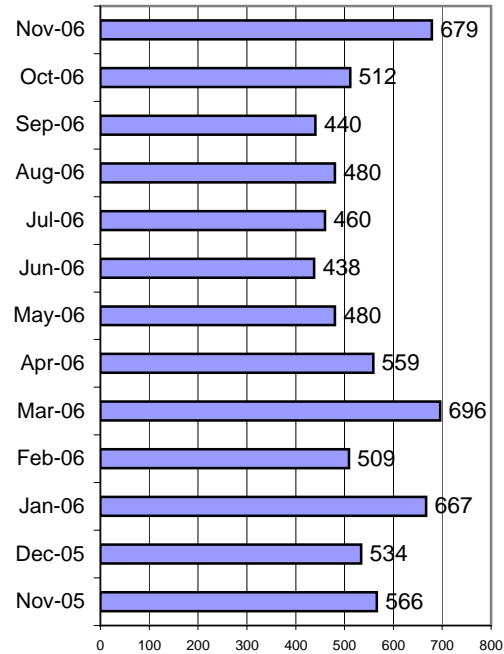


**Iowa Gambling Treatment Program 1-800 BETS OFF Helpline  
Monthly Summary for November 2006**

**Total Calls:** 679      **Avg. Call Length:** 1 min. 16 sec.      **Male:** 54%  
**Female:** 46%

<b>Day of Week:</b>		<b>Time of Day:</b>	
Monday	14%	Midnight - 8 a.m.	11%
Tuesday	12%	8 a.m. - Noon	21%
Wednesday	20%	Noon - 4 p.m.	24%
Thursday	12%	4 p.m. - 8 p.m.	21%
Friday	14%	8 p.m. - Midnight	23%
Saturday	17%		
Sunday	11%		

**Previous Year Call Totals**



**Topics:**

Casino info/banning	65	10%
Gambler's Anonymous info	20	3%
Lottery issue/question	26	4%
Media/Press	1	0%
Need local # for treatment center	28	4%
Other gambling related issue/?	6	1%
Request for BETS OFF info pack	9	1%
Request for gambling ed materials	6	1%
Treatment inquiry for self	160	24%
Treatment inquiry for other	45	7%
Other	322	47%

**Outcomes:**

Instructed to contact casino	65	10%
Provided gambling assistance/counseling	2	0%
Referred to IDPH	2	0%
Referred to Iowa Lottery	26	4%
Referred to national number	50	7%
Referred to treatment provider	174	26%
Request sent/referral to ISAIC	4	1%
Supplied requested info	39	6%
Unable to assist	4	1%
Other	320	47%

**Caller's Relationship to Gambler:**

Child	4
Educator/Counselor	1
Friend	9
Husband	2
Other	5
Other relative	10
Parent	6
Self	222
Wife	6

**Referrals:**

ADDS of Southeast Iowa (11)	3	2%
Allen Memorial Hospital (4)	9	5%
Central Iowa Gambling Treatment (7)	59	34%
Community and Family Resources (2)	1	1%
Eastern Iowa Center (8)	36	21%
Family Service (9)	22	13%
Jackson Recovery Centers (6)	22	13%
Jennie Edmundson (10)	0	0%
Northwest Iowa Treatment (1)	3	2%
Substance Abuse Services (5)	12	7%
Prairie Ridge Treatment Center (3)	7	4%

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

**Where Caller Heard About Helpline:**

2-1-1	26
Billboards	13
Casino	64
Family	3
Friends	5
Lottery	27
Newspaper	0
Radio	6
Other	5
Spouse/Partner	1
TV	26