



**24-HOUR PROBLEM GAMBLING HELPLINE
FINAL MONTH AND ANNUAL REPORT
(July 1, 2006 - June 30, 2007)**

WHEN GAMBLING BECOMES A PROBLEM
888-ADMIT-IT



Florida Council on Compulsive Gambling

www.gamblinghelp.org

July 2007

Florida Council on Compulsive Gambling, Inc.
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Altamonte Springs, FL 32714
24-Hour HelpLine: 888-ADMIT-IT
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Background

This annual report covers the period of July 1, 2006 through June 30, 2007, and reflects a compilation of data collected by the Florida Council on Compulsive Gambling (FCCG) from its 24-hour problem gambling HelpLine throughout the entire fiscal year. The FCCG HelpLine (888-ADMIT-IT) functions as the statewide 24-hour supportive intervention, information, self-help and resource referral hotline, under contract with the Florida Department of the Lottery.

This marks the completion of its 15th year and the HelpLine's primary mission remains to provide assistance to persons at risk or in need of assistance with a gambling problem through local referrals, to furnish information to consumers, health care professionals, educators, students, law enforcement authorities and others regarding statistical information, research findings, national and state gambling laws, location of self-help meetings, treatment, etc., and to maintain an up to date database enabling the agency to serve as the statewide clearinghouse.

Office Location, HelpLine Coverage and Access

The FCCG is located at 901 Douglas Avenue, Suite 200, Altamonte Springs, FL 32714. Both the HelpLine phone system and principal support staff are housed here and agency personnel handle all calls received during official office hours; 8:00 a.m. - 5:00 p.m. Monday through Friday. HelpLine specialists and the remainder of the agency workforce, comprised of seven individuals in total, are classified as "paraprofessionals," as are after hour personnel. All provide supportive intervention, information, guidance and referrals based upon caller circumstances.

After hour and weekend coverage continues to be subcontracted to a Florida based professional treatment provider that has been furnishing ongoing services for several years. However, HelpLine callers are unaware of the professional treatment status of after hour personnel since all contacts are handled consistently on a 24-hour basis, in that services supplied are performed as "paraprofessionals".

The FCCG HelpLine can be accessed via two toll-free telephone numbers (888-ADMIT-IT and 800-426-7711), the agency's office number (407-865-6200) or by email (fccg@gamblinghelp.org). The telephone system is designed with multiple phone lines to ensure that incoming calls are rolled over to an open line as needed. The agency expanded its web site (www.gamblinghelp.org) to include additional information and access points, an interactive forum which serves as a monitored source of supports for those in need, certain sections of the website translated for Spanish speaking individuals and links from other homepages as further outreach tools. As such, the FCCG web site now serves as an extension of the agency's HelpLine service and allows visitors to initiate contact by forwarding inquiries or requests by email. However, it is important to note that while persons seeking assistance via the computer are encouraged to contact the HelpLine directly, especially in crisis situations, it provides a point of access to individuals who otherwise would not seek such help.

Staff Training

The FCCG HelpLine is staffed by specialists around the clock who are professionally trained regarding issues relating to problem and compulsive gambling, including the scope and severity of difficulties experienced by individuals, families and others. More specifically, all HelpLine personnel undergo routine and ongoing, extensive training to ensure:

- ⇒ An in-depth understanding of gambling addiction impacts and associated issues
- ⇒ Knowledge of resource options
- ⇒ Call handling in adherence to agency protocols and policies
- ⇒ Ability to provide crisis intervention and suicide prevention strategies
- ⇒ Familiarity with HelpLine database functions
- ⇒ Staff readiness of diverse call type

New organizational hires are required to undergo a minimum of 25 hours of training prior to the actual handling of HelpLine calls.

HelpLine Manual

The FCCG continuously updates its HelpLine Manual for purposes of ensuring that all pertinent information is housed in one up-to-date publication for easy access and reference by agency and after hour personnel. The Manual serves as backup when emergency situations arise from the loss of electrical power, computer difficulty or other failures.

Computerized Database

In addition to the HelpLine Manual, agency staff is supported by a computerized database which is a provision required to ensure state funding and to demonstrate service effectiveness. All reports generated from the database, totaling in excess of 100, are based upon information housed within the system. Such reports are used to compile caller demographics and related information, to identify areas of need, and as a basis for comparison between past, present and future trends and statistics.

The Manual and database enables personnel to quickly find resource referrals to accommodate caller needs. It houses resources in each of Florida's 67 counties and includes information for community resource lines, crisis and mental health centers, medical facilities for veterans, faith-based recovery groups, debt and credit counseling, and legal aid organizations. While certain types of resources are still not readily accessible in every county, all available information is provided for locations in the following categories:

- ⇒ Self-help for problem gamblers and others (i.e. Gamblers Anonymous and Gam-Anon)
- ⇒ Outpatient and residential gambling-specific professional treatment providers
- ⇒ Non gambling-specific hotlines (e.g. alcohol addiction, domestic abuse, suicide prevention, etc.).

