



**24-HOUR PROBLEM GAMBLING HELPLINE
ANNUAL REPORT
(July 1, 2013 - June 30, 2014)**

WHEN GAMBLING BECOMES A PROBLEM
888-ADMIT-IT

 Florida Council on Compulsive Gambling

www.gamblinghelp.org

July 2014

Florida Council on Compulsive Gambling, Inc.
121 East 1st Street
Sanford, FL 32771
24-Hour HelpLine: 888-ADMIT-IT
Office: 407-865-6200

Background and HelpLine Information

This report includes data from HelpLine contacts received from July 1st 2013 until June 30th 2014. 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 2013 to June 30th 2014), the agency responded to 13,806 contacts of which 4,605 were classified as help or information contacts. The number of help and information calls received this fiscal year represents an 8.6% (+366) increase from fiscal year 2012/2013.

Table 1
Total Contacts

Period	All Contacts	Help & Info Contacts
July 1, 2013 – June 30, 2014	13,806	4,605

Call Origin by Region and County

- Of the 4,605 help and information contacts, 3,918 provided specifics on county and region. Data showed that South Florida accounted for 50% of the contacts providing regional information.
- The largest change among regions was that South Florida increased by 8% over last year. Please see chart below for specifics.

Table 2
County Origin of Call Grouped by Region

Florida Regions	2012-2013	2013-2014
North Central Florida	755 (18%)	549 (12%)
Northeast Florida	176 (4%)	122 (3%)
Northwest Florida	365 (9%)	317 (7%)
South Central Florida	798 (19%)	635 (14%)
South Florida	1,789 (42%)	2,295 (50%)
Subtotal	3,883 (92%)	3,918 (85%)
County Unknown	356 (8%)	687 (15%)
TOTAL	4,239 (100%)	4,605 (100%)

- Overall, contact to the HelpLine was made by individuals from 54 counties across the state. Miami-Dade (27%) and Broward (15%) counties led the way as far as county totals based on contacts where location was provided. Hillsborough, Palm Beach, Orange and Leon combined accounted for an additional 20% of the total. Please see chart below for specifics.

See Chart on Next Page

**Table 3
Total Calls by County
July 1, 2013 – June 30, 2014**

County	Total	County	Total
Alachua	18 (0%)	Lee	66 (1%)
Baker	1 (0%)	Leon	250 (5%)
Bay	5 (0%)	Levy	0 (0%)
Bradford	1 (0%)	Liberty	0 (0%)
Brevard	81 (2%)	Madison	2 (0%)
Broward	713 (15%)	Manatee	23 (0%)
Calhoun	1 (0%)	Marion	29 (1%)
Charlotte	6 (0%)	Martin	9 (0%)
Citrus	6 (0%)	Monroe	12 (0%)
Clay	8 (0%)	Nassau	4 (0%)
Collier	25 (1%)	Okaloosa	15 (0%)
Columbia	6 (0%)	Okeechobee	8 (0%)
Dade	1,223 (27%)	Orange	217 (5%)
Desoto	0 (0%)	Osceola	46 (1%)
Dixie	0 (0%)	Palm Beach	239 (5%)
Duval	68 (1%)	Pasco	38 (1%)
Escambia	21 (0%)	Pinellas	109 (2%)
Flagler	3 (0%)	Polk	46 (1%)
Franklin	0 (0%)	Putnam	3 (0%)
Gadsden	3 (0%)	Santa Rosa	9 (0%)
Gilchrist	0 (0%)	Sarasota	29 (1%)
Glades	2 (0%)	Seminole	110(2%)
Gulf	0 (0%)	St Johns	7 (0%)
Hamilton	1 (0%)	St Lucie	33 (1%)
Hardee	1 (0%)	Sumter	12 (0%)
Hendry	0 (0%)	Suwannee	0(0%)
Hernando	19 (0%)	Taylor	0 (0%)
Highlands	7 (0%)	Union	0 (0%)
Hillsborough	245 (5%)	Volusia	42 (1%)
Holmes	5 (0%)	Wakulla	2 (0%)
Indian River	7 (0%)	Walton	2 (0%)
Jackson	2 (0%)	Washington	0 (0%)
Jefferson	2 (0%)	Sub Total	3,918 (85%)
Lafayette	0 (0%)	Not Recorded	687 (15%)
Lake	76 (2%)		
		TOTAL	4,605
		% Total	100%

Monthly Totals

- Below are the monthly totals for help and information contacts. The HelpLine received an average of 384 help and information contacts each month. The two busiest months were April and December with 519 and 463 contacts respectively.

