



FLORIDA COUNCIL ON
**COMPULSIVE
GAMBLING**

**24-HOUR PROBLEM GAMBLING HELPLINE
ANNUAL REPORT
(July 1, 2015 - June 30, 2016)**

WHEN GAMBLING BECOMES A PROBLEM

888-ADMIT-IT



Florida Council on Compulsive Gambling

www.gamblinghelp.org

July 2016

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 2015 until June 30th 2016. 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), 24 hour live chat, and texting features. 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, information and training 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 offered are 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 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 on 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. Resources are provided on demand and in a variety of methods including via email if necessary (i.e. in case the person is driving and cannot write down information) and even texting resources through the text interface.

Staff Training

All agency personnel are trained on site to handle ongoing enhancement of helpline services and information resources. Training includes extensive education of 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). Training also includes education on problem gambling utilizing documentaries and docu-dramas, live training by outside partners, suicide and family neglect and violence. The training process is ongoing throughout the tenure of the employee.

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). 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.

HelpLine Data Entry and Analysis

The HelpLine database is an integral tool in the HelpLine process which allows for the collection of data and information on all contacts. This data is then utilized to assist specialists in properly identifying resources based on the specific needs of each contact. This data also illustrates trends of problem gambling among Floridians, areas of the state in need of additional problem gambling resources, outcome from outreach and prevention efforts, and to identify special populations that may require programs and services (i.e. older adults, suicidal callers, location specific data, etc.). New resources and information are added to the database throughout the year (i.e. new treatment providers or new meeting locations).

Annual Call Data

During this past fiscal year (July 1st 2015 to June 30th 2016), the agency received 13,169 contacts of which 5,913 were help or information. The number of help and information calls received this fiscal year represents a 9% (+493) increase from fiscal year 2014/2015.

**Table 1
Total Contacts**

Period	All Contacts	Help & Info Contacts
July 1, 2015 – June 30, 2016	13,169	5,913

Call Origin by Region and County

- Of the 5,913 help and information contacts, 5,871 provided specifics on county and region. Data showed that South Florida accounted for 57% of the contacts, and the North Central Florida region increased by 3% over last year (16% in 2014/2015). Please see chart below for specifics.

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

Florida Regions	2015-2016
North Central Florida	1,101 (19%)
Northeast Florida	179 (3%)
Northwest Florida	446 (7%)
South Central Florida	804 (13%)
South Florida	3,341 (57%)
Subtotal	5,871 (99%)
County Unknown	42 (1%)
TOTAL	5,913 (100%)

- Overall, contact to the HelpLine was made by individuals from 59 counties across the state. Miami-Dade (26%) and Broward (23%) counties led the way as far as county totals. Other counties where significant contacts originated were Leon, Orange, Hillsborough, Palm Beach, and Seminole. Please see chart below for specifics.

See Chart on Next Page

**Table 3
Total Contacts by County
July 1, 2015 – June 30, 2016**

County	Total	County	Total
Alachua	23 (0%)	Lee	58 (1%)
Baker	1 (0%)	Leon	354 (6%)
Bay	4 (0%)	Levy	2 (0%)
Bradford	1 (0%)	Liberty	1 (0%)
Brevard	155 (3%)	Madison	0 (0%)
Broward	1,332 (23%)	Manatee	34 (0%)
Calhoun	2 (0%)	Marion	41 (1%)
Charlotte	7 (0%)	Martin	17 (0%)
Citrus	6 (0%)	Monroe	29 (0%)
Clay	11 (0%)	Nassau	7 (0%)
Collier	54 (1%)	Okaloosa	19 (0%)
Columbia	1 (0%)	Okeechobee	8 (0%)
Dade	1,530 (26%)	Orange	481 (8%)
Desoto	2 (0%)	Osceola	41 (1%)
Dixie	2 (0%)	Palm Beach	311 (5%)
Duval	116 (2%)	Pasco	48 (1%)
Escambia	37 (1%)	Pinellas	127 (2%)
Flagler	4 (0%)	Polk	45 (1%)
Franklin	1 (0%)	Putnam	3 (0%)
Gadsden	4 (0%)	Santa Rosa	10 (0%)
Gilchrist	0 (0%)	Sarasota	33 (0%)
Glades	2 (0%)	Seminole	270(4%)
Gulf	2 (0%)	St Johns	7 (0%)
Hamilton	1 (0%)	St Lucie	35 (0%)
Hardee	1 (0%)	Sumter	1 (0%)
Hendry	1 (0%)	Suwannee	2(0%)
Hernando	10 (0%)	Taylor	0 (0%)
Highlands	4 (0%)	Union	0 (0%)
Hillsborough	315 (5%)	Volusia	79 (1%)
Holmes	5 (0%)	Wakulla	4 (0%)
Indian River	4 (0%)	Walton	3 (0%)
Jackson	0 (0%)	Washington	0 (0%)
Jefferson	0 (0%)	Sub Total	5,871 (99%)
Lafayette	0 (0%)	Not Recorded	42 (1%)
Lake	163 (3%)		
		TOTAL	5,913
		% Total	100%