All resource referrals are confirmed on an ongoing basis and a system for re-verification is in place.

The FCCG developed a new HelpLine database this year which will allow for greater ease of use for staff, thus making the data compilation a more streamlined process. The additional data analysis tools this system provides, will also allow staff to conduct more in-depth reporting, thus offering a greater correlation of call data and trends.

HelpLine Data Entry and Analysis

With protocol implemented this fiscal year to ensure the monitoring of calls on a daily basis, accuracy of data input was regulated consistently. HelpLine data collected during normal business hours is input by the staff member handling the call. To assure consistency of ongoing reporting, regardless of the person handling or inputting the call information, the agency completes a thorough review of each call entered, and when appropriate, makes necessary adjustments. This cleaning of data was officially completed upon the closing of the fiscal year and as such, the information outlined within this report may reflect a variance from monthly report submissions to the Lottery.

HelpLine Reporting

Under state contract, the FCCG is required to provide a report of information collected during HelpLine calls on a monthly basis and to submit a detailed analysis of all calls at the end of the fiscal period. Therefore, data is compiled for every call handled. This includes all demographic information for the gambler, issues affecting gamblers and those they impact (e.g. family members, friends and others), and services requested by diverse populations (e.g. health care professionals, educators, government agencies, law enforcement authorities, etc.).

HelpLine Call Type

HelpLine contacts continue to be comprised of three main types: 1) calls for Help involving someone experiencing difficulties due to gambling (including crisis contacts); 2) information inquiries from persons requesting research statistics, program and service offerings, resource referrals, etc., and 3) quick referrals from persons seeking information on self-help (i.e. Gamblers Anonymous or Gam-Anon), meeting times and locations, or contact numbers for treatment providers or other service providers.

Annual Call Data

For the reporting period, July 1, 2006 - June 30, 2007, there were a total of 13,905 contacts to the FCCG, in which 3,715 were classified as help and information.

**Table 1
Total Contacts**

Period	All Contacts	Help & Info Contacts
June, 2007	1,488	317
July 1, 2006 – June 30, 2007	13,905	3,715

Call Origin by Region and County

- The largest number of HelpLine calls for the year originated from callers in the South Florida area, as has historically been the case. Broward and Dade counties maintained the areas from which the highest volume of calls originated, with Palm Beach, Orange, Hillsborough and Leon counties accounting for the next highest volume of calls, respectively.
- Calls increased significantly this year in the South Florida area and there was an additional increase in calls in the Northwest area of Florida (most likely as a result of heightened marketing of the HelpLine number in this area). Regional specifics are as follows:

(See Chart on next page)

**Table 2
County Origin of Call Grouped by Region**

Florida Regions	2006-2007	2005-2006
North Central Florida	422 (11%)	452 (17%)
Northeast Florida	171 (5%)	188 (7%)
Northwest Florida	232 (6%)	211 (8%)
South Central Florida	486 (13%)	545 (20%)
South Florida	1,334 (36%)	980 (36%)
Subtotal	2,645 (71%)	2,376 (88%)
County Unknown	1,070 (29%)	316 (12%)
TOTAL	3,715 (100%)	2,692 (100%)

- Over 2,600 callers relayed information as to their county of origin. Specifics follow:

**Table 3
Total Calls by Type and County
July 1, 2006 – June 30, 2007**

County	Total	County	Total
Alachua	68 (2%)	Lee	72 (2%)
Baker	2 (0%)	Leon	143 (4%)
Bay	10 (0%)	Levy	6 (0%)
Bradford	0 (0%)	Liberty	0 (0%)
Brevard	40 (1%)	Madison	0 (0%)
Broward	555 (15%)	Manatee	7 (0%)
Calhoun	1 (0%)	Marion	21 (1%)
Charlotte	5 (0%)	Martin	7 (0%)
Citrus	4 (0%)	Monroe	11 (0%)
Clay	6 (0%)	Nassau	2 (0%)
Collier	16 (0%)	Okaloosa	13 (0%)
Columbia	5 (0%)	Okeechobee	2 (0%)
Dade	459 (12%)	Orange	194 (5%)
Desoto	0 (0%)	Osceola	26 (1%)
Dixie	0 (0%)	Palm Beach	209 (6%)
Duval	71 (2%)	Pasco	30 (1%)
Escambia	48 (1%)	Pinellas	116 (3%)
Flagler	1 (0%)	Polk	43 (1%)
Franklin	0 (0%)	Putnam	4 (0%)
Gadsden	1 (0%)	Santa Rosa	10 (0%)
Gilchrist	0 (0%)	Sarasota	32 (1%)
Glades	0 (0%)	Seminole	74 (2%)
Gulf	0 (0%)	St Johns	7 (0%)
Hamilton	1 (0%)	St Lucie	16 (0%)
Hardee	0 (0%)	Sumter	3 (0%)
Hendry	0 (0%)	Suwanee	1 (0%)
Hernando	9 (0%)	Taylor	0 (0%)
Highlands	3 (0%)	Union	3 (0%)
Hillsborough	198 (5%)	Volusia	69 (2%)
Holmes	0 (0%)	Wakulla	0 (0%)
Indian River	3 (0%)	Walton	2 (0%)
Jackson	3 (0%)	Washington	0 (0%)
Jefferson	1 (0%)	Didn't Know	1 (0%)
Lafayette	0 (0%)	Not Recorded	1068 (29%)
Lake	12 (0%)	Refused	1(0%)
		TOTAL	3,715
		% Total	100%

