



**24-HOUR PROBLEM GAMBLING HELPLINE
ANNUAL REPORT
(July 1, 2008 - June 30, 2009)**

WHEN GAMBLING BECOMES A PROBLEM
888-ADMIT-IT

 Florida Council on Compulsive Gambling

www.gamblinghelp.org

July 2009

Florida Council on Compulsive Gambling, Inc.
901 Douglas Avenue, Suite 200
Altamonte Springs, FL 32714
24-Hour HelpLine: 888-ADMIT-IT
Office: 407-865-6200

Background

This report reflects data from the HelpLine contacts received from July 1st 2008 until June 30th 2009. Contacts are received via the 24 hour Helpline (1-888-ADMIT-IT), the FCCG website (www.gamblinghelp.org) and the agency's e-mail address (fccg@gamblinghelp.org). The HelpLine is staffed around the clock to give supportive intervention and information to persons who are adversely affected by a gambling problem.

The FCCG also supplies help and information to state agencies, community organizations, treatment professionals, law enforcement officials, legal authorities, students and others who are interested in becoming educated and aware of the problems associated with a gambling addiction.

Office Location, HelpLine Coverage and Access

The FCCG is headquartered at 901 Douglas Avenue, Suite 200 Altamonte Springs, Florida 32714. The hours of operation are Monday thru Friday 8:00am to 5:00pm. Agency personnel respond to a multitude of contacts throughout the day ranging from help and information calls to business contacts. The HelpLine is forwarded to the after hours staff at close of business each day. The after hours staff ensures that callers can receive help and resources any time during the night, weekends and holidays.

The HelpLine is equipped with multiple lines so that callers will not have to wait for assistance. Each person in the agency as well as after-hours specialists, are trained to handle these calls. No matter what situation may arise (sick employee, bad weather, lunches and breaks, etc...), the HelpLine is always properly staffed. There are also 3 bi-lingual staff members that handle the majority of Spanish speaking callers and the office is equipped with a translation service for all other languages.

Staff Training

All agency personnel are trained on site to be able to take help and information calls. This is an intensive 4 week training which includes; HelpLine training manual, numerous documentary and docu-dramas relevant to compulsive gambling, "mock" calls, phone shadowing, and finally live calls shadowed by the Director of HelpLine Operations. There are multiple specialized trainings throughout the year such as motivational interviewing, QPR suicide assist training, domestic violence and family neglect training and others which help to complete a well rounded employee and give the skills necessary to take crisis calls. The training process is ongoing throughout the tenure of the employee. At the end of the initial training, the specialists should be able to:

- Understand the resources and services offered in their entirety
- Offer support and understanding to persons in a crisis situation
- Fully understand the database that is used to collect demographic and relevant information
- Utilize any special services needed based on callers circumstances (i.e. language line, suicide intervention, etc...)
- Complete understanding of the problems caused by a gambling addiction
- Knowledge of all agency programs and services offered
- Recognize, based on caller circumstances, new resources that may be of assistance (i.e. shelters, group meetings, etc...)

Oversight is a priority at the FCCG to ensure that specialists consistently adhere to protocol and procedure regarding the handling of calls. (Any areas that are deemed problematic are quickly brought to the attention of the staff member and rectified through additional training.)

HelpLine Manual

All staff members, be it daytime or after hours, are supplied with a resource directory. This directory includes all resources offered by the FCCG in hard copy format. This is important as bad weather or unforeseen computer problems could hinder the ability to search for resources for someone seeking assistance. The directories are divided by resource type and broken down by county so searching is quick and easy which makes for a more comfortable and smooth conversation with the person reaching out for assistance.

HelpLine Data Entry and Analysis

The database that is used by all agency personnel is Iris. This database allows agency staff to collect demographic data on information contacts and demographic, financial, vocational and emotional data on all help contacts. The database allows staff to follow up contacts to others in the office depending on the call type and information requested. It is also an ever evolving database as new resources and services can be added with minimal effort (for example, military background was a question added in January, 2009) and strengths and weaknesses of data collection can be easily identified.

Contacts are thoroughly reviewed and monitored for data collection, accuracy and follow up on a weekly basis. Not only are they checked for proper classification, but they are checked to ensure that follow ups are being done in a timely manner and call notes explain outcome of the contact be it a help or information call. This is a vital part of the FCCG's operations as it is not uncommon for a specific contact to be followed up by 2 or more staff members before the contact is considered complete.

