

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

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

Male: 54%
Female: 46%

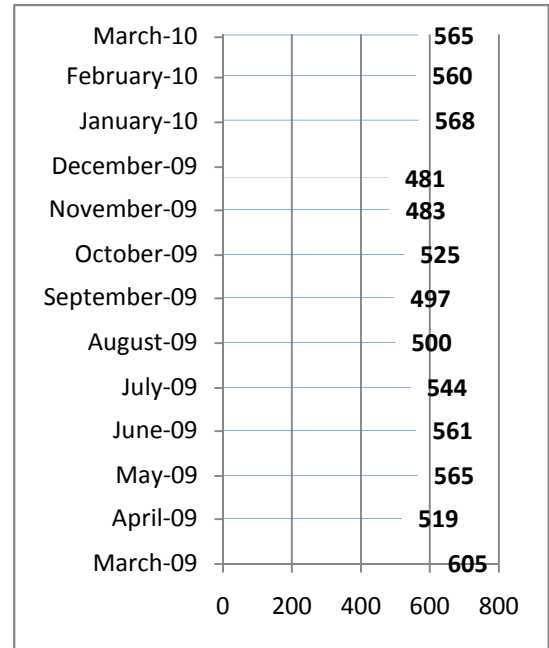
Day of Week:

Monday 16%
Tuesday 17%
Wednesday 16%
Thursday 16%
Friday 16%
Saturday 10%
Sunday 9%

Time of Day:

Midnight - 8 a.m. 11%
8 a.m. - Noon 24%
Noon - 4 p.m. 32%
4 p.m. - 8 p.m. 26%
8 p.m. - Midnight 7%

Previous Year Call Totals



Topics:

Casino banning	13	2%
Casino info/buffet, etc.	138	24%
Gambler's Anonymous info	13	2%
Lottery issue/question	36	6%
Media/Press	0	0%
Need local # for treatment center	5	1%
Other gambling related issue/?	11	2%
Request for BETS OFF info pack	18	3%
Request for gambling ed materials	0	0%
Treatment inquiry for self	135	24%
Treatment inquiry for other	40	7%
Other	161	28%

Outcomes:

Instructed to contact casino	137	24%
Provided gambling assistance/counseling	12	2%
Referred to IDPH	0	0%
Referred to Iowa Lottery	34	6%
Referred to national number	50	9%
Referred to treatment provider	149	26%
Request sent/referral to ISAIC	0	0%
Supplied requested info	11	2%
Unable to assist	5	1%
Other	171	30%

Caller's Relationship to Gambler:

Child	8
Educator/Counselor	3
Friend	8
Husband	1
Other	8
Other relative	7
Parent	7
Self	179
Wife	9

Referrals:

ADDS of Southeast Iowa (11)	22	15%
Allen Memorial Hospital (4)	18	12%
Problem Gambling Services (7)	49	33%
Community and Family Resources (2)	5	3%
Family Service (9)	8	5%
River Hills Recovery Center (6)	12	8%
Compass Pointe (1)	3	2%
Substance Abuse Services (5)	29	19%
Prairie Ridge Treatment Center (3)	3	2%

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

Where Caller Heard About Helpline:

2-1-1	1
Billboards	6
Casino	19
Family	4
Friends	5
Lottery	9
Newspaper	0
Radio	3
Other	12
Spouse/Partner	1
TV	4