Monthly Totals

- Monthly call volume increased this year, with calls exceeding 300 for nine out of the twelve reporting months. Additionally, calls for the month of October neared the 400 mark.

Table 4
Calls by Month

Period	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	TOTAL
06-07	300	282	307	399	324	226	256	318	361	367	351	317	3,715

CALLER DEMOGRAPHIC INFORMATION

Callers Gender, Age and Repeat Caller Status

- As noted in the June submission, there has been an increase in the number of calls to the FCCG HelpLine received by women (56%) and the greatest number of contacts from both genders came from persons between the ages of 31-54 (61%); 22% of whom were seniors. Additionally, 54% of callers indicated this was not their first contact with the HelpLine.

Table 5
Callers Age

Age	Total (N=1,272)
Under 18	7 (1%)
18 – 20	34 (3%)
21 – 25	80 (6%)
26 – 30	111 (9%)
31 – 39	287 (23%)
40 – 49	329 (26%)
50 – 54	155 (12%)
55 – 60	126 (10%)
61 – 64	58 (5%)
65+	85 (7%)
TOTAL	1,272 (100%)

Precipitating Event Leading to Call

- The top three reasons cited by callers contacting the HelpLine remained constant with last year's data, including Overextended Debt (17%), Relationship Difficulties (12%) and Substantial Loss (8%).

Table 6
Precipitating Event by Crisis Status of Call

Precipitating Event Leading to Call	Total (N=3,440)
Committed Illegal Act	136 (4%)
Concerned Person	58 (2%)
Lawyer Advised	4 (0%)
Legal Problems	39 (1%)
Overextended Debt	570 (17%)
Relationship Difficulties	412 (12%)
School/Work Relationship Problems	6 (0%)
Substantial Loss	259 (8%)
Suicidal	2 (0%)
Threatened	2 (0%)
Verbal/Physical Abuse	14 (0%)
Other	1938 (56%)
TOTAL	3,440

GAMBLER DEMOGRAPHIC INFORMATION

Gamblers Gender and Age

- With 2,041 callers noting the gambler's gender, 1,247 gamblers were identified as male (61%) and 794 as female (39%). As 1,627 callers were able to identify the gambler's age, the age range with the greatest number of gamblers increased from last year's data (31-39 yrs of age) to 40-49 years of age (26%). This year the majority of gamblers referred to during HelpLine calls fell in the mid-range of age 26-54 (68%). Gamblers over the age of 55 came in second (22%) with those under the age of 25 at 11%.
- Based upon 1,595 calls in which the caller stated both the age and gender of the gambler, gamblers were three times more likely to be male than female in the age ranges of 39 or younger and 5% more likely to be female than male for those 50 years of age and older.

**Table 7
Gambler's Age by Gambler's Gender**

Age	Female		Male		Total (N=1,595)	
Under 18	0	0%	3	0%	3	0%
18 – 20	2	0%	48	3%	50	3%
21 – 25	10	1%	110	7%	120	8%
26 – 30	24	2%	114	7%	138	9%
31 – 39	116	7%	224	14%	340	21%
40 – 49	155	10%	265	17%	420	26%
50 – 54	117	7%	69	4%	186	12%
55 – 60	90	6%	65	4%	155	10%
61 – 64	31	2%	44	3%	75	5%
65+	56	4%	52	3%	108	7%
Total	601	38%	994	62%	1595	100%

Gamblers Ethnicity

- More than 1,400 callers revealed the ethnicity of the gambler, who was primarily Caucasian (61%), Latino-Hispanic ranking second for the first time (17%) followed closely by African American (16%). Specifics follow in the table below.

**Table 8
Ethnicity of Gambler**

Ethnicity	Total (N = 1,470)
African American	231 (16%)
Asian/Pacific Islander	23 (2%)
Caucasian	904 (61%)
Latino-Hispanic	255 (17%)
Native American	2 (0%)
Other	55 (4%)
Total	1,470 (100%)

Gamblers Religion

- Historically, the religious affiliation of the gambler is most often reported as “none”, however, this year’s data reflects Protestant as the most cited religion (41%) and Catholic coming in a close third (21%) with those indicating they practice no religion at 25%.

