



**24-HOUR PROBLEM GAMBLING HELPLINE  
ANNUAL REPORT  
(July 1, 2009 - June 30, 2010)**

WHEN GAMBLING BECOMES A PROBLEM  
**888-ADMIT-IT**



Florida Council on Compulsive Gambling

[www.gamblinghelp.org](http://www.gamblinghelp.org)

July 2010

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 shows data from the HelpLine contacts received from July 1<sup>st</sup> 2009 until June 30<sup>th</sup> 2010. Contacts are received via the 24 hour Helpline (1-888-ADMIT-IT), the FCCG website ([www.gamblinghelp.org](http://www.gamblinghelp.org)) and the agency's e-mail address ([fccg@gamblinghelp.org](mailto: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 and the after hours staff is trained to handle calls. No matter what situation may arise (sick employee, bad weather, lunches and breaks, etc.), the HelpLine is always properly staffed. There are also 4 bi-lingual staff members that handle the majority of Spanish speaking callers and the HelpLine is equipped with a translation service for all other languages.

## **Staff Training**

All agency personnel are trained on site to handle help and information calls. The training process includes learning all aspects of the FCCG, resources offered and programs, by way of the HelpLine training manual, numerous documentary and docu-dramas relevant to compulsive gambling, learning the database used during calls, "mock" calls, phone shadowing, and finally live calls shadowed by the Director of HelpLine Operations. In addition, staff is exposed to new information by way of specialized trainings throughout the year, which include varying topics such as Domestic Violence, Baker Act procedures and the opportunity to hear about professional treatment plans and options offered to individuals that see our resource referrals. The training process is ongoing throughout the tenure of the employee. All FCCG employees should have the knowledge to:

- Be supportive and compassionate to individuals contacting the HelpLine
- Have full knowledge of all agency programs and resources available
- Utilize the database which is used to collect information on each person that contacts the FCCG
- Be aware of 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
- Determine when new resources are needed based on contacts and their experiences
- Think outside the box when confronted with unusual circumstances (crisis calls, power outages, phone harassment, etc.)

All HelpLine staff is monitored closely to identify any areas of concern and additional training is provided to those that are experiencing difficulty in any area of their job.

## **HelpLine Manual**

Hard copy HelpLine resources directories are supplied to all staff members to be used in special circumstances (i.e. bad weather, power outages, computer problems, etc.). These directories are updated as resources are updated to reflect the most accurate information available. Each directory has the resources segregated by keyword (e.g. treatment providers, Gamblers Anonymous, legal aid, etc.) and listed by county for quick and easy reference. All resource directories also have copies of all staff contact information and other helpful hints that are needed to be a successful specialist.

## **HelpLine Data Entry and Analysis**

The HelpLine database is an important tool for staff to utilize. The purpose is to collect data and information on all contacts, including emotional, financial, employment, demographic and other information, to ensure a full picture of the individual and the problems experienced are clear. Once this is done, the specialists can be more confident about referring to resources based on the contacts circumstances. The data collected is vital in order to show trends of gambling among Floridians, where new resources may be needed based on contacts location and also helps in determining where marketing efforts are successful or needed. Moreover, the FCCG uses this data to determine programming efforts for specific populations (i.e. seniors, minorities, or gender specific, etc.). When the need arises, new information can be added to the database such as different types of data to collect or new resources when applicable.

The database is the lifeline of the FCCG as call files are followed up to various staff members for many purposes, including check in calls, literature requests and evaluation calls, amongst others. All HelpLine contacts are reviewed and analyzed for accuracy and areas of strengths and weaknesses on the part of the specialist who received the contact. Any areas of concern are brought to the attention of the agency so that the problem can be rectified.

**Annual Call Data**

During this past fiscal year (July 1<sup>st</sup> 2009 to June 30<sup>th</sup> 2010), the agency responded to 16,422 contacts, of which 4,929 were classified as help or information. The FCCG's 24 HelpLine received 3,224 while the remaining 1,705 made contact via e-mail, online or through the agency's forum. The number of help and information calls received this year represents a 12% (+509) increase over last year and a 17% (+721) increase over the last 2 years.