HelpLine Call Type

The different classifications of the contacts received at the FCCG are as follows; e-mail, forum, help, information, office, peer connect and inappropriate. More specifically e-mail and forum are broken down to e-mail-help, e-mail-information, forum-help and forum-information. This is important so there can be an accurate breakout of both help and information contacts. Of note, only help and information contacts, be it via e-mail, forum or the 24 hour HelpLine, will have detailed demographic information associated with it.

Annual Call Data

During the fiscal year July 1st 2008 to June 30th 2009 the agency responded to 13,998 contacts of which 4,420 were classified as help or information. The FCCG's 24 HelpLine received 3,445 while the remaining 975 made contact via e-mail, online or the agency's forum. The number of help and information calls received represents a 5% (+212) increase over last year and a 19% (+705) increase over the last 2 years.

**Table 1
Total Contacts**

Period	All Contacts	Help & Info Contacts
July 1, 2008 – June 30, 2009	13,998	4,420

Call Origin by Region and County

- South and south central Florida accounted for 70% of the help and information calls received during the year.
- The most significant increase was north central Florida which had an increase of 4%. The chart below breaks down the regional totals.

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

Florida Regions	2008-2009	2007-2008
North Central Florida	699 (16%)	512 (12%)
Northeast Florida	236 (5%)	221 (5%)
Northwest Florida	358 (8%)	257 (6%)
South Central Florida	931 (21%)	805 (19%)
South Florida	2,051 (47%)	1,882 (45%)
Subtotal	4,275 (97%)	3,677 (88%)
County Unknown	145 (3%)	531 (12%)
TOTAL	4,420 (100%)	4,208 (100%)

- Broward (20%) and Miami-Dade (15%) counties led the way as far as county totals. Hillsborough and Palm Beach counties were third and fourth with 10% and 8% respectively. The chart below shows a complete county by county breakdown.

See Chart on Next Page

**Table 3
Total Calls by County
July 1, 2007 – June 30, 2008**

County	Total	County	Total
Alachua	41 (1%)	Lee	79 (2%)
Baker	1 (0%)	Leon	225 (5%)
Bay	8 (0%)	Levy	3 (0%)
Bradford	0 (0%)	Liberty	0 (0%)
Brevard	71 (2%)	Madison	0 (0%)
Broward	914 (20%)	Manatee	23 (1%)
Calhoun	0 (0%)	Marion	25 (1%)
Charlotte	21 (0%)	Martin	41 (1%)
Citrus	13 (0%)	Monroe	15 (0%)
Clay	8 (0%)	Nassau	1 (0%)
Collier	32 (1%)	Okaloosa	38 (1%)
Columbia	8 (0%)	Okeechobee	3 (0%)
Dade	669 (15%)	Orange	261 (6%)
Desoto	1 (0%)	Osceola	55 (1%)
Dixie	(0%)	Palm Beach	371 (8%)
Duval	113 (3%)	Pasco	86 (2%)
Escambia	52 (1%)	Pinellas	203 (5%)
Flagler	10 (0%)	Polk	97 (2%)
Franklin	1 (0%)	Putnam	3 (0%)
Gadsden	9 (0%)	Santa Rosa	13 (0%)
Gilchrist	0 (0%)	Sarasota	20 (1%)
Glades	3 (0%)	Seminole	151(3%)
Gulf	0 (0%)	St Johns	60 (1%)
Hamilton	1 (0%)	St Lucie	39 (1%)
Hardee	1 (0%)	Sumter	7 (0%)
Hendry	1 (0%)	Suwannee	2(0%)
Hernando	13 (0%)	Taylor	2 (0%)
Highlands	12 (0%)	Union	0 (0%)
Hillsborough	438 (10%)	Volusia	123 (3%)
Holmes	0 (0%)	Wakulla	5 (0%)
Indian River	13 (0%)	Walton	8 (0%)
Jackson	5 (0%)	Washington	1 (0%)
Jefferson	2 (0%)	Sub Total	4,275 (87%)
Lafayette	0 (0%)	Not Recorded	145 (3%)
Lake	36 (1%)		
		TOTAL	4,420
		% Total	100%

Monthly Totals

- Below are the monthly totals for help and information contacts. The HelpLine received an average of 368 help and information contacts each month. As was the case last year, the spring months were the busiest for the HelpLine with an average of 441 contacts between the months of March and June.

