

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

Total Calls: 748 **Avg. Call Length:** 48 seconds

Male: 58%
Female: 42%

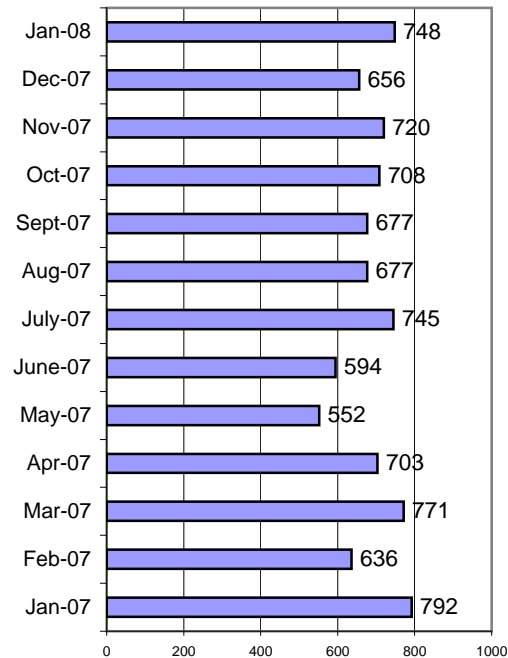
Day of Week:

Monday	12%
Tuesday	15%
Wednesday	15%
Thursday	16%
Friday	15%
Saturday	14%
Sunday	13%

Time of Day:

Midnight - 8 a.m.	13%
8 a.m. - Noon	21%
Noon - 4 p.m.	32%
4 p.m. - 8 p.m.	19%
8 p.m. - Midnight	15%

Previous Year Call Totals



Topics:

Casino info/banning	67	9%
Gambler's Anonymous info	20	3%
Lottery issue/question	22	3%
Media/Press	0	0%
Need local # for treatment center	37	5%
Other gambling related issue/?	11	1%
Request for BETS OFF info pack	0	0%
Request for gambling ed materials	6	1%
Treatment inquiry for self	137	18%
Treatment inquiry for other	51	7%
Other	412	55%

Outcomes:

Instructed to contact casino	67	9%
Provided gambling assistance/counseling	1	0%
Referred to IDPH	1	0%
Referred to Iowa Lottery	22	3%
Referred to national number	43	6%
Referred to treatment provider	171	23%
Request sent/referral to ISAIC	6	1%
Supplied requested info	39	5%
Unable to assist	1	0%
Other	410	55%

Caller's Relationship to Gambler:

Child	7
Educator/Counselor	1
Friend	11
Husband	6
Other	4
Other relative	8
Parent	11
Self	192
Wife	6

Referrals:

ADDS of Southeast Iowa (11)	6	4%
Allen Memorial Hospital (4)	20	12%
Problem Gambling Services (7)	55	32%
Central Iowa Gambling Treatment (10)	3	2%
Community and Family Resources (2)	2	1%
Eastern Iowa Center (8)	32	19%
Family Service (9)	18	11%
River Hills Recovery Center (6)	15	9%
Northwest Iowa Treatment (1)	5	3%
Substance Abuse Services (5)	11	6%
Prairie Ridge Treatment Center (3)	4	2%

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	17
Family	0
Friends	0
Lottery	22
Newspaper	1
Radio	0
Other	1
Spouse/Partner	0
TV	0