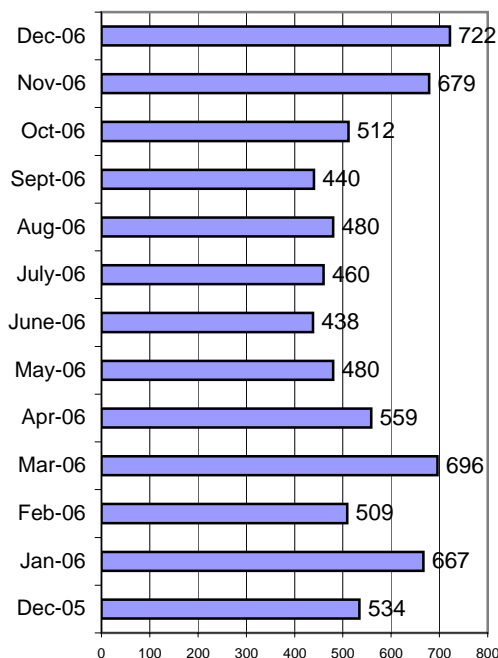


## Iowa Gambling Treatment Program 1-800 BETS OFF Helpline Monthly Summary for December 2006

**Total Calls:** 722      **Avg. Call Length:** 1 min. 10 secs.      **Male:** 59%  
**Female:** 41%

<b>Day of Week:</b>		<b>Time of Day:</b>	
Monday	13%	Midnight - 8 a.m.	15%
Tuesday	11%	8 a.m. - Noon	21%
Wednesday	15%	Noon - 4 p.m.	23%
Thursday	14%	4 p.m. - 8 p.m.	20%
Friday	17%	8 p.m. - Midnight	21%
Saturday	17%		
Sunday	13%		

### Previous Year Call Totals



### Topics:

Casino info/banning	62	9%
Gambler's Anonymous info	20	3%
Lottery issue/question	32	4%
Media/Press	0	0%
Need local # for treatment center	13	2%
Other gambling related issue/?	9	1%
Request for BETS OFF info pack	1	0%
Request for gambling ed materials	4	1%
Treatment inquiry for self	190	26%
Treatment inquiry for other	58	8%
Other	337	47%

### Outcomes:

Instructed to contact casino	62	9%
Provided gambling assistance/counseling	8	1%
Referred to IDPH	0	0%
Referred to Iowa Lottery	31	4%
Referred to national number	66	9%
Referred to treatment provider	203	28%
Request sent/referral to ISAIC	4	1%
Supplied requested info	21	3%
Unable to assist	3	0%
Other	329	46%

### Caller's Relationship to Gambler:

Child	6
Educator/Counselor	0
Friend	6
Husband	5
Other	5
Other relative	13
Parent	11
Self	263
Wife	10

### Referrals:

ADDS of Southeast Iowa (11)	17	8%
Allen Memorial Hospital (4)	21	10%
Central Iowa Gambling Treatment (7)	68	33%
Community and Family Resources (2)	0	0%
Eastern Iowa Center (8)	27	13%
Family Service (9)	38	19%
Jackson Recovery Centers (6)	10	5%
Jennie Edmundson (10)	0	0%
Northwest Iowa Treatment (1)	1	0%
Substance Abuse Services (5)	14	7%
Prairie Ridge Treatment Center (3)	7	3%

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

### Where Caller Heard About Helpline:

2-1-1	19
Billboards	7
Casino	33
Family	4
Friends	11
Lottery	32
Newspaper	0
Radio	3
Other	8
Spouse/Partner	1
TV	33