Table 9
Religion of Gambler

Religion	Total (N = 1,331)
Catholic	285 (21%)
Jewish	73 (5%)
Muslim	9 (1%)
Protestant	547 (41%)
Other	90 (7%)
None	327 (25%)
Total	1,331 (100%)

Relationship Status of Gambler and Children of Minor Age Living at Home with Gambler

- Of the 1,572 callers identifying the relationship status of the gambler, the majority were reported as married (47%) or cohabiting (6%), never married (22%), divorced (16%) and separated or widowed (3%) each.

Table 10
Relationship Status of Gambler

Relationship Status	Total (N = 1,572)
Cohabiting	99 (6%)
Divorced	249 (16%)
Married	741 (47%)
Never Married	386 (25%)
Separated	52 (3%)
Widowed	45 (3%)
Total	1,572 (100%)

- More than 1,400 callers indicated whether the gambler had children under the age of 18 living at home. The majority reported no minor children at home (69%). This information is important to obtain so that the determination can be made as to whether special services may be necessary and to identify if a child may be potentially subject to an abusive or at risk situation.

Age of Gambling Onset and When it Became a Problem

- Of the 1,167 callers identifying the age the gambler began gambling, those between 18-20 and 40-49 years of age were cited most frequently (17%) with gambling beginning for kids under the age of 18 along with those 21-25 and 31-39 years of age ranked at a close second (15%). It appears the age gambling became a problem increased this year, with the majority of the 1,290 callers indicating the onset of a problem began between the ages of 40-49 (25%) followed closely by those 31-39 years of age (22%).

(See chart on next page)

**Table 11
Age Gambling Started and Became a Problem**

Age	Age Started Gambling (N = 1,167)		Age Became Problem (N = 1,290)	
Under 18	174	15%	28	2%
18 – 20	198	17%	81	6%
21 – 25	179	15%	154	12%
26 – 30	107	9%	116	9%
31 – 39	173	15%	281	22%
40 – 49	202	17%	324	25%
50 – 54	59	5%	132	10%
55 – 60	43	4%	105	8%
61 - 64	13	1%	23	2%
65+	19	2%	46	4%

GAMBLER DATA

It is essential to point out that the use of the HelpLine has grown extensively from utilization by professionals and others either seeking information or supports for their problem gambling clientele. For example, 8% of this years calls were from treatment professionals. While in years past the HelpLine was largely a resource for problem gamblers, today, its presence has far more of a significant role. During this reporting period (July 1, 2006 – June 30, 2007), as previously highlighted, 59% of the calls received by the HelpLine were from persons other than the gambler's. Therefore, it is not unusual that information relating to certain variables, particularly those involving a gamblers history, emotional status, as well as financial and legal matters will frequently be unknown or subject to projection and often understated.

Primary Gambling Problem by Gender and Age and Secondary Problem

- Over 1,400 callers identified the primary gambling activity creating problems for the gambler with 687 callers also identifying a secondary problem. Slot machines remained the most cited primary problem (44%) with cards and the lottery noted next at 17% and 15% respectively. In contrast, the Lottery was cited the most frequently as the biggest secondary gambling problem (33%) with cards next (23%) followed by slot machines (15%).

**Table 12
Primary Gambling Problem**

Primary Problem	Total (N = 1,474)	%
Bingo	17	1%
Cards	251	17%
Charity	0	0%
Dice	0	0%
Dog Racing	23	2%
Games of Skill	0	0%
Horse Racing	53	4%
Internet	146	10%
Jai Alai	4	0%
Lottery	219	15%
Slot Machines	653	44%
Sports Betting	61	4%
Stock Market/Business Risks	24	2%
Sweepstakes	0	0%
Video Lottery Terminal	12	1%
Video/Arcade	5	0%
Other	6	0%

**Table 13
Secondary Gambling Problem**

Secondary Problem	Total (N = 687)	%
Bingo	8	1%
Cards	160	23%
Charity	0	0%
Dice	3	0%
Dog Racing	21	3%
Games of Skill	3	0%
Horse Racing	18	3%
Internet	84	12%
Jai Alai	4	1%
Lottery	227	33%
Slot Machines	101	15%
Sports Betting	45	7%
Stock Market/Business Risks	1	0%
Sweepstakes	0	0%
Video Lottery Terminal	7	1%
Video/Arcade	0	0%
Other	5	1%

- Over 400 callers provided information as to the gambler's preferred game of choice. For those gamblers experiencing problems from Lottery gambling, Instant Games was the category receiving the greatest number of responses. Additionally, for those experiencing problems presented by casino games, cards were the most cited game of choice.
- Research has proven that the majority of men engaging in gambling tend to do so for the thrill of the action and in contrast, women appear to be seeking some form of escape through gambling activities. As such, there has historically been significant difference in the primary gambling problem amongst genders. This year's data, however, reflects what some may suggest as a bridge between gender gaps, with the top form of gambling cited for both men and women as slot machines. Another notable factor is that gambling on the Stock Market and Business Risks was reported by 12 men and women as proving problematic which is a significant increase in this category among female callers.

