

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

Total Calls: 725 **Avg. Call Length:** 56 seconds

Male: 51%
Female: 49%

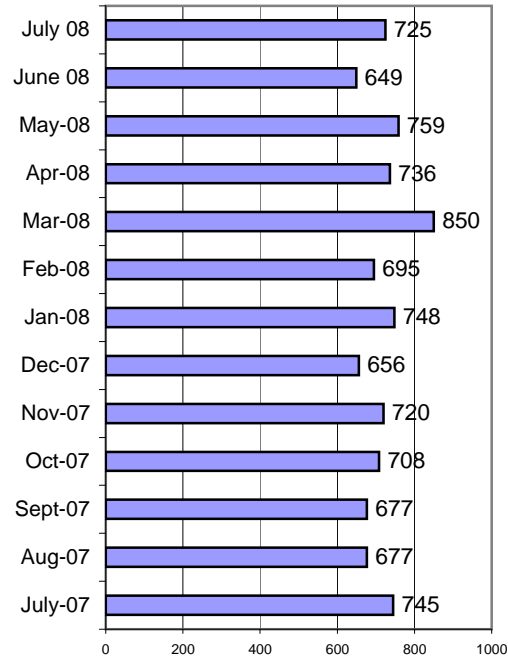
Day of Week:

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

Time of Day:

Midnight - 8 a.m. 14%
8 a.m. - Noon 18%
Noon - 4 p.m. 27%
4 p.m. - 8 p.m. 25%
8 p.m. - Midnight 16%

Previous Year Call Totals



Topics:

Casino info/banning	39	5%
Gambler's Anonymous info	14	2%
Lottery issue/question	15	2%
Media/Press	0	0%
Need local # for treatment center	42	6%
Other gambling related issue/?	5	1%
Request for BETS OFF info pack	3	0%
Request for gambling ed materials	3	0%
Treatment inquiry for self	124	17%
Treatment inquiry for other	44	6%
Other	440	61%

Outcomes:

Instructed to contact casino	38	5%
Provided gambling assistance/counseling	2	0%
Referred to IDPH	1	0%
Referred to Iowa Lottery	15	2%
Referred to national number	46	6%
Referred to treatment provider	147	20%
Request sent/referral to ISAIC	4	1%
Supplied requested info	44	6%
Unable to assist	1	0%
Other	435	60%

Caller's Relationship to Gambler:

Child	7
Educator/Counselor	1
Friend	10
Husband	4
Other	4
Other relative	7
Parent	3
Self	154
Wife	4

Referrals:

ADDS of Southeast Iowa (11)	9	6%
Allen Memorial Hospital (4)	13	9%
Problem Gambling Services (7)	45	31%
Central Iowa Gambling Treatment (10)	4	3%
Community and Family Resources (2)	2	1%
Eastern Iowa Center (8)	35	24%
Family Service (9)	12	8%
River Hills Recovery Center (6)	13	9%
Northwest Iowa Treatment (1)	2	1%
Substance Abuse Services (5)	11	7%
Prairie Ridge Treatment Center (3)	1	1%

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

Where Caller Heard About Helpline:

2-1-1	0
Billboards	1
Casino	19
Family	18
Friends	8
Lottery	15
Newspaper	0
Radio	0
Other	5
Spouse/Partner	1
TV	10