

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

Total Calls: 544 **Avg. Call Length:** 2 minutes

Male: 47%
Female: 53%

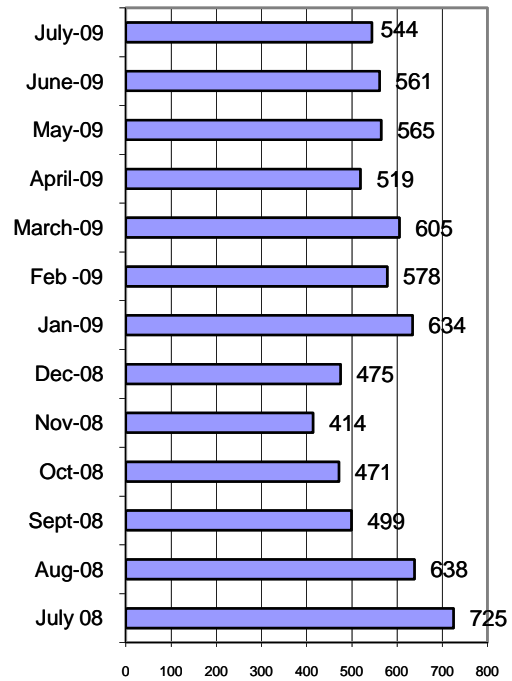
Day of Week:

Monday 18%
Tuesday 15%
Wednesday 17%
Thursday 17%
Friday 14%
Saturday 9%
Sunday 10%

Time of Day:

Midnight - 8 a.m. 10%
8 a.m. - Noon 27%
Noon - 4 p.m. 28%
4 p.m. - 8 p.m. 24%
8 p.m. - Midnight 11%

Previous Year Call Totals



Topics:

Casino banning	19	3%
Casino info/buffet, etc.	109	20%
Gambler's Anonymous info	14	3%
Lottery issue/question	20	4%
Media/Press	0	0%
Need local # for treatment center	13	2%
Other gambling related issue/?	15	3%
Request for BETS OFF info pack	24	4%
Request for gambling ed materials	2	0%
Treatment inquiry for self	93	17%
Treatment inquiry for other	47	9%
Other	204	38%

Outcomes:

Instructed to contact casino	113	21%
Provided gambling assistance/counseling	2	0%
Referred to IDPH	1	0%
Referred to Iowa Lottery	19	3%
Referred to national number	43	8%
Referred to treatment provider	137	25%
Request sent/referral to ISAIC	3	1%
Supplied requested info	18	3%
Unable to assist	7	1%
Other	188	35%

Caller's Relationship to Gambler:

Child	11
Educator/Counselor	4
Friend	6
Husband	5
Other	3
Other relative	10
Parent	3
Self	155
Wife	5

Referrals:

ADDS of Southeast Iowa (11)	23	17%
Allen Memorial Hospital (4)	13	9%
Problem Gambling Services (7)	54	39%
Community and Family Resources (2)	1	1%
Family Service (9)	9	7%
River Hills Recovery Center (6)	7	5%
Compass Pointe (1)	1	1%
Substance Abuse Services (5)	26	19%
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	1
Billboards	2
Casino	35
Family	1
Friends	3
Lottery	13
Newspaper	0
Radio	2
Other	7
Spouse/Partner	0
TV	34