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

Total Calls:	578 Avg. Call Length: 2 minutes				Male: Female:	51% 49%	
Day of Week:	Time of Day:				Previous Year Call Totals		
Monday			ght - 8 a.m.	8%	_		
Tuesday	17%		a.m Noon	23%	Feb -09	578	3
Wednesday	13%	13% No		29%	Jan-09		634
Thursday	17%	•		26%	-	475	
Friday	16%	8 p.m	Midnight	14%	Dec-08	475	
Saturday	9%				Nov-08	414	
Sunday	9%				Oct-08	471	
Topics:					Sept-08	499	
Casino info/banning			48	8%	Aug-08		638
Gambler's Anonymous info			22	4%	- 1		
Lottery issue/question			21	4%	July 08		725
	a/Press	0	0%	June 08		649	
Need local		3	1%	May-08		759	
Other gambling related issue/?			16	3%	Way-06		759
Request for BETS OFF info pack Request for gambling ed materials			8 3	1% 1%	Apr-08		736
	3 134	23%	Mar-08		850		
Treatment inquiry for self Treatment inquiry for other			50	9%	Feb-08		1 695
Other			289	50%	Feb-06		1 695
		Other	200	0070	0	200 400 600	800 1000
Outcomes:						Caller's Relat	ionship
Instructed to contact casino			42	7%		to Gambler:	-
Provided gambling assistance/counseling			4	1%		Child	7
Referred to IDPH			0	0%	E	Educator/Counselor	1
Referred to Iowa Lottery			20	3%		Friend	12
Referred to national number			47	8%		Husband	5
Referred to treatment provider			160	28%		Other	5
Request sent/referral to ISAIC			3	1%		Other relative	12
Supplied requested info			15	3%		Parent	7
Unable to assist			4	1%		Self	173
		Other	294	51%		Wife	8
Referrals:							
ADDS of Southeast Iowa (11)			22	14%		Where Caller	
Allen Memorial Hospital (4)		16	10%		About Helplin	e:	
Problem Gambling Services (7)			41	26%		2-1-1	0
Central Iowa Gambling Treatment (10)		2	1%		Billboards	6	
Community and Family Resources (2)		2	1%		Casino	24	
Family Service (9)		20	13%		Family	1	
River Hills Recovery Center (6)		10	6%		Friends	1	
Compass Pointe (1)			8	5%		Lottery	21
Substance Abuse Services (5)			37	23%		Newspaper	1
Prairie Ridge Treatment Center (3)			2	1%		Radio	3
The number behind the agency						Other	15
name refers to the service area it covers						Spouse/Partner TV	0 12
						I V	14