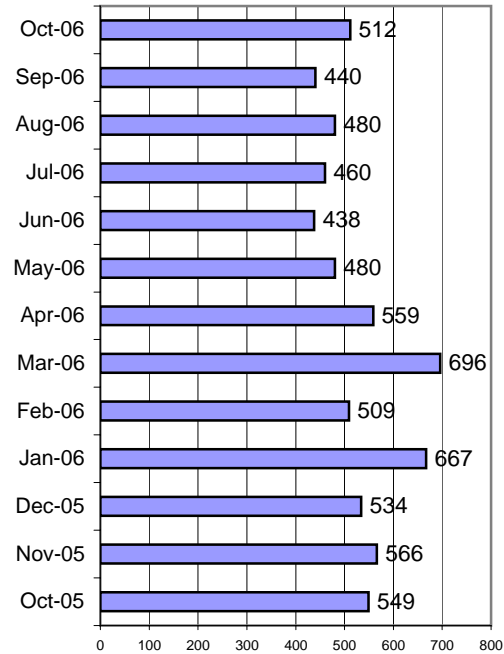


## Iowa Gambling Treatment Program 1-800 BETS OFF Helpline Monthly Summary for October 2006

**Total Calls:** 512      **Avg. Call Length:** 1 min. 25 sec.      **Male:** 59%  
**Female:** 41%

<b>Day of Week:</b>		<b>Time of Day:</b>	
Monday	17%	Midnight - 8 a.m.	12%
Tuesday	13%	8 a.m. - Noon	18%
Wednesday	12%	Noon - 4 p.m.	23%
Thursday	14%	4 p.m. - 8 p.m.	23%
Friday	16%	8 p.m. - Midnight	24%
Saturday	15%		
Sunday	13%		

### Previous Year Call Totals



### Topics:

Casino info/banning	37	7%
Gambler's Anonymous info	18	4%
Lottery issue/question	17	3%
Media/Press	1	0%
Need local # for treatment center	19	4%
Other gambling related issue/?	8	2%
Request for BETS OFF info pack	1	0%
Request for gambling ed materials	3	1%
Treatment inquiry for self	138	27%
Treatment inquiry for other	33	6%
Other	245	48%

### Outcomes:

Instructed to contact casino	37	7%
Provided gambling assistance/counseling	2	0%
Referred to IDPH	2	0%
Referred to Iowa Lottery	17	3%
Referred to national number	17	3%
Referred to treatment provider	174	34%
Request sent/referral to ISAIC	4	1%
Supplied requested info	23	4%
Unable to assist	1	0%
Other	241	47%

### Caller's Relationship to Gambler:

Child	4
Educator/Counselor	0
Friend	5
Husband	3
Other	5
Other relative	1
Parent	4
Self	184
Wife	4

### Referrals:

ADDS of Southeast Iowa (11)	8	5%
Allen Memorial Hospital (4)	11	6%
Central Iowa Gambling Treatment (7)	57	33%
Community and Family Resources (2)	7	4%
Eastern Iowa Center (8)	45	26%
Family Service (9)	21	12%
Jackson Recovery Centers (6)	6	3%
Jennie Edmundson (10)	0	0%
Northwest Iowa Treatment (1)	4	2%
Substance Abuse Services (5)	7	4%
Prairie Ridge Treatment Center (3)	8	5%

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

### Where Caller Heard About Helpline:

2-1-1	6
Billboards	16
Casino	47
Family	2
Friends	2
Lottery	18
Newspaper	1
Radio	2
Other	7
Spouse/Partner	0
TV	11