

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

Total Calls: 720 **Avg. Call Length:** 52 seconds

Male: 55%
Female: 45%

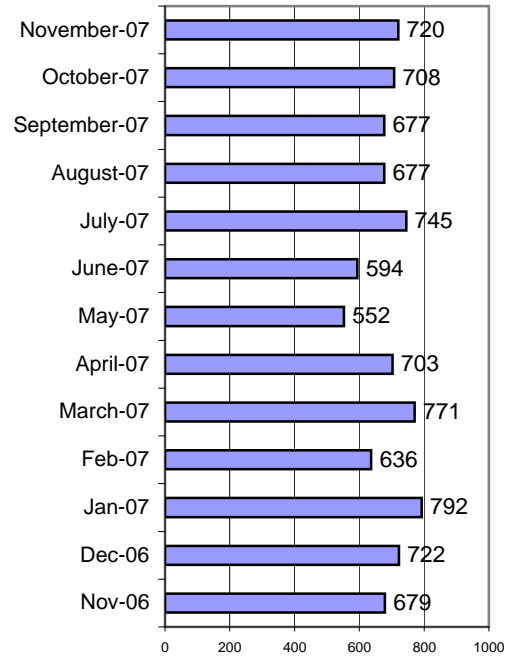
Day of Week:

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

Time of Day:

Midnight - 8 a.m.	16%
8 a.m. - Noon	23%
Noon - 4 p.m.	28%
4 p.m. - 8 p.m.	21%
8 p.m. - Midnight	12%

Previous Year Call Totals



Topics:

Casino info/banning	50	7%
Gambler's Anonymous info	22	3%
Lottery issue/question	22	3%
Media/Press	0	0%
Need local # for treatment center	43	6%
Other gambling related issue/?	5	1%
Request for BETS OFF info pack	6	1%
Request for gambling ed materials	8	1%
Treatment inquiry for self	133	18%
Treatment inquiry for other	63	9%
Other	377	52%

Outcomes:

Instructed to contact casino	48	7%
Provided gambling assistance/counseling	5	1%
Referred to IDPH	2	0%
Referred to Iowa Lottery	22	3%
Referred to national number	48	7%
Referred to treatment provider	170	24%
Request sent/referral to ISAIC	8	1%
Supplied requested info	54	8%
Unable to assist	4	1%
Other	368	51%

Caller's Relationship to Gambler:

Child	4
Educator/Counselor	1
Friend	11
Husband	4
Other	8
Other relative	21
Parent	4
Self	216
Wife	5

Referrals:

ADDS of Southeast Iowa (11)	9	5%
Allen Memorial Hospital (4)	20	12%
Problem Gambling Services (7)	54	32%
Central Iowa Gambling Treatment (10)	1	1%
Community and Family Resources (2)	6	4%
Eastern Iowa Center (8)	38	22%
Family Service (9)	11	6%
Jackson Recovery Centers (6)	8	5%
Northwest Iowa Treatment (1)	1	1%
Substance Abuse Services (5)	12	7%
Prairie Ridge Treatment Center (3)	10	6%

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

Where Caller Heard About Helpline:

2-1-1	1
Billboards	2
Casino	30
Family	18
Friends	9
Lottery	24
Newspaper	0
Radio	1
Other	5
Spouse/Partner	1
TV	15