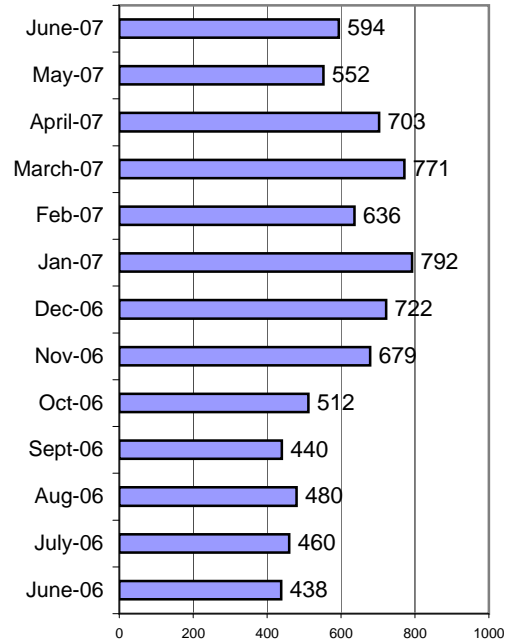


**Iowa Gambling Treatment Program 1-800 BETS OFF Helpline
Annual Summary for Fiscal Year 2007**

Total Calls: 7341 **Avg. Call Length:** 1 min. 4 secs. **Male:** 55%
Female: 45%

Day of Week:		Time of Day:	
Monday	15%	Midnight - 8 a.m.	13%
Tuesday	12%	8 a.m. - Noon	20%
Wednesday	14%	Noon - 4 p.m.	26%
Thursday	15%	4 p.m. - 8 p.m.	21%
Friday	16%	8 p.m. - Midnight	20%
Saturday	16%		
Sunday	12%		

Previous Year Call Totals



Topics:

Casino info/banning	561	8%
Gambler's Anonymous info	228	3%
Lottery issue/question	270	4%
Media/Press	6	0%
Need local # for treatment center	310	4%
Other gambling related issue/?	94	1%
Request for BETS OFF info pack	35	0%
Request for gambling ed materials	58	1%
Treatment inquiry for self	1545	21%
Treatment inquiry for other	529	7%
Other	3772	51%

Outcomes:

Instructed to contact casino	556	8%
Provided gambling assistance/counseling	26	0%
Referred to IDPH	12	0%
Referred to Iowa Lottery	271	4%
Referred to national number	415	6%
Referred to treatment provider	1938	26%
Request sent/referral to ISAIC	57	1%
Supplied requested info	393	5%
Unable to assist	18	0%
Other	3728	51%

Caller's Relationship to Gambler:

Child	58
Educator/Counselor	7
Friend	103
Husband	46
Other	59
Other relative	106
Parent	81
Self	2078
Wife	75

Referrals:

ADDS of Southeast Iowa (11)	96	5%
Allen Memorial Hospital (4)	144	7%
Central Iowa Gambling Treatment (7)	608	31%
Central Iowa Gambling Treatment (10)	7	0%
Community and Family Resources (2)	45	2%
Eastern Iowa Center (8)	415	21%
Family Service (9)	235	12%
Jackson Recovery Centers (6)	124	6%
Jennie Edmundson Hospital (10)	9	0%
Northwest Iowa Treatment (1)	44	2%
Substance Abuse Services (5)	120	6%
Prairie Ridge Treatment Center (3)	91	5%

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

Where Caller Heard About Helpline:

2-1-1	93
Billboards	93
Casino	386
Family	58
Friends	56
Lottery	275
Newspaper	5
Radio	33
Other	49
Spouse/Partner	16
TV	242