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

Total Calls: 475 **Avg. Call Length:** 2 minutes

Male: 52%
Female: 48%

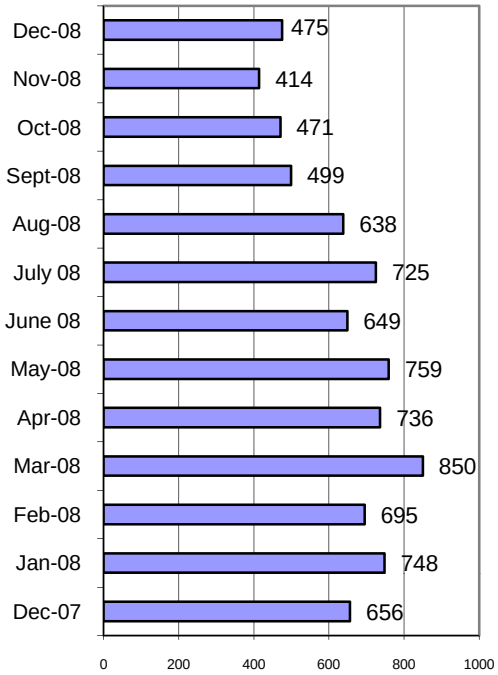
Day of Week:

Monday	26%
Tuesday	18%
Wednesday	14%
Thursday	12%
Friday	14%
Saturday	7%
Sunday	9%

Time of Day:

Midnight - 8 a.m.	8%
8 a.m. - Noon	23%
Noon - 4 p.m.	33%
4 p.m. - 8 p.m.	24%
8 p.m. - Midnight	12%

Previous Year Call Totals



Topics:

Casino info/banning	29	6%
Gambler's Anonymous info	11	2%
Lottery issue/question	17	4%
Media/Press	0	0%
Need local # for treatment center	13	3%
Other gambling related issue/?	5	1%
Request for BETS OFF info pack	6	1%
Request for gambling ed materials	6	1%
Treatment inquiry for self	86	18%
Treatment inquiry for other	35	7%
Other	286	60%

Outcomes:

Instructed to contact casino	26	5%
Provided gambling assistance/counseling	2	0%
Referred to IDPH	1	0%
Referred to Iowa Lottery	16	3%
Referred to national number	41	9%
Referred to treatment provider	89	19%
Request sent/referral to ISAIC	5	1%
Supplied requested info	24	5%
Unable to assist	1	0%
Other	288	61%

Caller's Relationship to Gambler:

Child	8
Educator/Counselor	0
Friend	8
Husband	3
Other	5
Other relative	4
Parent	7
Self	117
Wife	4

Referrals:

ADDS of Southeast Iowa (11)	10	11%
Allen Memorial Hospital (4)	10	11%
Problem Gambling Services (7)	27	30%
Central Iowa Gambling Treatment (10)	2	2%
Community and Family Resources (2)	1	1%
Family Service (9)	10	11%
River Hills Recovery Center (6)	4	4%
Northwest Iowa Treatment (1)	1	1%
Substance Abuse Services (5)	21	24%
Prairie Ridge Treatment Center (3)	3	3%

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

Where Caller Heard About Helpline:

2-1-1	0
Billboards	4
Casino	24
Family	1
Friends	2
Lottery	18
Newspaper	0
Radio	2
Other	7
Spouse/Partner	0
TV	7