

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

**Total Calls:** 708

**Avg. Call Length:** 1 min. 3 seconds

**Male:** 50%

**Female:** 50%

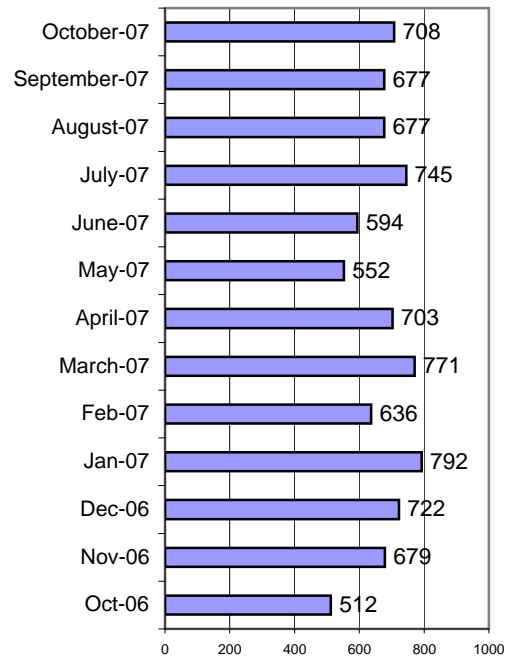
**Day of Week:**

Monday	15%
Tuesday	19%
Wednesday	15%
Thursday	14%
Friday	15%
Saturday	10%
Sunday	12%

**Time of Day:**

Midnight - 8 a.m.	12%
8 a.m. - Noon	25%
Noon - 4 p.m.	31%
4 p.m. - 8 p.m.	23%
8 p.m. - Midnight	9%

**Previous Year Call Totals**



**Topics:**

Casino info/banning	73	10%
Gambler's Anonymous info	25	4%
Lottery issue/question	17	2%
Media/Press	0	0%
Need local # for treatment center	41	6%
Other gambling related issue/?	6	1%
Request for BETS OFF info pack	2	0%
Request for gambling ed materials	7	1%
Treatment inquiry for self	154	22%
Treatment inquiry for other	60	8%
Other	330	47%

**Outcomes:**

Instructed to contact casino	82	12%
Provided gambling assistance/counseling	3	0%
Referred to IDPH	3	0%
Referred to Iowa Lottery	18	3%
Referred to national number	48	7%
Referred to treatment provider	188	27%
Request sent/referral to ISAIC	6	1%
Supplied requested info	49	7%
Unable to assist	1	0%
Other	317	45%

**Caller's Relationship to Gambler:**

Child	9
Educator/Counselor	1
Friend	14
Husband	5
Other	11
Other relative	5
Parent	4
Self	234
Wife	12

**Referrals:**

ADDS of Southeast Iowa (11)	9	5%
Allen Memorial Hospital (4)	14	7%
Problem Gambling Services (7)	59	31%
Central Iowa Gambling Treatment (10)	2	1%
Community and Family Resources (2)	5	3%
Eastern Iowa Center (8)	48	26%
Family Service (9)	22	12%
Jackson Recovery Centers (6)	5	3%
Northwest Iowa Treatment (1)	1	1%
Substance Abuse Services (5)	13	7%
Prairie Ridge Treatment Center (3)	10	5%

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

**Where Caller Heard About Helpline:**

2-1-1	0
Billboards	1
Casino	33
Family	7
Friends	7
Lottery	17
Newspaper	0
Radio	2
Other	6
Spouse/Partner	3
TV	3