

## Iowa Gambling Treatment Program 1-800 BETS OFF Helpline Monthly Summary for August 2007

**Total Calls:** 677      **Avg. Call Length:** 1 min. 1 sec.

**Male:** 48%  
**Female:** 52%

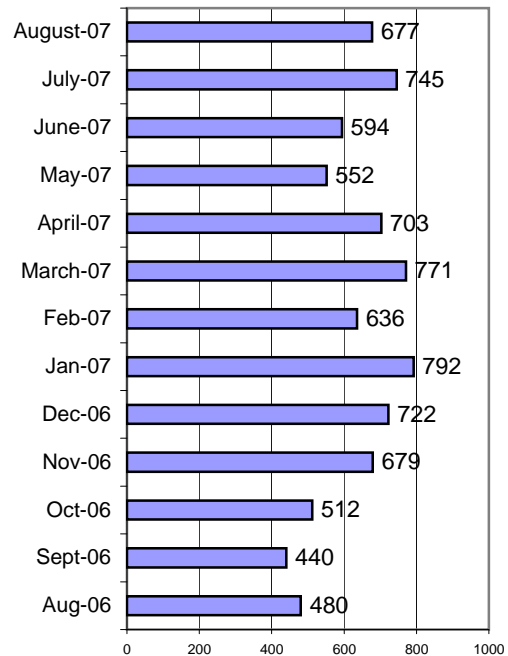
### Day of Week:

Monday	15%
Tuesday	11%
Wednesday	13%
Thursday	16%
Friday	18%
Saturday	15%
Sunday	12%

### Time of Day:

Midnight - 8 a.m.	13%
8 a.m. - Noon	24%
Noon - 4 p.m.	25%
4 p.m. - 8 p.m.	20%
8 p.m. - Midnight	19%

### Previous Year Call Totals



### Topics:

Casino info/banning	63	9%
Gambler's Anonymous info	14	2%
Lottery issue/question	18	3%
Media/Press	0	0%
Need local # for treatment center	20	3%
Other gambling related issue/?	4	1%
Request for BETS OFF info pack	3	0%
Request for gambling ed materials	6	1%
Treatment inquiry for self	144	21%
Treatment inquiry for other	47	7%
Other	365	54%

### Outcomes:

Instructed to contact casino	61	9%
Provided gambling assistance/counseling	1	0%
Referred to IDPH	1	0%
Referred to Iowa Lottery	18	3%
Referred to national number	46	7%
Referred to treatment provider	166	25%
Request sent/referral to ISAIC	5	1%
Supplied requested info	23	3%
Unable to assist	0	0%
Other	361	53%

### Caller's Relationship to Gambler:

Child	5
Educator/Counselor	0
Friend	13
Husband	5
Other	7
Other relative	10
Parent	9
Self	189
Wife	4

### Referrals:

ADDS of Southeast Iowa (11)	4	2%
Allen Memorial Hospital (4)	16	10%
Central Iowa Gambling Treatment (7)	49	30%
Central Iowa Gambling Treatment (10)	5	3%
Community and Family Resources (2)	13	8%
Eastern Iowa Center (8)	34	20%
Family Service (9)	16	10%
Jackson Recovery Centers (6)	9	5%
Northwest Iowa Treatment (1)	7	4%
Substance Abuse Services (5)	9	5%
Prairie Ridge Treatment Center (3)	4	2%

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

### Where Caller Heard About Helpline:

2-1-1	1
Billboards	2
Casino	20
Family	8
Friends	14
Lottery	20
Newspaper	0
Radio	5
Other	4
Spouse/Partner	3
TV	14