



**24-HOUR PROBLEM GAMBLING HELPLINE  
ANNUAL REPORT  
(July 1, 2011 - June 30, 2012)**

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

 Florida Council on Compulsive Gambling

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

July 2012

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 includes data from HelpLine contacts received from July 1<sup>st</sup> 2011 until June 30<sup>th</sup> 2012. 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 individuals 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 afterhour's staff at close of business each day. The afterhour's staff ensures that callers can receive help and resources any time during the night, weekends and on 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 afterhour's staff is trained to handle all contacts. There are also 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 contacts. The training process includes learning all aspects of the FCCG including resources offered and programs available through a variety of training tools including 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. The training process is ongoing throughout the tenure of the employee. All FCCG employees have the knowledge to:

- Offer supportive intervention to callers in distress
- Utilize the database which is used to collect information on each person that contacts the FCCG
- Understand 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.

## **HelpLine Manual**

Hard copy HelpLine resource 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 in addition to all afterhours staff information.

## **HelpLine Data Entry and Analysis**

The HelpLine database is an important tool in the HelpLine process. The purpose is to collect data and information on all contacts, including emotional, financial, employment, demographic and other information, to ensure all information surrounding 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 individual 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. Further, the data is used to create population specific stat sheets throughout the year (i.e. older adults, suicidal callers, location specific data, etc.). While the FCCG realizes that not every caller will provide data on their circumstances due to embarrassment, shame or fear that they may be exposed (impaired professionals), the FCCG attempts to collect as much data as possible on all contacts.

### Annual Call Data

During this past fiscal year (July 1<sup>st</sup> 2011 to June 30<sup>th</sup> 2012), the agency responded to 11,435 contacts of which 3,957 were classified as help or information contacts. The number of help and information calls received this fiscal year represents a 32.3% (-1,891) decrease from fiscal year 2010/2011, indicative of the effects of the reduction of state funding this year.

**Table 1**  
**Total Contacts**

<b>Period</b>	<b>All Contacts</b>	<b>Help &amp; Info Contacts</b>
July 1, 2011 – June 30, 2012	11,435	3,957

### Call Origin by Region and County

- Of the 3,750 contacts that provided county and region, south Florida accounted for 47% of the help and information contacts received during the year.
- The largest change among regions was that South Florida increased by 5% over last year. Please see chart below for specifics.

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

<b>Florida Regions</b>	<b>2011-2012</b>	<b>2010-2011</b>
North Central Florida	627 (16%)	998 (17%)
Northeast Florida	163 (4%)	343 (6%)
Northwest Florida	390 (10%)	778 (13%)
South Central Florida	720 (18%)	1,136 (19%)
South Florida	1,850 (47%)	2,440 (42%)
Subtotal	3,750 (95%)	5,695 (97%)
County Unknown	207 (5%)	153 (3%)
<b>TOTAL</b>	<b>3,957 (100%)</b>	<b>5,848 (100%)</b>

- Overall, contact to the HelpLine was made by individuals from 58 counties across the state. Miami-Dade (19%) and Broward (18%) counties led the way as far as county totals based on contacts where location was provided. Leon accounted for 8% and Hillsborough had 7% of the total. Please see chart below for specifics.

