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

Total Calls: 471 **Avg. Call Length:** 1 min. 20 sec. **Male:** 49% **Female:** 51%

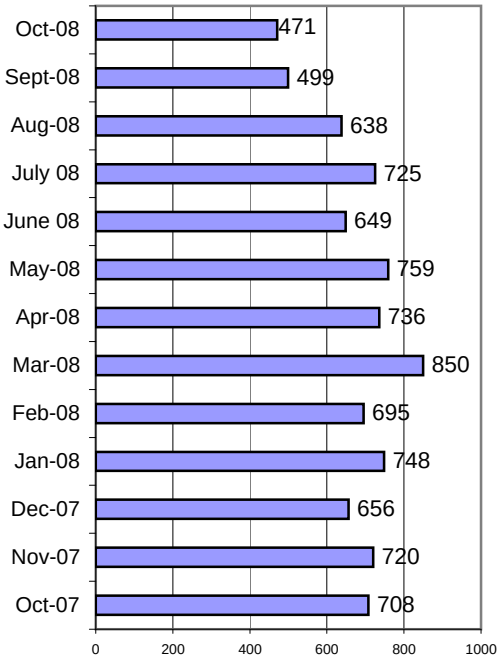
Day of Week:

Monday	14%
Tuesday	12%
Wednesday	15%
Thursday	15%
Friday	19%
Saturday	13%
Sunday	12%

Time of Day:

Midnight - 8 a.m.	8%
8 a.m. - Noon	28%
Noon - 4 p.m.	27%
4 p.m. - 8 p.m.	25%
8 p.m. - Midnight	12%

Previous Year Call Totals



Topics:

Casino info/banning	46	10%
Gambler's Anonymous info	13	3%
Lottery issue/question	18	4%
Media/Press	0	0%
Need local # for treatment center	6	1%
Other gambling related issue/?	21	4%
Request for BETS OFF info pack	3	1%
Request for gambling ed materials	4	1%
Treatment inquiry for self	112	24%
Treatment inquiry for other	49	10%
Other	207	44%

Outcomes:

Instructed to contact casino	51	11%
Provided gambling assistance/counseling	6	1%
Referred to IDPH	0	0%
Referred to Iowa Lottery	20	4%
Referred to national number	46	10%
Referred to treatment provider	120	25%
Request sent/referral to ISAIC	4	1%
Supplied requested info	22	5%
Unable to assist	0	0%
Other	207	44%

Caller's Relationship to Gambler:

Child	5
Educator/Counselor	0
Friend	10
Husband	3
Other	7
Other relative	8
Parent	9
Self	134
Wife	5

Referrals:

ADDS of Southeast Iowa (11)	12	10%
Allen Memorial Hospital (4)	14	12%
Problem Gambling Services (7)	51	43%
Central Iowa Gambling Treatment (10)	0	0%
Community and Family Resources (2)	2	2%
Family Service (9)	13	11%
River Hills Recovery Center (6)	4	3%
Northwest Iowa Treatment (1)	3	3%
Substance Abuse Services (5)	18	15%
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	1
Casino	2
Family	0
Friends	0
Lottery	18
Newspaper	0
Radio	0
Other	2
Spouse/Partner	0
TV	1