

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

Total Calls: 525 **Avg. Call Length:** 2 minutes

Male: 51%
Female: 49%

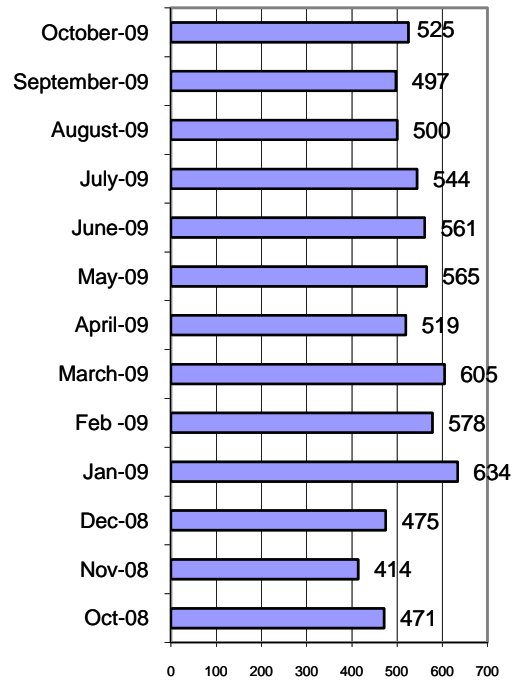
Day of Week:

Monday	12%
Tuesday	11%
Wednesday	11%
Thursday	15%
Friday	23%
Saturday	20%
Sunday	8%

Time of Day:

Midnight - 8 a.m.	11%
8 a.m. - Noon	24%
Noon - 4 p.m.	28%
4 p.m. - 8 p.m.	22%
8 p.m. - Midnight	15%

Previous Year Call Totals



Topics:

Casino banning	20	4%
Casino info/buffet, etc.	76	14%
Gambler's Anonymous info	5	1%
Lottery issue/question	17	3%
Media/Press	0	0%
Need local # for treatment center	7	1%
Other gambling related issue/?	11	2%
Request for BETS OFF info pack	6	1%
Request for gambling ed materials	2	0%
Treatment inquiry for self	113	22%
Treatment inquiry for other	44	8%
Other	232	44%

Outcomes:

Instructed to contact casino	87	17%
Provided gambling assistance/counseling	4	1%
Referred to IDPH	0	0%
Referred to Iowa Lottery	15	3%
Referred to national number	45	9%
Referred to treatment provider	128	24%
Request sent/referral to ISAIC	2	0%
Supplied requested info	19	4%
Unable to assist	8	2%
Other	208	40%

Caller's Relationship to Gambler:

Child	9
Educator/Counselor	1
Friend	11
Husband	3
Other	3
Other relative	5
Parent	6
Self	133
Wife	10

Referrals:

ADDS of Southeast Iowa (11)	11	9%
Allen Memorial Hospital (4)	14	11%
Problem Gambling Services (7)	54	42%
Community and Family Resources (2)	5	4%
Family Service (9)	10	8%
River Hills Recovery Center (6)	5	4%
Compass Pointe (1)	4	3%
Substance Abuse Services (5)	15	12%
Prairie Ridge Treatment Center (3)	10	8%

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

Where Caller Heard About Helpline:

2-1-1	0
Billboards	18
Casino	42
Family	1
Friends	4
Lottery	5
Newspaper	0
Radio	2
Other	6
Spouse/Partner	0
TV	33