**See Chart on Next Page**

**Table 3  
Total Calls by County  
July 1, 2011 – June 30, 2012**

County	Total	County	Total
Alachua	25 (1%)	Lee	56 (1%)
Baker	0 (0%)	Leon	303 (8%)
Bay	10 (0%)	Levy	2 (0%)
Bradford	4 (0%)	Liberty	0 (0%)
Brevard	47 (1%)	Madison	2 (0%)
Broward	709 (18%)	Manatee	42 (1%)
Calhoun	1 (0%)	Marion	33 (1%)
Charlotte	11 (0%)	Martin	8 (1%)
Citrus	5 (0%)	Monroe	10 (0%)
Clay	15 (0%)	Nassau	3 (0%)
Collier	33 (1%)	Okaloosa	19 (0%)
Columbia	6 (0%)	Okeechobee	6 (0%)
Dade	756 (19%)	Orange	165 (4%)
Desoto	2 (0%)	Osceola	33 (1%)
Dixie	1 (0%)	Palm Beach	261 (7%)
Duval	84 (2%)	Pasco	57 (1%)
Escambia	33 (1%)	Pinellas	143 (4%)
Flagler	5 (0%)	Polk	71 (2%)
Franklin	0 (0%)	Putnam	1 (0%)
Gadsden	3 (0%)	Santa Rosa	12 (0%)
Gilchrist	1 (0%)	Sarasota	39 (1%)
Glades	1 (0%)	Seminole	102(2%)
Gulf	0 (0%)	St Johns	11 (0%)
Hamilton	1 (0%)	St Lucie	33 (1%)
Hardee	1 (0%)	Sumter	27 (1%)
Hendry	5 (0%)	Suwannee	4(0%)
Hernando	13 (0%)	Taylor	0 (0%)
Highlands	1 (0%)	Union	0 (0%)
Hillsborough	286 (7%)	Volusia	92 (2%)
Holmes	0 (0%)	Wakulla	1 (0%)
Indian River	16 (0%)	Walton	3 (0%)
Jackson	4 (0%)	Washington	0 (0%)
Jefferson	1 (0%)	Sub Total	3,750 (95%)
Lafayette	0 (0%)	Not Recorded	207 (5%)
Lake	133 (3%)		
		<b>TOTAL</b>	<b>3,957</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 330 help and information contacts each month. The two busiest months were January and February with 406 and 453 contacts respectively.

**Table 4  
Calls by Month**

Period	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	TOTAL
11-12	319	333	312	336	332	286	406	453	316	333	243	288	3,957

## CALLER DEMOGRAPHIC INFORMATION

### Callers Gender, Age and Repeat Caller Status

- Of the 1,601 callers that provided their age and gender, we see that 53% were male and 44% were between the ages of 31 and 49. Further, 25% were seniors (55+) and 74% were reaching out to the FCCG for the first time. It is important to note that the gamblers themselves made the contact 73% of the time.

**Table 5  
Callers Age**

Age	Total (N=1,601)
Under 18	1 (0%)
18 – 20	14 (1%)
21 – 25	131 (8%)
26 – 30	160 (10%)
31 – 39	293 (18%)
40 – 49	413 (26%)
50 – 54	193 (12%)
55 – 60	169 (11%)
61 – 64	78 (5%)
65+	149 (9%)
<b>TOTAL</b>	<b>1,601 (100%)</b>

### Precipitating Event Leading to Call

- The top reason for making contact with the HelpLine was relationship problems as stated by 32%. This was followed by substantial loss (21%) and difficulty paying bills (18%). Please see chart below for specifics.

**Table 6  
Precipitating Event for Making Contact**

Precipitating Event Leading to Call	Total (N=2,481)
Committed Illegal Act	38 (2%)
Difficulty Paying Bills	447 (18%)
Lawyer Advised	5 (0%)
Legal Problems	71 (3%)
Overextended Debt	204 (8%)
Relationship Problems	795 (32%)
School Related Difficulties	2 (0%)
Substantial Loss	527 (21%)
Suicidal Ideation/Attempt	17 (1%)
Threatened (verbal, physical, emotional)	4 (0%)
Treatment Referral/ Information	364 (15%)
Work Related Difficulties	5 (0%)
Other	2 (0%)

## GAMBLER DEMOGRAPHIC INFORMATION

### Gamblers Gender and Age

- In all, 2,465 callers identified the gender of the gambler, which showed that 59% were male and 41% were female. However, when looking specifically at the gender among the older adult population (55+) only, females accounted for a significantly higher percentage of gamblers than males (32% to 20% respectively).
- The breakdown of callers that specified both age and gender of the gambler showed that 27% of the gamblers were between 40 and 49 years of age. 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=1,928)	
Under 18	0	0%	3	0%	3	0%
18 – 20	4	0%	14	1%	18	1%
21 – 25	26	1%	122	6%	148	8%
26 – 30	48	2%	138	7%	186	10%
31 – 39	119	6%	229	12%	348	18%
40 – 49	219	11%	293	15%	512	27%
50 – 54	116	6%	119	6%	235	12%
55 – 60	105	5%	99	5%	204	10%
61 – 64	51	3%	43	2%	94	5%
65+	95	5%	85	4%	199	9%
<b>Total</b>	<b>783</b>	<b>41%</b>	<b>1,145</b>	<b>59%</b>	<b>1,928</b>	<b>100%</b>

