



**24-HOUR PROBLEM GAMBLING HELPLINE
ANNUAL REPORT
(July 1, 2012 - June 30, 2013)**

WHEN GAMBLING BECOMES A PROBLEM
888-ADMIT-IT

 Florida Council on Compulsive Gambling

www.gamblinghelp.org

July 2013

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24-Hour HelpLine: 888-ADMIT-IT
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Background and HelpLine Information

This report includes data from HelpLine contacts received from July 1st 2012 until June 30th 2013. Contacts are received via the 24-hour Helpline (1-888-ADMIT-IT), the FCCG website general (www.gamblinghelp.org), the agency's e-mail address (fccg@gamblinghelp.org), and the live chat feature. The HelpLine is staffed around the clock to give supportive intervention and information to individuals who are adversely affected by a gambling problem. These individuals may include gamblers, spouses, children, relatives, co-workers, significant others, and anyone else seeking resources and information in regards to 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. The FCCG's programs and services are offered based on the needs of the individual or entity contacting the Council for assistance.

All agency personnel respond to 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. HelpLine staff will provide resources in whatever way they need to in order to ensure the person contacting is comfortable. This includes emailing resources and information if necessary (i.e. in case the person is driving and cannot write down information).

Staff Training

All agency personnel are trained on site to handle help and information contacts. Training includes extensive work on learning the agency's programs and services offered knowledge of resources available and the ability to explain the benefits of such resources to contacts and the continued year round evolution of the HelpLine (i.e. updating and adding new resources). Staff learns how to navigate the HelpLine database and collect valuable data, watches numerous documentary and docu-dramas relevant to compulsive gambling, takes shadowed calls to ensure competence and is involved in on-site and off-site trainings throughout the year. The training process is ongoing throughout the tenure of the employee. All FCCG employees are compassionate and understanding and make a significant difference in people's lives.

Staff is well adept at handling all types of contacts whether they are legitimate help or information contacts, people seeking casino or lottery information, inappropriate contacts such as pranks, vulgarity or harassments, and any other type of contact. HelpLine staff treats everyone the same as it has been proven that sometimes these other or inappropriate contacts have turned into legitimate cries for help.

HelpLine Manual

Hard copy HelpLine resource directories are supplied to 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. All after hours staff has a copy of this directory to have at their residence in case of emergencies as well. Although after hours staff logs into the FCCG's database at night, on weekends and holidays, this manual is a mandatory tool for them to keep with them at all times.

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 1st 2012 to June 30th 2013), the agency responded to 12,041 contacts of which 4,239 were classified as help or information contacts. The number of help and information calls received this fiscal year represents a 7% (+282) increase from fiscal year 2011/2012.

Table 1
Total Contacts

Period	All Contacts	Help & Info Contacts
July 1, 2012 – June 30, 2013	12,041	4,239

Call Origin by Region and County

- Of the 4,239 help and information contacts, 3,883 provided specifics on county and region. Data showed that South Florida accounted for 42% of the contacts providing regional information.
- The largest change among regions was that South Florida decreased by 5% over last year. Please see chart below for specifics.

Table 2
County Origin of Call Grouped by Region

Florida Regions	2012-2013	2011-2012
North Central Florida	755 (18%)	627 (16%)
Northeast Florida	176 (4%)	163 (4%)
Northwest Florida	365 (9%)	390 (10%)
South Central Florida	798 (19%)	720 (18%)
South Florida	1,789 (42%)	1,850 (47%)
Subtotal	3,883 (92%)	3,750 (95%)
County Unknown	356 (8%)	207 (5%)
TOTAL	4,239 (100%)	3,957 (100%)

- Overall, contact to the HelpLine was made by individuals from 56 counties across the state. Miami-Dade (17%) and Broward (16%) counties led the way as far as county totals based on contacts where location was provided. Hillsborough had 7% of the total and Palm Beach accounted for 6%. Please see chart below for specifics.