**Table 4
Calls by Month**

Period	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	TOTAL
13-14	397	381	317	329	293	463	431	361	398	519	384	332	4,605

CALLER DEMOGRAPHIC INFORMATION- Data from this point on is based on 2,177 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 Relationship to the Gambler

- Data showing the gender of the caller revealed that 60% were male and 40% were female. Of the 1,480 callers that provided their age, 46% were between the ages of 31 and 49. Also, almost one in four (24%) of the callers were older adults (55+).

**Table 5
Callers Age**

Age	Total (N=1,480)
Under 18	2 (0%)
18 – 20	11 (1%)
21 – 25	101 (7%)
26 – 30	154 (10%)
31 – 39	262 (18%)
40 – 49	419 (28%)
50 – 54	183 (12%)
55 – 60	134 (9%)
61 – 64	78 (5%)
65+	136 (9%)
TOTAL	1,480 (100%)

- Data on the relationship of the caller to the gambler showed that 74% of the contacts were by the gambler, 8% were spouses, 5% were adult children, 4% were parents, 3% were friends, 3% were significant others, 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 (20%) and treatment referral/information (19%). Please see chart below for specifics.

**Table 6
Precipitating Event for Making Contact**

Precipitating Event Leading to Call	Total (N=2,177)
Committed Illegal Act	43 (2%)
Difficulty Paying Bills	285 (13%)
Lawyer Advised	8 (0%)
Legal Problems	50 (2%)
Overextended Debt	216 (10%)
Relationship Problems	697 (32%)
School Related Difficulties	1 (0%)
Substantial Loss	443 (20%)
Suicidal Ideation/Attempt	9 (0%)
Threatened (verbal, physical, emotional)	3 (0%)
Treatment Referral/ Information	417 (19%)
Work Related Difficulties	3 (0%)
Other	0 (0%)

GAMBLER DEMOGRAPHIC INFORMATION

Gamblers Gender and Age

- In all, 2,167 contacts identified the gender of the gambler, which showed that 66% were male and 34% were female.
- The breakdown of 1,720 contacts that specified age and gender of the gambler showed that 45% 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=1,720)	
Under 18	0	0%	4	0%	4	0%
18 – 20	0	0%	15	1%	15	1%
21 – 25	12	1%	93	5%	105	6%
26 – 30	21	1%	150	9%	171	10%
31 – 39	69	4%	224	13%	293	17%
40 – 49	175	10%	298	17%	473	28%
50 – 54	87	5%	124	7%	211	12%
55 – 60	88	5%	90	5%	178	10%
61 – 64	51	3%	47	3%	98	6%
65+	87	5%	85	5%	172	10%
Total	590	34%	1,130	66%	1,720	100%

Gamblers Ethnicity

- Data on the ethnic background of the gambler showed that Caucasians accounted for 52% of the gamblers while Latino/Hispanics were second with 22%. Breaking this down by gender revealed that all ethnic groups had a higher percentage of males. Please see chart below for specifics.

**Table 8
Ethnicity of Gambler**

Ethnicity	Total (N = 1,640)
Asian/Pacific Islander	43 (3%)
Black/African American	334 (20%)
Caucasian	857 (52%)
Latino-Hispanic	364 (22%)
Native American	1 (0%)
*Other	41 (2%)
Total	1,640 (100%)

*Other- mixed race, Arab or Middle Eastern

Gamblers Military Experience

- Based on 2,177 respondents, 170 (8%) stated the gambler was either active military, retired military or had past military experience. The FCCG understands that this is a particularly high risk population so efforts are made to reach out to and serve this group by providing specialized programs available to military personal and those that treat armed force individuals.