### Gamblers Ethnicity

- Data on the ethnic background of the gambler showed that Caucasians accounted for 53% of the gamblers while Latino/Hispanics were second with 23%. Breaking this down by gender revealed that Black/African Americans were the only ethnic group where female gamblers outnumbered the males (54% to 46%). Please see chart below for specifics.

**Table 8  
Ethnicity of Gambler**

Ethnicity	Total (N = 1,895)
Asian/Pacific Islander	44 (2%)
Black/African American	386 (20%)
Caucasian	1,001 (53%)
Latino-Hispanic	430 (23%)
Native American	1 (0%)
*Other	33 (2%)
<b>Total</b>	<b>1,895 (100%)</b>

\*Other- mixed race, Arab or Middle Eastern

### Gamblers Military Experience

- Based on 2,482 respondents, 135 (5%) stated the gambler was either active military, retired military or 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 1,095 callers who identified the religious background of the gambler, the most popular response was Catholic and other religions (32% each). Please see chart below for specifics.

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

<b>Religion</b>	<b>Total (N = 1,095)</b>
Catholic	353 (32%)
Islam/Muslim	15 (1%)
Judaism	70 (6%)
Protestant	78 (7%)
None	230 (21%)
Other	349 (32%)
<b>Total</b>	<b>1,095 (100%)</b>

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

- Data on the relationship status of the gambler showed that 42% were married and 23% were divorced or separated. 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 = 1,933)</b>
Cohabiting	177 (9%)
Divorced	348 (18%)
Married	803 (42%)
Never Married	440 (23%)
Separated	100 (5%)
Widowed	65 (3%)
<b>Total</b>	<b>1,933 (100%)</b>

- Based on 1,834 responses, children under the age of 18 were present in 31% of the gamblers' households.

### **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 36% started before the age of 25, and 11% before the legal age of 18. Twenty-four percent (24%) stated it became a problem between the ages of 40 and 49. Please see chart below for specifics.

**(See chart on next page)**

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

Age	Age Started Gambling (N = 1,588)		Age Became Problem (N = 1,688)	
Under 18	169	11%	27	2%
18 – 20	158	10%	59	3%
21 – 25	223	15%	194	11%
26 – 30	183	12%	190	11%
31 – 39	278	18%	359	21%
40 – 49	268	18%	398	24%
50 – 54	95	6%	174	10%
55 – 60	66	4%	134	8%
61 - 64	26	2%	59	3%
65+	42	3%	94	6%

**Primary Gambling Problem and Secondary Problem**

- The primary gambling problems most often cited were; slot machines (50%), cards (30%) and lottery games (11%). Lottery games (52%) were the biggest secondary problem for those engaged in one or more gambling types. Please see chart below for specifics. **\*Note: the secondary problems are based on the 792 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 = 2,017)	%
Animal Fights	0	0%
Arcade/Video Games	6	0%
Bingo	15	1%
Cards	597	30%
Dice	7	0%
Dog Racing	11	1%
Dominoes	0	0%
Games of Skill	1	0%
Horse Racing	40	2%
Jai-Alai	1	0%
Lottery	230	11%
Slot Machines/VLTs/EGMs	1,011	50%
Sports Betting	47	2%
Stock Market/Business Risks	20	1%
Sweepstakes/Scams	3	0%
Table Games	26	1%
Other	2	0%

**Table 13  
Secondary Gambling Problem**

Secondary Problem	Total* (N = 1,054)	%
Animal Fights	5	1%
Arcade/Video Games	3	0%
Bingo	44	6%
Cards	199	25%
Dice	18	2%
Dog Racing	41	5%
Dominoes	5	1%
Games of Skill	7	1%
Horse Racing	51	6%
Jai-Alai	5	1%
Lottery	415	52%
Slot Machines/VLTs/EGMs	144	18%
Sports Betting	64	8%
Stock Market/Business Risks	4	1%
Sweepstakes/Scams	1	0%
Table Games	46	6%
Other	2	0%

- When looking at the primary gambling choices within different lottery games, scratch-off tickets were preferred 88% of the time. With card games, Poker and Texas hold 'em were favored 58% over other card games.