**Table 1  
Total Contacts**

<b>Period</b>	<b>All Contacts</b>	<b>Help &amp; Info Contacts</b>
July 1, 2009 – June 30, 2010	16,422	4,929

**Call Origin by Region and County**

- Of the 4,744 contacts that provided county and region, south and south central Florida accounted for 66% of the help and information calls received during the year.
- The largest change among regions was that south central Florida decreased by 3% over last year. The chart below outlines the regional totals.

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

<b>Florida Regions</b>	<b>2009-2010</b>	<b>2008-2009</b>
North Central Florida	846 (17%)	699 (16%)
Northeast Florida	265 (5%)	236 (5%)
Northwest Florida	510 (10%)	358 (8%)
South Central Florida	898 (18%)	931 (21%)
South Florida	2,225 (45%)	2,051 (47%)
Subtotal	4,744 (96%)	4,275 (97%)
County Unknown	185 (4%)	145 (3%)
<b>TOTAL</b>	<b>4,929 (100%)</b>	<b>4,420 (100%)</b>

- Overall, contact to the HelpLine was made by individuals from 60 counties across the state. Broward (18%) and Miami-Dade (16%) counties led the way as far as county totals based on contacts where location was provided. Hillsborough, Leon, Orange and Palm Beach counties accounted for 8% each. 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	37 (1%)	Lee	73 (2%)
Baker	5 (0%)	Leon	367 (8%)
Bay	13 (0%)	Levy	1 (0%)
Bradford	0 (0%)	Liberty	0 (0%)
Brevard	58 (2%)	Madison	0 (0%)
Broward	867 (18%)	Manatee	34 (1%)
Calhoun	0 (0%)	Marion	37 (1%)
Charlotte	28 (1%)	Martin	15 (1%)
Citrus	7 (0%)	Monroe	11 (0%)
Clay	16 (0%)	Nassau	2 (0%)
Collier	46 (1%)	Okaloosa	46 (1%)
Columbia	6 (0%)	Okeechobee	5 (0%)
Dade	780 (16%)	Orange	380 (8%)
Desoto	2 (0%)	Osceola	32 (1%)
Dixie	3 (0%)	Palm Beach	402 (8%)
Duval	137 (3%)	Pasco	61 (1%)
Escambia	52 (1%)	Pinellas	201 (4%)
Flagler	9 (0%)	Polk	63 (1%)
Franklin	0 (0%)	Putnam	5 (0%)
Gadsden	7 (0%)	Santa Rosa	16 (0%)
Gilchrist	1 (0%)	Sarasota	34 (1%)
Glades	1 (0%)	Seminole	169(4%)
Gulf	0 (0%)	St Johns	39 (1%)
Hamilton	1 (0%)	St Lucie	46 (1%)
Hardee	2 (0%)	Sumter	6 (0%)
Hendry	2 (0%)	Suwannee	3(0%)
Hernando	21 (0%)	Taylor	3 (0%)
Highlands	10 (0%)	Union	0 (0%)
Hillsborough	401 (8%)	Volusia	89 (2%)
Holmes	2 (0%)	Wakulla	1 (0%)
Indian River	15 (0%)	Walton	6 (0%)
Jackson	3 (0%)	Washington	3 (0%)
Jefferson	1 (0%)	Sub Total	4,744 (96%)
Lafayette	2 (0%)	Not Recorded	185 (4%)
Lake	83 (2%)		
		<b>TOTAL</b>	<b>4,929</b>
		<b>% Total</b>	<b>100%</b>

**Monthly Totals**

- Below are the monthly totals for help and information contacts. The Helpline received an average of 410 help and information contacts each month. The two busiest months were January and February with 482 and 510 contacts respectively.

**Table 4  
Calls by Month**

Period	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	TOTAL
09-10	421	378	461	385	391	356	482	510	438	403	363	341	4,929

## CALLER DEMOGRAPHIC INFORMATION

### Callers Gender, Age and Repeat Caller Status

- Of the 1,765 callers that provided their age and gender, we see that 55% were male and 49% were between the ages of 31 and 49. Further, 21% were seniors (55+) and 81% were reaching out to the FCCG for the first time. It is important to note that the gamblers themselves made the contact 74% of the time.

