

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

Total Calls: 850 **Avg. Call Length:** 57 seconds

Male: 47%
Female: 53%

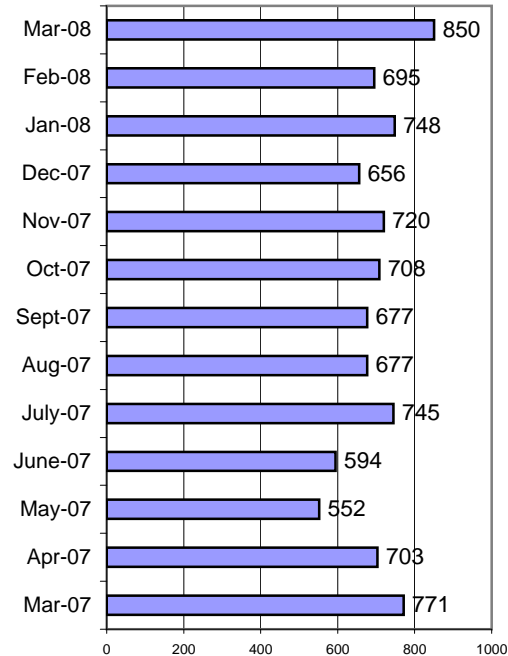
Day of Week:

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

Time of Day:

Midnight - 8 a.m. 14%
8 a.m. - Noon 19%
Noon - 4 p.m. 27%
4 p.m. - 8 p.m. 21%
8 p.m. - Midnight 19%

Previous Year Call Totals



Topics:

| | | |
|-----------------------------------|-----|-----|
| Casino info/banning | 54 | 6% |
| Gambler's Anonymous info | 18 | 2% |
| Lottery issue/question | 26 | 3% |
| Media/Press | 1 | 0% |
| Need local # for treatment center | 42 | 5% |
| Other gambling related issue/? | 13 | 2% |
| Request for BETS OFF info pack | 2 | 0% |
| Request for gambling ed materials | 12 | 1% |
| Treatment inquiry for self | 161 | 19% |
| Treatment inquiry for other | 60 | 7% |
| Other | 481 | 57% |

Outcomes:

| | | |
|---|-----|-----|
| Instructed to contact casino | 48 | 6% |
| Provided gambling assistance/counseling | 1 | 0% |
| Referred to IDPH | 2 | 0% |
| Referred to Iowa Lottery | 26 | 3% |
| Referred to national number | 57 | 7% |
| Referred to treatment provider | 196 | 23% |
| Request sent/referral to ISAIC | 12 | 1% |
| Supplied requested info | 49 | 6% |
| Unable to assist | 0 | 0% |
| Other | 480 | 56% |

Caller's Relationship to Gambler:

| | |
|--------------------|-----|
| Child | 9 |
| Educator/Counselor | 2 |
| Friend | 11 |
| Husband | 4 |
| Other | 7 |
| Other relative | 12 |
| Parent | 4 |
| Self | 220 |
| Wife | 9 |

Referrals:

| | | |
|--------------------------------------|----|-----|
| ADDS of Southeast Iowa (11) | 10 | 5% |
| Allen Memorial Hospital (4) | 33 | 17% |
| Problem Gambling Services (7) | 62 | 32% |
| Central Iowa Gambling Treatment (10) | 1 | 1% |
| Community and Family Resources (2) | 2 | 1% |
| Eastern Iowa Center (8) | 34 | 17% |
| Family Service (9) | 17 | 9% |
| River Hills Recovery Center (6) | 15 | 8% |
| Northwest Iowa Treatment (1) | 3 | 2% |
| Substance Abuse Services (5) | 14 | 7% |
| 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 | |
| Billboards | |
| Casino | 19 |
| Family | |
| Friends | |
| Lottery | 25 |
| Newspaper | |
| Radio | |
| Other | |
| Spouse/Partner | |
| TV | |