- When looking at the primary gambling problem by gender, females preferred slot machines over lottery 79% to 9%, and males preferred cards over slot machines 45% to 30%. Please see chart below for specifics.

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

<b>Primary Gambling Problem</b>	<b>Females (N = 832)</b>	<b>Males (N = 1,183)</b>	<b>Total (N = 2,015)</b>
Animal Fights	0 (0%)	0 (0%)	0 (0%)
Arcade/Video Games	2 (0%)	4 (0%)	6 (0%)
Bingo	14 (1%)	1 (0%)	15 (1%)
Cards	67 (3%)	529 (26%)	596 (30%)
Dice	1 (0%)	6 (0%)	7 (0%)
Dog Racing	0 (0%)	11 (1%)	11 (1%)
Dominoes	0 (0%)	0 (0%)	0 (0%)
Games of Skill	0 (0%)	1 (0%)	1 (0%)
Horse Racing	2 (0%)	38 (2%)	40 (2%)
Jai-Alai	0 (0%)	1 (0%)	1 (0%)
Lottery	77 (4%)	152 (8%)	229 (11%)
Slot Machines/VLTs/EGMs	656 (33%)	355 (18%)	1,011 (50%)
Sports Betting	1 (0%)	46 (2%)	47 (2%)
Stock Market/Business Risks	4 (1%)	16 (1%)	20 (1%)
Sweepstakes	2 (0%)	1 (0%)	3 (0%)
Table Games	5 (0%)	21 (1%)	26 (1%)
Other	1 (0%)	1 (0%)	2 (0%)
<b>TOTAL</b>	<b>832 (41%)</b>	<b>1,183 (59%)</b>	<b>2,015 (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 among Black/African Americans where slots were favored over cards 62% to 22% respectively. As was the case last fiscal year, Asian/Pacific Islanders and “other” ethnicities were the only ethnic groups to favor cards over all other types of gambling.

**Top Three Primary Gambling Problems by Region**

- Slot Machines/EGM's/VLT's were favored in all five Florida regions as the top gambling problem cited. This could be due to the proliferation of Internet Sweepstakes Centers that have opened up over the last couple of years. Floridians in remote and rural areas now have access to casino style gambling whereas in the past, some individuals had to drive long distances to engage in slot machine gambling. Slot machines and cards were number one and two in every region except Northwest Florida where Lottery games were second.

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

<b>North Central Florida</b>	Slot Machine	105
	Cards	73
	Lottery	51
<b>Northeast Florida</b>	Slot Machines	58
	Cards	32
	Lottery	19
<b>Northwest Florida</b>	Slot Machines	36
	Lottery	22
	Cards	14
<b>South Central Florida</b>	Slot Machines	208
	Cards	144
	Lottery	56
<b>South Florida</b>	Slot Machines	598
	Cards	327
	Lottery	80

### Primary Gambling Location

- Data on the primary gambling location cited by callers showed that 57% stated land based casinos, 11% claimed convenience stores, and tied for third was Internet Sweepstakes centers and Racinos with 8% each. Internet Sweepstakes Centers had a significant increase in both percentage and raw numbers over last year (122 contacts and 5% of the total in 2010/2011). This represents a 38% increase over last year (168 to 122) in contacts from individuals claiming that Internet Sweepstakes centers are the primary location they gamble at.

