Minnesota Problem Gambling Help Line Statistics
February 2019

Services provided by Morenau Shepell

Total Number of Intake Calls	195
Total Number of Problem Gambling Help Line Specific Calls	32
Total Number of Calls Received Other Than Help Line Assistance	163

Calls By Shift

First Shift (11:00pm-8:00am)	8	25.0%
Second Shift (8:00am-5:00pm)	16	50.0%
Third Shift (5:00pm-11:00pm)	8	25.0%

Caller

Gambler	22	68.8%
Spouse	1	3.1%
Significant Other	0	0.0%
Parent	2	6.3%
Child	3	9.3%
Sibling	2	6.3%
Friend	0	0.0%
Employer	0	0.0%
Relative	1	3.1%
Coworker	0	0.0%
Professional	0	0.0%
Other	1	3.1%

Caller Gender

Female	10	31.3%
Male	22	68.8%

Caller Ethnicity

African American	1	3.1%
Asian American	1	3.1%
Caucasian	21	65.6%
Hispanic	0	0.0%
Native American	1	3.1%
Other	3	9.3%
Unknown	5	15.8%

Caller Age

Less than 18	0	0.0%
18 to 21	2	6.3%
22 to 34	7	21.9%
35 to 50	10	31.3%
51 to 64	5	15.6%
65 and over	4	12.5%
Unknown	4	12.5%

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Caller Referral Source

Casino	3	9.3%
TV	0	0.0%
Radio	0	0.0%
Facebook	0	0.0%
Newspaper	0	0.0%
Relative	0	0.0%
Billboard	1	3.1%
Friend	0	0.0%
Internet	5	15.6%
Lottery/Vendor	1	3.1%
Previous Call	1	3.1%
Professional	0	0.0%
Phone Book	0	0.0%
Pull-tab Booth	0	0.0%
Help Line Literature	0	0.0%
Race Track	0	0.0%
Clergy	0	0.0%
Other	4	12.5%
Unknown	17	53.3%

*Primary Problem Gambling Activities

Casino- Slots	7	31.8%
Casino - Cards	5	22.7%
Casino - Bingo	0	0.0%
Bingo Non-Casino	0	0.0%
Card Room	0	0.0%
Horses	0	0.0%
Internet	1	4.5%
Pull-tabs	4	18.2%
Lottery	1	4.5%
Sporting Betting	1	4.5%
Stock Market	0	0.0%
Other	3	13.8%

Sources of Assistance for Caller *(Multiple Referrals possible)*

Inpatient	3
State-Approved	13
Crisis Intervention	1
GA	19
GamAnon	0
Did Not Want Referral	9

*Gambler callers only

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*Gambler Gender		
Female	4	18.2%
Male	18	81.8%

*Emotional Problems	(Multiple answers)
Depression	4
Suicide	3
Bi-Polar	0
Anxiety	2
None	6
Unknown	10

*Other Current Dependencies	(Multiple answers)
Alcohol	3
Drugs	3
Prescription Drugs	0
None	7
Unknown	10
Smoking	1

*Harm Status		
Considered Suicide	1	4.5%
Suicide Planned	0	0.0%
Attempted Suicide	3	13.6%
No Suicidal Ideation/Plan/Attempt	12	54.5%
Unknown	6	27.3%

*Past Treatment Experience		
Professional Gambling TX	0	0.0%
Mental Health Treatment	2	9.1%
Gamblers Anonymous	2	9.1%
Self-Ban Program	0	0.0%
Past Substance Abuse TX	1	4.5%
None	8	36.4%
Unknown	9	40.9%

*Current Treatment Experience		
Professional Gambling TX	0	0.0%
Mental Health Treatment	2	9.1%
Gamblers Anonymous	0	0.0%
Self-Ban Program	0	0.0%
Current Substance Abuse TX	0	0.0%
None	11	50.0%
Unknown	9	40.9%

*Gambler callers only

Minnesota Problem Gambling Help Line Statistics
County Report
February 2019

Caller County	
Carver	1
Crow Wing	1
Dakota	3
Douglas	1
Goodhue	1
Hennepin	2
Isanti	1
Ramsey	5
Renville	1
Scott	1
Sherburne	1
Stearns	3
Stevens	1
Washington	3
Unknown	7
	32

Minnesota Problem Gambling Helpline Statistics
Incoming Text & Chat
February 2019

Text Subscriptions	**3**

Number of Text Conversations	**0**

Number of Chat Conversations	**9**

Gambler	0	0.0%
Non-Gambler	0	0.0%
Not Specified	0	100.0%