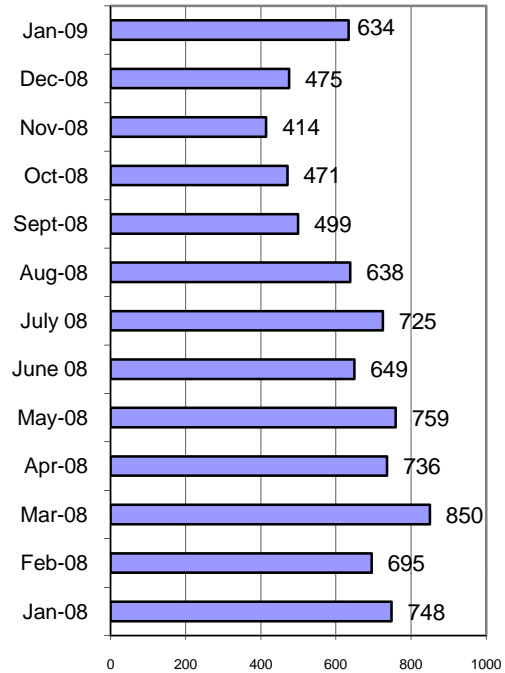
Day of Week:

Monday 13%
Tuesday 12%
Wednesday 13%
Thursday 19%
Friday 19%
Saturday 16%
Sunday 8%

Time of Day:

Midnight - 8 a.m. 12%
8 a.m. - Noon 18%
Noon - 4 p.m. 28%
4 p.m. - 8 p.m. 26%
8 p.m. - Midnight 16%

Previous Year Call Totals



Topics:

Casino info/banning	42	7%
Gambler's Anonymous info	10	2%
Lottery issue/question	21	3%
Media/Press	0	0%
Need local # for treatment center	6	1%
Other gambling related issue/?	22	3%
Request for BETS OFF info pack	19	3%
Request for gambling ed materials	5	1%
Treatment inquiry for self	134	21%
Treatment inquiry for other	46	7%
Other	345	54%

Outcomes:

Instructed to contact casino	43	7%
Provided gambling assistance/counseling	20	3%
Referred to IDPH	0	0%
Referred to Iowa Lottery	21	3%
Referred to national number	42	7%
Referred to treatment provider	140	22%
Request sent/referral to ISAIC	4	1%
Supplied requested info	14	2%
Unable to assist	11	2%
Other	342	54%

Caller's Relationship to Gambler:

Child	10
Educator/Counselor	1
Friend	13
Husband	4
Other	5
Other relative	4
Parent	4
Self	179
Wife	9

Referrals:

ADDS of Southeast Iowa (11)	14	10%
Allen Memorial Hospital (4)	18	13%
Problem Gambling Services (7)	55	39%
Central Iowa Gambling Treatment (10)	2	1%
Community and Family Resources (2)	6	4%
Family Service (9)	12	9%
River Hills Recovery Center (6)	8	6%
Northwest Iowa Treatment (1)	2	1%
Substance Abuse Services (5)	20	14%
Prairie Ridge Treatment Center (3)	3	2%

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

Where Caller Heard About Helpline:

2-1-1	2
Billboards	6
Casino	17
Family	2
Friends	1
Lottery	20
Newspaper	0
Radio	0
Other	15
Spouse/Partner	0
TV	3