Monthly Totals

- Below are the monthly totals for help and information contacts. The HelpLine received an average of 493 help and information contacts each month. The two busiest months were March and October with 646 and 570 contacts respectively.

**Table 4
Contacts by Month**

Period	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	TOTAL
15-16	515	499	470	570	501	412	465	472	646	416	550	397	5,913

CONTACT DEMOGRAPHIC INFORMATION- The following data is based upon 1,934 Help contacts received throughout the year. It is important to note that not every contact answers or supplies information to all questions asked.

Contacts Gender, Age and Relationship to the Gambler

- Data showing the gender of the contact revealed that 54% were male and 46% were female. Of the 1,376 contacts that provided their age, 43% were between the ages of 31 and 49. Also, a significant portion (29%) of the callers were older adults aged 55 and over. The percentage of older adults reaching out for themselves or someone they know shows that FCCG outreach activities geared towards the senior population are working.

**Table 5
Contacts Age**

Age	Total (N=1,376)
Under 18	4 (0%)
18 – 20	19 (1%)
21 – 25	77 (6%)
26 – 30	127 (9%)
31 – 40	324 (24%)
41 – 49	271 (20%)
50 – 54	173 (13%)
55 – 60	135 (10%)
61 – 64	91 (7%)
65+	155 (12%)
TOTAL	1,328 (100%)

- Data on the relationship of the person reaching out to the gambler showed that 75% of the contacts were by the gambler, 7% were spouses, 4% were parents, 3% were friends, 3% were children, 2% were significant others, 2% were siblings, and 2% were relatives. Others that made contact but did not make up a significant percentage included treatment providers, co-workers, employers, medical professionals, community organizations, clergy, and legal professionals.

Precipitating Event Leading to Call

- The top reason for making contact with the HelpLine was relationship problems (26%). This was followed by substantial loss (25%) and overextended debt (16%). Please see chart below for specifics.

**Table 6
Precipitating Event for Making Contact**

Precipitating Event Leading to Call	Total (N=1,917)
Committed Illegal Act	46 (2%)
Difficulty Paying Bills	245 (13%)
Lawyer/Court Ordered	9 (0%)
Legal Problems	67 (3%)
Overextended Debt	313 (16%)
Relationship Problems	498 (26%)
School Related Difficulties	2 (0%)
Substantial Loss	470 (25%)
Suicidal Ideation/Attempt	21 (1%)
Threatened (verbal, physical, emotional)	3 (0%)
Treatment Referral/ Information	148 (8%)
Work Related Difficulties	12 (1%)
Other	83 (4%)

GAMBLER DEMOGRAPHIC INFORMATION

Gamblers Gender and Age

- In all, 1,925 contacts identified the gender of the gambler, which showed that 64% were male and 36% were female.
- The breakdown of 1,576 contacts that specified age and gender of the gambler showed that 42% of the gamblers were between 31 and 49 years of age and 28% 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=1,576)	
Under 18	0	0%	6	0%	6	0%
18 – 20	0	0%	22	1%	22	1%
21 – 25	9	1%	75	5%	84	5%
26 – 30	36	2%	120	8%	156	10%
31 – 40	106	7%	250	16%	356	23%
41 – 49	131	8%	180	11%	311	20%
50 – 54	87	6%	115	7%	202	13%
55 – 60	80	5%	81	5%	161	10%
61 – 64	49	3%	52	3%	101	6%
65+	86	5%	91	6%	177	11%
Total	584	37%	992	63%	1,576	100%

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 21%, and Black/African Americans accounted for 20%. Please see chart below for specifics.

