

## Iowa Gambling Treatment Program 1-800 BETS OFF Helpline Monthly Summary for May 2010

**Total Calls:** 542      **Avg. Call Length:** 2 minutes

**Male:** 45%  
**Female:** 55%

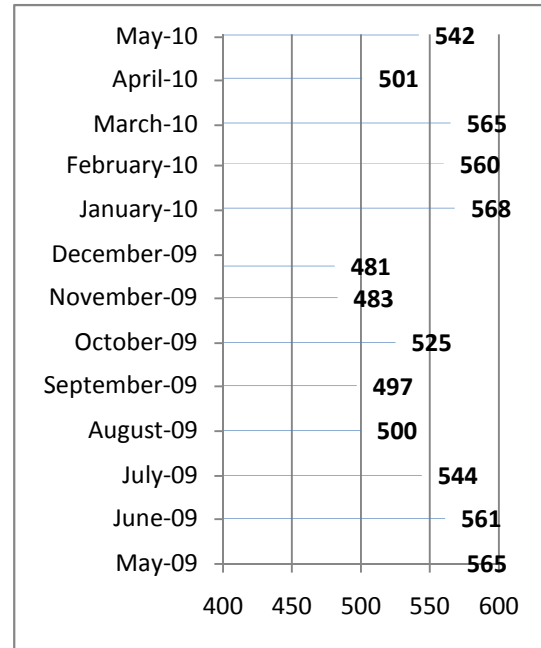
**Day of Week:**

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

**Time of Day:**

Midnight - 8 a.m. 10%  
8 a.m. - Noon 22%  
Noon - 4 p.m. 26%  
4 p.m. - 8 p.m. 31%  
8 p.m. - Midnight 11%

**Previous Year Call Totals**



**Topics:**

Casino banning	14	3%
Casino info/buffet, etc.	124	23%
Gambler's Anonymous info	17	3%
Lottery issue/question	36	7%
Media/Press	0	0%
Need local # for treatment center	4	1%
Other gambling related issue/?	5	1%
Request for BETS OFF info pack	4	1%
Request for gambling ed materials	1	0%
Treatment inquiry for self	109	20%
Treatment inquiry for other	38	7%
Other	195	36%

**Outcomes:**

Instructed to contact casino	129	24%
Provided gambling assistance/counseling	7	1%
Referred to IDPH	0	0%
Referred to Iowa Lottery	34	6%
Referred to national number	44	8%
Referred to treatment provider	119	22%
Request sent/referral to ISAIC	0	0%
Supplied requested info	11	2%
Unable to assist	6	1%
Other	194	36%

**Caller's Relationship to Gambler:**

Child	6
Educator/Counselor	1
Friend	5
Husband	3
Other	2
Other relative	3
Parent	3
Self	136
Wife	6

**Referrals:**

ADDS of Southeast Iowa (11)	22	18%
Allen Memorial Hospital (4)	12	10%
Problem Gambling Services (7)	32	27%
Community and Family Resources (2)	0	0%
Family Service (9)	13	11%
River Hills Recovery Center (6)	8	7%
Compass Pointe (1)	5	4%
Substance Abuse Services (5)	23	19%
Prairie Ridge Treatment Center (3)	4	3%

*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	12
Family	0
Friends	0
Lottery	4
Newspaper	0
Radio	2
Other	8
Spouse/Partner	0
TV	6