

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

Total Calls: 480

Avg. Call Length: 1 min. 9 secs.

Male: 51%

Female: 49%

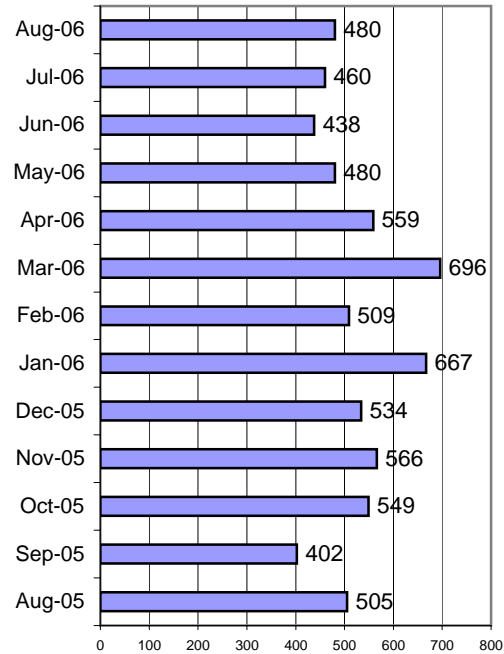
Day of Week:

Monday	15%
Tuesday	14%
Wednesday	14%
Thursday	17%
Friday	11%
Saturday	14%
Sunday	15%

Time of Day:

Midnight - 8 a.m.	18%
8 a.m. - Noon	18%
Noon - 4 p.m.	21%
4 p.m. - 8 p.m.	21%
8 p.m. - Midnight	22%

Previous Year Call Totals



Topics:

Casino info/banning	27	6%
Gambler's Anonymous info	25	5%
Lottery issue/question	29	6%
Media/Press	0	0%
Need local # for treatment center	25	5%
Other gambling related issue/?	7	1%
Request for BETS OFF info pack	2	0%
Request for gambling ed materials	3	1%
Treatment inquiry for self	87	18%
Treatment inquiry for other	31	6%
Other	245	51%

Outcomes:

Instructed to contact casino	25	5%
Provided gambling assistance/counseling	3	1%
Referred to IDPH	0	0%
Referred to Iowa Lottery	29	6%
Referred to national number	0	0%
Referred to treatment provider	152	32%
Request sent/referral to ISAIC	3	1%
Supplied requested info	33	7%
Unable to assist	0	0%
Other	238	50%

Caller's Relationship to Gambler:

Child	1
Educator/Counselor	0
Friend	7
Husband	9
Other	1
Other relative	5
Parent	5
Self	13
Wife	2

Referrals:

ADDS of Southeast Iowa (11)	11	7%
Allen Memorial Hospital (4)	13	9%
Central Iowa Gambling Treatment (7)	49	32%
Community and Family Resources (2)	7	5%
Eastern Iowa Center (8)	27	18%
Family Service (9)	16	11%
Jackson Recovery Centers (6)	6	4%
Jennie Edmundson (10)	4	3%
Northwest Iowa Treatment (1)	5	3%
Substance Abuse Services (5)	11	7%
Prairie Ridge Treatment Center (3)	3	2%

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

Where Caller Heard About Helpline:

2-1-1	7
Billboards	8
Casino	32
Family	6
Friends	2
Lottery	29
Newspaper	4
Radio	1
Other	4
Spouse/Partner	1
TV	13