**Table 4
Calls by Month**

Period	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	TOTAL
08-09	315	300	307	349	280	337	371	396	458	426	412	469	4,420

CALLER DEMOGRAPHIC INFORMATION

Callers Gender, Age and Repeat Caller Status

- Of the 1,845 callers that provided their age and gender, we see that 54% were male and 50% were between the ages of 31 and 49. Further, 21% were seniors (55+) and 76% were reaching out for the first time. It is important to note that the gamblers themselves made the contact 72% of the time which is an 8% increase over last year.

**Table 5
Callers Age**

Age	Total (N=1,845)
Under 18	1 (0%)
18 – 20	18 (1%)
21 – 25	140 (8%)
26 – 30	135 (7%)
31 – 39	394 (21%)
40 – 49	534 (29%)
50 – 54	238 (13%)
55 – 60	183 (10%)
61 – 64	79 (4%)
65+	123 (7%)
TOTAL	1,845 (100%)

Note: Total may exceed 100% due to rounding

Precipitating Event Leading to Call

- The top reason for making contact with the HelpLine was relationship problems at 26%. The most significant increase over last year was the category of difficulty paying bills as this increased 7% from last year (10% in 2007/2008). The chart below provides full specifics.

**Table 6
Precipitating Event for Making Contact**

Precipitating Event Leading to Call	Total (N=2,832)
Committed Illegal Act	111 (4%)
Difficulty Paying Bills	486 (17%)
Education/Research	6 (0%)
Lawyer Advised	4 (0%)
Legal Problems	111 (4%)
Media Request	3 (0%)
Overextended Debt	500 (18%)
Relationship Problems	725 (26%)
School Related Difficulties	3 (0%)
Substantial Loss	477 (17%)
Suicidal Ideation/Attempt	15 (1%)
Threatened (verbal, physical, emotional)	1 (0%)
Training	4 (0%)
Treatment Referral/ Information	373 (13%)
Work Related Difficulties	6 (0%)
Other	7 (0%)
TOTAL	2,832 (100%)

GAMBLER DEMOGRAPHIC INFORMATION

Gamblers Gender and Age

- In all, 2,207 callers identified the gender and age of the gambler. Half (50%) of the gamblers were between the ages of 31 and 49. More than one of five was classified as older adults (55+). The amount of female gamblers increased by 5% over last year (34% in 2007/2008).
- It is important to note that females had a higher percentage of older adults than the males 27% to 16% respectively. The table below outlines the totals for each age group by gender.

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

Age	Female		Male		Total (N=2,207)	
	Count	Percentage	Count	Percentage	Count	Percentage
Under 18	0	0%	4	0%	4	0%
18 – 20	5	0%	28	1%	33	1%
21 – 25	34	2%	131	6%	165	7%
26 – 30	30	1%	128	6%	158	7%
31 – 39	153	7%	333	15%	486	22%
40 – 49	259	12%	352	16%	611	28%
50 – 54	152	7%	138	6%	290	13%
55 – 60	107	5%	109	5%	216	10%
61 – 64	43	2%	53	2%	96	4%
65+	88	4%	56	3%	144	7%
Total	871	39%	1,332	61%	2,207	100%

Gamblers Ethnicity

- Based on 2,143 respondents, Caucasians accounted for 61% of the gamblers while for the second year in a row, Black/African Americans held a slight edge over Latino/Hispanics 19% to 18%. Also of note in this category is that the only ethnic group where females outnumber the males is Black/African Americans 51% to 49%.

**Table 8
Ethnicity of Gambler**

Ethnicity	Total (N = 2,143)
Asian/Pacific Islander	49 (2%)
Black/African American	407 (19%)
Caucasian	1296 (61%)
Latino-Hispanic	381 (18%)
Native American	1 (0%)
Other	9 (0%)
Total	2,143 (100%)

Gamblers Military Experience

- Since January 2009, FCCG staff has collect data regarding the gamblers military experience. As this is a growing problem regarding this population, the FCCG feels that the data they gather regarding this relationship could be helpful in future endeavors. Of 1,460 respondents during this time period (January 2009 to June 2009), 121 or 8% stated the gambler was either active military, retired military or have had past military experience.