**Table 5  
Callers Age**

Age	Total (N=1,765)
Under 18	2 (0%)
18 – 20	29 (2%)
21 – 25	105 (6%)
26 – 30	154 (9%)
31 – 39	380 (22%)
40 – 49	490 (28%)
50 – 54	236 (13%)
55 – 60	160 (9%)
61 – 64	75 (4%)
65+	134 (8%)
<b>TOTAL</b>	<b>1,765 (100%)</b>

**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 with 31%, which is a 5% increase over last year (26% in 2008/2009). Difficulty paying bills was another prominent precipitating event, accounting for 21%, which was an increase of 4% over last year (17% in 2008/2009). The chart below provides full specifics.

**Table 6  
Precipitating Event for Making Contact**

Precipitating Event Leading to Call	Total (N=2,579)
Committed Illegal Act	48 (2%)
Difficulty Paying Bills	553 (21%)
Education/Research	1 (0%)
Lawyer Advised	6 (0%)
Legal Problems	76 (3%)
Media Request	1 (0%)
Overextended Debt	300 (12%)
Relationship Problems	787 (31%)
School Related Difficulties	3 (0%)
Substantial Loss	420 (16%)
Suicidal Ideation/Attempt	12 (0%)
Threatened (verbal, physical, emotional)	2 (0%)
Training	2 (0%)
Treatment Referral/ Information	350 (14%)
Work Related Difficulties	12 (0%)
Other	6 (0%)
<b>TOTAL</b>	<b>2,579 (100%)</b>

## GAMBLER DEMOGRAPHIC INFORMATION

### Gamblers Gender and Age

- In all, 2,074 callers identified the gender and age of the gambler. Almost half (47%) of the gamblers were between the ages of 31 and 49. More than one of five (22%) were classified as older adults (55+).
- The breakdown of gender showed that once again, males heavily outnumbered females 61% to 39%. However, when looking specifically at the gender among the older adult population (55+) only, females accounted for a significantly higher percentage of seniors than males (31% 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=2,074)	
Under 18	0	0%	1	0%	1	0%
18 – 20	4	0%	27	1%	31	1%
21 – 25	19	1%	120	6%	137	7%
26 – 30	45	2%	144	7%	189	9%
31 – 39	135	7%	294	14%	429	21%
40 – 49	218	11%	333	16%	551	27%
50 – 54	130	6%	147	7%	277	13%
55 – 60	115	6%	88	4%	203	10%
61 – 64	45	2%	47	2%	92	4%
65+	90	4%	72	3%	162	8%
<b>Total</b>	<b>801</b>	<b>39%</b>	<b>1,273</b>	<b>61%</b>	<b>2,074</b>	<b>100%</b>

### Gamblers Ethnicity

- Based on 2,063 respondents, Caucasians accounted for 58% of the gamblers, while Black/African Americans and Latino/Hispanics both accounted for 19% each. For the first time in several years, males outnumbered females in every ethnic category where historically, Black/African American gamblers that contact the HelpLine are predominately female. The chart below outlines the breakdown of ethnicity of the gambler.

**Table 8  
Ethnicity of Gambler**

Ethnicity	Total (N = 2,063)
Asian/Pacific Islander	49 (2%)
Black/African American	393 (19%)
Caucasian	1192 (58%)
Latino-Hispanic	398 (19%)
Native American	3 (0%)
*Other	28 (1%)
<b>Total</b>	<b>2,063 (100%)</b>

\*Other- mixed race, Arab or Middle Eastern

### Gamblers Military Experience

- Based on 2,591 respondents, (219 or 8%) stated the gambler was either active military, retired military or have had past military experience. The FCCG understands that this is a highly vulnerable population for gambling problems and continues to collect this data in order to provide the necessary resources for this population.

### Gamblers Religion

- Of the 1,316 callers who identified the religious background of the gambler, the most popular response was no religious affiliation, as stated by 38%. This was followed by Catholics with 21%. The chart below outlines complete specifics.

**Table 9**  
**Religion of Gambler**

<b>Religion</b>	<b>Total (N = 1,316)</b>
Catholic	274 (21%)
Islam/Muslim	17 (1%)
Judaism	75 (6%)
Protestant	236 (18%)
Other	211 (16%)
None	503 (38%)
<b>Total</b>	<b>1,316 (100%)</b>

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

- Of the 2,104 callers citing the relationship status of the gambler, 44% were married and 22% were never married. Relationship status is an important piece of data to collect as it helps to identify possible domestic problems that are being experienced (i.e. family conflict, neglect, abuse or violence).

