

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

Total Calls: 594 **Avg. Call Length:** 57 seconds

Male: 56%
Female: 44%

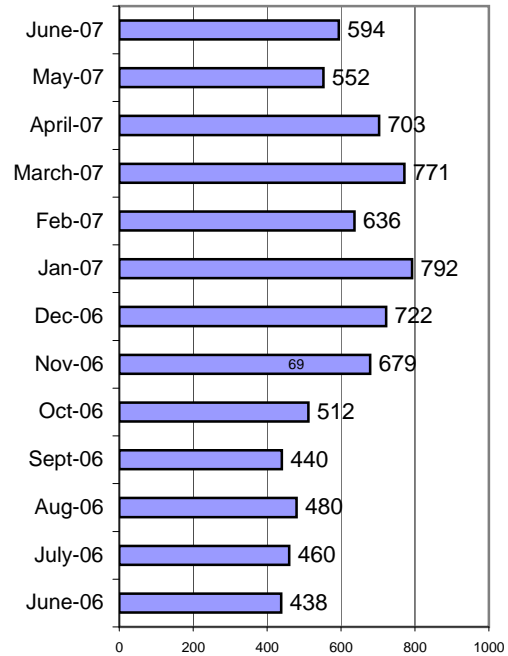
Day of Week:

Monday	17%
Tuesday	14%
Wednesday	12%
Thursday	14%
Friday	16%
Saturday	15%
Sunday	11%

Time of Day:

Midnight - 8 a.m.	10%
8 a.m. - Noon	22%
Noon - 4 p.m.	33%
4 p.m. - 8 p.m.	23%
8 p.m. - Midnight	12%

Previous Year Call Totals



Topics:

Casino info/banning	56	9%
Gambler's Anonymous info	13	2%
Lottery issue/question	18	3%
Media/Press	0	0%
Need local # for treatment center	11	2%
Other gambling related issue/?	4	1%
Request for BETS OFF info pack	4	1%
Request for gambling ed materials	3	1%
Treatment inquiry for self	133	22%
Treatment inquiry for other	46	8%
Other	316	53%

Outcomes:

Instructed to contact casino	56	9%
Provided gambling assistance/counseling	3	1%
Referred to IDPH	1	0%
Referred to Iowa Lottery	18	3%
Referred to national number	43	7%
Referred to treatment provider	153	26%
Request sent/referral to ISAIC	3	1%
Supplied requested info	19	3%
Unable to assist	0	0%
Other	312	53%

Caller's Relationship to Gambler:

Child	7
Educator/Counselor	1
Friend	6
Husband	3
Other	4
Other relative	10
Parent	9
Self	158
Wife	6

Referrals:

ADDS of Southeast Iowa (11)	6	4%
Allen Memorial Hospital (4)	12	8%
Central Iowa Gambling Treatment (7)	57	37%
Central Iowa Gambling Treatment (10)	5	3%
Community and Family Resources (2)	6	4%
Eastern Iowa Center (8)	25	16%
Family Service (9)	15	10%
Jackson Recovery Centers (6)	9	6%
Northwest Iowa Treatment (1)	1	1%
Substance Abuse Services (5)	7	5%
Prairie Ridge Treatment Center (3)	10	7%

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

Where Caller Heard About Helpline:

2-1-1	0
Billboards	5
Casino	19
Family	8
Friends	6
Lottery	18
Newspaper	0
Radio	1
Other	1
Spouse/Partner	0
TV	15