

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

Total Calls: 460

Avg. Call Length: 1 min. 5 secs.

Male: 54%

Female: 46%

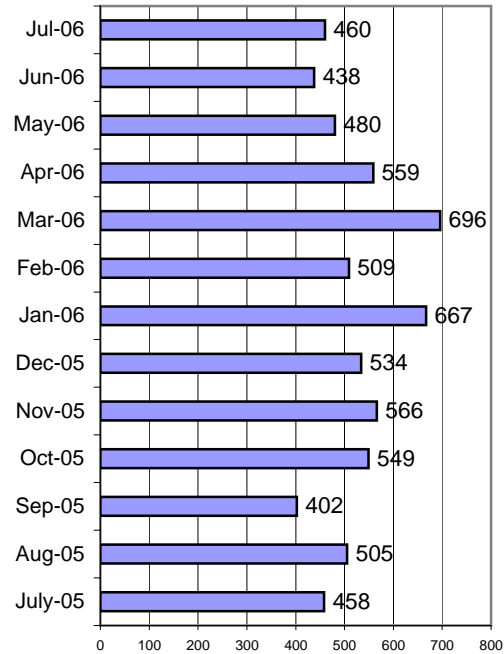
Day of Week:

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

Time of Day:

Midnight - 8 a.m.	14%
8 a.m. - Noon	18%
Noon - 4 p.m.	24%
4 p.m. - 8 p.m.	19%
8 p.m. - Midnight	25%

Previous Year Call Totals



Topics:

Casino info/banning	33	7%
Gambler's Anonymous info	13	3%
Lottery issue/question	15	3%
Media/Press	2	0%
Need local # for treatment center	17	4%
Other gambling related issue/?	10	2%
Request for BETS OFF info pack	1	0%
Request for gambling ed materials	3	1%
Treatment inquiry for self	98	21%
Treatment inquiry for other	31	7%
Other	240	52%

Outcomes:

Instructed to contact casino	33	7%
Provided gambling assistance/counseling	0	0%
Referred to IDPH	2	0%
Referred to Iowa Lottery	16	3%
Referred to national number	2	0%
Referred to treatment provider	140	30%
Request sent/referral to ISAIC	4	1%
Supplied requested info	23	5%
Unable to assist	3	1%
Other	240	52%

Caller's Relationship to Gambler:

Child	5
Educator/Counselor	0
Friend	7
Husband	2
Other	2
Other relative	6
Parent	7
Self	129
Wife	3

Referrals:

ADDS of Southeast Iowa (11)	8	6%
Allen Memorial Hospital (4)	8	6%
Central Iowa Gambling Treatment (7)	43	31%
Community and Family Resources (2)	3	2%
Eastern Iowa Center (8)	32	23%
Family Service (9)	11	8%
Jackson Recovery Centers (6)	9	6%
Jennie Edmundson (10)	4	3%
Northwest Iowa Treatment (1)	5	4%
Substance Abuse Services (5)	10	7%
Prairie Ridge Treatment Center (3)	7	5%

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

Where Caller Heard About Helpline:

2-1-1	12
Billboards	8
Casino	26
Family	11
Friends	6
Lottery	16
Radio	1
Other	8
Spouse/Partner	2
TV	11