See Chart on Next Page

**Table 3
Total Calls by County
July 1, 2012 – June 30, 2013**

County	Total	County	Total
Alachua	18 (0%)	Lee	51 (1%)
Baker	5 (0%)	Leon	264 (6%)
Bay	13 (0%)	Levy	0 (0%)
Bradford	0 (0%)	Liberty	0 (0%)
Brevard	135 (3%)	Madison	1 (0%)
Broward	694 (16%)	Manatee	28 (1%)
Calhoun	1 (0%)	Marion	35 (1%)
Charlotte	7 (0%)	Martin	10 (1%)
Citrus	12 (0%)	Monroe	14 (0%)
Clay	14 (0%)	Nassau	2 (0%)
Collier	30 (1%)	Okaloosa	15 (0%)
Columbia	4 (0%)	Okeechobee	5 (0%)
Dade	715 (17%)	Orange	224 (5%)
Desoto	1 (0%)	Osceola	41 (1%)
Dixie	0 (0%)	Palm Beach	267 (6%)
Duval	99 (2%)	Pasco	36 (1%)
Escambia	44 (1%)	Pinellas	137 (3%)
Flagler	16 (0%)	Polk	50 (1%)
Franklin	0 (0%)	Putnam	1 (0%)
Gadsden	2 (0%)	Santa Rosa	17 (0%)
Gilchrist	1 (0%)	Sarasota	56 (1%)
Glades	0 (0%)	Seminole	165(4%)
Gulf	0 (0%)	St Johns	13 (0%)
Hamilton	0 (0%)	St Lucie	28 (1%)
Hardee	1 (0%)	Sumter	18 (0%)
Hendry	1 (0%)	Suwannee	1(0%)
Hernando	11 (0%)	Taylor	0 (0%)
Highlands	2 (0%)	Union	1 (0%)
Hillsborough	307 (7%)	Volusia	52 (1%)
Holmes	1 (0%)	Wakulla	6 (0%)
Indian River	7 (0%)	Walton	1 (0%)
Jackson	1 (0%)	Washington	0 (0%)
Jefferson	1 (0%)	Sub Total	3,883 (92%)
Lafayette	0 (0%)	Not Recorded	356 (8%)
Lake	202 (5%)		
		TOTAL	4,239
		% Total	100%

Monthly Totals

- Below are the monthly totals for help and information contacts. The HelpLine received an average of 353 help and information contacts each month. The two busiest months were October and September with 408 and 391 contacts respectively.

**Table 4
Calls by Month**

Period	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	TOTAL
12-13	335	379	391	408	321	307	369	360	363	333	339	334	4,239

CALLER DEMOGRAPHIC INFORMATION- Data from this point on is based on 2,362 Help contacts received throughout the year. It is important to note that not every contact answers or supplies information to all questions asked.

Callers Gender, Age and Repeat Caller Status

- Data showing the gender of the caller revealed that 52% were male and 48% were female. Of the 1,629 callers that provided their age, 46% were between the ages of 31 and 49. Also, one in four (25%) of the callers were older adults (55+).

**Table 5
Callers Age**

Age	Total (N=1,629)
Under 18	1 (0%)
18 – 20	24 (1%)
21 – 25	126 (8%)
26 – 30	156 (10%)
31 – 39	305 (19%)
40 – 49	444 (27%)
50 – 54	169 (10%)
55 – 60	160 (10%)
61 – 64	86 (5%)
65+	158 (10%)
TOTAL	1,629 (100%)

- The majority of the callers (70%) were contacting the FCCG for the first time.
- Data on the relationship of the caller to the gambler showed that 75% of the contact were by the gambler, 7% were spouses, 4% were adult children, 4% were friends, 3% were significant others, 3% were parents, 2% were siblings and 2% were relatives.

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 (19%) and difficulty paying bills (16%). Please see chart below for specifics.