**Table 10**  
**Relationship Status of Gambler**

<b>Relationship Status</b>	<b>Total (N = 2,104)</b>
Cohabiting	181 (9%)
Divorced	377 (18%)
Married	919 (44%)
Never Married	453 (22%)
Separated	100 (5%)
Widowed	74 (4%)
<b>Total</b>	<b>2,104 (100%)</b>

- Based on 1,967 responses, children under the age of 18 were present in 30% of the gamblers' households. Again, this data is important as it can reveal child neglect and/or abuse so that specialists are able to refer to crisis and social services that can assist the family or to state hotlines where abuse can be reported.

### Age of Gambling Onset and When it Became a Problem

- The data on the age at which gambling began and when it became a problem showed that 40% started before the age of 25, 9% before the legal age of 18. Twenty-six percent (26%) stated it became a problem between the ages of 40 and 49. The chart below outlines specifics.

(See chart on next page)

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

Age	Age Started Gambling (N = 1,784)	Age Became Problem (N = 1,954)
Under 18	168	9%
18 – 20	280	16%
21 – 25	274	15%
26 – 30	204	11%
31 – 39	286	16%
40 – 49	327	18%
50 – 54	97	5%
55 – 60	87	5%
61 - 64	25	1%
65+	36	2%

**Primary Gambling Problem by Gender and Ethnicity and Secondary Problem**

- The primary gambling problems most often cited were; slot machines (47%), cards (31%) and lottery games (10%). Lottery games (62%) proved to be the biggest secondary problem for those engaged in one or more gambling types. The charts below shows full specifics. **\*Note, the secondary problems are based on the 900 contacts that stated the gambler was involved in one or more gambling types. Multiple answers were permitted.**

**Table 12**  
**Primary Gambling Problem**

Primary Problem	Total (N = 2,095)	%
Animal Fights	0	0%
Arcade/Video Games	8	0%
Bingo	20	1%
Cards	651	31%
Dice	11	1%
Dog Racing	30	1%
Dominoes	0	0%
Games of Skill	0	0%
Horse Racing	39	2%
Jai-Alai	2	0%
Lottery	201	10%
Slot Machines/VLTs/EGMs	979	47%
Sports Betting	90	4%
Stock Market/Business Risks	22	1%
Sweepstakes	9	0%
Table Games	31	1%
Other	2	0%

**Table 13**  
**Secondary Gambling Problem**

Secondary Problem	Total* (N = 1,129)	%
Animal Fights	0	0%
Arcade/Video Games	2	0%
Bingo	23	3%
Cards	194	22%
Dice	8	1%
Dog Racing	29	3%
Dominoes	0	0%
Games of Skill	2	0%
Horse Racing	42	5%
Jai-Alai	10	1%
Lottery	562	62%
Slot Machines/VLTs/EGMs	149	17%
Sports Betting	61	7%
Stock Market/Business Risks	3	0%
Sweepstakes	2	0%
Table Games	36	4%
Other	6	1%

- When looking at the primary gambling choices, within different lottery games, scratch-off tickets were preferred 81% of the time. With card games, Blackjack was favored 42% over other card games (poker, Texas hold'em, other) which is a 9% increase over last year (33% in 2008/2009).

- When looking at the primary gambling problem by gender, females preferred slot machines over lottery 74% to 11%, and males preferred cards over slot machines 45% to 30%. Please see the chart below for full specifics.

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

<b>Primary Gambling Problem</b>	<b>Females (N = 814)</b>	<b>Males (N = 1,281)</b>	<b>Total (N = 2,095)</b>
Animal Fights	0 (0%)	0 (0%)	0 (0%)
Arcade/Video Games	4 (0%)	4 (0%)	8 (0%)
Bingo	16 (1%)	4 (0%)	20 (1%)
Cards	76 (4%)	575 (27%)	651 (31%)
Dice	0 (0%)	11 (1%)	11 (1%)
Dog Racing	0 (0%)	30 (1%)	30 (1%)
Dominoes	0 (0%)	0 (0%)	0 (0%)
Games of Skill	0 (0%)	0 (0%)	0 (0%)
Horse Racing	1 (0%)	38 (2%)	39 (2%)
Jai-Alai	0 (0%)	2 (0%)	2 (0%)
Lottery	92 (4%)	109 (5%)	201 (10%)
Slot Machines/VLTs/EGMs	601 (29%)	378 (18%)	979 (47%)
Sports Betting	0 (0%)	90 (4%)	90 (4%)
Stock Market/Business Risks	11 (1%)	11 (1%)	22 (1%)
Sweepstakes	7 (0%)	2 (0%)	9 (0%)
Table Games	4 (0%)	27 (1%)	31 (1%)
Other	2 (0%)	0 (0%)	2 (0%)
<b>TOTAL</b>	<b>814 (39%)</b>	<b>1,281 (61%)</b>	<b>2,095 (100%)</b>

