

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

Total Calls: 561 **Avg. Call Length:** 2 minutes

Male: 53%
Female: 47%

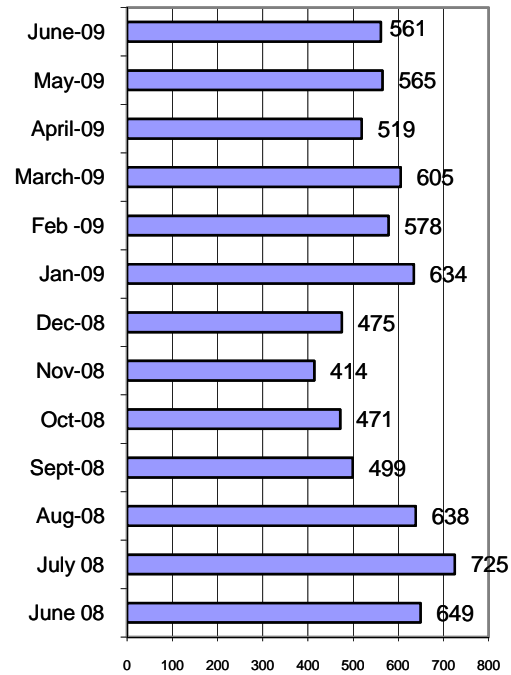
Day of Week:

Monday 20%
Tuesday 17%
Wednesday 15%
Thursday 15%
Friday 16%
Saturday 9%
Sunday 8%

Time of Day:

Midnight - 8 a.m. 11%
8 a.m. - Noon 23%
Noon - 4 p.m. 31%
4 p.m. - 8 p.m. 24%
8 p.m. - Midnight 11%

Previous Year Call Totals



Topics:

| | | |
|-----------------------------------|-----|-----|
| Casino info/banning | 113 | 20% |
| Gambler's Anonymous info | 13 | 2% |
| Lottery issue/question | 39 | 7% |
| Media/Press | 1 | 0% |
| Need local # for treatment center | 12 | 2% |
| Other gambling related issue/? | 8 | 1% |
| Request for BETS OFF info pack | 20 | 4% |
| Request for gambling ed materials | 5 | 1% |
| Treatment inquiry for self | 121 | 22% |
| Treatment inquiry for other | 37 | 7% |
| Other | 214 | 38% |

Outcomes:

| | | |
|---|-----|-----|
| Instructed to contact casino | 99 | 18% |
| Provided gambling assistance/counseling | 2 | 0% |
| Referred to IDPH | 0 | 0% |
| Referred to Iowa Lottery | 39 | 7% |
| Referred to national number | 43 | 8% |
| Referred to treatment provider | 135 | 24% |
| Request sent/referral to ISAIC | 4 | 1% |
| Supplied requested info | 27 | 5% |
| Unable to assist | 5 | 1% |
| Other | 213 | 38% |

Caller's Relationship to Gambler:

| | |
|--------------------|-----|
| Child | 4 |
| Educator/Counselor | 1 |
| Friend | 7 |
| Husband | 4 |
| Other | 2 |
| Other relative | 14 |
| Parent | 3 |
| Self | 179 |
| Wife | 2 |

Referrals:

| | | |
|--------------------------------------|----|-----|
| ADDS of Southeast Iowa (11) | 23 | 17% |
| Allen Memorial Hospital (4) | 9 | 7% |
| Problem Gambling Services (7) | 37 | 27% |
| Central Iowa Gambling Treatment (10) | 0 | 0% |
| Community and Family Resources (2) | 2 | 1% |
| Family Service (9) | 10 | 7% |
| River Hills Recovery Center (6) | 13 | 10% |
| Compass Pointe (1) | 3 | 2% |
| Substance Abuse Services (5) | 33 | 24% |
| Prairie Ridge Treatment Center (3) | 2 | 1% |

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 | 17 |
| Family | 1 |
| Friends | 2 |
| Lottery | 40 |
| Newspaper | 0 |
| Radio | 5 |
| Other | 4 |
| Spouse/Partner | 1 |
| TV | 41 |