

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

Total Calls: 568 **Avg. Call Length:** 2 minutes

Male: 54%
Female: 46%

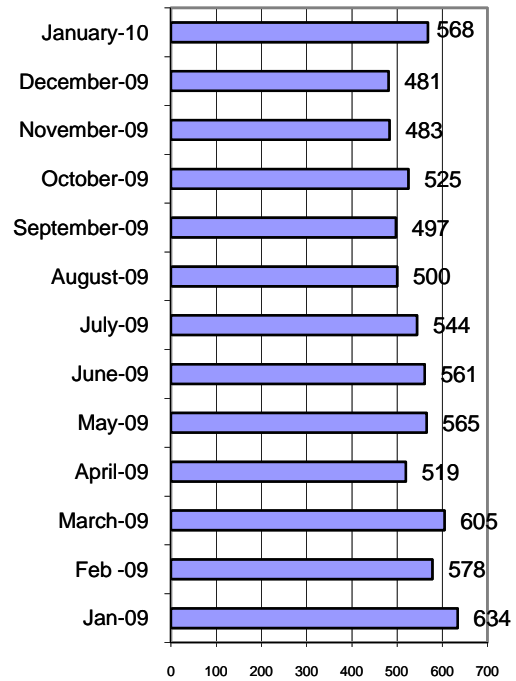
Day of Week:

Monday 16%
Tuesday 12%
Wednesday 14%
Thursday 13%
Friday 19%
Saturday 16%
Sunday 10%

Time of Day:

Midnight - 8 a.m. 12%
8 a.m. - Noon 24%
Noon - 4 p.m. 31%
4 p.m. - 8 p.m. 19%
8 p.m. - Midnight 14%

Previous Year Call Totals



Topics:

Casino banning	18	3%
Casino info/buffet, etc.	105	18%
Gambler's Anonymous info	11	2%
Lottery issue/question	35	6%
Media/Press	0	0%
Need local # for treatment center	8	1%
Other gambling related issue/?	7	1%
Request for BETS OFF info pack	0	0%
Request for gambling ed materials	3	1%
Treatment inquiry for self	127	22%
Treatment inquiry for other	52	9%
Other	209	37%

Outcomes:

Instructed to contact casino	109	19%
Provided gambling assistance/counseling	12	2%
Referred to IDPH	1	0%
Referred to Iowa Lottery	32	6%
Referred to national number	57	10%
Referred to treatment provider	127	22%
Request sent/referral to ISAIC	2	0%
Supplied requested info	6	1%
Unable to assist	4	1%
Other	221	39%

Caller's Relationship to Gambler:

Child	11
Educator/Counselor	1
Friend	11
Husband	6
Other	4
Other relative	11
Parent	5
Self	157
Wife	6

Referrals:

ADDS of Southeast Iowa (11)	13	10%
Allen Memorial Hospital (4)	9	7%
Problem Gambling Services (7)	48	38%
Community and Family Resources (2)	2	2%
Family Service (9)	19	15%
River Hills Recovery Center (6)	8	6%
Compass Pointe (1)	4	3%
Substance Abuse Services (5)	19	15%
Prairie Ridge Treatment Center (3)	5	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	30
Family	3
Friends	3
Lottery	17
Newspaper	0
Radio	2
Other	19
Spouse/Partner	0
TV	15