- When looking at the ethnicity of the gambler and the primary gambling problem, the biggest differential in primary problem percentages among different ethnicities were that among Latino/Hispanics, slots were favored over cards 58% to 29% respectively. Conversely, the smallest gap was among Asian/Pacific Islanders, where cards were favored over slot machines 46% to 41% respectively. Further, Asian/Pacific Islanders were the only ethnic group to favor cards over all other types of gambling.

**Top Three Primary Gambling Problems by Region**

- North central Florida was the only region where cards were favored over other types of gambling. In fact, slot machines were the number one primary problem in all other regions of Florida. With the increased amount of Internet Gambling Centers around the state, Floridians that may have normally not had access to slot machine gambling are finding it right in their hometown as dozens of these establishments have been opened in the last year.

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

<b>North Central Florida</b>	Cards	90
	Slot Machines	89
	Lottery	57
<b>Northeast Florida</b>	Slot Machines	46
	Cards	36
	Lottery	19
<b>Northwest Florida</b>	Slot Machines	37
	Cards	25
	Lottery	21
<b>South Central Florida</b>	Slot Machines	219
	Cards	167
	Lottery	45
<b>South Florida</b>	Slot Machines	583
	Cards	325
	Lottery	55

### **Primary Gambling Location**

- Of the 2,115 respondents, 1,346 or 64% stated that land based casinos were the primary gambling location. Convenience stores were second with 10%, while Internet and racetracks ranked third with 6% each. It is important to note that more gambling location choices were added to the database this year for better classification. As data shows, Internet Café Centers (68 contacts and 3% of total) are already the fifth most prominent location, highlighting the quick onset of problems at these facilities.

**Table 16  
Primary Gambling Location**

<b>Location</b>	<b>Total (N = 2,115)</b>
Day/Floating Casino	13 (1%)
Landbased Casino	1,346(64%)
Racino	67 (3%)
Jai-Alai	16 (1%)
Racetrack	124 (6%)
Convenience Store	211 (10%)
Friend's Home	20 (1%)
Home	19 (1%)
Internet	130 (6%)
Bars/Club	16 (1%)
Bingo Hall	17 (1%)
Bookies	52 (3%)
Internet Café/Centers	68 (3%)
*Other	16 (1%)

### **Financial and Employment Status of Gambler**

#### **Income of Gambler and Money Lost Due to Gambling**

- Almost one third (32%) of the gamblers cited an income range of \$25,000 to \$45,000, with 14% earning \$15,000 or less, which for most families barring the number of children in the household is below poverty level in Florida. A staggering statistic is that 30% of the gamblers claimed to have lost \$90,000 or more (528 of 1,766 respondents) over the lifetime of their gambling habit. The chart below outlines the income of the gambler.

**Table 17  
Income of Gambler**

<b>Income</b>	<b>Total (N = 1,343)</b>
Up to \$2,499	18 (1%)
\$2,500- \$2,999	0 (0%)
\$3,000- \$4,999	6 (0%)
\$5,000- \$9,999	45 (3%)
\$10,000- \$14,999	113 (8%)
\$15,000- \$24,999	190 (14%)
\$25,000- \$34,999	243 (18%)
\$35,000- \$44,999	184 (14%)
\$45,000- \$59,999	191 (14%)
\$60,000- \$89,999	196 (15%)
\$90,000- \$124,999	80 (6%)
\$125,000- \$149,999	7 (1%)
\$150,000- \$174,999	23 (2%)
Over \$175,000	47 (3%)

**Amount of Debt Owed and to Whom the Debt is Owed**

- Based on 1,111 respondents, 21% of the gamblers owed between \$10,000 and \$25,000 due to their gambling, and 23% owed \$60,000 or more. The most common source of debt was credit cards as cited by 67%, followed by banks/credit unions with 27%. The charts below outlines the amount of debt owed and to whom it is owed.

