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

Total Calls: 561 **Avg. Call Length:** 2 minutes

Male: 53%
Female: 47%

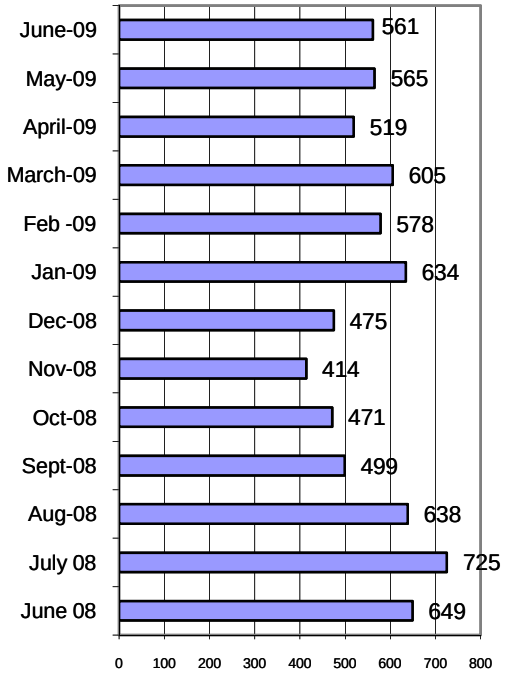
Day of Week:

Monday	20%
Tuesday	17%
Wednesday	15%
Thursday	15%
Friday	16%
Saturday	9%
Sunday	8%

Time of Day:

Midnight - 8 a.m.	11%
8 a.m. - Noon	23%
Noon - 4 p.m.	31%
4 p.m. - 8 p.m.	24%
8 p.m. - Midnight	11%

Previous Year Call Totals



Topics:

Casino info/banning	113	20%
Gambler's Anonymous info	13	2%
Lottery issue/question	39	7%
Media/Press	1	0%
Need local # for treatment center	12	2%
Other gambling related issue/?	8	1%
Request for BETS OFF info pack	20	4%
Request for gambling ed materials	5	1%
Treatment inquiry for self	121	22%
Treatment inquiry for other	37	7%
Other	214	38%

Outcomes:

Instructed to contact casino	99	18%
Provided gambling assistance/counseling	2	0%
Referred to IDPH	0	0%
Referred to Iowa Lottery	39	7%
Referred to national number	43	8%
Referred to treatment provider	135	24%
Request sent/referral to ISAIC	4	1%
Supplied requested info	27	5%
Unable to assist	5	1%
Other	213	38%

Caller's Relationship to Gambler:

Child	4
Educator/Counselor	1
Friend	7
Husband	4
Other	2
Other relative	14
Parent	3
Self	179
Wife	2

Referrals:

ADDS of Southeast Iowa (11)	23	17%
Allen Memorial Hospital (4)	9	7%
Problem Gambling Services (7)	37	27%
Central Iowa Gambling Treatment (10)	0	0%
Community and Family Resources (2)	2	1%
Family Service (9)	10	7%
River Hills Recovery Center (6)	13	10%
Compass Pointe (1)	3	2%
Substance Abuse Services (5)	33	24%
Prairie Ridge Treatment Center (3)	2	1%

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

Where Caller Heard About Helpline:

2-1-1	0
Billboards	3
Casino	17
Family	1
Friends	2
Lottery	40
Newspaper	0
Radio	5
Other	4
Spouse/Partner	1
TV	41