**Table 16  
Primary Gambling Location**

<b>Location</b>	<b>Total (N = 2,090)</b>
Day/Floating Casino	2 (0%)
Landbased Casino	1,200(57%)
Racino	175 (8%)
Jai-Alai	12 (1%)
Racetrack	122 (6%)
Convenience Store	237 (11%)
Friend's Home	17 (1%)
Home	18 (1%)
Internet	85 (4%)
Bars/Club	8 (0%)
Bingo Hall	13 (1%)
Bookies	19 (1%)
Internet Café/Centers	168 (8%)
*Other	14 (1%)

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

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

- More than one third (36%) of the gamblers cited an income range of \$15,000 to \$35,000, with 15% earning less than \$15,000, which for most families barring the number of children in the household is below poverty level in Florida. A significant amount of gamblers (34%) cited lifetime gambling losses of \$60,000 or more with 12% stating they had lost over \$175,000. Please see chart below for specifics.

**Table 17  
Income of Gambler**

<b>Income</b>	<b>Total (N = 1,003)</b>
Up to \$2,499	3 (0%)
\$2,500- \$2,999	0 (0%)
\$3,000- \$4,999	5 (0%)
\$5,000- \$9,999	63 (6%)
\$10,000- \$14,999	90 (9%)
\$15,000- \$24,999	177 (18%)
\$25,000- \$34,999	182 (18%)
\$35,000- \$44,999	134 (13%)
\$45,000- \$59,999	132 (13%)
\$60,000- \$89,999	116 (12%)
\$90,000- \$124,999	54 (5%)
\$125,000- \$149,999	5 (0%)
\$150,000- \$174,999	16 (2%)
Over \$175,000	26 (3%)

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

- Data on money owed due to gambling showed that 18% of the gamblers owed between \$15,000 and \$35,000 due to their gambling, and 17% owed \$60,000 or more. The average debt of the gambler was \$62,513 which is over \$20,000 more than last year's average. The most common source of debt was credit cards as cited by 57%, followed by family with 40%. Please see chart below for specifics.

**Table 18  
To Whom Debt is Owed**

<b>To Whom Debt Owed</b>	<b>(N=1,753)</b>	
Bank/Credit Union	256	26%
Bookie	12	1%
Credit Card	551	57%
Family	389	40%
Friends	313	32%
Loan Company	232	24%
Other	0	0%
<b>TOTAL</b>	<b>1,753</b>	<b>100%</b>

Percentages for To Whom Debt is Owed are based on 969 respondents- Multiple Answers Permitted

**Employment Status of Gambler**

- Data regarding the employment status of the gambler showed that 56% were full time employees, 25% were unemployed, and 11% were retired. Please see chart below for specifics.

**Table 19  
Employment Status**

<b>Type of Employment</b>	<b>Total (N = 1,934)</b>	
Disabled/Workers-Comp.	129	7%
Full-Time at One Job	1,068	55%
Full-Time More Than One Job	24	1%
Part-Time	106	6%
Part-Time More Than One Job	6	0%
Retired	192	10%
Retired Plus Job	15	1%
Student - Full-time	22	1%
Student - Full-Time Plus Job	5	1%
Student - Part-Time	1	0%
Student – Part-Time Plus Job	3	0%
Homemaker	9	1%
Unemployed	349	18%
Other	5	0%
<b>Total</b>	<b>1,934</b>	<b>100%</b>

- Almost two-thirds (62%) of the retirees stated that gambling intensified after they stopped working. Older adults and retirees are a high risk group for developing a gambling addiction due to many factors such as loneliness, boredom, too much time on their hands, and self-loathing due to poor health.

**Gamblers Occupation**

- The most popular occupation for employed gamblers was service industry as stated by 14%, followed by sales positions (11%), business owners (11%) and laborers (9%). Please see chart below for specifics.

**Table 20  
Gambler's Occupation**

<b>Occupation</b>	<b>Total (N = 1,108)</b>	
Accounting/Bookkeeping	24	2%
Banking/Stock Market	14	1%
Business Owner	119	11%
Educator/Teacher	31	3%
Farming/Agriculture	0	0%
Gaming Industry	22	2%
Laborer	110	10%
Law Enforcement	22	2%
Legal Professional	18	2%
Manager	59	5%
Medical Professional	91	8%
Military	12	1%
Other Professional	36	3%
Retail Services	63	6%
Sales	122	11%
Secretarial/Assistant	30	3%
Service Industry	160	14%
Skilled	87	8%
State/Government	22	2%
*Other	47	4%
Didn't Know	1	0%
Refused	18	2%
<b>TOTAL</b>	<b>1,108</b>	<b>100%</b>

**Illegal Acts, Types and Actions**

- Illegal acts had been committed by 31% of the gamblers in order to finance their addiction. The most common acts committed were fraud (bad checks, forgery, etc.) and larceny/theft.

