

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

**Total Calls:** 656      **Avg. Call Length:** 56 seconds

**Male:** 58%  
**Female:** 42%

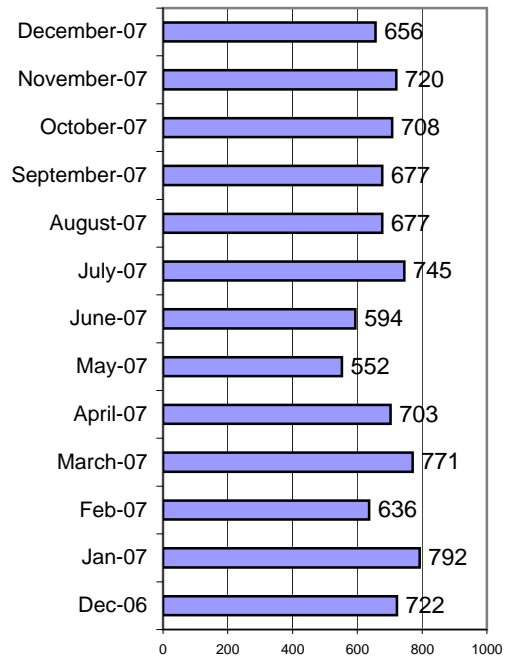
### Day of Week:

Monday	17%
Tuesday	12%
Wednesday	14%
Thursday	11%
Friday	12%
Saturday	16%
Sunday	18%

### Time of Day:

Midnight - 8 a.m.	20%
8 a.m. - Noon	21%
Noon - 4 p.m.	27%
4 p.m. - 8 p.m.	19%
8 p.m. - Midnight	13%

### Previous Year Call Totals



### Topics:

Casino info/banning	40	6%
Gambler's Anonymous info	14	2%
Lottery issue/question	10	2%
Media/Press	2	0%
Need local # for treatment center	16	2%
Other gambling related issue/?	4	1%
Request for BETS OFF info pack	1	0%
Request for gambling ed materials	6	1%
Treatment inquiry for self	139	21%
Treatment inquiry for other	46	7%
Other	391	60%

### Outcomes:

Instructed to contact casino	39	6%
Provided gambling assistance/counseling	3	0%
Referred to IDPH	2	0%
Referred to Iowa Lottery	10	2%
Referred to national number	44	7%
Referred to treatment provider	157	24%
Request sent/referral to ISAIC	5	1%
Supplied requested info	18	3%
Unable to assist	0	0%
Other	392	60%

### Caller's Relationship to Gambler:

Child	6
Educator/Counselor	0
Friend	6
Husband	7
Other	4
Other relative	6
Parent	6
Self	181
Wife	3

### Referrals:

ADDS of Southeast Iowa (11)	8	5%
Allen Memorial Hospital (4)	8	5%
Problem Gambling Services (7)	40	25%
Central Iowa Gambling Treatment (10)	2	1%
Community and Family Resources (2)	3	2%
Eastern Iowa Center (8)	44	28%
Family Service (9)	20	13%
River Hills Recovery Center (6)	12	8%
Northwest Iowa Treatment (1)	6	4%
Substance Abuse Services (5)	12	8%
Prairie Ridge Treatment Center (3)	2	1%

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

### Where Caller Heard About Helpline:

2-1-1	0
Billboards	2
Casino	27
Family	17
Friends	8
Lottery	10
Newspaper	2
Radio	2
Other	6
Spouse/Partner	2
TV	10