

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

Total Calls: 497 **Avg. Call Length:** 2 minutes

Male: 49%
Female: 51%

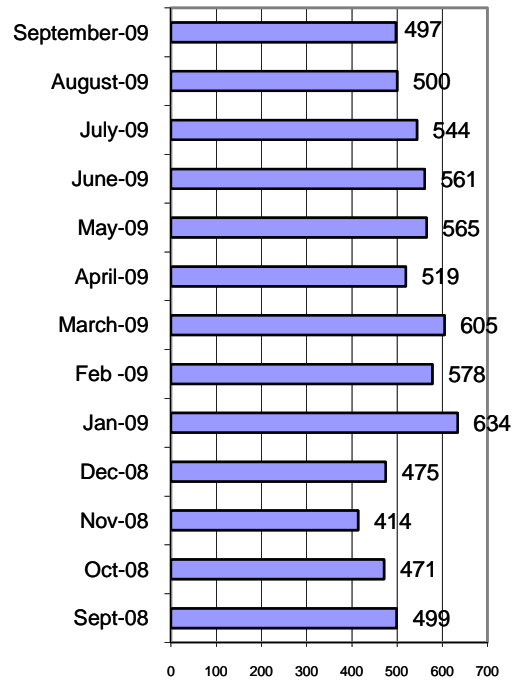
Day of Week:

Monday 13%
Tuesday 16%
Wednesday 19%
Thursday 15%
Friday 16%
Saturday 12%
Sunday 9%

Time of Day:

Midnight - 8 a.m. 7%
8 a.m. - Noon 24%
Noon - 4 p.m. 32%
4 p.m. - 8 p.m. 22%
8 p.m. - Midnight 15%

Previous Year Call Totals



Topics:

Casino banning	22	4%
Casino info/buffet, etc.	105	21%
Gambler's Anonymous info	11	2%
Lottery issue/question	28	6%
Media/Press	0	0%
Need local # for treatment center	7	1%
Other gambling related issue/?	13	3%
Request for BETS OFF info pack	2	0%
Request for gambling ed materials	2	0%
Treatment inquiry for self	92	19%
Treatment inquiry for other	34	7%
Other	189	38%

Outcomes:

Instructed to contact casino	111	22%
Provided gambling assistance/counseling	6	1%
Referred to IDPH	1	0%
Referred to Iowa Lottery	26	5%
Referred to national number	49	10%
Referred to treatment provider	93	19%
Request sent/referral to ISAIC	0	0%
Supplied requested info	15	3%
Unable to assist	3	1%
Other	196	39%

Caller's Relationship to Gambler:

Child	4
Educator/Counselor	1
Friend	12
Husband	5
Other	3
Other relative	11
Parent	2
Self	109
Wife	3

Referrals:

ADDS of Southeast Iowa (11)	13	14%
Allen Memorial Hospital (4)	7	8%
Problem Gambling Services (7)	40	43%
Community and Family Resources (2)	1	1%
Family Service (9)	4	4%
River Hills Recovery Center (6)	3	3%
Compass Pointe (1)	2	2%
Substance Abuse Services (5)	20	22%
Prairie Ridge Treatment Center (3)	2	2%

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

Where Caller Heard About Helpline:

2-1-1	0
Billboards	8
Casino	25
Family	1
Friends	1
Lottery	16
Newspaper	1
Radio	4
Other	7
Spouse/Partner	1
TV	14