**Table 14
Gender of Gambler by Primary Gambling Problem**

Primary Gambling Problem	Females (N = 559)	Males (N = 891)	Total (N = 1,450)
Bingo	14 (1%)	3 (0%)	17 (1%)
Cards	23 (2%)	226 (16%)	249 (17%)
Charity	0 (0%)	0 (0%)	0 (0%)
Dice	0 (0%)	0 (0%)	0 (0%)
Dog Racing	1 (0%)	20 (1%)	21 (1%)
Games of Skill	0 (0%)	0 (0%)	0 (0%)
Horse Racing	1 (0%)	51 (4%)	52 (4%)
Internet	31 (2%)	110 (8%)	141 (10%)
Jai Alai	0 (0%)	4 (0%)	4 (0%)
Lottery	97 (7%)	118 (8%)	215 (15%)
Slot Machines	370 (26%)	276 (19%)	646 (45%)
Sports Betting	0 (0%)	58 (4%)	58 (4%)
Stock Market/Business Risks	12 (1%)	12 (1%)	24 (2%)
Sweepstakes	0 (0%)	0 (0%)	0 (0%)
Video Lottery Terminal	7 (0%)	5 (0%)	12 (1%)
Video/Arcade	3 (0%)	2 (0%)	5 (0%)
Other	0 (0%)	6 (0%)	6 (0%)
TOTAL	559 (39%)	891 (61%)	1,450 (100%)

- When analyzing the correlation between gamblers age and the type of gambling preferred, gamblers under the age of 25 cited cards as their game of choice and slot machines were reported as the primary problem for all gamblers 26 years of age and older. This data reflects a younger demographic finding slots problematic, as last year's report indicates slot machines becoming the biggest problem for gamblers over the age of 31.

Top Three Primary Gambling Problems by Region

- The top three forms of gambling communicated by callers across the state were slot machines, lottery and cards. While slot machines remained the top problem for callers in South and South Central Florida, the Lottery proved the most frequently reported problem from callers in all other regions of the State.

(See Chart on next page)

**Table 15
Top Three Gambling Problems by Region**

North Central Florida	Lottery	57
	Slot Machines	40
	Internet	24
Northeast Florida	Lottery	28
	Cards	20
	Slot Machines	17
Northwest Florida	Lottery	21
	Slot Machines	18
	Internet	17
South Central Florida	Slot Machines	133
	Cards	56
	Lottery	43
South Florida	Slot Machines	437
	Cards	141
	Lottery	65

Primary Gambling Location

- The primary gambling location identified, based upon 1,330 responses, was land-based casinos (60% - slot machines, cards and video lottery terminals), convenience stores (14% - lottery games) and home, (13% - internet, cards and sports betting).

**Table 16
Primary Gambling Location**

Location	Total (N = 1,330)
Bingo Hall	10 (1%)
Convenience Store	183 (14%)
Day/Floating Casinos	45 (3%)
Friend's Home	18 (1%)
Home	169 (13%)
Jai-Alai	4 (0%)
Land-Based Casinos	801 (60%)
Racetrack	57 (4%)
Work	10 (1%)
Other	33 (2%)

Financial and Employment Status of Gambler

Income of Gambler

- Of the 1,026 callers reporting the income of the gambler, 70% reported an income of between \$15,000 and \$89,999. It is important to note that overall, those reporting no income at all (16%) fell second, only to the most frequently reported income bracket of \$25,000 - \$34,999 (18%).

(See Chart on next page)

**Table 17
Income of Gambler**

Income	Total (N = 1,026)
None	165 (16%)
Up to \$4,999	19 (2%)
\$5,000 - \$14,999	60 (6%)
\$15,000 - \$24,999	104 (10%)
\$25,000 - \$34,999	182 (18%)
\$35,000 - \$44,999	147 (14%)
\$45,000 - \$59,999	107 (10%)
\$60,000 - \$89,999	119 (12%)
\$90,000 - \$124,999	46 (4%)
\$125,000 - \$174,999	29 (3%)
Over \$175,000	48 (5%)

Amount of Debt Owed and to Whom the Debt is Owed

- Of the 1,100 callers relaying the amount of debt owed due to gambling, 76% reported a level of debt to some degree. While 24% claimed there was no money owed, 21% advised of debt below \$5,000, 15% reported debt in the \$5,000 - \$14,999 range and the remaining 40% were in the arrears anywhere from \$15,000 to over \$175,000. As previously disclosed, callers to the HelpLine other than the gambler typically have limited knowledge as to particular details pertaining to the gambler. This is particularly true when addressing financial issues pertaining to the gambler, especially when taking into consideration money owed to illegal sources. The following two tables outline data cited by callers reporting on behalf of themselves versus concerned others.

