

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

Total Calls: 414 **Avg. Call Length:** 2 minutes

Male: 54%
Female: 46%

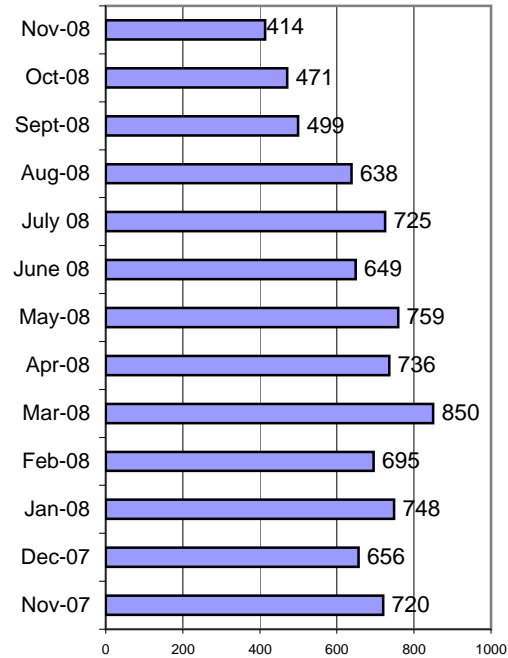
Day of Week:

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

Time of Day:

Midnight - 8 a.m. 11%
8 a.m. - Noon 20%
Noon - 4 p.m. 23%
4 p.m. - 8 p.m. 27%
8 p.m. - Midnight 19%

Previous Year Call Totals



Topics:

Casino info/banning	35	8%
Gambler's Anonymous info	6	1%
Lottery issue/question	16	4%
Media/Press	1	0%
Need local # for treatment center	8	2%
Other gambling related issue/?	16	4%
Request for BETS OFF info pack	12	3%
Request for gambling ed materials	3	1%
Treatment inquiry for self	107	26%
Treatment inquiry for other	37	9%
Other	192	46%

Outcomes:

Instructed to contact casino	35	8%
Provided gambling assistance/counseling	9	2%
Referred to IDPH	2	0%
Referred to Iowa Lottery	17	4%
Referred to national number	32	8%
Referred to treatment provider	112	27%
Request sent/referral to ISAIC	4	1%
Supplied requested info	22	5%
Unable to assist	1	0%
Other	191	46%

Caller's Relationship to Gambler:

Child	5
Educator/Counselor	0
Friend	13
Husband	3
Other	9
Other relative	3
Parent	6
Self	134
Wife	7

Referrals:

ADDS of Southeast Iowa (11)	15	13%
Allen Memorial Hospital (4)	15	13%
Problem Gambling Services (7)	32	29%
Central Iowa Gambling Treatment (10)	1	1%
Community and Family Resources (2)	5	4%
Family Service (9)	14	13%
River Hills Recovery Center (6)	2	2%
Northwest Iowa Treatment (1)	5	4%
Substance Abuse Services (5)	22	20%
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	0
Billboards	2
Casino	18
Family	3
Friends	0
Lottery	14
Newspaper	0
Radio	0
Other	11
Spouse/Partner	1
TV	3