Gamblers Religion

- Of the 1,371 callers who identified the religious background of the gambler, the most frequent response was no religious affiliation as stated by 32%. This was followed by Catholics with 24%. The chart below outlines complete specifics.

Table 9
Religion of Gambler

Religion	Total (N = 1,371)
Catholic	324 (24%)
Islam/Muslim	9 (0%)
Judaism	91 (7%)
Protestant	316 (23%)
Other	187 (14%)
None	444 (32%)
Total	1,371 (100%)

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

- Of over 2,200 callers citing the relationship status of the gambler, 44% were married and 22% were never married. Divorced gamblers increased to 18% from 14% last year.

Table 10
Relationship Status of Gambler

Relationship Status	Total (N = 2,206)
Cohabiting	148 (7%)
Divorced	395 (18%)
Married	966 (44%)
Never Married	495 (22%)
Separated	109 (5%)
Widowed	93 (4%)
Total	2,206 (100%)

- Based on 2,080 responses, children under the age of 18 were present in 31% of the gamblers' households. This is significant statistic as often times family neglect is present in the home of a problem gambler. By gathering this data, specialists have the opportunity to offer services that can assist the family such as social services and crisis lines that deal with family hardship issues.

Age of Gambling Onset and When it Became a Problem

- The data on the age at which gambling started and when it became a problem showed that 40% started before the age of 25 and 12% before the legal age of 18. Twenty-seven percent (27%) stated it became a problem between the ages of 40 and 49. The chart below outlines these two sets of data.

(See chart on next page)

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

Age	Age Started Gambling (N = 1,617)		Age Became Problem (N = 2,060)	
Under 18	192	12%	21	1%
18 – 20	204	13%	98	5%
21 – 25	240	15%	196	10%
26 – 30	174	11%	160	8%
31 – 39	285	18%	485	24%
40 – 49	296	18%	557	27%
50 – 54	97	6%	216	10%
55 – 60	71	4%	177	9%
61 - 64	31	2%	76	4%
65+	27	2%	74	4%

Primary Gambling Problem by Gender and Ethnicity and Secondary Problem

- As has been the case in recent years, slot machines were the number one primary gambling problem with 44% stating so. The most significant change over last year was cards as this was cited by 33% as the gamblers primary problem. This is a 12% increase over last year and this figure has almost doubled over the last 2 years (17% in 2006/2007). Lottery was third as a primary problem with 12% and an additional 60% of gamblers were experiencing problems with lottery games as a secondary problem (an increase of 28% over last year). The charts below show full specifics.

**Table 12
Primary Gambling Problem**

Primary Problem	Total (N = 2,253)	
	Total	%
Animal Fights	0	0%
Arcade/Video Games	5	0%
Bingo	26	1%
Cards	745	33%
Dice	4	0%
Dog Racing	24	1%
Dominoes	1	0%
Games of Skill	1	0%
Horse Racing	37	2%
Jai-Alai	2	0%
Lottery	272	12%
Slot Machines/VLTs/EGMs	993	44%
Sports Betting	65	3%
Stock Market/Business Risks	42	2%
Sweepstakes	6	0%
Table Games	26	1%
Other	4	0%

**Table 13
Secondary Gambling Problem**

Secondary Problem	Total (N = 1,225)	
	Total	%
Animal Fights	0	0%
Arcade/Video Games	1	0%
Bingo	28	3%
Cards	188	19%
Dice	11	1%
Dog Racing	37	4%
Dominoes	1	0%
Games of Skill	2	1%
Horse Racing	42	4%
Jai-Alai	7	1%
Lottery	596	60%
Slot Machines/VLTs/EGMs	202	20%
Sports Betting	61	6%
Stock Market/Business Risks	10	1%
Sweepstakes	0	0%
Table Games	30	3%
Other	7	1%

- Breaking down the primary gambling choices, within different lottery games, scratch-off tickets were preferred 84% of the time and with card games, poker/Texas hold'em was preferred 67% of the time over Blackjack. The data on the card players was interesting as typically poker and Texas hold'em games account for 80-90% of the game of choice but since the introduction of Blackjack at casinos in Florida there has been a significant increase in people experiencing problems with this form of card playing.
- When looking at the primary gambling problem by gender, females preferred slot machines over lottery 71% to 15% and males preferred cards over slot machines 50% to 26%. This is significant as last year males preferred slot machines over cards 33% to 30%. Please see the chart for full specifics.