**Table 8
Ethnicity of Gambler**

Ethnicity	Total (N = 1,529)
Asian/Pacific Islander	30 (2%)
Black/African American	313 (20%)
Caucasian	803 (53%)
Latino-Hispanic	321 (21%)
Middle Eastern	29 (2%)
Mixed Race	18 (1%)
Native American	1 (0%)
Other	14 (1%)
Total	1,529 (100%)

Gamblers Military Experience

- Based on 1,163 help contacts that provided information, 165 (14%) stated the gambler had a military background. Breaking down the 165 showed that 147 had served in the military in the past, 14 were retired from a military career and 4 were active duty at the time of the call. This population is especially vulnerable to developing a gambling addiction and the FCCG has programs specific to the military including “Combat: Gambling Addiction”, informational placards for service men and woman and their loved ones and a program specifically designed for professionals who treat the military/

Gamblers Religion

- Of the 1,062 callers who identified the religious background of the gambler, the most popular response was Christian- Non-denominational (32%). Please see chart below for specifics.

Table 9
Religion of Gambler

Religion	Total (N = 1,062)
Baptist	118 (11%)
Catholic	213 (20%)
Christian (ND)	345 (32%)
Islam/Muslim	24 (2%)
Judaism	70 (7%)
Protestant	62 (6%)
None	183 (17%)
Other	47 (4%)
Total	1,062 (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 40% were married and 27% were never married/single. By gathering information pertaining to the relationship status of the gambler, the HelpLine Specialist is then able to determine if additional resources are needed for the loved ones of the gambler. Family members are negatively affected as well as the gambler and resources such as counseling, loved ones support groups, literature designed for the family and peer support are often needed.

Table 10
Relationship Status of Gambler

Relationship Status	Total (N = 1,563)
Cohabiting	133 (9%)
Divorced	259 (17%)
Married	629 (40%)
Never Married/S	427 (27%)
Separated	63 (4%)
Widowed	51 (3%)
Refused	1 (0%)
Total	1,563 (100%)

- Based on 1,437 responses, children under the age of 18 were present in 36% of the gamblers' households. It is important that HelpLine specialists gather this information so that additional supports such as social services and other community resources can be provided if the children are in need or if they are being neglected in any way due to the 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 48% started before the age of 25, and 13% before the legal age of 18. More than one in four (26%) stated gambling became a problem between the ages of 31 and 40. Please see chart below for specifics.

Table 11
Age Gambling Started and Became a Problem

Age	Age Started Gambling (N = 1,314)		Age Became Problem (N = 1,429)	
Under 18	172	13%	33	2%
18 – 20	189	14%	61	4%
21 – 25	272	21%	176	12%
26 – 30	169	13%	187	13%
31 – 40	216	16%	374	26%
41 – 49	149	11%	258	18%
50 – 54	61	5%	126	9%
55 – 60	39	3%	104	7%
61 - 64	23	2%	43	3%
65+	24	2%	67	5%

Primary Gambling Problem and Secondary Problem

- The primary gambling problems most often cited were; slot machines (45%), cards (29%) and lottery games (12%). Lottery games (56%) 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 708 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 = 1,604)	%
Animal Fights	0	0%
Arcade/Video Games	8	0%
Bingo	8	0%
Cards	462	29%
Dice	2	0%
Dog Racing	13	1%
Dominoes	1	0%
Games of Skill	0	0%
Horse Racing	32	2%
Jai-Alai	3	0%
Lottery	200	12%
Slot Machines/VLTs/EGMs	721	45%
Sports Betting	66	4%
Stock Market/Business Risks	29	2%
Sweepstakes/Scams	4	0%
Table Games	42	3%
Other	5	0%
Didn't Know	8	0%

Table 13
Secondary Gambling Problem

Secondary Problem	Total* (N = 883)	%
Animal Fights	1	0%
Arcade/Video Games	7	1%
Bingo	11	2%
Cards	155	22%
Dice	19	3%
Dog Racing	21	3%
Dominoes	3	0%
Fantasy Sports	6	1%
Games of Skill	4	0%
Horse Racing	30	4%
Jai-Alai	4	0%
Lottery	394	56%
Slot Machines/VLTs/EGMs	129	18%
Sports Betting	65	9%
Stock Market/Business Risks	6	1%
Sweepstakes/Scams	0	0%
Table Games	62	9%
Other	8	1%

- When looking at the primary gambling choices within different lottery games, scratch-off tickets were preferred 88% of the time over other lottery games and Poker accounted for 58% of those that stated card games as a primary problem.
- When looking at the primary gambling problem based upon gender, females preferred slot machines over lottery 73% to 14%, and males preferred cards over slot machines 41% to 29%. Please see chart below for specifics.

