

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

**Total Calls:** 759      **Avg. Call Length:** 45 seconds

**Male:** 56%  
**Female:** 44%

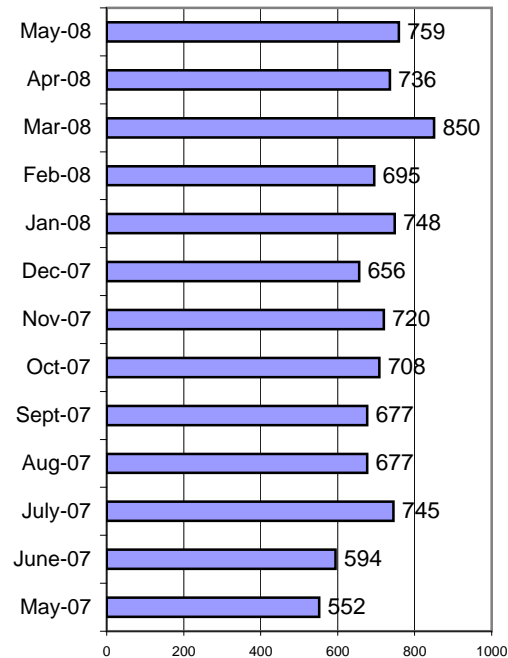
### Day of Week:

Monday 9%  
Tuesday 12%  
Wednesday 12%  
Thursday 17%  
Friday 20%  
Saturday 19%  
Sunday 11%

### Time of Day:

Midnight - 8 a.m. 15%  
8 a.m. - Noon 19%  
Noon - 4 p.m. 24%  
4 p.m. - 8 p.m. 21%  
8 p.m. - Midnight 21%

### Previous Year Call Totals



### Topics:

Casino info/banning	35	5%
Gambler's Anonymous info	13	2%
Lottery issue/question	22	3%
Media/Press	0	0%
Need local # for treatment center	54	7%
Other gambling related issue/?	7	1%
Request for BETS OFF info pack	8	1%
Request for gambling ed materials	1	0%
Treatment inquiry for self	137	18%
Treatment inquiry for other	43	6%
Other	443	58%

### Outcomes:

Instructed to contact casino	35	5%
Provided gambling assistance/counseling	1	0%
Referred to IDPH	4	1%
Referred to Iowa Lottery	23	3%
Referred to national number	45	6%
Referred to treatment provider	152	20%
Request sent/referral to ISAIC	1	0%
Supplied requested info	62	8%
Unable to assist	0	0%
Other	438	58%

### Caller's Relationship to Gambler:

Child	8
Educator/Counselor	1
Friend	10
Husband	5
Other	4
Other relative	9
Parent	3
Self	200
Wife	4

### Referrals:

ADDS of Southeast Iowa (11)	12	8%
Allen Memorial Hospital (4)	21	14%
Problem Gambling Services (7)	46	30%
Central Iowa Gambling Treatment (10)	3	2%
Community and Family Resources (2)	8	5%
Eastern Iowa Center (8)	33	22%
Family Service (9)	7	5%
River Hills Recovery Center (6)	4	3%
Northwest Iowa Treatment (1)	3	2%
Substance Abuse Services (5)	11	7%
Prairie Ridge Treatment Center (3)	4	3%

*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	40
Family	15
Friends	6
Lottery	20
Newspaper	0
Radio	2
Other	0
Spouse/Partner	1
TV	15