Gamblers Religion

- Of the 1,119 callers who identified the religious background of the gambler, the most popular response was Catholic (32%). Please see chart below for specifics.

Table 9
Religion of Gambler

Religion	Total (N = 1,119)
Catholic	358 (32%)
Islam/Muslim	13 (1%)
Judaism	97 (9%)
Protestant	144 (13%)
None	190 (17%)
Other	317 (28%)
Total	1,119 (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 22% were divorced or separated. Problem and compulsive gambling can cause an array of problems outside of the scope of finances so this data assists specialist in recognizing whether or not additional resources for family members or loved ones are warranted.

Table 10
Relationship Status of Gambler

Relationship Status	Total (N = 1,704)
Cohabiting	171 (10%)
Divorced	310 (18%)
Married	715 (42%)
Never Married	380 (22%)
Separated	73 (4%)
Widowed	55 (3%)
Total	1,704 (100%)

- Based on 1,600 responses, children under the age of 18 were present in 36% of the gamblers' households. Anytime children are in a home where gambling problems are present there is a possibility of neglect and abuse. The FCCG recognizes this and is sure to provide social service information and/or family crisis lines to callers where this may be happening.

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 43% started before the age of 25, and 9% before the legal age of 18. Almost one in four (24%) 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 = 1,318)		Age Became Problem (N = 1,477)	
Under 18	125	9%	26	2%
18 – 20	185	14%	62	4%
21 – 25	254	19%	170	12%
26 – 30	147	11%	167	11%
31 – 39	220	17%	299	20%
40 – 49	207	16%	359	24%
50 – 54	67	5%	139	9%
55 – 60	67	5%	146	10%
61 - 64	16	1%	34	2%
65+	30	2%	75	5%

Primary Gambling Problem and Secondary Problem

- The primary gambling problems most often cited were; slot machines (43%), cards (30%) and lottery games (14%). Lottery games (53%) 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 664 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 = 1,744)	%
Animal Fights	0	0%
Arcade/Video Games	5	0%
Bingo	14	1%
Cards	518	30%
Dice	3	0%
Dog Racing	19	1%
Dominoes	0	0%
Games of Skill	0	0%
Horse Racing	37	2%
Jai-Alai	1	0%
Lottery	250	14%
Slot Machines/VLTs/EGMs	758	43%
Sports Betting	59	3%
Stock Market/Business Risks	23	1%
Sweepstakes/Scams	3	0%
Table Games	52	3%
Other	1	0%

**Table 13
Secondary Gambling Problem**

Secondary Problem	Total* (N = 883)	%
Animal Fights	2	0%
Arcade/Video Games	2	0%
Bingo	27	4%
Cards	167	25%
Dice	16	2%
Dog Racing	19	3%
Dominoes	6	1%
Games of Skill	4	1%
Horse Racing	26	4%
Jai-Alai	5	1%
Lottery	355	53%
Slot Machines/VLTs/EGMs	142	21%
Sports Betting	60	9%
Stock Market/Business Risks	5	1%
Sweepstakes/Scams	3	0%
Table Games	43	6%
Other	1	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 accounted for 60% of card games.

- When looking at the primary gambling problem by gender, females preferred slot machines over lottery 72% to 15%, and males preferred cards over slot machines 41% to 28%. Please see chart below for specifics.

