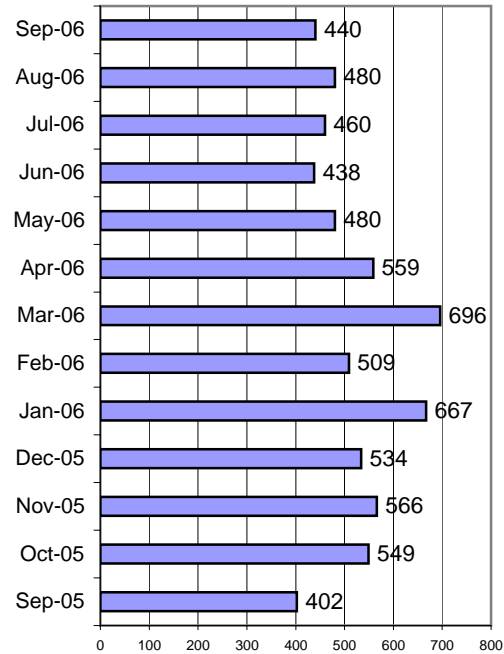


**Iowa Gambling Treatment Program 1-800 BETS OFF Helpline
Monthly Summary for September 2006**

Total Calls: 440 **Avg. Call Length:** 1 min. 3 sec. **Male:** 54%
Female: 46%

Day of Week:		Time of Day:	
Monday	17%	Midnight - 8 a.m.	11%
Tuesday	10%	8 a.m. - Noon	20%
Wednesday	13%	Noon - 4 p.m.	29%
Thursday	13%	4 p.m. - 8 p.m.	23%
Friday	18%	8 p.m. - Midnight	17%
Saturday	17%		
Sunday	12%		

Previous Year Call Totals



Topics:

Casino info/banning	39	9%
Gambler's Anonymous info	9	2%
Lottery issue/question	30	7%
Media/Press	2	0%
Need local # for treatment center	21	5%
Other gambling related issue/?	8	2%
Request for BETS OFF info pack	1	0%
Request for gambling ed materials	7	2%
Treatment inquiry for self	87	20%
Treatment inquiry for other	37	8%
Other	201	46%

Outcomes:

Instructed to contact casino	38	9%
Provided gambling assistance/counseling	0	0%
Referred to IDPH	2	0%
Referred to Iowa Lottery	30	7%
Referred to national number	3	1%
Referred to treatment provider	130	30%
Request sent/referral to ISAIC	7	2%
Supplied requested info	34	8%
Unable to assist	0	0%
Other	199	45%

Caller's Relationship to Gambler:

Child	1
Educator/Counselor	0
Friend	7
Husband	5
Other	2
Other relative	7
Parent	5
Self	122
Wife	6

Referrals:

ADDS of Southeast Iowa (11)	2	2%
Allen Memorial Hospital (4)	13	10%
Central Iowa Gambling Treatment (7)	47	36%
Community and Family Resources (2)	5	4%
Eastern Iowa Center (8)	26	20%
Family Service (9)	10	8%
Jackson Recovery Centers (6)	10	8%
Jennie Edmundson (10)	1	1%
Northwest Iowa Treatment (1)	5	4%
Substance Abuse Services (5)	5	4%
Prairie Ridge Treatment Center (3)	6	5%

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

Where Caller Heard About Helpline:

2-1-1	5
Billboards	8
Casino	33
Family	3
Friends	1
Lottery	30
Newspaper	0
Radio	2
Other	3
Spouse/Partner	2
TV	8