

**Iowa Gambling Treatment Program 1-800 BETS OFF Helpline
Annual Summary for Fiscal Year 2008**

Total Calls: 8620 **Avg. Call Length:** 53 secs.

Male: 53%
Female: 47%

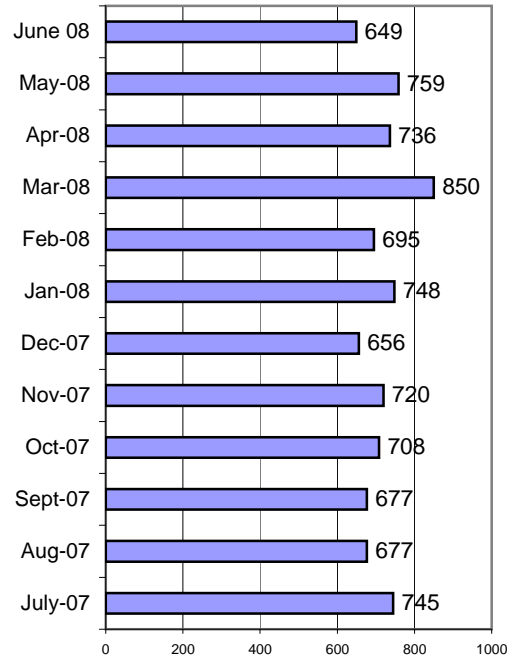
Day of Week:

Monday 15%
Tuesday 14%
Wednesday 13%
Thursday 14%
Friday 16%
Saturday 15%
Sunday 13%

Time of Day:

Midnight - 8 a.m. 13%
8 a.m. - Noon 20%
Noon - 4 p.m. 28%
4 p.m. - 8 p.m. 21%
8 p.m. - Midnight 18%

Call Totals by Month



Topics:

Casino info/banning	618	7%
Gambler's Anonymous info	229	3%
Lottery issue/question	243	3%
Media/Press	5	0%
Need local # for treatment center	455	5%
Other gambling related issue/?	95	1%
Request for BETS OFF info pack	40	0%
Request for gambling ed materials	74	1%
Treatment inquiry for self	1588	18%
Treatment inquiry for other	610	7%
Other	4795	56%

Outcomes:

Instructed to contact casino	607	7%
Provided gambling assistance/counseling	29	0%
Referred to IDPH	22	0%
Referred to Iowa Lottery	250	3%
Referred to national number	558	6%
Referred to treatment provider	1925	22%
Request sent/referral to ISAIC	68	1%
Supplied requested info	537	6%
Unable to assist	17	0%
Other	4733	55%

Caller's Relationship to Gambler:

Child	79
Educator/Counselor	13
Friend	125
Husband	52
Other	77
Other relative	116
Parent	67
Self	2273
Wife	84

Referrals:

ADDS of Southeast Iowa (11)	93	5%
Allen Memorial Hospital (4)	206	11%
Problem Gambling Services (7)	503	26%
Central Iowa Gambling Treatment (10)	120	6%
Community and Family Resources (2)	61	3%
Eastern Iowa Center (8)	436	23%
Family Service (9)	172	9%
River Hills Recovery Center (6)	102	5%
Northwest Iowa Treatment (1)	40	2%
Substance Abuse Services (5)	132	7%
Prairie Ridge Treatment Center (3)	59	3%

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

Where Caller Heard About Helpline:

2-1-1	9
Billboards	25
Casino	293
Family	106
Friends	81
Lottery	248
Newspaper	5
Radio	17
Other	43
Spouse/Partner	16
TV	98