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

Primary Gambling Problem	Females (N = 604)	Males (N = 1,140)	Total (N = 1,744)
Animal Fights	0 (0%)	0 (0%)	0 (0%)
Arcade/Video Games	1 (0%)	5 (0%)	6 (0%)
Bingo	12 (1%)	2 (0%)	14 (1%)
Cards	53 (3%)	465 (27%)	518 (30%)
Dice	0 (0%)	3 (0%)	3 (0%)
Dog Racing	0 (0%)	19 (1%)	19 (1%)
Dominoes	0 (0%)	0 (0%)	0 (0%)
Games of Skill	0 (0%)	0 (0%)	0 (0%)
Horse Racing	1 (0%)	36 (2%)	37 (2%)
Jai-Alai	0 (0%)	1 (0%)	1 (0%)
Lottery	91 (5%)	159 (9%)	250 (14%)
Slot Machines/VLTs/EGMs	437 (25%)	321 (18%)	758 (43%)
Sports Betting	0 (0%)	59 (3%)	59 (3%)
Stock Market/Business Risks	6 (0%)	17 (1%)	23 (1%)
Sweepstakes/Scams	1 (0%)	2 (0%)	3 (0%)
Table Games	2 (0%)	50 (3%)	52 (3%)
Other	0 (0%)	1 (0%)	1 (0%)

- When breaking down the primary gambling problem among ethnic background, “Other” ethnicities showed the biggest differential between the top two problems cited as cards were favored over slots 68% to 16% respectively. The smallest differential was among Asians where slots were favored over cards 45% to 43%. “Other” was also the only ethnic group to favor cards over slots.

Top Three Primary Gambling Problems by Region

- For the first time in several years, two Florida regions (Northeast and Northwest) favored lottery games over other types of gambling. This can be directly attributed to the closing of the Internet Sweepstakes centers in 2013.

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

North Central Florida	Slot Machine	71
	Cards	67
	Lottery	51
Northeast Florida	Lottery	38
	Cards	30
	Slot Machines	15
Northwest Florida	Lottery	19
	Slot Machines	17
	Cards	10
South Central Florida	Slot Machines	148
	Cards	93
	Lottery	47
South Florida	Slot Machines	500
	Cards	309
	Lottery	91

Primary Gambling Location

- Data on the primary gambling location cited by callers showed that 57% stated land based casinos, 15% claimed convenience stores, and racinos were third 9%. Internet Sweepstakes Centers decreased from 124 contacts in fiscal year 2012/2013 to 7 this year due to them being shuttered in 2013. This undoubtedly had an effect of the number of Help contacts received by the FCCG in 2013/2014.

**Table 16
Primary Gambling Location**

Location	Total (N = 1,797)
Day/Floating Casino	4 (0%)
Landbased Casino	1,032(57%)
Racino	168 (9%)
Jai-Alai	12 (1%)
Racetrack	121 (7%)
Convenience Store	263 (15%)
Friend's Home	13 (1%)
Home	19 (1%)
Internet	100 (6%)
Bars/Club	10 (0%)
Bingo Hall	10 (1%)
Bookies	32 (2%)
Internet Café/Centers	7 (0%)
Other	6 (0%)

Financial and Employment Status of Gambler

Income of Gambler and Money Lost Due to Gambling

- The average household income of the gambler was \$47,516 and 30% earned between \$25,000 and \$45,000. Forty-two percent (42%) cited lifetime gambling losses of \$60,000 or more with 17% stating they had lost over \$175,000. The average amount of lifetime losses was over \$146,000. Please see chart below for specifics on the income of the gambler.

**Table 17
Income of Gambler**

Income	Total (N = 967)
Up to \$2,499	8 (1%)
\$2,500- \$2,999	0 (0%)
\$3,000- \$4,999	4 (0%)
\$5,000- \$9,999	39 (4%)
\$10,000- \$14,999	55 (6%)
\$15,000- \$24,999	157 (16%)
\$25,000- \$34,999	148 (15%)
\$35,000- \$44,999	141 (15%)
\$45,000- \$59,999	140 (14%)
\$60,000- \$89,999	145 (15%)
\$90,000- \$124,999	72 (7%)
\$125,000- \$149,999	3 (0%)
\$150,000- \$174,999	18 (2%)
Over \$175,000	37 (4%)

Amount of Debt Owed and to Whom the Debt is Owed

- The average debt of the gambler was \$51,460 which is over \$16,000 less than last year’s average debt (\$67,954). Almost one in four (23%) stated a debt of \$60,000 or greater. As far as to whom the debt was owed, 57% cited credit cards and 37% claimed family members were owed. Please see chart below for specifics.

