

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

Total Calls: 649 **Avg. Call Length:** 51 seconds

Male: 53%
Female: 47%

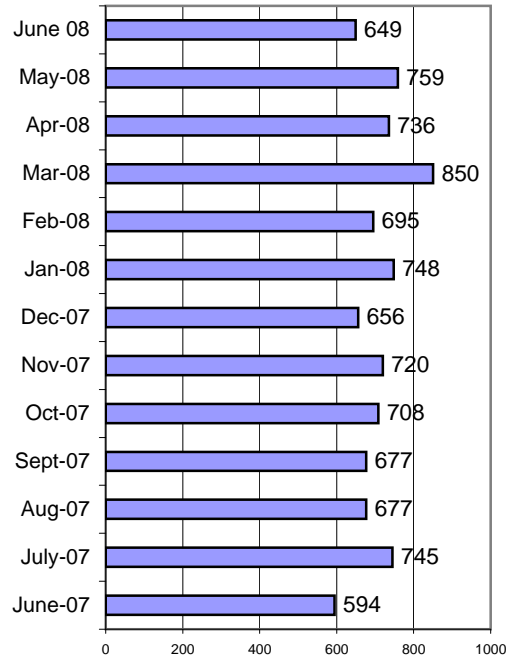
Day of Week:

Monday 17%
Tuesday 15%
Wednesday 12%
Thursday 13%
Friday 13%
Saturday 14%
Sunday 16%

Time of Day:

Midnight - 8 a.m. 17%
8 a.m. - Noon 18%
Noon - 4 p.m. 25%
4 p.m. - 8 p.m. 20%
8 p.m. - Midnight 20%

Previous Year Call Totals



Topics:

Casino info/banning	35	5%
Gambler's Anonymous info	16	2%
Lottery issue/question	15	2%
Media/Press	1	0%
Need local # for treatment center	43	7%
Other gambling related issue/?	4	1%
Request for BETS OFF info pack	5	1%
Request for gambling ed materials	7	1%
Treatment inquiry for self	113	17%
Treatment inquiry for other	36	6%
Other	384	59%

Outcomes:

Instructed to contact casino	32	5%
Provided gambling assistance/counseling	4	1%
Referred to IDPH	1	0%
Referred to Iowa Lottery	16	2%
Referred to national number	34	5%
Referred to treatment provider	137	21%
Request sent/referral to ISAIC	7	1%
Supplied requested info	52	8%
Unable to assist	1	0%
Other	374	58%

Caller's Relationship to Gambler:

Child	4
Educator/Counselor	2
Friend	6
Husband	1
Other	5
Other relative	10
Parent	5
Self	153
Wife	5

Referrals:

ADDS of Southeast Iowa (11)	4	3%
Allen Memorial Hospital (4)	13	9%
Problem Gambling Services (7)	45	33%
Central Iowa Gambling Treatment (10)	5	4%
Community and Family Resources (2)	4	3%
Eastern Iowa Center (8)	43	31%
Family Service (9)	8	6%
River Hills Recovery Center (6)	6	4%
Northwest Iowa Treatment (1)	4	3%
Substance Abuse Services (5)	3	2%
Prairie Ridge Treatment Center (3)	2	1%

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

Where Caller Heard About Helpline:

2-1-1	1
Billboards	3
Casino	12
Family	7
Friends	11
Lottery	17
Newspaper	1
Radio	0
Other	1
Spouse/Partner	0
TV	10