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

Primary Gambling Problem	Females (N = 599)	Males (N = 1,003)	Total (N = 1,602)
Animal Fights	0 (0%)	0 (0%)	0 (0%)
Arcade/Video Games	1 (0%)	7 (0%)	8 (0%)
Bingo	8 (0%)	0 (0%)	8 (0%)
Cards	54 (3%)	407 (25%)	461 (29%)
Dice	0 (0%)	2 (0%)	2 (0%)
Dog Racing	0 (0%)	13 (1%)	13 (1%)
Dominoes	0 (0%)	1 (0%)	1 (0%)
Games of Skill	0 (0%)	0 (0%)	0 (0%)
Horse Racing	1 (0%)	31 (2%)	32 (2%)
Jai-Alai	1 (0%)	2 (0%)	3 (0%)
Lottery	86 (5%)	114 (7%)	200 (12%)
Slot Machines/VLTs/EGMs	435 (27%)	286 (18%)	721 (45%)
Sports Betting	2 (0%)	64 (4%)	66 (4%)
Stock Market/Business Risks	0 (0%)	29 (2%)	29 (2%)
Sweepstakes/Scams	2 (0%)	2 (0%)	4 (1%)
Table Games	7 (0%)	34 (2%)	41 (3%)
Other	1 (0%)	4 (0%)	5 (0%)
Didn't Know	1 (0%)	7 (0%)	8 (0%)

Primary Gambling Location

- Data on the primary gambling location cited by callers showed that 54% stated land based casinos, 13% stated convenience stores, and racinos were third with 12%.

**Table 15
Primary Gambling Location**

Location	Total (N = 1,596)
Day/Floating Casino	17 (1%)
Landbased Casino	862 (54%)
Racino	196 (12%)
Jai-Alai	13 (1%)
Racetrack	86 (5%)
Convenience Store	207 (13%)
Friend's Home	3 (0%)
Home	14 (1%)
Internet	122 (8%)
Bars/Club	9 (1%)
Bingo Hall	7 (0%)
Bookies	17 (1%)
Internet Café/Centers	36 (2%)
Other	7 (0%)

Financial and Employment Status of Gambler

Income of Gambler and Money Lost Due to Gambling

- The average household income of the gambler was \$54,845 and 26% earned less than \$25,000. The average amount of lifetime gambling losses was \$168,052 with 49% stating the gambler lost \$60,000 or more. Please see chart below for specifics on the income of the gambler.

Table 16
Income of Gambler

Income	Total (N = 976)
Up to \$2,499	39 (4%)
\$2,500- \$4,999	2 (0%)
\$5,000- \$9,999	22 (2%)
\$10,000- \$14,999	50 (5%)
\$15,000- \$24,999	142 (15%)
\$25,000- \$34,999	134 (14%)
\$35,000- \$44,999	120 (12%)
\$45,000- \$59,999	134 (14%)
\$60,000- \$89,999	191 (19%)
\$90,000- \$124,999	86 (9%)
\$125,000- \$149,999	6 (1%)
\$150,000- \$174,999	14 (1%)
Over \$175,000	36 (4%)

Amount of Gambling Debt Owed:

- The average gambling debt of the gambler was \$49,281. More than one in five (22%) stated a gambling debt of \$60,000 or greater. As far as to whom the debt was owed, more than half cited credit cards and one third stated that family members were owed. Please see chart below for specifics. **Note: percentages of to whom gambling debt is owed is based on 1,005 contacts where specifics were given. Multiple responses/sources of debt are allowed.**

Table 17
To Whom Gambling Debt is Owed

To Whom Debt Owed	(N=2,338)	
Bank/Credit Union	330	33%
Bookie	16	2%
Casino	34	3%
Credit Card	563	56%
Employer	66	7%
Family	335	33%
Friends	314	31%
IRS	45	4%
Loan Company	270	29%
Rent/Mortgage	183	18%
Utilities	182	18%
TOTAL	2,338	100%

Employment Status of Gambler

- Data regarding the employment status of the gambler showed that more than 60% were full time employees and 12% were unemployed. Please see chart below for specifics.