**Table 18
To Whom Debt is Owed**

To Whom Debt Owed	(N=1,818)	
Bank/Credit Union	329	36%
Bookie	14	2%
Credit Card	507	55%
Family	342	37%
Friends	297	32%
Loan Company	329	36%
TOTAL	1,818	100%

Percentages for To Whom Debt is Owed are based on 926 respondents- Multiple Answers Permitted

Employment Status of Gambler

- Data regarding the employment status of the gambler showed that more than half 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 = 1,658)	
Disabled/Workers-Comp.	91	6%
Full-Time at One Job	958	58%
Full-Time More Than One Job	25	2%
Part-Time	101	6%
Part-Time More Than One Job	10	1%
Retired	154	9%
Retired Plus Job	13	1%
Student - Full-time	22	1%
Student - Full-Time Plus Job	4	1%
Student - Part-Time	1	0%
Student – Part-Time Plus Job	4	1%
Homemaker	17	1%
Unemployed	256	15%
Other	2	0%
Total	1,658	100%

- A significant percentage (81%) of retirees stated that their gambling problem worsened after retiring.

Gamblers Occupation

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

**Table 20
Gambler's Occupation**

Occupation	Total (N = 1,030)	
Accounting/Bookkeeping	11	1%
Banking/Stock Market	17	2%
Business Owner	76	7%
Educator/Teacher	29	3%
Farming/Agriculture	2	0%
Gaming Industry	12	1%
Laborer	149	14%
Law Enforcement	22	2%
Legal Professional	24	2%
Manager	73	7%
Medical Professional	78	8%
Military	6	1%
Other Professional	49	5%
Retail Services	52	5%
Sales	140	14%
Secretarial/Assistant	35	3%
Service Industry	96	9%
Skilled	74	7%
State/Government	16	2%
*Other	63	6%
Didn't Know	1	0%
Refused	0	0%
TOTAL	1,030	100%

Illegal Acts, Types and Actions

- Illegal acts had been committed by 32% of the gamblers in order to finance their addiction. This is a 3% decrease over last year (35% in 2012/2013). 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 = 515)
Embezzlement	54 (11%)
Fraud (bad checks, forgery, etc.)	334 (70%)
Larceny/Theft	108 (23%)
*Other	19 (4%)
Total	515 (100%)

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

Multiple answers are permitted; percentages are based on 474 contacts that provided specifics on illegal acts committed

- Problem gamblers often times find themselves in legal trouble due to their gambling. Almost one in four (24%) stated the gambler had encountered legal problems. 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 = 277)
Arrest	7 (3%)
Arrest and Jail/Prison	14 (5%)
Arrest and Probation	6 (2%)
Arrest, Jail/Prison and Probation	14 (5%)
Civil Actions	236 (85%)
Other	0 (0%)

- Tying in legal actions and financial problems, 18% of the gamblers had enacted bankruptcy at least once in their lifetime.

Emotional, Domestic and Related Difficulties Caused by Gambling

Problems Caused by Gambling

- Emotional, domestic and financial problems are common among compulsive gamblers and can often have long lasting effects on not just the gambler but also family members, friends and even co-workers. Three quarters of the gamblers felt depressed due to gambling and almost half (47%) stated the gambler was having difficulties at work due to the addiction. Please see chart below for specifics.

