

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

Total Calls: 552 **Avg. Call Length:** 54 seconds

Male: 48%
Female: 52%

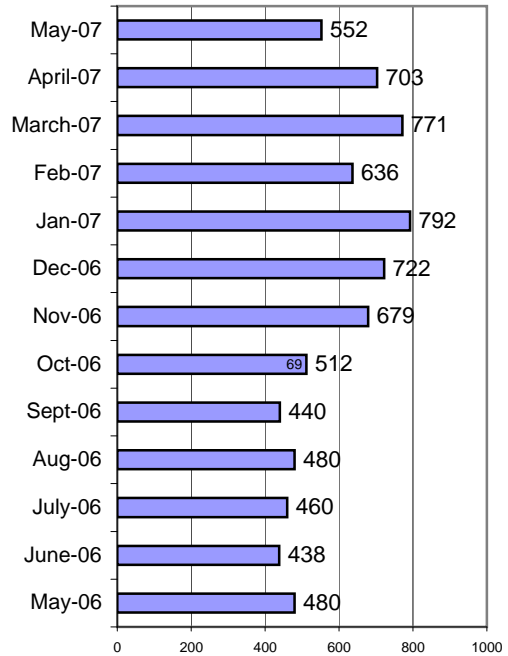
Day of Week:

Monday	12%
Tuesday	15%
Wednesday	20%
Thursday	20%
Friday	14%
Saturday	14%
Sunday	5%

Time of Day:

Midnight - 8 a.m.	11%
8 a.m. - Noon	22%
Noon - 4 p.m.	32%
4 p.m. - 8 p.m.	19%
8 p.m. - Midnight	15%

Previous Year Call Totals



Topics:

Casino info/banning	57	10%
Gambler's Anonymous info	10	2%
Lottery issue/question	14	3%
Media/Press	0	0%
Need local # for treatment center	32	6%
Other gambling related issue/?	9	2%
Request for BETS OFF info pack	2	0%
Request for gambling ed materials	2	0%
Treatment inquiry for self	105	19%
Treatment inquiry for other	36	7%
Other	292	53%

Outcomes:

Instructed to contact casino	57	10%
Provided gambling assistance/counseling	2	0%
Referred to IDPH	3	1%
Referred to Iowa Lottery	14	3%
Referred to national number	35	6%
Referred to treatment provider	120	22%
Request sent/referral to ISAIC	2	0%
Supplied requested info	31	6%
Unable to assist	2	0%
Other	291	53%

Caller's Relationship to Gambler:

Child	4
Educator/Counselor	0
Friend	6
Husband	4
Other	3
Other relative	5
Parent	5
Self	137
Wife	12

Referrals:

ADDS of Southeast Iowa (11)	4	3%
Allen Memorial Hospital (4)	8	7%
Central Iowa Gambling Treatment (7)	36	30%
Central Iowa Gambling Treatment (10)	1	1%
Community and Family Resources (2)	2	2%
Eastern Iowa Center (8)	34	28%
Family Service (9)	15	13%
Jackson Recovery Centers (6)	8	7%
Northwest Iowa Treatment (1)	1	1%
Substance Abuse Services (5)	10	8%
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	1
Billboards	7
Casino	17
Family	1
Friends	4
Lottery	15
Newspaper	0
Radio	5
Other	3
Spouse/Partner	0
TV	14