**Table 18  
Debt Owed Due to Gambling**

Income	Calls by Gambler (N= 917)		Calls by Non-Gambler (N = 194)		Total Calls (N = 1,111)	
Up to \$2,499	171	15%	29	3%	200	18%
\$2,500- \$2,999	9	1%	1	0%	10	1%
\$3,000- \$4,999	75	7%	20	2%	95	9%
\$5,000- \$9,999	112	10%	22	2%	134	12%
\$10,000- \$14,999	88	8%	24	2%	112	10%
\$15,000- \$24,999	99	9%	24	2%	123	11%
\$25,000- \$34,999	47	4%	17	2%	64	6%
\$35,000- \$44,999	43	4%	18	2%	61	5%
\$45,000- \$59,999	46	4%	10	1%	56	5%
\$60,000- \$89,999	95	9%	10	1%	105	9%
\$90,000- \$124,999	61	5%	8	1%	69	6%
\$125,000- \$149,999	3	0%	2	0%	5	0%
\$150,000- \$174,999	16	1%	1	0%	17	2%
Over \$175,000	52	5%	8	1%	60	5%
<b>TOTAL</b>	<b>917</b>	<b>83%</b>	<b>194</b>	<b>17%</b>	<b>1,111</b>	<b>100%</b>

**Table 19  
To Whom Debt is Owed**

To Whom Debt Owed	(N=1,858)		Other Sources (N=703)	
Bank/Credit Union	309	27%	Car Payment	52 (7%)
Bookie	19	2%	Mortgage	400 (61%)
Credit Card	778	67%	Utilities	41 (6%)
Family	289	25%	Child Support	8 (1%)
Friend	231	20%	Other	110 (16%)
Loan Company	232	20%		
Other	0	0%		
<b>TOTAL</b>	<b>1,858</b>	<b>100%</b>	<b>TOTAL</b>	<b>703 (100%)</b>

Percentages for Whom Debt is Owed are based on 1,157 respondents- Multiple Answers Permitted

**Employment Status of Gambler**

- Based on 2,058 responses regarding employment status, 60% were full time employees, 16% were unemployed and 10% were retired. The chart below outlines the breakdown of the employment status of the gamblers.

(See chart on next page)

**Table 20  
Employment Status**

Type of Employment	Total (N = 2,058)	
Disabled/Workers-Comp.	103	5%
Full-Time at One Job	1,192	58%
Full-Time More Than One Job	41	2%
Part-Time	91	4%
Part-Time More Than One Job	15	1%
Retired	179	9%
Retired Plus Job	22	1%
Student - Full-time	21	1%
Student - Full-Time Plus Job	13	1%
Student - Part-Time	1	0%
Student – Part-Time Plus Job	8	0%
Homemaker	39	2%
Unemployed	332	16%
Other	1	0%
<b>Total</b>	<b>2,058</b>	<b>100%</b>

- Retired individuals were asked if their gambling intensified after they stopped working and 42% answered affirmative. The FCCG understands that this is a major significant life event that can trigger gambling problems. Retirees often find themselves with too much time on their hands, bored or widowed, and often turn to gambling or increase their gambling habits to deal with their emotions or social situations.

**Gamblers Occupation**

- The most popular occupation for employed gamblers was service industry as stated by 15%, followed by sales positions (14%), skilled jobs (10%) and business owners and medical professionals (9% each of the total). The most common job held for males were sales positions (16%), while for females it was a tie between the service industry and medical professionals (16% each). The chart below outlines specifics.

**Table 21  
Gambler's Occupation**

Occupation	Females (N = 491)		Males (N = 863)		Total (N = 1,354)	
Accounting/Bookkeeping	12	2%	7	1%	19	1%
Banking/Stock Market	10	2%	10	1%	20	1%
Business Owner	33	7%	93	11%	126	9%
Educator/Teacher	18	4%	22	3%	40	3%
Gaming Industry	10	2%	18	2%	28	2%
Laborer	8	2%	88	10%	96	7%
Law Enforcement	8	2%	21	2%	29	2%
Legal Professional	12	2%	14	2%	26	2%
Manager	16	3%	47	5%	63	5%
Medical Professional	79	16%	38	4%	117	9%
Military	4	1%	5	1%	9	1%
Other Professional	16	3%	39	5%	54	4%
Retail Services	38	8%	32	4%	70	5%
Sales	53	11%	135	16%	188	14%
Secretarial/Assistant	23	5%	1	0%	24	2%
Service Industry	79	16%	123	14%	202	15%

