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

**Total Calls:** 634 **Avg. Call Length:** 2 minutes

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

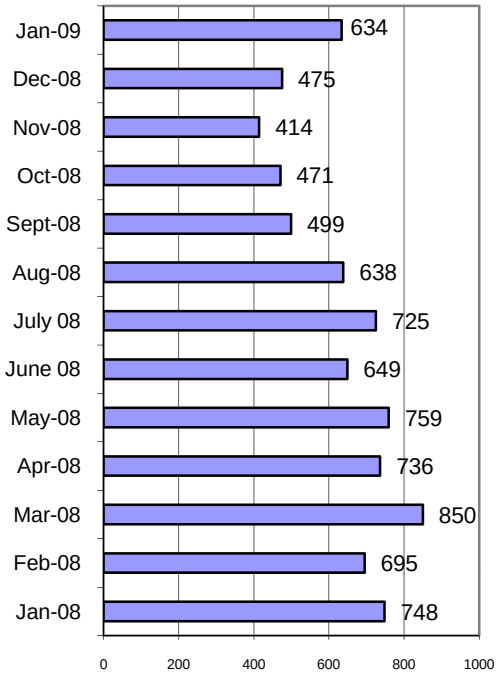
### Day of Week:

| | |
|---|---|
| Monday | 13% |
| Tuesday | 12% |
| Wednesday | 13% |
| Thursday | 19% |
| Friday | 19% |
| Saturday | 16% |
| Sunday | 8% |

### Time of Day:

| | |
|---|---|
| Midnight - 8 a.m. | 12% |
| 8 a.m. - Noon | 18% |
| Noon - 4 p.m. | 28% |
| 4 p.m. - 8 p.m. | 26% |
| 8 p.m. - Midnight | 16% |

### Previous Year Call Totals




### Topics:

| | | |
|---|---|---|
| Casino info/banning | 42 | 7% |
| Gambler's Anonymous info | 10 | 2% |
| Lottery issue/question | 21 | 3% |
| Media/Press | 0 | 0% |
| Need local # for treatment center | 6 | 1% |
| Other gambling related issue/? | 22 | 3% |
| Request for BETS OFF info pack | 19 | 3% |
| Request for gambling ed materials | 5 | 1% |
| Treatment inquiry for self | 134 | 21% |
| Treatment inquiry for other | 46 | 7% |
| Other | 345 | 54% |

### Outcomes:

| | | |
|---|---|---|
| Instructed to contact casino | 43 | 7% |
| Provided gambling assistance/counseling | 20 | 3% |
| Referred to IDPH | 0 | 0% |
| Referred to Iowa Lottery | 21 | 3% |
| Referred to national number | 42 | 7% |
| Referred to treatment provider | 140 | 22% |
| Request sent/referral to ISAIC | 4 | 1% |
| Supplied requested info | 14 | 2% |
| Unable to assist | 11 | 2% |
| Other | 342 | 54% |

### Caller's Relationship to Gambler:

| | |
|---|---|
| Child | 10 |
| Educator/Counselor | 1 |
| Friend | 13 |
| Husband | 4 |
| Other | 5 |
| Other relative | 4 |
| Parent | 4 |
| Self | 179 |
| Wife | 9 |

### Referrals:

| | | |
|---|---|---|
| ADDS of Southeast Iowa (11) | 14 | 10% |
| Allen Memorial Hospital (4) | 18 | 13% |
| Problem Gambling Services (7) | 55 | 39% |
| Central Iowa Gambling Treatment (10) | 2 | 1% |
| Community and Family Resources (2) | 6 | 4% |
| Family Service (9) | 12 | 9% |
| River Hills Recovery Center (6) | 8 | 6% |
| Northwest Iowa Treatment (1) | 2 | 1% |
| Substance Abuse Services (5) | 20 | 14% |
| Prairie Ridge Treatment Center (3) | 3 | 2% |

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

### Where Caller Heard About Helpline:

| | |
|---|---|
| 2-1-1 | 2 |
| Billboards | 6 |
| Casino | 17 |
| Family | 2 |
| Friends | 1 |
| Lottery | 20 |
| Newspaper | 0 |
| Radio | 0 |
| Other | 15 |
| Spouse/Partner | 0 |
| TV | 3 |