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

Total Calls: 483 **Avg. Call Length:** 2 minutes

Male: 48%
Female: 52%

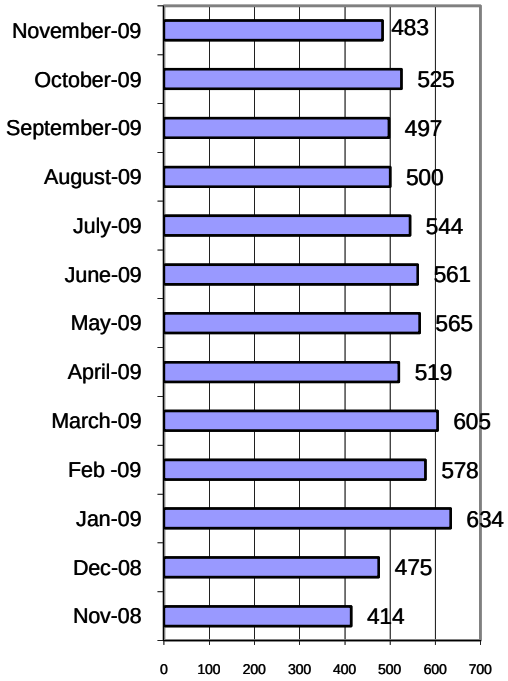
Day of Week:

Monday	19%
Tuesday	14%
Wednesday	13%
Thursday	13%
Friday	14%
Saturday	14%
Sunday	13%

Time of Day:

Midnight - 8 a.m.	11%
8 a.m. - Noon	24%
Noon - 4 p.m.	34%
4 p.m. - 8 p.m.	22%
8 p.m. - Midnight	9%

Previous Year Call Totals



Topics:

Casino banning	17	4%
Casino info/buffet, etc.	79	16%
Gambler's Anonymous info	9	2%
Lottery issue/question	20	4%
Media/Press	0	0%
Need local # for treatment center	7	1%
Other gambling related issue/?	10	2%
Request for BETS OFF info pack	3	1%
Request for gambling ed materials	3	1%
Treatment inquiry for self	92	19%
Treatment inquiry for other	53	11%
Other	200	41%

Outcomes:

Instructed to contact casino	92	19%
Provided gambling assistance/counseling	7	1%
Referred to IDPH	1	0%
Referred to Iowa Lottery	18	4%
Referred to national number	42	9%
Referred to treatment provider	111	23%
Request sent/referral to ISAIC	2	0%
Supplied requested info	14	3%
Unable to assist	5	1%
Other	201	42%

Caller's Relationship to Gambler:

Child	7
Educator/Counselor	0
Friend	13
Husband	4
Other	6
Other relative	15
Parent	2
Self	108
Wife	2

Referrals:

ADDS of Southeast Iowa (11)	18	16%
Allen Memorial Hospital (4)	13	12%
Problem Gambling Services (7)	39	35%
Community and Family Resources (2)	2	2%
Family Service (9)	10	9%
River Hills Recovery Center (6)	4	4%
Compass Pointe (1)	7	6%
Substance Abuse Services (5)	16	14%
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	2
Casino	19
Family	0
Friends	1
Lottery	9
Newspaper	0
Radio	2
Other	8
Spouse/Partner	0
TV	20