

Iowa Gambling Treatment Program 1-800 BETS OFF Helpline Monthly Summary for April 2008

Total Calls: 736 **Avg. Call Length:** 43 seconds

Male: 53%
Female: 47%

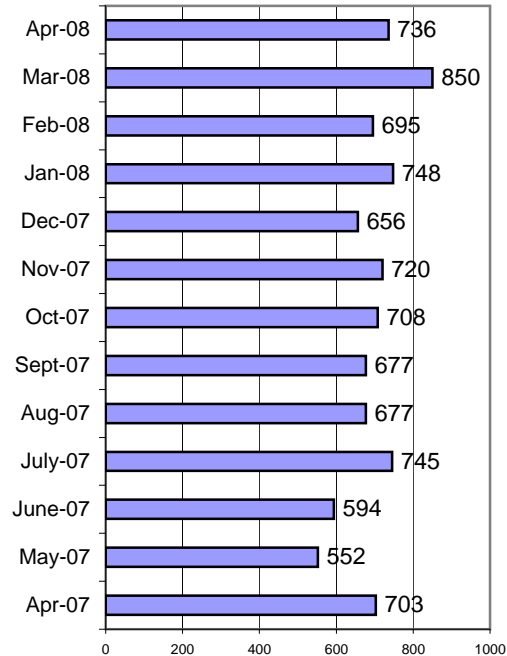
Day of Week:

Monday 16%
Tuesday 16%
Wednesday 12%
Thursday 13%
Friday 17%
Saturday 15%
Sunday 11%

Time of Day:

Midnight - 8 a.m. 12%
8 a.m. - Noon 20%
Noon - 4 p.m. 28%
4 p.m. - 8 p.m. 25%
8 p.m. - Midnight 15%

Previous Year Call Totals



Topics:

Casino info/banning	44	6%
Gambler's Anonymous info	22	3%
Lottery issue/question	18	2%
Media/Press	0	0%
Need local # for treatment center	52	7%
Other gambling related issue/?	8	1%
Request for BETS OFF info pack	3	0%
Request for gambling ed materials	7	1%
Treatment inquiry for self	127	17%
Treatment inquiry for other	42	6%
Other	426	58%

Outcomes:

Instructed to contact casino	42	6%
Provided gambling assistance/counseling	3	0%
Referred to IDPH	1	0%
Referred to Iowa Lottery	20	3%
Referred to national number	51	7%
Referred to treatment provider	145	20%
Request sent/referral to ISAIC	6	1%
Supplied requested info	65	9%
Unable to assist	0	0%
Other	421	57%

Caller's Relationship to Gambler:

Child	6
Educator/Counselor	3
Friend	16
Husband	4
Other	4
Other relative	6
Parent	3
Self	195
Wife	10

Referrals:

ADDS of Southeast Iowa (11)	8	6%
Allen Memorial Hospital (4)	13	9%
Problem Gambling Services (7)	56	39%
Central Iowa Gambling Treatment (10)	3	2%
Community and Family Resources (2)	1	1%
Eastern Iowa Center (8)	25	17%
Family Service (9)	4	3%
River Hills Recovery Center (6)	9	6%
Northwest Iowa Treatment (1)	3	2%
Substance Abuse Services (5)	16	11%
Prairie Ridge Treatment Center (3)	7	5%

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

Where Caller Heard About Helpline:

2-1-1	2
Billboards	4
Casino	30
Family	5
Friends	4
Lottery	18
Newspaper	0
Radio	1
Other	0
Spouse/Partner	1
TV	7