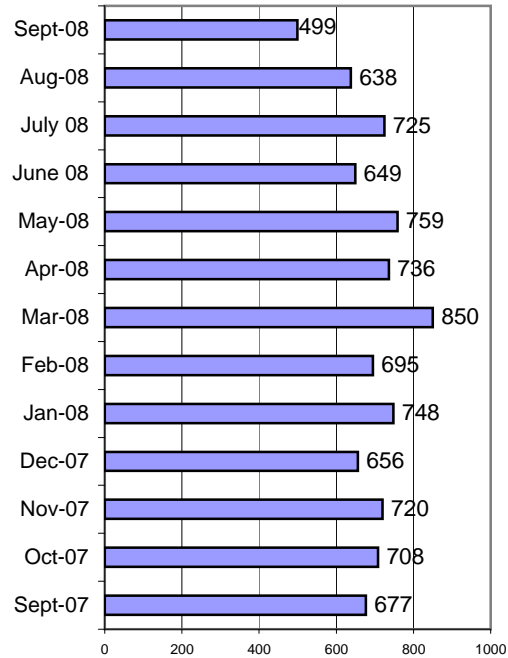


**Iowa Gambling Treatment Program 1-800 BETS OFF Helpline  
Monthly Summary for September 2008**

**Total Calls:** 499      **Avg. Call Length:** 1 min. 43 sec.      **Male:** 45%  
**Female:** 55%

<b>Day of Week:</b>		<b>Time of Day:</b>	
Monday	20%	Midnight - 8 a.m.	7%
Tuesday	16%	8 a.m. - Noon	25%
Wednesday	16%	Noon - 4 p.m.	32%
Thursday	12%	4 p.m. - 8 p.m.	25%
Friday	15%	8 p.m. - Midnight	11%
Saturday	10%		
Sunday	11%		

**Previous Year Call Totals**



**Topics:**

Casino info/banning	49	10%
Gambler's Anonymous info	18	4%
Lottery issue/question	19	4%
Media/Press	0	0%
Need local # for treatment center	13	3%
Other gambling related issue/?	8	2%
Request for BETS OFF info pack	5	1%
Request for gambling ed materials	9	2%
Treatment inquiry for self	114	23%
Treatment inquiry for other	44	9%
Other	228	46%

**Outcomes:**

Instructed to contact casino	48	10%
Provided gambling assistance/counseling	4	1%
Referred to IDPH	0	0%
Referred to Iowa Lottery	19	4%
Referred to national number	37	7%
Referred to treatment provider	133	27%
Request sent/referral to ISAIC	8	2%
Supplied requested info	28	6%
Unable to assist	2	0%
Other	225	45%

**Caller's Relationship to Gambler:**

Child	6
Educator/Counselor	1
Friend	4
Husband	4
Other	4
Other relative	9
Parent	5
Self	153
Wife	7

**Referrals:**

ADDS of Southeast Iowa (11)	16	12%
Allen Memorial Hospital (4)	10	8%
Problem Gambling Services (7)	53	40%
Central Iowa Gambling Treatment (10)	3	2%
Community and Family Resources (2)	4	3%
Family Service (9)	10	8%
River Hills Recovery Center (6)	13	10%
Northwest Iowa Treatment (1)	4	3%
Substance Abuse Services (5)	20	15%
Prairie Ridge Treatment Center (3)	0	0%

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

**Where Caller Heard About Helpline:**

2-1-1	
Billboards	
Casino	5
Family	
Friends	
Lottery	18
Newspaper	
Radio	
Other	
Spouse/Partner	
TV	