**Table 21  
Illegal Acts Committed by Gambler**

<b>Illegal Acts</b>	<b>Total (N = 594)</b>
Embezzlement	59 (11%)
Fraud (bad checks, forgery, etc.)	354 (67%)
Larceny/Theft	150 (28%)
*Other	31 (6%)
<b>Total</b>	<b>594 (100%)</b>

\*Other encompasses selling drugs, prostitution, booking, and illegal gambling activities

Multiple answers are permitted; percentages are based on 528 contacts that provided specifics on illegal acts committed

- When asked about whether or not the gambler was subject to legal action due to gambling, almost one in five (18%) stated affirmatively. Legal actions ranged from civil (divorce, foreclosure, repossession, law suit) to criminal (arrest, jail and probation). Civil actions were most commonly cited.

**Table 22**  
**Types of Legal Actions Gamblers have been Subject to**

Legal Actions	Total (N = 268)
Arrest	25 (9%)
Arrest and Jail/Prison	12 (5%)
Arrest and Probation	8 (3%)
Arrest, Jail/Prison and Probation	7 (3%)
Civil Actions	214 (80%)
Other	2 (1%)

### Emotional, Domestic and Related Difficulties Caused by Gambling

#### Problems Caused by Gambling

- Compulsive gamblers often times experience serious to severe consequences due to their addiction. These negative effects can be emotional, mental, physical as well as financial and can also adversely affect those around them (i.e. families, friends, coworkers, etc.). The percentage of individuals having suicidal ideations or attempts increased this year to 22%, up from 16% last fiscal year. Please see chart below for specifics.

**Table 23**  
**Difficulties Caused by Gambling**

Type of Difficulty	Respondents	
Anxiety	1,353 of 1,735	78%
Depression	1,331 of 1,726	77%
Suicidal Ideations/Attempts	367 of 1,661	22%
Family Conflict	1,249 of 1,763	71%
Family Neglect	1,018 of 1,1567	65%
Family Violence	47 of 1,439	3%
Problems at School	7 of 17	41%
Problems at Work	442 of 1,047	42%
Difficulty Paying Household Bills	1,252 of 1,704	73%
Gambled Away Savings, Equity, Retirement	661 of 1,192	55%
Sold or Pawned Assets	616 of 1,349	46%

- Individuals suffering from neurological disorders such as Parkinson's, Restless Leg Syndrome, Dementia, and Bi-Polar disorder among others are sometimes treated by drugs known as Dopamine Agonists. These medications have been proven to cause compulsive disorders such as gambling in some individuals who take them. Specialists always recommend that the gambler notify their prescribing doctor of the problems they are having so that a decision can be made in regards to the medications they are taking and whether or not it has had a direct effect on the gambler. Based on 1,319 respondents, 95 or 7% of the gamblers were afflicted with a neurological disorder.

### **Gamblers with Alcohol/Substance Abuse Problems and Family History**

- Co-occurring disorders are common amongst addicts. Compulsive gamblers often have other addictions or have “switched” addictions. Based on 1,491 respondents, 338 or 23% of the gamblers also had an alcohol and/or substance abuse problem.
- Data on family history showed that 39% of the gamblers came from a family that had a history of gambling problems and 31% stated that alcohol and/or substance abuse was a problem within the family.

### **Point of Contact with the HelpLine Number**

#### **How Callers Learned of the HelpLine**

- Tracking how the gambler heard of the FCCG’s 24-hour HelpLine is a way of ensuring that advertising dollars are spent on outreach efforts that reach as many people as possible in any given fiscal year. The most popular ways callers became aware of the services the FCCG offers was through gambling facility advertising (31%) and the Internet (22%). When comparing 2011/2012 to 2010/2011 data, the numbers showed that one of the main sources of advertising and outreach for exposure of the FCCG HelpLine had a significant decrease. In the past, billboards were typically the number one source that individuals cited as how they heard of the services offered by the FCCG. Numbers for 2011/2012 showed that billboards decreased by 54.5% (431 in 2010/2011 down to 196 in 2011/2012) from last year. The reduction in state funding to the HelpLine greatly hindered the ability of the FCCG to effectively advertise and promote the HelpLine. This was evident when looking at the major advertising and outreach efforts that gamblers and loved ones usually state as the avenue for how they became aware of the HelpLine number. Please see chart below for specifics.

