Iowa Gambling Treatment Program 1-800 BETS OFF Helpline Annual Summary for FY 2009

Total Calls:	6686	Avg. Call Length: 2 minutes				Male: Female:	51% 49%
Day of Week:		Time of Da			Prev	vious Year Call T	otals
Monday	17%			9%	Т		
Tuesday	15%		a.m Noon	23%	June-09		561
Wednesday	14%	No	on - 4 p.m.	29%	May-09		565
Thursday	15%	4 p.m 8 p.m.		25%	Way 05		, 505
Friday	16%	•	Midnight	14%	April-09		519
Saturday	12%	•	J		4		
Sunday	11%				March-09		605
Topics:					Feb -09		578
i opics.	Casino in	ofo/banning	804	12%	Jan-09		634
Casino info/banning Gambler's Anonymous info			152	2%	Dan 00		,_
Lottery issue/question			258	4%	Dec-08	47	5
Media/Press			3	0%	Nov-08	414	
Need local # for treatment center			152	2%	-[
Other gambling related issue/?			137	2%	Oct-08	47	1
Request for BETS OFF info pack			99	1%	Sept-08	4	99
Request for gambling ed materials			56	1%	A 00		
Treatment inquiry for self			1386	21%	Aug-08		638
Treatment inquiry for other			545	8%	July 08		725
		Other	3248	49%	F		
Outcomes: 0 100 200 300 400 500 600 700 Caller's Relationship							
	760	11%		to Gambler:	onomp		
Instructed to contact casino			760 74	1%		Child	83
Provided gambling assistance/counseling Referred to IDPH			6	1% 0%		Educator/Counselor	8
Referred to lowa Lottery			256	4%		Friend	121
Referred to national number			507	4 % 8%		Husband	46
Referred to treatment provider			1592	24%		Other	71
Request sent/referral to ISAIC			48	1%		Other relative	105
Supplied requested info			273	4%		Parent	69
Unable to assist			40	1%		Self	1936
Other			3232	48%		Wife	77
Referrals:							
ADDS of Southeast Iowa (11)			195	12%		Where Caller	Heard
Allen Memorial Hospital (4)		154	10%		About Helplin	e:	
Problem Gambling Services (7)			528	33%		2-1-1	3
	Central Iowa Gambling Treatment (10)		24	2%		Billboards	41
Community and Family Resources (2)		29	2%		Casino	246	
Family Service (9)		142	9%		Family	39	
River Hills Recovery Center (6)			102	6%		Friends	21
Compass Pointe (1)			23	1%		Lottery	265
Substance Abuse Services (5)			279	18%		Newspaper	3
Prairie Ridge Treatment Center (3)			40	3%		Radio	25
Eastern Iowa Center for Problem Gambling			35	2%		Other	90
Northwest Iowa Alcoholism & Drug			20	1%		Spouse/Partner	6
Jackson Recovery Centers			5	0%		TV	156