**Table 18
Debt Owed Due to Gambling**

Income	Calls by Gambler (N = 911)		Calls by Non-Gambler (N = 270)		Total Calls (N = 1,181)	
None	212	18%	74	6%	286	24%
Up to \$4,999	200	17%	47	4%	247	21%
\$5,000 - \$14,999	142	12%	38	3%	180	15%
\$15,000 - \$24,999	71	6%	35	3%	106	9%
\$25,000 - \$34,999	41	3%	11	1%	52	4%
\$35,000 - \$44,999	44	4%	12	1%	56	5%
\$45,000 - \$59,999	38	3%	10	1%	48	4%
\$60,000 - \$89,999	55	5%	11	1%	66	6%
\$90,000 - \$124,999	40	3%	9	1%	49	4%
\$125,000 - \$174,999	19	2%	9	1%	28	2%
Over \$175,000	49	4%	14	1%	63	5%
TOTAL	911	77%	270	23%	1,181	100%

(See Chart on next page)

**Table 19
To Whom Debt is Owed by Gambler versus Non-Gambler**

To Whom Debt Owed	Calls by Gambler (N=742)		Calls by Non-Gambler (N=286)		Total Calls (N=1,028)	
Bank	143	14%	39	4%	182	18%
Bookie	10	1%	5	0%	15	1%
Credit Card	400	39%	142	14%	542	53%
Employee/Employer	25	2%	11	1%	36	4%
Family/Friend	102	10%	77	7%	179	17%
Loan Shark	13	1%	1	0%	14	1%
Other	49	5%	11	1%	60	6%
TOTAL	742	72%	286	28%	1,028	100%

Employment Status of Gambler

- With more than 1,400 callers reporting on the employment status of the gambler, the majority were reported as working full-time at one job (68%) versus 20% not working (8% unemployed, 7% retired, 5% disabled).

**Table 20
Employment Status**

Type of Employment	Total (N = 1,467)	
Disabled/Workers-Comp.	70	5%
Full-Time at One Job	996	68%
Full-Time but at More Than One Job	7	0%
Full-Time Plus Time at a 2nd Job	14	1%
Homemaker	37	3%
Part-Time	45	3%
Retired	106	7%
Retired Plus Full-Time Job	4	0%
Retired Plus Part-Time Job	5	0%
Student - Full-Time	23	2%
Student - Full-Time, Plus Working	18	1%
Student - Part-Time	2	0%
Student - Part-time, Plus Working	5	0%
Unemployed	114	8%
Other	21	1%
Total	1,467	100%

- When a caller identifies that the gambler is retired, HelpLine Specialists are trained to ask whether the gambling increased at the onset of retirement. This question is significant because if in fact the betting did increase at this point, it helps to identify whether the underlying cause was due to boredom, loss of structure or as a means of coping with the status and lifestyle change. An outstanding 61% of callers reported that the gambling did intensify after retirement.

Gamblers Occupation

- In total, of the 1,467 calls where the gambler was employed, 1,057 (72%) provided insight as to the gambler's occupation. Other professionals were cited most frequently, followed by skilled laborers, managers, those in the sales field and semi-skilled laborers. While this is the case when looking at the data overall and when analyzing responses to this questions when the gambler was female, if segregating by gender, the most cited occupation for men was skilled laborer.

(See Chart on next page)

**Table 21
Gambler's Occupation**

Occupation	Females (N = 382)		Males (N = 675)		Total (N = 1,057)	
Banking/Stock Market	5	0%	17	2%	22	2%
Farming/Agriculture	0	0%	1	0%	1	0%
Gaming Industry	4	0%	1	0%	5	0%
Laborer	8	1%	39	4%	47	4%
Legal Professional	1	0%	25	2%	26	2%
Manager/Proprietor	59	6%	80	8%	139	13%
Medical Professional	32	3%	20	2%	52	5%
Military	1	0%	8	1%	9	1%
Retail Services	25	2%	27	3%	52	5%
Sales	39	4%	92	9%	131	12%
Semi-skilled	37	4%	84	8%	121	11%
Skilled	64	6%	123	12%	187	18%
Other Professional	75	7%	101	10%	176	17%
Other	32	3%	57	5%	89	8%
TOTAL	383	36%	675	64%	1,057	100%

Bankruptcy

- Many times gamblers turn to bankruptcy as a means of seeking relief from accumulated debt due to gambling losses. Bankruptcy is not, however, encouraged as simply a way out of trouble for those with continued betting problems as this could result in recurrences or relapses at latter points in time.
- Of the 1,300 respondents, 14% advised that the gambler had gone through bankruptcy at some point in time. In addition, with 181 of the 187 callers providing details pertaining to the bankruptcy, it was revealed that 83% had completed the process once, 11% twice or more and 6% were in the pending stages.
- When analyzing the employment status of gamblers who have declared bankruptcy, the majority were full-time at one job (69%) followed by those who are retired (10%) and those who are unemployed (9%). The remaining 12% were disabled (5%), worked more than one job (3%), employed part-time (2%) or fell within the “other” category (2%).