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

Primary Gambling Problem	Females (N = 900)	Males (N = 1,350)	Total (N = 2,185)
Animal Fights	0 (0%)	0 (0%)	0 (0%)
Arcade/Video Games	4 (0%)	1 (0%)	5 (0%)
Bingo	23 (1%)	3 (0%)	26 (1%)
Cards	74 (3%)	669 (30%)	743 (33%)
Dice	0 (0%)	4 (0%)	4 (0%)
Dog Racing	3 (0%)	21 (1%)	24 (1%)
Dominoes	0 (0%)	1 (0%)	1 (0%)
Games of Skill	0 (0%)	1 (0%)	1 (0%)
Horse Racing	1 (0%)	36 (2%)	37 (2%)
Jai-Alai	0 (0%)	2 (0%)	2 (0%)
Lottery	138 (6%)	134 (6%)	272 (12%)
Slot Machines/VLTs/EGMs	640 (28%)	352 (16%)	992 (44%)
Sports Betting	4 (0%)	61 (3%)	65 (3%)
Stock Market/Business Risks	10 (0%)	32 (1%)	42 (2%)
Sweepstakes	3 (0%)	3 (0%)	6 (0%)
Table Games	0 (0%)	26 (1%)	26 (1%)
Other	0 (0%)	4 (0%)	4 (0%)
TOTAL	900 (40%)	1,350 (60%)	2,250 (100%)

- Breaking down the ethnicity of the gambler and the primary gambling problem, Asian/Pacific Islanders were the ethnic group to prefer cards over slot machines 58% to 27% respectively. All other ethnic groups preferred slot machines over cards with Caucasians showing only a slight favoritism (40%-slot machines, 35%-cards).

Top Three Primary Gambling Problems by Region

- Slot machines were favored in south and south central Florida while cards were the favorite in all other regions. Cards have also closed the gap in the southern regions as this year slot machines were only favored by 59% of the gamblers whereas last year that figure was over 70%.

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

North Central Florida	Cards	140
	Slot Machines	89
	Lottery	60
Northeast Florida	Cards	42
	Lottery	33
	Slot Machines	24
Northwest Florida	Cards	35
	Slot Machines	34
	Lottery	27
South Central Florida	Slot Machines	226
	Cards	185
	Lottery	63
South Florida	Slot Machines	611
	Cards	339
	Lottery	84

Primary Gambling Location

- Of the 2,259 respondents, 1,410 or 62% stated that land based casinos was the primary gambling location. Convenience stores were second with 125 and the Internet third with 7%. Racino gambling doubled over last year (2% in 2007/2008).

**Table 16
Primary Gambling Location**

Location	Total (N = 2,259)
Day/Floating Casino	30 (1%)
Landbased Casino	1,410(62%)
Racino	80 (4%)
Jai-Alai	8 (0%)
Racetrack	125 (6%)
Convenience Store	277 (12%)
Friend's Home	32 (1%)
Home	45 (2%)
Internet	164 (7%)
*Other	88 (4%)

***Other refers to bars, bingo halls, bookies,ect..**

Financial and Employment Status of Gambler

Income of Gambler

- The average income of the gambler was \$50,793 with 35% earning between \$25,000 and \$45,000. When asked how much money was lost due to gambling, the average was \$105,172 with 28% losing \$90,000 or more. The chart below outlines the income of the gambler.

**Table 17
Income of Gambler**

Income	Total (N = 1215)
Up to \$2,499	8 (1%)
\$2,500- \$2,999	0 (0%)
\$3,000- \$4,999	8 (1%)
\$5,000- \$9,999	36 (3%)
\$10,000- \$14,999	82 (7%)
\$15,000- \$24,999	179 (15%)
\$25,000- \$34,999	217 (18%)
\$35,000- \$44,999	206 (17%)
\$45,000- \$59,999	176 (14%)
\$60,000- \$89,999	169 (14%)
\$90,000- \$124,999	72 (6%)
\$125,000- \$149,999	8 (1%)
\$150,000- \$174,999	8 (1%)
Over \$175,000	46 (4%)

Amount of Debt Owed and to Whom the Debt is Owed

- When 1,228 respondents answered how much debt was owed due to gambling, the average figured to be \$59,819 with 25% owing more than \$60,000. These figures clearly show that problem gamblers will often wager beyond their means as the average debt is more than the average income. The most common source of debt

was to credit cards as cited by 67%, followed by banks/credit unions with 35%. The charts below outline the amount of debt owed and to whom it is owed to.

