FLORIDA COUNCIL ON COMPULSIVE GAMBLING

24-HOUR PROBLEM GAMBLING HELPLINE ANNUAL REPORT (July 1, 2016 - June 30, 2017)

July 2017

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 2016 until June 30th 2017. 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. 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. Additionally, on a continuous basis throughout the year, staff receives updated information on any resource changes or additions to the vast FCCG resource database.

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 2016 to June 30th 2017), the agency received 13,666 contacts of which 5,793, were help or information.

Table 1
Total Contacts

Period	All Contacts	Help & Info Contacts
July 1, 2016 – June 30, 2017	13,666	5,793

Call Origin by Region and County

- Based on the 5,793 help and information contacts, data showed that South Florida accounted for 53% of the contacts, and the South Central Florida region increased by 16% over last year. Please see chart below for specifics.

Table 2
County Origin of Contact Grouped by Region

Florida Regions	2016-2017
North Central Florida	1,147 (20%)
Northeast Florida	226 (4%)
Northwest Florida	427 (7%)
South Central Florida	937 (16%)
South Florida	3,056 (53%)
TOTAL	5,793 (100%)

- Overall, contact to the HelpLine was made by individuals from 58 counties across the state. Miami-Dade (22%) and Broward (19%) counties led the way as far as county totals. Other counties where significant contacts originated were Orange, Palm Beach, Hillsborough, Leon, Seminole, and Brevard. Please see chart below for specifics.

See Chart on Next Page

Table 3
Total Contacts by County
July 1, 2016 – June 30, 2017

County	Total	County	Total
Alachua	45 (1%)	Lake	151 (3%)
Baker	0 (0%)	Lee	75 (1%)
Bay	12 (0%)	Leon	317 (5%)
Bradford	2 (0%)	Levy	0 (0%)
Brevard	214 (4%)	Liberty	1 (0%)
Broward	1,105 (19%)	Madison	2 (0%)
Calhoun	0 (0%)	Manatee	40 (1%)
Charlotte	9 (0%)	Marion	37 (1%)
Citrus	7 (0%)	Martin	34 (1%)
Clay	11 (0%)	Monroe	20 (0%)
Collier	70 (1%)	Nassau	19 (0%)
Columbia	2 (0%)	Okaloosa	13 (0%)
Dade	1,275 (22%)	Okeechobee	2 (0%)
Desoto	0 (0%)	Orange	567 (10%)
Dixie	0 (0%)	Osceola	53 (1%)
Duval	122 (2%)	Palm Beach	467 (8%)
Escambia	50 (1%)	Pasco	34 (1%)
Flagler	11 (0%)	Pinellas	142 (2%)
Franklin	1 (0%)	Polk	43 (1%)
Gadsden	3 (0%)	Putnam	1 (0%)
Gilchrist	0 (0%)	Santa Rosa	9 (0%)
Glades	1 (0%)	Sarasota	40 (1%)
Gulf	1 (0%)	Seminole	258 (4%)
Hamilton	0 (0%)	St Johns	6 (0%)
Hardee	1 (0%)	St Lucie	49 (1%)
Hendry	0 (0%)	Sumter	6 (0%)
Hernando	9 (0%)	Suwannee	2 (0%)
Highlands	11 (0%)	Taylor	2 (0%)
Hillsborough	328 (6%)	Union	1 (0%)
Holmes	2 (0%)	Volusia	78 (1%)
Indian River	14 (0%)	Wakulla	7 (0%)
Jackson	3 (0%)	Walton	6 (0%)
Jefferson	1 (0%)	Washington	1 (0%)
Lafayette	0 (0%)	Sub Total	5,793 (100%)
		TOTAL	**5,793**
		% Total	**100%**

Monthly Totals

- Below are the monthly totals for help and information contacts. The HelpLine received an average of 483 help and information contacts each month. The two busiest months were May and June with 584 and 622 contacts respectively.

