

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

**Total Calls:** 604      **Avg. Call Length:** 2 minutes

**Male:** 50%  
**Female:** 50%

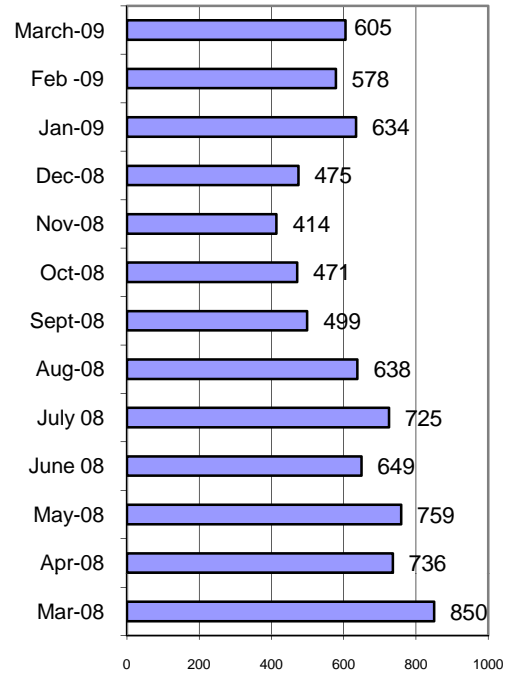
**Day of Week:**

Monday 19%  
Tuesday 19%  
Wednesday 15%  
Thursday 14%  
Friday 14%  
Saturday 8%  
Sunday 11%

**Time of Day:**

Midnight - 8 a.m. 8%  
8 a.m. - Noon 25%  
Noon - 4 p.m. 30%  
4 p.m. - 8 p.m. 26%  
8 p.m. - Midnight 11%

**Previous Year Call Totals**



**Topics:**

Casino info/banning	137	23%
Gambler's Anonymous info	18	3%
Lottery issue/question	21	3%
Media/Press	1	0%
Need local # for treatment center	13	2%
Other gambling related issue/?	8	1%
Request for BETS OFF info pack	7	1%
Request for gambling ed materials	6	1%
Treatment inquiry for self	131	22%
Treatment inquiry for other	64	11%
Other	216	36%

**Outcomes:**

Instructed to contact casino	121	20%
Provided gambling assistance/counseling	4	1%
Referred to IDPH	1	0%
Referred to Iowa Lottery	20	3%
Referred to national number	49	8%
Referred to treatment provider	169	28%
Request sent/referral to ISAIC	3	0%
Supplied requested info	23	4%
Unable to assist	3	0%
Other	218	36%

**Caller's Relationship to Gambler:**

Child	5
Educator/Counselor	1
Friend	11
Husband	3
Other	9
Other relative	17
Parent	7
Self	206
Wife	17

**Referrals:**

ADDS of Southeast Iowa (11)	21	12%
Allen Memorial Hospital (4)	14	8%
Problem Gambling Services (7)	57	34%
Central Iowa Gambling Treatment (10)	4	2%
Community and Family Resources (2)	0	0%
Family Service (9)	18	11%
River Hills Recovery Center (6)	8	5%
Compass Pointe (1)	1	1%
Substance Abuse Services (5)	33	20%
Prairie Ridge Treatment Center (3)	4	2%

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

**Where Caller Heard About Helpline:**

2-1-1	0
Billboards	7
Casino	50
Family	2
Friends	4
Lottery	26
Newspaper	1
Radio	7
Other	13
Spouse/Partner	1
TV	23