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%

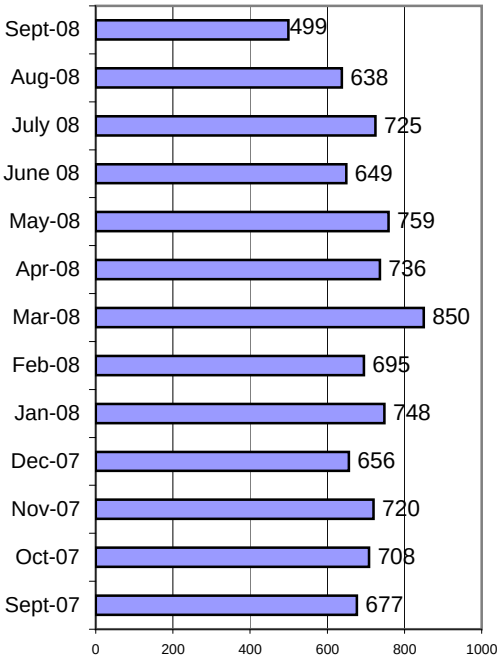
Day of Week:

Monday	20%
Tuesday	16%
Wednesday	16%
Thursday	12%
Friday	15%
Saturday	10%
Sunday	11%

Time of Day:

Midnight - 8 a.m.	7%
8 a.m. - Noon	25%
Noon - 4 p.m.	32%
4 p.m. - 8 p.m.	25%
8 p.m. - Midnight	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	