

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

**Total Calls:** 519      **Avg. Call Length:** 2 minutes

**Male:** 48%  
**Female:** 52%

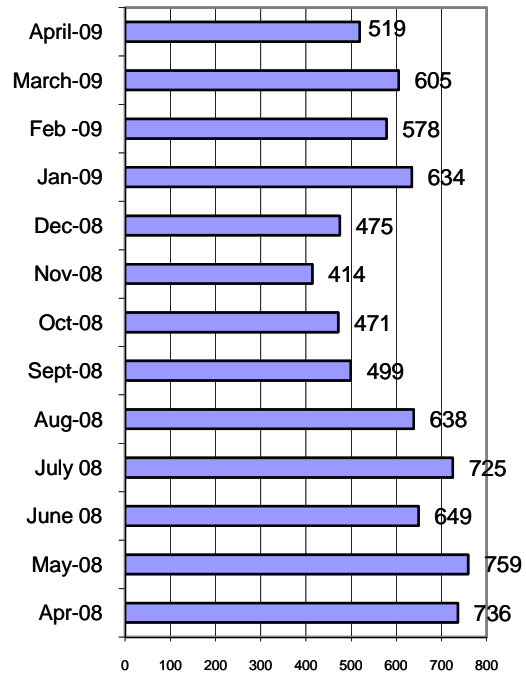
**Day of Week:**

Monday 18%  
Tuesday 11%  
Wednesday 13%  
Thursday 17%  
Friday 17%  
Saturday 9%  
Sunday 15%

**Time of Day:**

Midnight - 8 a.m. 7%  
8 a.m. - Noon 23%  
Noon - 4 p.m. 33%  
4 p.m. - 8 p.m. 23%  
8 p.m. - Midnight 14%

**Previous Year Call Totals**



**Topics:**

Casino info/banning	107	21%
Gambler's Anonymous info	10	2%
Lottery issue/question	31	6%
Media/Press	0	0%
Need local # for treatment center	13	3%
Other gambling related issue/?	8	2%
Request for BETS OFF info pack	0	0%
Request for gambling ed materials	6	1%
Treatment inquiry for self	114	22%
Treatment inquiry for other	61	12%
Other	178	34%

**Outcomes:**

Instructed to contact casino	104	20%
Provided gambling assistance/counseling	15	3%
Referred to IDPH	0	0%
Referred to Iowa Lottery	31	6%
Referred to national number	45	9%
Referred to treatment provider	143	28%
Request sent/referral to ISAIC	4	1%
Supplied requested info	12	2%
Unable to assist	2	0%
Other	174	34%

**Caller's Relationship to Gambler:**

Child	14
Educator/Counselor	1
Friend	13
Husband	4
Other	10
Other relative	8
Parent	8
Self	184
Wife	8

**Referrals:**

ADDS of Southeast Iowa (11)	15	10%
Allen Memorial Hospital (4)	11	8%
Problem Gambling Services (7)	49	34%
Central Iowa Gambling Treatment (10)	1	1%
Community and Family Resources (2)	3	2%
Family Service (9)	10	7%
River Hills Recovery Center (6)	12	8%
Compass Pointe (1)	6	4%
Substance Abuse Services (5)	24	17%
Prairie Ridge Treatment Center (3)	9	6%

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

**Where Caller Heard About Helpline:**

2-1-1	1
Billboards	3
Casino	28
Family	2
Friends	2
Lottery	33
Newspaper	1
Radio	2
Other	7
Spouse/Partner	1
TV	24