Illegal Acts, Types and Actions

- As previously noted, one of the areas in which callers are averse to discuss openly are matters surrounding illegal acts. HelpLine Specialists are trained to handle this question delicately by determining the right time and approach for addressing the issue on an individual basis.
- With 1,340 callers responding to whether the gambler has committed illegal acts, 307 (23%) identified that the gambler had in fact committed an illegal act. Of the 297 identifying the type of illegal act committed, 60% cited fraud, 23% embezzlement, 14% larceny/theft and 3% other.

(See Chart on next page)

**Table 22
Illegal Acts Committed by Gambler**

Illegal Acts	Total (N = 297)
Embezzlement	68 (23%)
Fraud (bad checks, forgery, etc.)	177 (60%)
Larceny/Theft	42 (14%)
Other	10 (3%)
Total	297 (100%)

- Additionally, of 1,262 calls, 111 (9%) reported that the gambler had been subject to legal actions due to gambling and 96 contacts apprised of the types of legal actions that have occurred. Specifics follow:

**Table 23
Types of Legal Actions Gamblers have been Subject to**

Legal Actions	Total (N = 96)
Arrest	5 (5%)
Arrest and Jail/Prison	17 (18%)
Arrest and Probation	10 (10%)
Arrest, Jail/Prison and Probation	4 (4%)
Civil Actions	48 (50%)
Other	12 (13%)
Total	96 (100%)

Emotional and Related Difficulties Caused by Gambling

Problems Caused by Gambling

- Gambling can cause a multitude of problems for gamblers across the board from emotional and financial devastation to problems amongst families to debt and inability to pay household bills needed for survival. Anxiety and depression ranked at the top of the list when identifying problems caused by gambling for the gambler, followed closely by family or spouse conflict and difficulty paying household bills.

**Table 24
Difficulties Caused by Gambling**

Type of Difficulty	Yes		No	
Anxiety	1,052	80%	267	20%
Depression	1,066	80%	259	20%
Problem at work/school	275	24%	895	76%
Suicidal thoughts	123	10%	1,077	90%
Suicide attempts	22	2%	1,234	98%
Family or spouse conflict	977	73%	356	27%
Family violence	25	2%	1,259	98%
Family neglect	665	51%	630	49%
Credit card debt	679	55%	564	45%
Borrowing from friends or family	685	56%	540	44%
Borrowing from other sources	455	41%	668	59%
Difficulty paying household bills	946	73%	347	27%
Using equity or savings	841	67%	410	33%

(See Chart on next page)

**Table 25
Difficulties Caused by Gambling (Gambler vs. Non-Gambler)**

Type of Difficulty	Gambler (Yes)		Non-Gambler (Yes)	
Anxiety	735	56%	313	24%
Depression	743	56%	320	24%
Problems at Work/School	173	15%	102	9%
Suicidal Thoughts	86	7%	36	3%
Suicidal Attempts	11	1%	11	1%
Family or Spouse Conflict	547	41%	428	32%
Family Violence	9	1%	16	1%
Family Neglect	379	29%	284	22%
Credit Card Debt	458	37%	221	18%
Borrowing From Friends Or Family	415	34%	269	22%
Borrowing From Other Sources	304	27%	150	13%
Difficulty Paying Household Bills	615	48%	329	25%
Using Equity or Savings	541	43%	299	24%

*Note: Multiple responses are permitted for this question

Gamblers Who Sought Help for Gambling, Type of Help Sought and Family of Origin

- Of the 1,364 callers identifying whether the gambler had previously sought help for gambling, 16% responded yes. The type of assistance most often sought was self-help (74%), followed by professional gambling treatment and mental health outpatient services (9% each), alcohol/substance abuse outpatient services (7%), alcohol/substance abuse inpatient services (2%) and other (8%). (Callers provided multiple responses for this question where applicable).
- Trends have shown that people coming from households where gambling has been a problem for someone else in the family tend to experience a higher probability of becoming problem gamblers themselves. With 1,202 callers identifying information about the gambler's family of origin, 29% responded that they had come from a family where gambling had been a problem.