Table 18
Employment Status

Type of Employment	Total (N = 1,472)	
Disabled/Workers-Comp.	82	6%
Full-Time	890	60%
Full-Time More Than One Job	21	1%
Part-Time	83	6%
Part-Time More Than One Job	15	1%
Retired	144	10%
Retired Plus Job	16	1%
Student	25	2%
Student - Plus Job	17	1%
Homemaker	6	0%
Unemployed	170	12%
Other	3	0%
Total	1,472	100%

Gamblers Occupation

- The most frequent occupation for employed gamblers was laborer (16%). This was followed by sales positions (14%) and service industry (14%). It is important to note that there were 27 contacts made for help by State/Government employees which further substantiates the need for ongoing problem gambling education and awareness efforts among this population. Please see chart below for occupational specifics.

Table 19
Gambler's Occupation

Occupation	Total (N = 1,029)	
Accounting/Bookkeeping	19	2%
Banking/Stock Market	18	2%
Business Owner	80	8%
Educator/Teacher	25	2%
Gaming Industry	11	1%
Laborer	164	16%
Law Enforcement	13	1%
Legal Professional	25	2%
Manager	62	6%
Medical Professional	78	7%
Military	5	0%
Other	49	5%
Other Professional	34	3%
Retail Services	37	4%
Sales	143	14%
Secretarial/Assistant	33	3%
Service Industry	139	14%
Skilled	67	7%
State/Government	27	3%
TOTAL	1,029	100%

Illegal Acts, Types and Actions

- Illegal acts had been committed by 33% of the gamblers in order to finance their addiction. The most common acts committed were fraud (bad checks, forgery, etc.) and larceny/theft.

**Table 20
Illegal Acts Committed by Gambler**

Illegal Acts	Total (N = 505)
Embezzlement	72 (17%)
Fraud (bad checks, forgery, etc.)	285 (66%)
Larceny/Theft	129 (30%)
Prostitution	3 (1%)
Selling Drugs	2 (0%)
*Other	14 (3%)
Total	505 (100%)

***Other encompasses booking, and illegal gambling activities**

Multiple answers are permitted; percentages are based on 433 contacts that provided specifics on illegal acts committed

- Problem gamblers often are faced with in legal ramifications due to their gambling. One in four (25%) stated the gambler had encountered legal problems. Legal actions ranged from civil actions to criminal (arrest, jail and probation). Civil actions were most commonly cited.

**Table 21
Types of Legal Actions Gamblers have been Subject to**

Legal Actions	Total (N = 302)
Arrest and Jail/Prison	30 (11%)
Arrest and Probation	13 (5%)
Arrest, Jail/Prison and Probation	20 (7%)
Civil Actions/Suits	132 (48%)
Divorce	13 (5%)
Foreclosure/Eviction	58 (21%)
Vehicle Repossession	36 (13%)

Multiple answers permitted. Percentages are based on 273 contacts that provided specifics on legal actions the gambler was facing.

- Bankruptcy can become a viable option for those that are so far in debt that they cannot afford basic needs. Although this can be seen as a bailout and is frowned upon by the recovering community, sometimes it is necessary. In 2015/2016, 18% of the gamblers had either a bankruptcy pending or enacted bankruptcy at least once in their lifetime.

Emotional, Domestic and Related Difficulties Caused by Gambling

Problems Caused by Gambling

- Difficulties faced by problem gamblers and loved ones are not limited to finances but also include emotional difficulties and domestic problems. Almost half (49%) of the gamblers that were employed were experiencing problems at work due to gambling addiction and 29% of the gamblers had suicidal ideations. Please see chart below for specifics.

(See Chart on Next Page)

**Table 22
Difficulties Caused by Gambling**

Type of Difficulty	Respondents	
Anxiety	1,096 of 1,419	77%
Depression	1,003 of 1,433	70%
Suicidal Ideations/Attempts	373 of 1,296	29%
Family Conflict	1,037 of 1,412	73%
Family Neglect	857 of 1,246	69%
Family Violence	51 of 956	5%
Problems at School	31 of 50	62%
Problems at Work	503 of 1,028	49%
Difficulty Paying Household Bills	1,017 of 1,355	75%
Gambled Away Savings, Equity, Retirement	801 of 1,176	68%
Sold or Pawned Assets	608 of 1,219	50%

