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

Total Calls: 447 **Avg. Call Length:** 2 minutes

Male: 46%
Female: 54%

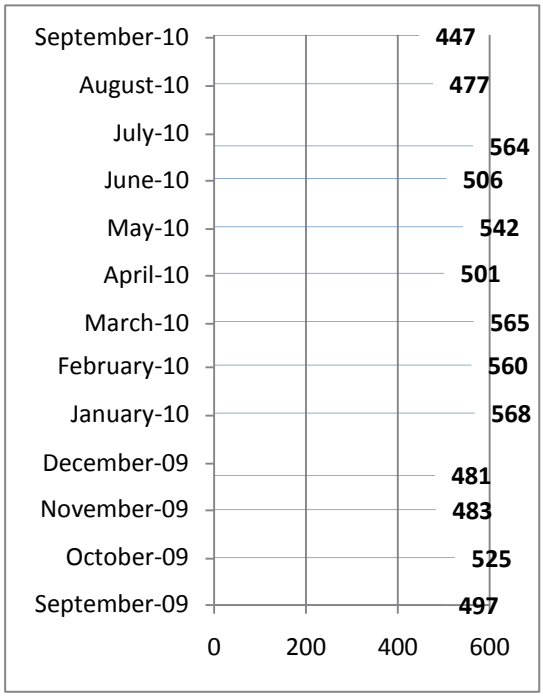
Day of Week:

Monday	14%
Tuesday	17%
Wednesday	20%
Thursday	17%
Friday	13%
Saturday	11%
Sunday	8%

Time of Day:

Midnight - 8 a.m.	13%
8 a.m. - Noon	25%
Noon - 4 p.m.	26%
4 p.m. - 8 p.m.	23%
8 p.m. - Midnight	13%

Previous Year Call Totals



Topics:

Casino banning	24	5%
Casino info/buffet, etc.	102	23%
Gambler's Anonymous info	4	1%
Lottery issue/question	28	6%
Media/Press	0	0%
Need local # for treatment center	8	2%
Other gambling related issue/?	2	0%
Request for BETS OFF info pack	3	1%
Request for gambling ed materials	3	1%
Treatment inquiry for self	91	20%
Treatment inquiry for other	29	6%
Other	158	35%

Outcomes:

Instructed to contact casino	114	26%
Provided gambling assistance/counseling	7	2%
Referred to IDPH	0	0%
Referred to Iowa Lottery	29	6%
Referred to national number	32	7%
Referred to treatment provider	97	22%
Request sent/referral to ISAIC	2	0%
Supplied requested info	15	3%
Unable to assist	1	0%
Other	147	33%

Caller's Relationship to Gambler:

Child	6
Educator/Counselor	2
Friend	4
Husband	0
Other	4
Other relative	10
Parent	3
Self	114
Wife	6

Referrals:

ADDS of Southeast Iowa (11)	12	12%
Allen Memorial Hospital (4)	8	8%
Problem Gambling Services (7)	33	34%
Community and Family Resources (2)	7	7%
Family Service (9)	9	9%
River Hills Recovery Center (6)	3	3%
Compass Pointe (1)	3	3%
Substance Abuse Services (5)	12	12%
Prairie Ridge Treatment Center (3)	10	10%

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

Where Caller Heard About Helpline:

2-1-1	1
Billboards	1
Casino	9
Family	1
Friends	1
Lottery	5
Newspaper	0
Radio	0
Other	9
Spouse/Partner	0
TV	7