**Table 18
Debt Owed Due to Gambling**

Income	Calls by Gambler (N= 994)		Calls by Non-Gambler (N = 234)		Total Calls (N = 1,228)	
Up to \$2,499	163	13%	35	3%	198	16%
\$2,500- \$2,999	8	1%	4	0%	12	1%
\$3,000- \$4,999	93	8%	11	1%	104	8%
\$5,000- \$9,999	121	10%	25	2%	146	12%
\$10,000- \$14,999	75	6%	25	2%	100	8%
\$15,000- \$24,999	102	8%	36	3%	138	11%
\$25,000- \$34,999	57	5%	17	1%	74	6%
\$35,000- \$44,999	49	4%	11	1%	60	5%
\$45,000- \$59,999	76	6%	12	1%	88	7%
\$60,000- \$89,999	101	8%	22	2%	123	10%
\$90,000- \$124,999	62	5%	13	1%	75	6%
\$125,000- \$149,999	12	1%	2	0%	14	1%
\$150,000- \$174,999	11	1%	3	0%	14	1%
Over \$175,000	64	5%	18	1%	82	7%
TOTAL	994	81%	234	19%	1,228	100%

**Table 19
To Whom Debt is Owed**

To Whom Debt Owed	(N=2,381)		Other Sources (N=654)	
Bank/Credit Union	480	35%	Car Payment	59 (9%)
Bookie	35	3%	Mortgage	400 (61%)
Credit Card	907	67%	Utilities	41 (6%)
Family	389	29%	Child Support	10 (2%)
Friend	278	20%	Other	144 (22%)
Loan Company	292	21%		
Other	0	0%		
TOTAL	2,381	100%	TOTAL	542 (100%)

Multiple Answers Permitted

Employment Status of Gambler

- Based on 2,183 responses regarding employment status, 62% were full time employees, 16% were unemployed and 10% were retired. It is important to note that the percentage of unemployed gamblers seeking assistance has doubled over the last 2 years (8% in 2007). The chart below shows the breakdown of the employment status of the gamblers.

See Chart on Next Page

**Table 20
Employment Status**

Type of Employment	Total (N = 2,183)	
Disabled/Workers-Comp.	143	7%
Full-Time at One Job	1300	60%
Full-Time More Than One Job	47	2%
Part-Time	56	3%
Part-Time More Than One Job	8	0%
Retired	168	8%
Retired Plus Job	33	2%
Student - Full-time	36	2%
Student - Full-Time Plus Job	13	1%
Student - Part-Time	1	0%
Student – Part-Time Plus Job	5	0%
Homemaker	29	1%
Unemployed	339	16%
Other	5	0%
Total	2,183	100%

- When looking at statistics on the retired gambler, it is evident that more than half stated their gambling intensified after they retired. This is a common problem as retired individuals often will turn to gambling to alleviate loneliness, boredom or to fill in the long stretches of time they have on their hands. Sometimes it starts out as a social activity for older adults in order to meet people but can turn into a problem if not done in moderation.

Gamblers Occupation

- The most common occupation for employed gamblers was service industry with 17%, followed by skilled workers with 14%, and business owners and sales positions were held by 11% each. Also of note were medical/healthcare professionals with 10%. The most common job held for males were skilled positions while for females it was the service industry. The chart below shows specifics.

**Table 21
Gambler's Occupation**

Occupation	Females (N = 499)		Males (N = 858)		Total (N = 1,357)	
Banking/Stock Market	25	5%	47	5%	72	5%
Business Owner	31	6%	120	14%	151	11%
Farming/Agriculture	0	0%	2	0%	2	0%
Gaming Industry	1	0%	9	1%	10	1%
Laborer	8	2%	86	10%	94	7%
Law Enforcement	15	3%	17	2%	32	2%
Legal Professional	6	1%	27	3%	33	2%
Manager	38	8%	71	8%	109	8%
Medical Professional	101	20%	29	3%	130	10%
Military	2	0%	7	1%	9	1%
Retail Services	34	7%	23	3%	57	4%
Sales	36	7%	111	13%	147	11%
Service Industry	107	21%	130	15%	237	17%
Skilled	62	12%	132	15%	194	14%
*Other	33	7%	47	5%	80	6%
TOTAL	499	100%	858	100%	1,357	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 as this could result in recurrences or relapses at latter points in time.
- Of the 1,554 respondents, 170 (11%) advised that the gambler had either gone through bankruptcy or it was pending at this time. In all, 134 had already gone through it at least once and the remaining 36 stated that it was pending. Of the 170, 57% were males and 4 persons had declared more than once.