- Loved ones are equally affected by the gambling addiction and often need just as much support. When asked, 61% of loved ones stated they felt depressed, 97% said there was family conflict due to the gambling problem and 55% affirmed they were having problems at work coping while this situation was present in their life.
- People suffering from Neurological disorders can be susceptible to compulsive gambling behaviors based on the medications they are placed on to treat their illness. Medications such as Mirapex and Requip have been known to cause compulsive behaviors in people. More recently, the drug Abilify has been linked to this side effect. Disorders such Parkinson's, Restless Leg Syndrome, MS, and Schizophrenia are treated using dopamine agonists which can cause compulsive gambling. Specialists inquire about such medications and encourage callers to inform their prescribing doctor of their gambling problem. Based on 907 respondents, 126 or 14% of the gamblers suffered from a neurological disorder.
- In addition to financial, emotional and domestic problems, gambling addiction can cause a variety of physical problems as well. Of the 374 that claimed the gambler was experiencing physical problems, 87% stated poor sleeping habits, 20% claimed physical aches and pains, 16% said there was loss of appetite and 1% affirmed the loss of sex drive.

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 1,007 respondents, 258 or 26% of the gamblers affirmed a past or present substance abuse problem.
- Data on family history showed that 40% of the gamblers came from a family that had a history of gambling problems and 39% stated that alcohol and/or substance abuse was a problem within the family.

Gamblers Seeking Previous Help

- One third (33%) of the gamblers had sought help before. The top things tried in the past by those who had previously sought help were self-help groups (72%), private therapy (35%), and self-help literature (17%). (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. Internet and Gambling facility were the top two cited this fiscal year. Please see chart below for specifics.

(See Chart on Next Page)

Table 23
How Callers Learned About the HelpLine

How Heard	Total (N = 1,461)	
Billboard	169	12%
Bus	1	0%
Bus bench/shelter	1	0%
Clergy	0	0%
Community Organization	3	0%
EAP/Employer	3	0%
Family	69	5%
Friend	39	3%
GA/Gam-Anon	84	6%
Gambling Facility	288	20%
Health Care Provider	12	1%
Information/Crisis Line	27	2%
Internet	541	37%
Lottery Point of Purchase	39	3%
NCPG Affiliate	5	0%
Newspaper/Magazine	1	0%
Other Self-Help	2	0%
Phone Book	27	2%
Players Club Card	24	2%
Poster/Brochure	1	0%
Promotional Item	6	0%
Radio	31	2%
School	1	0%
Taxi	1	0%
Television	5	0%
Treatment Provider	29	2%
Other	48	3%
Didn't Know	4	0%

Actions Recommended to Callers

- The FCCG offers a wide variety of resources to anyone seeking help. Resources provided are based on the information provided by the gambler or loved one to the HelpLine specialist. The more open the person is with the specialists, the better they can be matched up with resources to fit their specific needs (i.e. legal assistance if they are having problems in that area of their life). The chart below shows that resources that were provided to 1,849 contacts throughout the year.

**Table 24
Actions Recommended to Caller**

Action(s) Recommended	Total	
Alternative Support Groups	20	1%
Celebrate Recovery	408	22%
Counseling	1,386	75%
Crisis Line	145	8%
FCCG Website	722	40%
Financial Services	300	16%
GA/Gam-Anon	1,629	88%
Legal Services	271	15%
Literature	811	44%
Mental Health Services	21	1%
NCPG Affiliate	19	1%
Peer Connect	759	41%
Self-Exclusion	935	51%
Social Services	54	3%
STEP	460	25%
Veterans Administration	5	0%
Web Blockers	69	4%
Women Helping Women	273	15%
*Other	24	1%

***Other includes resources like Gov't hotlines or non-gambling related resources**

Summation

- The data collected from the individuals contacting the 888 ADMIT-IT HelpLine is valuable to the FCCG for several reasons. It helps staff provide the best possible resources to assist the person in need, is a springboard for FCCG programming initiatives, provides a clear picture of the landscape of gambling in the state, and allows the FCCG to see the severity of the problems associated with gambling among Floridians.
- Some of the most notable statistics from this year's data revealed the following:
 - Help and information contacts to the HelpLine increased 9% (+493) over 2014/2015.
 - The percent of gamblers experiencing suicidal ideations (29%) is an increase of 4% over 2014/2105 (25%) and is a 7% increase from just two years ago (22% in 2013/2014).
 - More than one in seven (13%) of the gamblers started wagering before the legal age of 18.
 - The average debt of the gambler was almost \$50,000 and almost half owed money to credit cards.