

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

Total Calls: 745 **Avg. Call Length:** 58 seconds

Male: 49%
Female: 51%

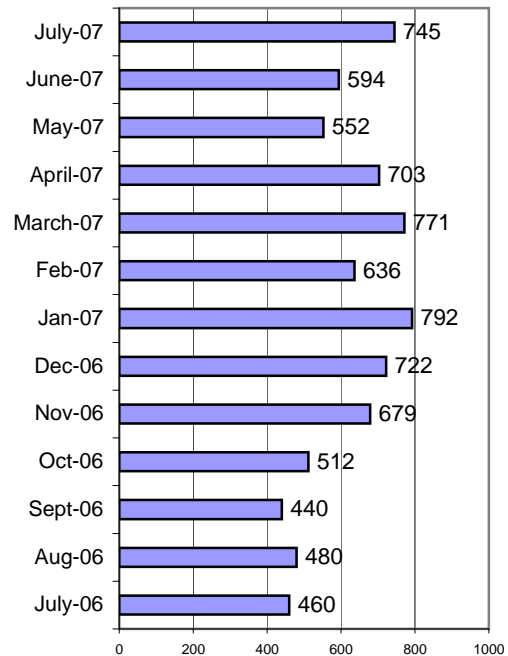
Day of Week:

Monday	16%
Tuesday	17%
Wednesday	12%
Thursday	14%
Friday	16%
Saturday	12%
Sunday	13%

Time of Day:

Midnight - 8 a.m.	20%
8 a.m. - Noon	22%
Noon - 4 p.m.	28%
4 p.m. - 8 p.m.	16%
8 p.m. - Midnight	14%

Previous Year Call Totals



Topics:

Casino info/banning	66	9%
Gambler's Anonymous info	26	3%
Lottery issue/question	25	3%
Media/Press	0	0%
Need local # for treatment center	29	4%
Other gambling related issue/?	6	1%
Request for BETS OFF info pack	3	0%
Request for gambling ed materials	4	1%
Treatment inquiry for self	126	17%
Treatment inquiry for other	52	7%
Other	411	55%

Outcomes:

Instructed to contact casino	63	8%
Provided gambling assistance/counseling	2	0%
Referred to IDPH	1	0%
Referred to Iowa Lottery	25	3%
Referred to national number	56	8%
Referred to treatment provider	155	21%
Request sent/referral to ISAIC	4	1%
Supplied requested info	32	4%
Unable to assist	2	0%
Other	407	55%

Caller's Relationship to Gambler:

Child	8
Educator/Counselor	0
Friend	10
Husband	3
Other	7
Other relative	8
Parent	7
Self	161
Wife	11

Referrals:

ADDS of Southeast Iowa (11)	12	8%
Allen Memorial Hospital (4)	17	11%
Central Iowa Gambling Treatment (7)	40	26%
Central Iowa Gambling Treatment (10)	5	3%
Community and Family Resources (2)	11	7%
Eastern Iowa Center (8)	35	23%
Family Service (9)	16	10%
Jackson Recovery Centers (6)	5	3%
Northwest Iowa Treatment (1)	3	2%
Substance Abuse Services (5)	6	4%
Prairie Ridge Treatment Center (3)	5	3%

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

Where Caller Heard About Helpline:

2-1-1	2
Billboards	4
Casino	20
Family	11
Friends	9
Lottery	26
Newspaper	1
Radio	2
Other	8
Spouse/Partner	2
TV	5