Illegal Acts, Types and Actions

- Often times when a person is in the grips of a gambling addiction, they will do things that are atypical of their normal behavior and in many cases turn to crime in order to stay “in action”.
- Based on 1,989 respondents to this question, 33% stated that the gambler had, in fact, committed illegal acts to finance their gambling problem. The most common acts committed were fraud (bad checks, forgery, etc...) and embezzlement. The amount of embezzlement acts increased 8% over last year (22% to 14%).

Table 22
Illegal Acts Committed by Gambler

Illegal Acts	Total (N = 701)
Embezzlement	145 (22%)
Fraud (bad checks, forgery, etc.)	383 (58%)
Larceny/Theft	130 (20%)
*Other	43 (7%)
Total	701 (100%)

***Other is selling drugs, prostitution, book making, illegal gambling activities**

- Callers are also asked if the gambler has been subjected to legal action due to their gambling. Of 1,900 respondents, 320 or 17% stated that they had been subjected to legal action. It is important to note that the gambler did not necessarily commit illegal acts to be subjected to legal action (i.e. divorce, foreclosure, etc...). The most common legal actions enacted against the gambler were civil actions, followed by arrest and probation. The chart below outlines the full details.

Table 23
Types of Legal Actions Gamblers have been Subject to

Legal Actions	Total (N = 293)
Arrest	14 (5%)
Arrest and Jail/Prison	27 (9%)
Arrest and Probation	16 (6%)
Arrest, Jail/Prison and Probation	11 (4%)
Civil Actions	221 (75%)
Other	4 (1%)
Total	293 (100%)

Emotional, Domestic and Related Difficulties Caused by Gambling

Problems Caused by Gambling

- The problems caused by a gambling addiction are widespread. There are high rates of depression and anxiety, increased amounts of family conflict and neglect and even family violence. The gambler often times does not understand or fully see the problems they may be causing in the home or at work and as such, their view of family conflict and neglect is often conservatively lower than if the non-gambler calls for assistance. The following chart outlines the emotional, domestic and other financial problems caused by the addiction.

See Chart on Next Page

**Table 24
Difficulties Caused by Gambling (Gambler vs. Non-Gambler)**

Type of Difficulty	Gambler (Yes)		Non-Gambler (Yes)	
Anxiety	1,305	80%	337	64%
Depression	1,342	83%	381	73%
Family Conflict	959	66%	541	92%
Family Neglect	848	60%	433	78%
Family Violence	32	3%	31	6%
Problems at School	31	10%	19	17%
Problems at Work	472	40%	129	38%
Difficulty Paying Household Bills	1,169	78%	403	78%
Gambled Away Savings, Equity, Retirement	759	52%	232	53%
Sold or Pawned Assets	371	30%	122	30%

*Note: Multiple responses are permitted for this question

- For only the second year in the FCCG’s history callers were asked if the gambler was suffering from Parkinson’s disease, head injuries or any other neurological disorders such as; Restless Leg Syndrome, Dementia, Bi-Polar disorder, Multiple Sclerosis or other. Based on responses from 1,646 individuals contacting the HelpLine, 47 or 3% stated affirmatively. These types of disorders are often treated with medications called Dopamine Agonists which have serious side effects including the onset of compulsive gambling. Of these individuals, 92% were currently on medication for their disorder, but only 38% had informed their doctor’s of the gambling problems they were experiencing.
- Although a sensitive question to inquire about, callers are asked if the gambler is suicidal in any way or has had past ideations or attempts. This question is vital to ask because of the fact that compulsive gamblers have the highest suicide rate for any addiction or disorder except schizophrenia. Almost 10% of the callers stated that the gambler was either suicidal or has had past attempts.

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

- One of five gamblers (20%) had sought help for their problem before. Avenues most often tried previously were; self-help groups (73%), counseling/private therapy (23%), other such as clergy, self help books, etc... (17%) and outpatient/inpatient programs (4%).
- People contacting the HelpLine are also asked if there is any family history of gambling problems. Of 1,613 respondents, 519 or 32% stated there was gambling problems with in the immediate family.