Gamblers with Alcohol/Substance Abuse Problems, Type of Help Sought and Family of Origin

- As there has been a similar correlation between those suffering from alcohol and substance abuse problems with those identified as problem gamblers, an analysis of data reflects that 176 (13%) of the 1,316 callers noting whether the gambler has a substance abuse problem, indicated that this was in fact the case. Of these, 105 (61%) sought help for their substance abuse problem, again, primarily self-help (69%), outpatient treatment (14%), inpatient treatment (13%), outpatient mental health services (2%) and other (10%). In addition, as substance abuse has also been identified as a hereditary trait, 357 (30%) of the 1,203 callers outlining the gambler's family history of substance abuse, indicated that there was in fact alcohol or substance abuse within the family.

Point of Contact with the HelpLine Number

How Callers Learned of the HelpLine

- Of the 2,442 responses to the question as to how the caller learned of the HelpLine, the Internet was reported most often (17%) followed by telephone books (14%) and billboards (8%). The FCCG focused much of its outdoor advertising efforts this year on new campaigns including bus and trolley ads, taxi ads, mini-billboards at gas stations and cinema advertising. It is important to note that the "other" category, which received 31% of the responses as to how heard, encompasses these additional outdoor advertisements, which the previous HelpLine database did not have the ability to segregate. It is a fair statement that this outdoor advertising impacted the increase in responses within this category this contract year. In FY 07/08, the database will allow for each these fields to be computed separately, thus allowing for a more accurate reflection of "how heard".

(See Chart on next page)

Table 26
How Callers Learned About the HelpLine

How Heard	Total (N = 2,442)	
Billboard	201	8%
Clergy	0	0%
Community Organization	7	0%
Family Member/Friend	139	6%
GA/Gam-Anon	64	3%
Gambling Facility/Location	162	7%
Health Care Provider	12	0%
Information Line	26	1%
Internet	423	17%
Lottery Point of Purchase	116	5%
NCPG/Affiliate	20	1%
Newspaper/Magazine	22	1%
Other Self-Help Group	12	0%
Phone Book	344	14%
Poster/Brochure/Promotional Items	15	1%
Radio	32	1%
School	21	1%
Television	14	1%
Treatment Professional/Social Service Agency	63	3%
Other	749	31%
Total	2,442	100%

Actions Recommended to Callers

- The top actions most often recommended to callers were support groups (78%), gambling treatment counseling (59%) and financial supports (10%) such as the financial resources available from FCCG trained credit counselors at InCharge Education Foundation. Additionally, 47% of callers received literature, including the FCCG's self-help recovery workbook series designed to assist those in areas where traditional supports may not be available.

(See Chart on next page)

**Table 27
Actions Recommended to Caller**

Action(s) Recommended	Total	
Chemical Dependency Treatment	3	0%
Crisis Line	9	1%
Financial Services	152	10%
Follow-up Call to Check on Caller	18	1%
GA/Gam-Anon	1,249	78%
Gambling Treatment	941	59%
Hospital/Emergency Room	0	0%
Law Enforcement Authority	2	0%
Legal Services	100	6%
Mental Health Services	25	2%
Other State Council	6	0%
Other Support Group	5	0%
Out of State Problem Gambling HelpLine	25	2%
Send Literature	750	47%
Social Services	7	0%
Veterans Administration	0	0%
Other	21	1%

Literature Distribution

- The FCCG offers literature distribution to callers as a supplementary resource to enhance information provide during their contact with the HelpLine. Of 3,715 callers, more than half (1,916 - 52%) requested literature. Breakdowns of the types of literature requested by callers is as follows; (multiple answers are allowed per caller.) the most frequently requested literature included that for other resources (59%), followed by information on the nature of problem/compulsive gambling (50%), support groups (23%), treatment providers (20%), special programs (10%) and interviews/speakers (9%).

**Table 28
Type of Literature Requested**

Type of Literature	Total	
Conferences	114	6%
FCCG Position on Legal Gambling	20	1%
Interviews/Speakers	168	9%
Legal/Criminal Justice	48	3%
Local Experts	17	1%
Nature of Problem/Compulsive Gambling	963	50%
Other Resources	1,136	59%
Special Program	194	10%
Statistical Research	92	5%
Support Groups	440	23%
Training	88	5%
Treatment Providers	376	20%

Helpfulness of Call

- Based upon 1,655 responses as to whether the HelpLine contact proved helpful, the results were overwhelmingly positive with 99% indicating that the call provided them with much needed help.

Follow-Up

- Two different types of follow-up calls are conducted by the FCCG, one to HelpLine callers who made contact in the midst of crisis to inquire about their status and what may have transpired from the initial conversation and the second type to all other HelpLine callers agreeing to the call to inquire as to the overall effectiveness of the service. In total, more than half of all callers (53%) agreed to this contact and furnished appropriate contact information.