

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

**Total Calls:** 677      **Avg. Call Length:** 57 seconds

**Male:** 54%  
**Female:** 46%

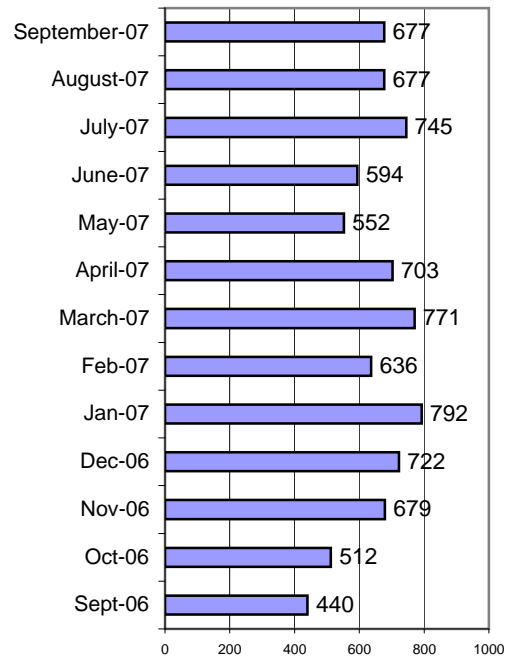
### Day of Week:

|           |     |
|-----------|-----|
| Monday    | 14% |
| Tuesday   | 13% |
| Wednesday | 13% |
| Thursday  | 14% |
| Friday    | 16% |
| Saturday  | 16% |
| Sunday    | 14% |

### Time of Day:

|                   |     |
|-------------------|-----|
| Midnight - 8 a.m. | 12% |
| 8 a.m. - Noon     | 20% |
| Noon - 4 p.m.     | 26% |
| 4 p.m. - 8 p.m.   | 22% |
| 8 p.m. - Midnight | 20% |

### Previous Year Call Totals



### Topics:

|                                   |     |     |
|-----------------------------------|-----|-----|
| Casino info/banning               | 53  | 8%  |
| Gambler's Anonymous info          | 25  | 4%  |
| Lottery issue/question            | 22  | 3%  |
| Media/Press                       | 0   | 0%  |
| Need local # for treatment center | 47  | 7%  |
| Other gambling related issue/?    | 13  | 2%  |
| Request for BETS OFF info pack    | 5   | 1%  |
| Request for gambling ed materials | 2   | 0%  |
| Treatment inquiry for self        | 115 | 17% |
| Treatment inquiry for other       | 45  | 7%  |
| Other                             | 364 | 54% |

### Outcomes:

|   |     |     |
|---|-----|-----|
| Instructed to contact casino            | 52  | 8%  |
| Provided gambling assistance/counseling | 4   | 1%  |
| Referred to IDPH                        | 1   | 0%  |
| Referred to Iowa Lottery                | 23  | 3%  |
| Referred to national number             | 48  | 7%  |
| Referred to treatment provider          | 141 | 21% |
| Request sent/referral to ISAIC          | 3   | 0%  |
| Supplied requested info                 | 59  | 9%  |
| Unable to assist                        | 2   | 0%  |
| Other                                   | 353 | 52% |

### Caller's Relationship to Gambler:

|                    |     |
|--------------------|-----|
| Child              | 7   |
| Educator/Counselor | 0   |
| Friend             | 8   |
| Husband            | 3   |
| Other              | 10  |
| Other relative     | 8   |
| Parent             | 5   |
| Self               | 178 |
| Wife               | 8   |

### Referrals:

|                                      |    |     |
|--------------------------------------|----|-----|
| ADDS of Southeast Iowa (11)          | 4  | 3%  |
| Allen Memorial Hospital (4)          | 15 | 11% |
| Problem Gambling Services (7)        | 37 | 26% |
| Central Iowa Gambling Treatment (10) | 3  | 2%  |
| Community and Family Resources (2)   | 5  | 4%  |
| Eastern Iowa Center (8)              | 37 | 26% |
| Family Service (9)                   | 16 | 11% |
| Jackson Recovery Centers (6)         | 6  | 4%  |
| Northwest Iowa Treatment (1)         | 2  | 1%  |
| Substance Abuse Services (5)         | 14 | 10% |
| Prairie Ridge Treatment Center (3)   | 2  | 1%  |

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

### Where Caller Heard About Helpline:

|                |    |
|----------------|----|
| 2-1-1          | 1  |
| Billboards     | 4  |
| Casino         | 23 |
| Family         | 10 |
| Friends        | 10 |
| Lottery        | 23 |
| Newspaper      | 0  |
| Radio          | 1  |
| Other          | 8  |
| Spouse/Partner | 3  |
| TV             | 5  |