**Table 6
Precipitating Event for Making Contact**

Precipitating Event Leading to Call	Total (N=2,360)
Committed Illegal Act	56 (2%)
Difficulty Paying Bills	374 (16%)
Lawyer Advised	2 (0%)
Legal Problems	64 (3%)
Overextended Debt	295 (13%)
Relationship Problems	763 (32%)
School Related Difficulties	0 (0%)
Substantial Loss	441 (19%)
Suicidal Ideation/Attempt	19 (1%)
Threatened (verbal, physical, emotional)	0 (0%)
Treatment Referral/ Information	333 (14%)
Work Related Difficulties	8 (0%)
Other	3 (0%)

GAMBLER DEMOGRAPHIC INFORMATION

Gamblers Gender and Age

- In all, 2,345 contacts identified the gender of the gambler, which showed that 61% were male and 39% 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 (34% to 20% respectively).
- The breakdown of contacts that specified age of the gambler showed that 46% of the gamblers were between 31 and 49 years of age and 26% were older adults (55+). 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=1,914)	
	Count	Percentage	Count	Percentage	Count	Percentage
Under 18	0	0%	2	0%	2	0%
18 – 20	2	0%	24	1%	26	1%
21 – 25	20	1%	120	6%	140	7%
26 – 30	40	2%	134	7%	174	9%
31 – 39	122	6%	248	13%	370	19%
40 – 49	206	11%	296	15%	502	26%
50 – 54	108	6%	100	5%	208	11%
55 – 60	109	6%	78	4%	187	10%
61 – 64	49	3%	47	2%	96	5%
65+	102	5%	107	6%	209	11%
Total	758	41%	1,156	59%	1,914	100%

Gamblers Ethnicity

- Data on the ethnic background of the gambler showed that Caucasians accounted for 53% of the gamblers while Black/African Americans were second with 22%. Breaking this down by gender revealed that Black/African Americans (54% to 46%) and Asians (62% to 38%) both had higher percentages of females than males. Please see chart below for specifics.

Table 8
Ethnicity of Gambler

Ethnicity	Total (N = 1,834)
Asian/Pacific Islander	60 (3%)
Black/African American	404 (22%)
Caucasian	965 (53%)
Latino-Hispanic	364 (20%)
Native American	3 (0%)
*Other	38 (2%)
Total	1,834 (100%)

*Other- mixed race, Arab or Middle Eastern

Gamblers Military Experience

- Based on 2,362 respondents, 191 (8%) stated the gambler was either active military, retired military or had past military experience. This is an increase of 3% over last year. Being that this is a high risk population, the FCCG ensures that military specific resources are available (i.e. VA hospital information, treatment providers that accept Tri-Care insurance, military specific brochures and programs, etc...)

Gamblers Religion

- Of the 1,160 callers who identified the religious background of the gambler, the most popular response was “Other” religions (35%). This would include Baptists, Lutheran, Greek Orthodox, and Christian. The FCCG even had one person claim to be a Satanist. Please see chart below for specifics.

Table 9
Religion of Gambler

Religion	Total (N = 1,160)
Catholic	259 (22%)
Islam/Muslim	23 (2%)
Judaism	75 (6%)
Protestant	186 (16%)
None	219 (19%)
Other	401 (35%)
Total	1,160 (100%)

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

Relationship Status	Total (N = 1,890)
Cohabiting	166 (9%)
Divorced	344 (18%)
Married	794 (42%)
Never Married	426 (23%)
Separated	100 (5%)
Widowed	60 (3%)
Total	1,890 (100%)

- Based on 1,812 responses, children under the age of 18 were present in 35% of the gamblers' households. When children are present in the household, HelpLine specialists are sure to ask about their wellbeing and if social services are needed to ensure the children have enough food and other necessities that may be diminished by a gambling problem.