Skilled	32	7%	104	12%	136	10%
State/Government	12	2%	21	2%	33	2%
*Other	12	2%	15	2%	27	2%
Didn't Know	1	0%	2	0%	3	0%
Refused	15	3%	28	3%	43	3%
<b>TOTAL</b>	<b>491</b>	<b>100%</b>	<b>863</b>	<b>100%</b>	<b>1,354</b>	<b>100%</b>

### **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. However, sometimes it is necessary if the family is at risk of being without food, water, electricity or a place to live as a result of the gambling.
- Of the 1,608 respondents, 189 (12%) advised that the gambler had either gone through bankruptcy or it was pending at this time. For those that had gone through bankruptcy (108), data showed that 99 of the gamblers did it once, 8 enacted two times and 1 individual claimed bankruptcy more than two times. The remaining gamblers were either in process of bankruptcy or were just starting proceedings (pending).

### **Illegal Acts, Types and Actions**

- Problem and compulsive gamblers will often commit illegal acts in order to obtain money to gamble with once they have depleted their funds. It can start out with bouncing a few checks, but can quickly turn to larceny, embezzlement, selling drugs, and even prostitution.
- Based on 1,945 respondents, 32% 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 larceny/theft.

**Table 22**  
**Illegal Acts Committed by Gambler**

<b>Illegal Acts</b>	<b>Total (N = 620)</b>
Embezzlement	60 (10%)
Fraud (bad checks, forgery, etc.)	435 (70%)
Larceny/Theft	141 (23%)
*Other	44 (7%)
<b>Total</b>	<b>620 (100%)</b>

\*Other is selling drugs, prostitution, booking, illegal gambling activities

- Callers are also asked if the gambler has been subject to legal action due to their gambling. Of 1,859 respondents, 322 or 17% stated that they had been subjected to legal action. The most common legal actions enacted against the gambler were civil actions (75%). Civil actions encompass a multitude of legal actions such as divorce, foreclosure, lawsuits for non-payment of credit cards or deriving from casinos (i.e. bad markers which can also be criminal actions as well). The chart below outlines full specifics.

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

<b>Legal Actions</b>	<b>Total (N = 310)</b>
Arrest	23 (7%)
Arrest and Jail/Prison	11 (4%)
Arrest and Probation	10 (3%)
Arrest, Jail/Prison and Probation	14 (5%)
Civil Actions	231 (75%)
Other	21 (7%)
<b>Total</b>	<b>310 (100%)</b>

## Emotional, Domestic and Related Difficulties Caused by Gambling

### Problems Caused by Gambling

- Problem and compulsive gambling has a negative effect on many areas of life. Finances are affected, family problems are evident, relationships with friends and co-workers break down and can lead to severe neglect, physical abuse and suicide. The chart below outlines the emotional, domestic and other financial problems caused by this addiction and experienced by the gambler.

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

Type of Difficulty	Respondents	
Anxiety	1,627 of 1,997	81%
Depression	1,677 of 2,009	83%
Suicidal Ideations/Attempts	203 of 1,859	11%
Family Conflict	1,519 of 2,013	75%
Family Neglect	1,260 of 1,966	64%
Family Violence	65 of 1,812	3%
Problems at School	15 of 35	43%
Problems at Work	468 of 1,264	37%
Difficulty Paying Household Bills	1,462 of 1,927	76%
Gambled Away Savings, Equity, Retirement	921 of 1,784	52%
Sold or Pawned Assets	617 of 1,647	37%

- Callers are also asked if the gambler has any neurological disorders such as Parkinson's, Restless Leg Syndrome, Dementia, Bi-Polar disorder, Multiple Sclerosis or other. These types of disorders are often treated with medications called Dopamine Agonists such as Requip or Mirapex. These medications have been proven to cause compulsive disorders such as gambling in some individuals who take them. More seriously, the physician prescribing them often times does not educate the patient on its possible side effects. Based on 1,609 respondents, 98 or 6% of the gamblers were afflicted with a neurological disorder. Of these individuals, 65% were currently on medication for their disorder, but only 22% had informed their doctor's of the gambling problems they were experiencing.