Gamblers with Alcohol/Substance Abuse Problems and Family of Origin

- Co-occurring disorders such as drug and/or alcohol addiction are very common among compulsive gamblers. In fact, studies have shown this number to be as high as 40%. Based on 1,733 responses, 18% of the gamblers had an alcohol/substance abuse problem in the past or were also struggling with that as well as a gambling addiction.
- Again, family history of these problems was inquired about and 23% stated that the family had a history of alcohol and/or substance abuse.

Point of Contact with the HelpLine Number

How Callers Learned of the HelpLine

- In order to ensure that marketing efforts are successful around the state and to see where improvements can be made in this area, callers are asked where they heard of the FCCG and its 24 hour HelpLine. The most popular ways callers became aware of the services the FCCG offers was gambling facility advertising (23%) and billboards (22%). These were followed by Internet and phone book. The following chart shows the breakdown of this data.

**Table 25
How Callers Learned About the HelpLine**

How Heard	Total (N = 2,182)	
Billboard	487	22%
Bus	7	0%
Bus bench/shelter	4	0%
Clergy	0	0%
Community Organization	5	0%
EAP/Employer	3	0%
Family	58	3%
Friend	61	3%
GA/Gam-Anon	63	3%
Gambling Facility	510	23%
Health Care Provider	19	1%
Information/Crisis Line	39	2%
Internet	326	15%
Lottery Point of Purchase	142	7%
NCPG/Affiliate	11	1%
Newspaper/Magazine	4	0%
Other Self-Help	18	1%
Phone Book	248	11%
Poster/Brochure	48	2%
Promotional Item	10	0%
Radio	30	1%
School	0	0%
Taxi	1	0%
Television	27	1%
Treatment Provider	28	1%
Other	33	2%
Total	2,182	100%

Actions Recommended to Callers

- The FCCG offers a variety of resources and services to callers in need of assistance. The purpose of gathering all the demographic, financial, emotional and vocational data is to ensure gamblers and loved ones are supplied with the best possible resources to assist with the problems they are experiencing. Resources that are given to callers include but are not limited to, self help groups, counseling services, financial credit counseling organizations, legal aid, literature and workbooks, social services, mental health organizations and many others. The following chart shows the resources supplied to callers. Throughout the 2008/2009 fiscal year, 90% of callers were supplied with self help groups, 64% were given counseling services and 58% were mailed workbooks and literature to assist them in their recovery.

See Chart on Next Page

**Table 26
Actions Recommended to Caller**

Action(s) Recommended	Total	
Celebrate Recovery	343	12%
Counseling	1,747	64%
Crisis Line	140	5%
FCCG Website	229	8%
Financial Services	1,253	46%
GA/Gam-Anon	2,247	82%
Legal Services	508	18%
Literature	1,599	58%
Mental Health Services	42	2%
NCPG Affiliate	40	1%
Self-Exclusion	1,148	42%
Social Services	70	3%
Veterans Administration	38	1%
*Other	753	27%

*Other includes special programs like Peer Connect, Gamblock or alternative self help groups.

Helpfulness of Call

- When asked if the call was helpful to the gambler or loved one, 99% stated affirmatively (1,858 or 1,875). Of the remaining 17, eight (8) stated it was not helpful and 9 stated they were not sure.

Summation

- The FCCG, in its 21st year of operation, remains an increasingly needed information and referral service and advocate for problem and compulsive gambling. Contacts the HelpLine have increased every year of operation and with the recent expansion of gambling (slot machines in Broward County pari-mutuels in 2006, the addition of Blackjack and Class III gambling machines in Seminole casinos in 2008 and the addition of new statewide lottery games such as Powerball in 2009) and the proposed future expansion of gambling, it is evident that contacts to the 24 hour HelpLine will continue to rise.
- To recap some significant findings from this year's statistics when compared to recent years, data showed that:

Contacts to the HelpLine have increased 19% over the last 2 years
 Cards as a primary problem has increased 17% over the last 2 years
 Illegal acts committed due to gambling have seen a 10% increase over the last 2 years
 Unemployed people contacting the HelpLine for assistance has doubled over the last 2 years
 Lottery as a secondary problem showed a 28% increase over last year