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 42% started before the age of 25, and 11% before the legal age of 18. One in four (25%) stated gambling 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 = 1,416)		Age Became Problem (N = 1,708)	
Under 18	152	11%	27	2%
18 – 20	175	12%	70	4%
21 – 25	268	19%	203	12%
26 – 30	176	12%	189	11%
31 – 39	219	15%	348	20%
40 – 49	230	16%	429	25%
50 – 54	86	6%	151	9%
55 – 60	65	5%	152	9%
61 – 64	24	2%	50	3%
65+	21	1%	89	5%

Primary Gambling Problem and Secondary Problem

- The primary gambling problems most often cited were; slot machines (48%), cards (29%) and lottery games (12%). Lottery games (60%) 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 = 1,947)	%
Animal Fights	0	0%
Arcade/Video Games	5	0%
Bingo	16	1%
Cards	555	29%
Dice	3	0%
Dog Racing	13	1%
Dominoes	0	0%
Games of Skill	1	0%
Horse Racing	40	2%
Jai-Alai	0	0%
Lottery	233	12%
Slot Machines/VLTs/EGMs	939	48%
Sports Betting	68	4%
Stock Market/Business Risks	20	1%
Sweepstakes/Scams	5	0%
Table Games	45	2%
Other	4	0%

**Table 13
Secondary Gambling Problem**

Secondary Problem	Total* (N = 1,081)	%
Animal Fights	1	0%
Arcade/Video Games	2	0%
Bingo	35	4%
Cards	189	24%
Dice	23	3%
Dog Racing	32	4%
Dominoes	0	0%
Games of Skill	5	1%
Horse Racing	44	6%
Jai-Alai	6	1%
Lottery	475	60%
Slot Machines/VLTs/EGMs	156	20%
Sports Betting	57	7%
Stock Market/Business Risks	9	1%
Sweepstakes/Scams	1	0%
Table Games	40	5%
Other	6	1%

- When looking at the primary gambling choices within different lottery games, scratch-off tickets were preferred 89% of the time. With card games, Poker and Texas hold 'em accounted for 63% of card games.

- When looking at the primary gambling problem by gender, females preferred slot machines over lottery 74% to 14%, and males preferred cards over slot machines 42% to 31%. Please see chart below for specifics.

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

Primary Gambling Problem	Females (N = 781)	Males (N = 1,164)	Total (N = 1,945)
Animal Fights	0 (0%)	0 (0%)	0 (0%)
Arcade/Video Games	1 (0%)	4 (0%)	5 (0%)
Bingo	15 (1%)	1 (0%)	16 (1%)
Cards	64 (3%)	491 (25%)	555 (29%)
Dice	0 (0%)	3 (0%)	3 (0%)
Dog Racing	2 (0%)	11 (1%)	13 (1%)
Dominoes	0 (0%)	0 (0%)	0 (0%)
Games of Skill	0 (0%)	1 (0%)	1 (0%)
Horse Racing	3 (0%)	37 (2%)	40 (2%)
Jai-Alai	0 (0%)	0 (0%)	0 (0%)
Lottery	108 (6%)	124 (6%)	232 (12%)
Slot Machines/VLTs/EGMs	578 (30%)	360 (19%)	938 (48%)
Sports Betting	2 (0%)	66 (3%)	68 (3%)
Stock Market/Business Risks	1 (0%)	19 (1%)	20 (1%)
Sweepstakes	3 (0%)	2 (0%)	5 (0%)
Table Games	3 (0%)	42 (2%)	45 (2%)
Other	1 (0%)	3 (0%)	4 (0%)

- When breaking down the primary gambling problem among ethnic background, Latino/Hispanics showed the biggest differential between the top two problems cited as slots were favored over cards 63% to 27% respectively. The smallest differential was among “other” ethnicities where cards were favored over slots 42% to 39%. “Other” was also the only ethnic group to favor cards over slots.

Top Three Primary Gambling Problems by Region

- As was the case last fiscal year, slot machines/EGM/VLT was favored in all five Florida regions as the top gambling problem cited. Also the same as last fiscal year was the fact that 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**

North Central Florida	Slot Machine	94
	Cards	74
	Lottery	50
Northeast Florida	Slot Machines	53
	Cards	43
	Lottery	29
Northwest Florida	Slot Machines	36
	Lottery	33
	Cards	13
South Central Florida	Slot Machines	197
	Cards	135
	Lottery	32
South Florida	Slot Machines	551
	Cards	287
	Lottery	83

Primary Gambling Location

- Data on the primary gambling location cited by callers showed that 57% stated land based casinos, 12% claimed convenience stores, and racetracks were third 7%. Internet Sweepstakes Centers decreased from 168 contacts in fiscal year 2011/2012 to 124 this year. However, 118 of these 124 contacts came before April as these establishments were deemed illegal and shut down by the state in April 2013.