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

- Based on 1,831 respondents, 333 or 18% of the gamblers had sought help before. The majority had tried self-help groups (69%), counseling/private therapy (22%), other, such as clergy, self help books, etc. (22%). Inpatient and outpatient programs had also been tried (4%).
- People contacting the HelpLine are also asked if there is any family history of gambling problems. Of 1,599 respondents, 508 or 32% stated there were gambling problems within the immediate family.

### Gamblers with Alcohol/Substance Abuse Problems and Family of Origin

- It is not uncommon for a problem gambler to have co-disordering addictions such as alcohol or substance abuse along with gambling. Based on 1,766 respondents, 302 or 17% of the gamblers also had an alcohol and/or substance abuse problem.
- Again, when asked about family history and based on 1,622 respondents, 421 or 26% 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 gauge how successful the FCCG's marketing efforts are around the state, 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 through gambling facility advertising (26%) and billboards (23%). These were followed by Internet and phone book. The chart below outlines full specifics.

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

How Heard	Total (N = 2,035)	
Billboard	461	23%
Bus	10	0%
Bus bench/shelter	6	0%
Clergy	1	0%
Community Organization	9	0%
EAP/Employer	7	0%
Family	73	4%
Friend	68	3%
GA/Gam-Anon	69	3%
Gambling Facility	539	26%
Health Care Provider	18	1%
Information/Crisis Line	41	2%
Internet	259	13%
Lottery Point of Purchase	135	7%
NCPG/Affiliate	2	0%
Newspaper/Magazine	13	1%
Other Self-Help	10	0%
Phone Book	147	7%
Poster/Brochure	9	2%
Promotional Item	12	1%
Radio	39	2%
School	3	0%
Taxi	4	0%
Television	27	1%
Treatment Provider	40	2%
Other	21	1%
<b>Total</b>	<b>2,035</b>	<b>100%</b>

### Actions Recommended to Callers

- In order to properly supply resources to individuals contacting the HelpLine, FCCG HelpLine specialists gather detailed information regarding the problems experienced by the gambler and/or loved one. With a wide variety of resources available pending location of the person reaching out, it is important for specialists to engage the caller in a way that makes them feel at ease and allows them to feel safe to share sometimes private and sensitive information. Resources can range from self-help to private counseling, and from legal services to financial credit counseling. The chart below show the resources supplied to callers. Throughout the 2009/2010 fiscal year, 85% of callers were supplied with Gamblers Anonymous and/or Gam-Anon groups, 62% were given supplied with

information regarding self-exclusion and 61% were given referrals to professional credit counseling services.. The chart below shows a breakdown of services recommended.

**Table 26  
Actions Recommended to Caller**

Action(s) Recommended	Total	
Celebrate Recovery	341	14%
Counseling	1,440	58%
Crisis Line	187	7%
FCCG Website	269	11%
Financial Services	1,515	61%
GA/Gam-Anon	2,125	85%
Legal Services	301	12%
Literature	1,503	60%
Mental Health Services	49	2%
NCPG Affiliate	20	1%
Self-Exclusion	1,541	62%
Social Services	91	4%
Veterans Administration	37	1%
*Other	969	39%

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

### Summation

- The FCCG continues to be a valuable resource for Floridians experiencing significant to severe problems due to a gambling addiction. Agency staff is understanding, compassionate and specially trained to make individuals contacting the HelpLine feel at ease, help them understand they are not alone and there is help available for them through a variety of public and private resources. The FCCG continues to stay on the forefront of problem and compulsive gambling and all the issues surrounding this devastating problem, which allows them to be confident in the effectiveness of the 24-hour HelpLine.
- To recap some significant findings from this year's statistics, data showed that:

Contacts to the HelpLine increased 12% over the last year.

Cards, as a primary problem is expected to increase as no-limit poker was recently introduced to the states pari-mutuel facilities and tribal casinos.

The amount of older adults contacting the HelpLine shows no signs of decreasing as 22% of the callers throughout this fiscal year were over the age of 55.

The FCCG has seen a rapid onset of problems due to the Internet Sweepstakes Centers that are all over the state. Currently there are dozens of these facilities in the state of Florida that are attracting low income individuals, mostly women, retirees and unemployed people. These gambling locations are having a devastating effect on a very vulnerable group of Floridians and the FCCG expects this problem to escalate throughout 2010/2011 fiscal year.