

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

**Total Calls:** 638      **Avg. Call Length:** 1 min. 12 secs.

**Male:** 49%  
**Female:** 51%

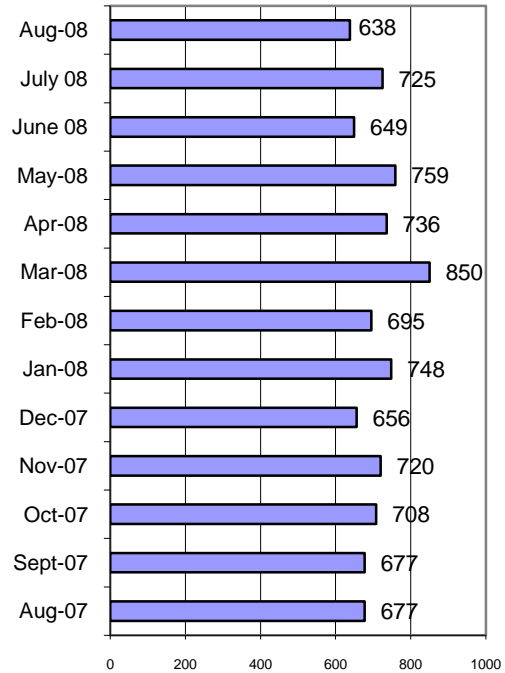
### Day of Week:

Monday 17%  
Tuesday 13%  
Wednesday 10%  
Thursday 12%  
Friday 21%  
Saturday 14%  
Sunday 13%

### Time of Day:

Midnight - 8 a.m. 8%  
8 a.m. - Noon 19%  
Noon - 4 p.m. 21%  
4 p.m. - 8 p.m. 14%  
8 p.m. - Midnight 8%

### Previous Year Call Totals



### Topics:

Casino info/banning	36	6%
Gambler's Anonymous info	6	1%
Lottery issue/question	14	2%
Media/Press	0	0%
Need local # for treatment center	10	2%
Other gambling related issue/?	13	2%
Request for BETS OFF info pack	2	0%
Request for gambling ed materials	3	0%
Treatment inquiry for self	93	15%
Treatment inquiry for other	30	5%
Other	437	68%

### Outcomes:

Instructed to contact casino	34	5%
Provided gambling assistance/counseling	2	0%
Referred to IDPH	0	0%
Referred to Iowa Lottery	14	2%
Referred to national number	31	5%
Referred to treatment provider	100	16%
Request sent/referral to ISAIC	3	0%
Supplied requested info	19	3%
Unable to assist	8	1%
Other	432	68%

### Caller's Relationship to Gambler:

Child	2
Educator/Counselor	0
Friend	2
Husband	2
Other	5
Other relative	9
Parent	2
Self	112
Wife	2

### Referrals:

ADDS of Southeast Iowa (11)	13	13%
Allen Memorial Hospital (4)	5	5%
Problem Gambling Services (7)	36	36%
Central Iowa Gambling Treatment (10)	3	3%
Community and Family Resources (2)	1	1%
Family Service (9)	5	5%
River Hills Recovery Center (6)	11	11%
Northwest Iowa Treatment (1)	2	2%
Substance Abuse Services (5)	19	19%
Prairie Ridge Treatment Center (3)	5	5%

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

### Where Caller Heard About Helpline:

2-1-1	0
Billboards	0
Casino	7
Family	0
Friends	0
Lottery	13
Newspaper	0
Radio	0
Other	2
Spouse/Partner	0
TV	1