**Table 16
Primary Gambling Location**

Location	Total (N = 2,005)
Day/Floating Casino	5 (0%)
Landbased Casino	1,144(57%)
Racino	133 (7%)
Jai-Alai	15 (1%)
Racetrack	135 (7%)
Convenience Store	239 (12%)
Friend's Home	12 (1%)
Home	21 (1%)
Internet	116 (6%)
Bars/Club	9 (0%)
Bingo Hall	11 (1%)
Bookies	35 (2%)
Internet Café/Centers	124 (6%)
*Other	6 (0%)

Financial and Employment Status of Gambler

Income of Gambler and Money Lost Due to Gambling

- One in four (25%) gamblers had a cited an income range of \$10,000 to \$25,000 and 14% claimed an income over \$90,000 or more. The average income of the gambler was \$52,501. Forty-one percent (41%) cited lifetime gambling losses of \$60,000 or more with 16% stating they had lost over \$175,000. Please see chart below for specifics on the income of the gambler.

**Table 17
Income of Gambler**

Income	Total (N = 994)
Up to \$2,499	1 (0%)
\$2,500- \$2,999	0 (0%)
\$3,000- \$4,999	2 (0%)
\$5,000- \$9,999	45 (5%)
\$10,000- \$14,999	91 (9%)
\$15,000- \$24,999	162 (16%)
\$25,000- \$34,999	140 (14%)
\$35,000- \$44,999	148 (15%)
\$45,000- \$59,999	121 (12%)
\$60,000- \$89,999	146 (15%)
\$90,000- \$124,999	64 (6%)
\$125,000- \$149,999	7 (1%)
\$150,000- \$174,999	21 (2%)
Over \$175,000	46 (5%)

Amount of Debt Owed and to Whom the Debt is Owed

- The average debt of the gambler was \$67,954 which is over \$5,000 more than last year's average debt (\$62,513). Almost one in four (23%) stated a debt between \$5,000 and \$15,000. As far as to whom the debt was owed, more than half cited credit cards and one third stated loan companies. Please see chart below for specifics.

**Table 18
To Whom Debt is Owed**

To Whom Debt Owed	(N=1,904)	
Bank/Credit Union	298	29%
Bookie	11	1%
Credit Card	560	54%
Family	372	36%
Friends	319	31%
Loan Company	344	33%
TOTAL	1,904	100%

Percentages for To Whom Debt is Owed are based on 1,029 respondents- Multiple Answers Permitted

Employment Status of Gambler

- Data regarding the employment status of the gambler showed that 59% were full time employees and 21% were unemployed or disabled. Please see chart below for specifics.

**Table 19
Employment Status**

Type of Employment	Total (N = 1,855)	
Disabled/Workers-Comp.	125	7%
Full-Time at One Job	1,061	57%
Full-Time More Than One Job	32	2%
Part-Time	101	5%
Part-Time More Than One Job	5	0%
Retired	176	10%
Retired Plus Job	17	1%
Student - Full-time	23	1%
Student - Full-Time Plus Job	21	1%
Student - Part-Time	2	0%
Student – Part-Time Plus Job	9	1%
Homemaker	19	1%
Unemployed	259	14%
Other	5	0%
Total	1,855	100%

- More than three quarters (79%) of the retirees stated that gambling intensified after they stopped working. This could be due to several factors that are unique to retirees such as too much time on their hands due to not working, loss of friends and family due to old age or illness, loneliness, and boredom. The FCCG has senior programs such as workbooks, audio cds, senior specific brochures and placards that offer helpful tips on how to gamble within limits and others.

