

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

Total Calls: 695 **Avg. Call Length:** 50 seconds

Male: 54%
Female: 46%

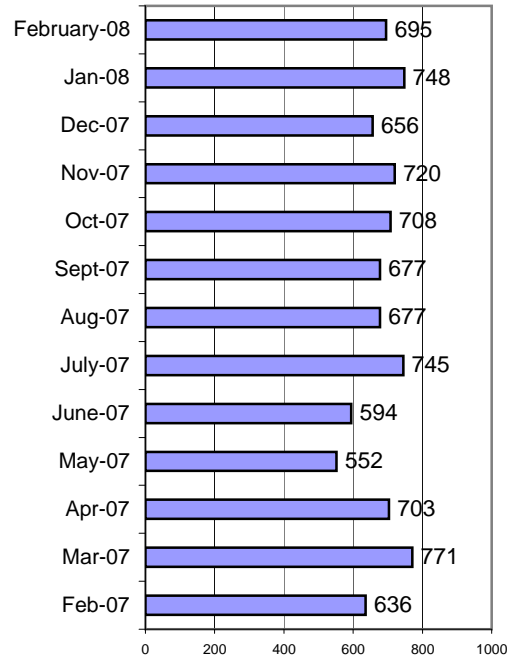
Day of Week:

Monday	16%
Tuesday	12%
Wednesday	12%
Thursday	14%
Friday	20%
Saturday	13%
Sunday	13%

Time of Day:

Midnight - 8 a.m.	14%
8 a.m. - Noon	23%
Noon - 4 p.m.	29%
4 p.m. - 8 p.m.	20%
8 p.m. - Midnight	14%

Previous Year Call Totals



Topics:

Casino info/banning	38	5%
Gambler's Anonymous info	14	2%
Lottery issue/question	26	4%
Media/Press	1	0%
Need local # for treatment center	31	4%
Other gambling related issue/?	14	2%
Request for BETS OFF info pack	2	0%
Request for gambling ed materials	8	1%
Treatment inquiry for self	102	15%
Treatment inquiry for other	65	9%
Other	412	59%

Outcomes:

Instructed to contact casino	38	5%
Provided gambling assistance/counseling	1	0%
Referred to IDPH	3	0%
Referred to Iowa Lottery	27	4%
Referred to national number	39	6%
Referred to treatment provider	146	21%
Request sent/referral to ISAIC	5	1%
Supplied requested info	35	5%
Unable to assist	6	1%
Other	412	59%

Caller's Relationship to Gambler:

Child	5
Educator/Counselor	2
Friend	9
Husband	5
Other	4
Other relative	13
Parent	6
Self	153
Wife	7

Referrals:

ADDS of Southeast Iowa (11)	7	5%
Allen Memorial Hospital (4)	16	11%
Problem Gambling Services (7)	44	30%
Central Iowa Gambling Treatment (10)	3	2%
Community and Family Resources (2)	1	1%
Eastern Iowa Center (8)	33	23%
Family Service (9)	17	12%
River Hills Recovery Center (6)	8	5%
Northwest Iowa Treatment (1)	2	1%
Substance Abuse Services (5)	11	8%
Prairie Ridge Treatment Center (3)	4	3%

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	22
Family	8
Friends	3
Lottery	26
Newspaper	0
Radio	1
Other	4
Spouse/Partner	0
TV	14