

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

Total Calls: 792 **Avg. Call Length:** 55 secs.

Male: 51%
Female: 49%

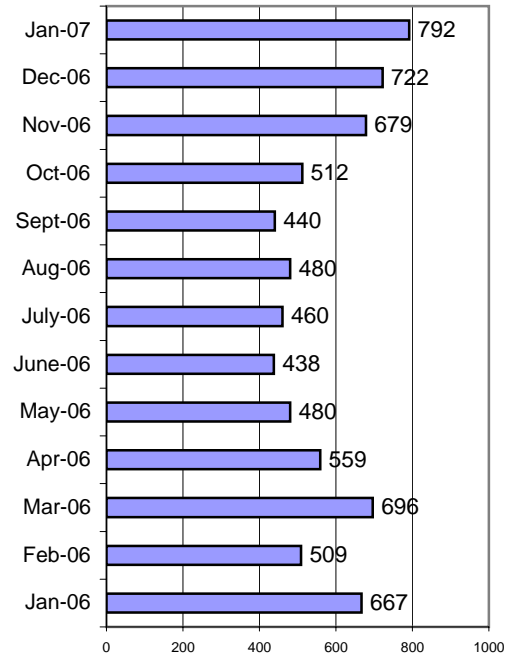
Day of Week:

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

Time of Day:

Midnight - 8 a.m. 14%
8 a.m. - Noon 21%
Noon - 4 p.m. 25%
4 p.m. - 8 p.m. 19%
8 p.m. - Midnight 21%

Previous Year Call Totals



Topics:

Casino info/banning	49	6%
Gambler's Anonymous info	32	4%
Lottery issue/question	31	4%
Media/Press	0	0%
Need local # for treatment center	22	3%
Other gambling related issue/?	9	1%
Request for BETS OFF info pack	8	1%
Request for gambling ed materials	10	1%
Treatment inquiry for self	158	20%
Treatment inquiry for other	71	9%
Other	411	52%

Outcomes:

Instructed to contact casino	50	6%
Provided gambling assistance/counseling	0	0%
Referred to IDPH	0	0%
Referred to Iowa Lottery	31	4%
Referred to national number	60	8%
Referred to treatment provider	206	26%
Request sent/referral to ISAIC	10	1%
Supplied requested info	31	4%
Unable to assist	4	1%
Other	406	51%

Caller's Relationship to Gambler:

Child	6
Educator/Counselor	3
Friend	12
Husband	4
Other	18
Other relative	18
Parent	9
Self	235
Wife	5

Referrals:

ADDS of Southeast Iowa (11)	13	6%
Allen Memorial Hospital (4)	9	4%
Central Iowa Gambling Treatment (7)	61	30%
Community and Family Resources (2)	4	2%
Eastern Iowa Center (8)	52	25%
Family Service (9)	27	13%
Jackson Recovery Centers (6)	18	9%
Jennie Edmundson (10)	0	0%
Northwest Iowa Treatment (1)	7	3%
Substance Abuse Services (5)	7	3%
Prairie Ridge Treatment Center (3)	8	4%

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

Where Caller Heard About Helpline:

2-1-1	16
Billboards	0
Casino	41
Family	8
Friends	2
Lottery	33
Newspaper	0
Radio	2
Other	4
Spouse/Partner	2
TV	31