Gamblers Occupation

- The most popular occupation for employed gamblers was laborer as stated by 13%. This was followed by sales positions (13%) and service industry (11%). Please see chart below for specifics.

**Table 20
Gambler's Occupation**

Occupation	Total (N = 1,130)	
Accounting/Bookkeeping	20	2%
Banking/Stock Market	16	1%
Business Owner	94	8%
Educator/Teacher	16	1%
Farming/Agriculture	0	0%
Gaming Industry	24	2%
Laborer	152	13%
Law Enforcement	21	2%
Legal Professional	28	2%
Manager	73	6%
Medical Professional	88	8%
Military	9	1%
Other Professional	53	5%
Retail Services	58	5%
Sales	144	13%
Secretarial/Assistant	37	3%
Service Industry	122	11%
Skilled	92	8%
State/Government	29	2%
*Other	50	4%
Didn't Know	1	0%
Refused	3	0%
TOTAL	1,130	100%

- When breaking down occupation by gender, data showed that the top three occupations for males were laborers (18%), sales positions (16%), and business owners (10%) and the top three occupations for females were medical/healthcare professionals (15%), service industry (15%), and sales positions (8%).

Illegal Acts, Types and Actions

- Illegal acts had been committed by 35% of the gamblers in order to finance their addiction. This is a 4% increase over last year (31% in 2011/2012). The most common acts committed were fraud (bad checks, forgery, etc.) and larceny/theft.

**Table 21
Illegal Acts Committed by Gambler**

Illegal Acts	Total (N = 635)
Embezzlement	61 (11%)
Fraud (bad checks, forgery, etc.)	389 (68%)
Larceny/Theft	156 (27%)
*Other	29 (5%)
Total	635 (100%)

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

Multiple answers are permitted; percentages are based on 568 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 four (23%) stated affirmatively. This represents a 5% increase over last year (18% in 2011/2012) 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 = 331)
Arrest	17 (5%)
Arrest and Jail/Prison	12 (4%)
Arrest and Probation	12 (4%)
Arrest, Jail/Prison and Probation	14 (4%)
Civil Actions	275 (83%)
Other	1 (0%)

Emotional, Domestic and Related Difficulties Caused by Gambling

Problems Caused by Gambling

- Problem and compulsive gamblers can experience a variety of negative consequences. From emotional to family conflict and up to suicidal ideations and attempts, it is important that the specialist ask about these problems so resources can be correctly identified. The percentage of individuals having suicidal ideations or attempts increased this year to 25%, up from 22% last fiscal year. This number also represents a 9% increase over 2 years (16% in 2010/2011) Please see chart below for specifics.

Table 23
Difficulties Caused by Gambling

Type of Difficulty	Respondents	
Anxiety	1,424 of 1,714	83%
Depression	1,319 of 1,688	78%
Suicidal Ideations/Attempts	412 of 1,676	25%
Family Conflict	1,243 of 1,764	70%
Family Neglect	1,037 of 1,614	64%
Family Violence	27 of 1,516	2%
Problems at School	24 of 45	53%
Problems at Work	513 of 1,054	49%
Difficulty Paying Household Bills	1,204 of 1,650	73%
Gambled Away Savings, Equity, Retirement	642 of 1,145	56%
Sold or Pawned Assets	779 of 1,432	54%

- Data gathered from loved ones regarding the problems they were experiencing due to their significant other's gambling problem showed that 86% were anxious, 57% were depressed, 87% claimed family conflict and 25% were having problems at work.
- 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 1,368 respondents, 96 or 7% of the gamblers were afflicted with a neurological disorder.

Gamblers with Alcohol/Substance Abuse Problems and Family History

- Due to the high rate of co-occurring disorders among problem gamblers, the FCCG asks if the gambler has ever had or is currently having problems with alcohol and/or substance abuse. Based on 1,368 respondents, 313 or 23% of the gamblers did indeed have this problem as well.
- Data on family history showed that 44% of the gamblers came from a family that had a history of gambling problems and 38% stated that alcohol and/or substance abuse was a problem within the family.

