

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

Total Calls: 636 **Avg. Call Length:** 53 seconds

Male: 57%
Female: 43%

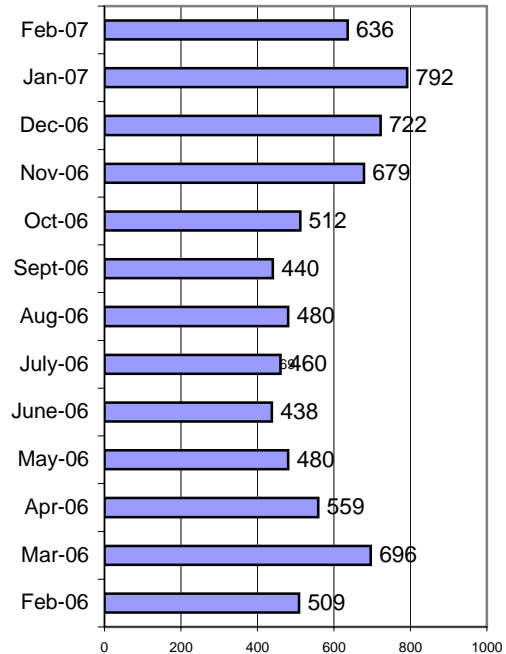
Day of Week:

Monday	15%
Tuesday	14%
Wednesday	13%
Thursday	14%
Friday	16%
Saturday	17%
Sunday	11%

Time of Day:

Midnight - 8 a.m.	11%
8 a.m. - Noon	18%
Noon - 4 p.m.	28%
4 p.m. - 8 p.m.	24%
8 p.m. - Midnight	19%

Previous Year Call Totals



Topics:

Casino info/banning	50	8%
Gambler's Anonymous info	23	4%
Lottery issue/question	20	3%
Media/Press	0	0%
Need local # for treatment center	27	4%
Other gambling related issue/?	3	0%
Request for BETS OFF info pack	2	0%
Request for gambling ed materials	8	1%
Treatment inquiry for self	112	18%
Treatment inquiry for other	42	7%
Other	353	56%

Outcomes:

Instructed to contact casino	50	8%
Provided gambling assistance/counseling	1	0%
Referred to IDPH	0	0%
Referred to Iowa Lottery	20	3%
Referred to national number	404	64%
Referred to treatment provider	146	23%
Request sent/referral to ISAIC	6	1%
Supplied requested info	28	4%
Unable to assist	0	0%
Other	351	55%

Caller's Relationship to Gambler:

Child	3
Educator/Counselor	1
Friend	10
Husband	5
Other	9
Other relative	10
Parent	5
Self	149
Wife	4

Referrals:

ADDS of Southeast Iowa (11)	10	7%
Allen Memorial Hospital (4)	12	8%
Central Iowa Gambling Treatment (7)	44	30%
Community and Family Resources (2)	5	3%
Eastern Iowa Center (8)	28	19%
Family Service (9)	15	10%
Jackson Recovery Centers (6)	5	3%
Jennie Edmundson (10)	0	0%
Northwest Iowa Treatment (1)	3	2%
Substance Abuse Services (5)	12	8%
Prairie Ridge Treatment Center (3)	12	8%

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

Where Caller Heard About Helpline:

2-1-1	0
Billboards	4
Casino	20
Family	3
Friends	5
Lottery	21
Newspaper	0
Radio	2
Other	2
Spouse/Partner	1
TV	25