

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

Total Calls: 565 **Avg. Call Length:** 2 minutes

Male: 50%
Female: 50%

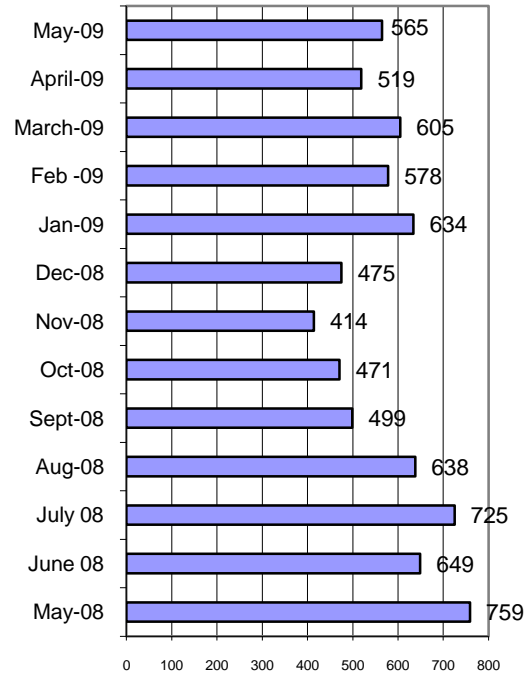
Day of Week:

Monday 13%
Tuesday 16%
Wednesday 13%
Thursday 11%
Friday 18%
Saturday 16%
Sunday 13%

Time of Day:

Midnight - 8 a.m. 7%
8 a.m. - Noon 22%
Noon - 4 p.m. 28%
4 p.m. - 8 p.m. 25%
8 p.m. - Midnight 18%

Previous Year Call Totals



Topics:

Casino info/banning	123	22%
Gambler's Anonymous info	11	2%
Lottery issue/question	26	5%
Media/Press	0	0%
Need local # for treatment center	14	2%
Other gambling related issue/?	7	1%
Request for BETS OFF info pack	10	2%
Request for gambling ed materials	2	0%
Treatment inquiry for self	116	21%
Treatment inquiry for other	47	8%
Other	219	39%

Outcomes:

Instructed to contact casino	118	21%
Provided gambling assistance/counseling	4	1%
Referred to IDPH	1	0%
Referred to Iowa Lottery	24	4%
Referred to national number	49	9%
Referred to treatment provider	142	25%
Request sent/referral to ISAIC	2	0%
Supplied requested info	22	4%
Unable to assist	2	0%
Other	212	38%

Caller's Relationship to Gambler:

Child	9
Educator/Counselor	1
Friend	17
Husband	7
Other	6
Other relative	10
Parent	8
Self	204
Wife	4

Referrals:

ADDS of Southeast Iowa (11)	25	18%
Allen Memorial Hospital (4)	18	13%
Problem Gambling Services (7)	45	32%
Central Iowa Gambling Treatment (10)	2	1%
Community and Family Resources (2)	1	1%
Family Service (9)	8	6%
River Hills Recovery Center (6)	9	6%
Compass Pointe (1)	6	4%
Substance Abuse Services (5)	21	15%
Prairie Ridge Treatment Center (3)	7	5%

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

Where Caller Heard About Helpline:

2-1-1	0
Billboards	6
Casino	34
Family	9
Friends	1
Lottery	29
Newspaper	0
Radio	5
Other	9
Spouse/Partner	1
TV	31