Gamblers Seeking Previous Help

- A significant percentage (27%) of gamblers had previously sought help. The majority of these individuals tried self-help groups. Other types of recovery that were attempted were private counseling, outpatient programs, inpatient programs and other avenues.

How Callers Learned of the HelpLine

- How callers hear of the 888-ADMIT-IT HelpLine and the services offered is an important way for the FCCG to track the success of the advertising plans that are put in place each year. Gambling facility and the Internet were the top two cited this fiscal year. Please see chart below for specifics.

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

How Heard	Total (N = 1,573)	
Billboard	236	15%
Bus	7	0%
Bus bench/shelter	1	0%
Community Organization	5	0%
EAP/Employer	1	0%
Family	60	4%
Friend	46	3%
GA/Gam-Anon	80	5%
Gambling Facility	409	26%
Health Care Provider	13	1%
Information/Crisis Line	29	2%
Internet	384	24%
Lottery Point of Purchase	86	5%
Newspaper/Magazine	6	0%
Other Self-Help	2	0%
Phone Book	59	4%
Poster/Brochure	18	1%
Promotional Item	7	0%
Radio	37	2%
School	1	0%
Taxi	3	0%
Television	15	1%
Treatment Provider	26	2%
Other	42	3%

Actions Recommended to Callers

- The FCCG offers a variety of resources and services to individuals. Resources are supplied based on experiences and location of the caller. Agency staff provides as many resources as possible to allow the individual to determine what path of recovery works for them. This could be attending 12 step meetings, seeking private counseling with a trained and certified gambling addiction specialist, seeking alternative group help support, or utilizing the FCCG’s Chance for Change workbooks. Staff also provides additional assistance and referrals such as legal aid organizations, financial credit counseling, social services, and other crisis lines and centers. Please see chart below for specifics.

**Table 25
Actions Recommended to Caller**

Action(s) Recommended	Total	
Celebrate Recovery	707	31%
Counseling	1,208	53%
Crisis Line	226	10%
FCCG Website	750	33%
Financial Services	415	18%
GA/Gam-Anon	2,039	89%
Legal Services	247	11%
Literature	363	16%
Mental Health Services	42	2%
NCPG Affiliate	21	1%
Self-Exclusion	1,225	54%
Social Services	154	7%
Veterans Administration	35	2%
*Other	777	34%

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

Summation

- The 888-ADMIT-IT HelpLine is an ever evolving resource for Floridians to take advantage of. The FCCG learns from data collected and information supplied by contacts to develop programs and additional services. Trends are identified throughout the year based on thousands of contacts from people who are adversely affected.
- Some of the most notable statistics from this year’s data revealed the following:
 - Help and information contacts to the HelpLine increased 7% over the last year.
 - Once again, suicidal ideations and attempts increased over last year to 25% (22% in 2011/2012). This also represents a 9% increase over the last 2 years (16% in 2010/2011).
 - The average amount of debt owed due to gambling increased by over \$5,000 over last fiscal year to \$67,954 (\$62,513 in 11/12).
 - The percentage of callers that owed money to loan companies increased by 9% over last year to 33% (24% in 2011/2012). This shows that individuals are relying more on obtaining loans to finance their gambling problem. To go along with this stat is the fact that the number of people who sold or pawned assets in order to obtain money also increased to 54% which is up 8% over last year (46% in 2011/2012).
 - The percentage of gamblers who committed illegal acts increased to 35% this year which up 4% over last year (31% in 2011/2012). Further the amount of gamblers subjected to legal action also increased from 18% in 2011/2012 to 23% in 2012/2013.

- A significant change in the amount of Internet sweepstakes centers being cited as a primary gambling location occurred in 2012/2013. This was due to the fact that the State of Florida deemed them illegal gambling centers and shut them down on a statewide level in April. Up until that point, 118 contacts stating these locations were the primary gambling facility. Through the months of April, May and June, only 6 additional contacts affirmed these locations. As evident by the amount of contacts citing these the previous year (168 in 2011/2012), the shuttering of these facilities had a direct impact on the HelpLine.