(See Chart on Next Page)

**Table 24  
How Callers Learned About the HelpLine**

<b>How Heard</b>	<b>Total (N = 1,615)</b>	
Billboard	196	12%
Bus	2	0%
Bus bench/shelter	3	0%
Clergy	0	0%
Community Organization	7	0%
EAP/Employer	0	0%
Family	67	4%
Friend	45	3%
GA/Gam-Anon	42	3%
Gambling Facility	502	31%
Health Care Provider	14	1%
Information/Crisis Line	52	3%
Internet	363	22%
Lottery Point of Purchase	111	7%
NCPG/Affiliate	2	0%
Newspaper/Magazine	1	0%
Other Self-Help	12	1%
Phone Book	86	5%
Poster/Brochure	10	1%
Promotional Item	3	0%
Radio	20	1%
School	0	0%
Taxi	5	0%
Television	9	1%
Treatment Provider	35	2%
Other	28	2%
<b>Total</b>	<b>1,615</b>	<b>100%</b>

**Actions Recommended to Callers**

- The resources provided to individuals are based largely on the data collected by the specialists in regards to the negative consequences the gambler and/or loved one are experiencing. The FCCG has a wide variety of resources available such as detailed and up to date lists of 12-step meetings (Gamblers Anonymous and Gam-Anon), private counseling referrals with certified gambling addiction professionals, legal aid resources, social service organizations, Chance for Change recovery workbooks and many more. Please see chart below for specifics.

(See Chart on Next Page)

**Table 25  
Actions Recommended to Caller**

<b>Action(s) Recommended</b>	<b>Total</b>	
Celebrate Recovery	708	29%
Counseling	1,288	54%
Crisis Line	259	11%
FCCG Website	641	27%
Financial Services	727	30%
GA/Gam-Anon	2,049	85%
Legal Services	190	8%
Literature	714	30%
Mental Health Services	50	2%
NCPG Affiliate	22	1%
Self-Exclusion	1,388	58%
Social Services	272	11%
Veterans Administration	49	2%
*Other	564	23%

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

**Summation**

- The FCCG prides itself on being Florida’s only 24-hour full service HelpLine and the state’s designated authority on gambling prevention, awareness, education, and outreach. For over 2 decades the FCCG has helped tens of thousands of individuals that were adversely affected by a gambling problem by offering them a chance to talk about their situation confidentially, provide encouragement, and supply resources that have helped guide them down the path to recovery.
- Some of the most notable statistics from this year’s data revealed the following:
  - Help and information contacts to the HelpLine decreased 32.3% over the last year. This significant drop in contacts was attributed to budget cuts which all but eliminated advertising, outreach and prevention programming that allow Floridians to have easy access to the 888-ADMIT-IT HelpLine.
  - Despite the decrease in contacts in fiscal year 2011/2012 from last year, the severity of the content of the calls worsened as shown by the 4% increase in those who claimed the gambler had suicidal ideations or suicidal attempts (22% up from 16% last year).
  - The average amount of debt owed due to gambling increased by \$20,000 over last fiscal year (\$42,471 in 10/11 to \$62,513 in 11/12)
  - Once again the FCCG saw an increase in contacts regarding Internet Sweepstakes Centers. In fiscal year 2010/2011 the FCCG received 122 contacts from callers citing Internet Sweepstakes Centers as their primary gambling location, compared to the 168 received in 2011/2012 which reflects a 38% overall increase. With state estimates of well over 1,000 of these establishments currently in existence, the FCCG is confident these calls will continue to rise until there is a clear regulation overseeing them to ensure that responsible gaming programs are implemented.