Table 23
Difficulties Caused by Gambling

Type of Difficulty	Respondents	
Anxiety	1,219 of 1,518	80%
Depression	1,129 of 1,500	75%
Suicidal Ideations/Attempts	327 of 1,501	22%
Family Conflict	1,091 of 1,590	69%
Family Neglect	936 of 1,488	63%
Family Violence	27 of 1,396	2%
Problems at School	18 of 23	78%
Problems at Work	462 of 974	47%
Difficulty Paying Household Bills	1,013 of 1,457	70%
Gambled Away Savings, Equity, Retirement	568 of 1,104	51%
Sold or Pawned Assets	647 of 1,318	49%

- When loved ones contact the HelpLine in pursuit of resources that can help both them and the gambler, they are asked about how they are feeling in regards to emotional and domestic problems. Data on loved ones showed that 82% felt anxious, 51% cited depression, 84% stated there was family conflict due to the gambling problem and 18% said they were having problem at work.
- For individuals suffering from certain Neurological disorders, compulsive gambling behaviors can be brought on by the special medications they are prescribed which help create Dopamine. These disorders include Parkinson's, Restless Leg Syndrome, MS, and Schizophrenia to name a few. It is important for specialists to encourage the gambler to inform their doctor about the increased gambling behavior so that a decision can be made in regards to the medications they are taking. Based on 1,289 respondents, 100 or 8% 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 1,201 respondents, 286 or 24% of the gamblers were also afflicted by a physical addiction.
- Data on family history showed that 43% of the gamblers came from a family that had a history of gambling problems and 33% stated that alcohol and/or substance abuse was a problem within the family.

Gamblers Seeking Previous Help

- Almost one third (30%) of the gamblers had sought help before. In asking what the gambler had tried in the past, 70% stated self-help groups, 30% said private therapy had been accessed, 3% had been in an inpatient setting and 19% claimed to have tried other means of combatting their addiction. (multiple responses were permitted)

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 = 1,477)	
Billboard	218	15%
Bus	1	0%
Bus bench/shelter	0	0%
Clergy	2	0%
Community Organization	11	1%
EAP/Employer	4	0%
Family	58	4%
Friend	47	3%
GA/Gam-Anon	65	4%
Gambling Facility	389	26%
Health Care Provider	11	1%
Information/Crisis Line	32	2%
Internet	388	26%
Lottery Point of Purchase	65	4%
NCPG Affiliate	1	0%
Newspaper/Magazine	1	0%
Other Self-Help	10	1%
Phone Book	27	2%
Poster/Brochure	10	1%
Promotional Item	11	1%
Radio	59	4%
School	0	0%
Taxi	0	0%
Television	6	0%
Treatment Provider	31	2%
Other	30	2%

Actions Recommended to Callers

- Based on callers input, data and experiences, the FCCG provides resources to assist them. A wide assortment of supports is available to callers which range from private counseling referrals and self-help groups to legal aid and financial counseling. There are also specialized programs such as peer connect which are made available anyone interested.

**Table 25
Actions Recommended to Caller**

Action(s) Recommended	Total	
Celebrate Recovery	565	27%
Counseling	1,292	61%
Crisis Line	181	9%
FCCG Website	667	32%
Financial Services	353	17%
GA/Gam-Anon	1,796	85%
Legal Services	245	12%
Literature	401	19%
Mental Health Services	14	1%
NCPG Affiliate	25	1%
Peer Connect	476	23%
Self-Exclusion	1,054	50%
Social Services	77	4%
Veterans Administration	22	1%
Web Blockers	46	2%
Women Helping Women	179	8%
*Other	577	27%

***Other includes special programs like STEP, Gov't hotlines 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 8.6% (+366) over 2012/2013.
 - Help only contacts were down in 2013/2014 by 185 contacts. The majority of this can be directly contributed to the closing of the Internet Sweepstakes centers in April of 2013 as they accounted for 124 contacts in 2012/2013.
 - Also evident of the impact the Internet Sweepstakes centers had in the landscape of gambling is the fact that individuals from the regions of Northeast and Northwest Florida now state that lottery is the number one primary problem.
 - The average amount of debt owed due to gambling decreased by over \$16,000 over last fiscal year to \$51,460 (\$67,954 in 12/13). However, the average income was \$47,516 which still shows that a compulsive gambler will gamble away more than they have coming in.
 - Although down 3% from last year, 22% of gamblers cited suicidal ideations which show the severity of this addiction.