Table 4
Contacts by Month

Period	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	TOTAL
16-17	505	522	523	345	401	330	493	509	425	534	584	622	5,793

CONTACT DEMOGRAPHIC INFORMATION- The following data is based upon 1,892 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 66% were male and 34% were female. Of the 1,488 contacts that provided their age, 42% were between the ages of 31 and 49. Also, a significant portion (28%) 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=1,488)
Under 18	4 (0%)
18 – 20	16 (1%)
21 – 25	100 (7%)
26 – 30	139 (9%)
31 – 40	367 (25%)
41 – 49	255 (17%)
50 – 54	191 (13%)
55 – 60	165 (11%)
61 – 64	93 (6%)
65+	158 (11%)
TOTAL	**1,488 (100%)**

- Data on the relationship of the person reaching out to the gambler showed that 78% of the contacts were by the gambler, 8% were spouses, 3% were friends, 3% were children, 2% were family members, 2% were parents, and 1% were siblings. Others that made contact but did not make up a significant percentage included treatment providers, legal professionals, community organizations, co-workers, employees, clergy, GA/GamAnon, employers, and medical professionals.

Precipitating Event Leading to Call

- The top reason for making contact with the HelpLine was relationship problems (29%). This was followed by substantial loss (22%), difficulty paying bills (14%), and overextended debt (12%). Please see chart below for specifics.

Table 6
Precipitating Event for Making Contact

Precipitating Event Leading to Call	Total (N=1,892)
Committed Illegal Act	31 (2%)
Difficulty Paying Bills	257 (14%)
GA Referral	120 (6%)
Lawyer/Court Ordered	2 (0%)
Legal Problems	108 (6%)
Overextended Debt	222 (12%)
Relationship Problems	558 (29%)
School Related Difficulties	2 (0%)
Substantial Loss	419 (22%)
Suicidal Ideation/Attempt	9 (0%)
Treatment Referral/ Information	72 (4%)
Work Related Difficulties	8 (0%)
Other	84 (4%)

GAMBLER DEMOGRAPHIC INFORMATION

Gamblers Gender and Age

- In all, 1,868 contacts identified the gender of the gambler, which showed that 66% were male and 34% were female.

- The breakdown of 1,485 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=1,485)	
Under 18	0	0%	4	0%	4	0%
18 – 20	0	0%	16	1%	16	1%
21 – 25	14	1%	86	6%	100	7%
26 – 30	28	2%	111	7%	139	9%
31 – 40	99	7%	271	18%	370	25%
41 – 49	96	6%	159	11%	255	17%
50 – 54	77	5%	114	8%	191	13%
55 – 60	80	5%	84	6%	164	11%
61 – 64	34	2%	59	4%	93	6%
65+	69	5%	89	6%	158	11%
Total	**497**	**33%**	**993**	**67%**	**1,485**	**100%**

Gamblers Ethnicity

- Data on the ethnic background of the gambler showed that Caucasians accounted for 51% of the gamblers, while Latino/Hispanics were second with 22%, and Black/African Americans accounted for 20%. Please see chart below for specifics.

Table 8
Ethnicity of Gambler

Ethnicity	Total (N = 1,388)
Asian/Pacific Islander	39 (3%)
Black/African American	278 (20%)
Caucasian	703 (51%)
Latino-Hispanic	310 (22%)
Middle Eastern	35 (3%)
Mixed Race	15 (1%)
Other	8 (1%)
Total	**1,388 (100%)**

Gamblers Military Experience

- Based on 1,113 help contacts that provided information, 202 (18%) stated the gambler had a military background. Breaking down the 202 showed that 183 had served in the military in the past, 13 were retired from a military career and 6 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 women and their loved ones and a program specifically designed for professionals who treat those in the military.

Gamblers Religion

- Of the 1,055 callers who identified the religious background of the gambler, the most popular response was Christian- Non-denominational (28%). Please see chart below for specifics.

Table 9

Religion of Gambler

Religion	Total (N = 1,055)
Baptist	94 (9%)
Catholic	192 (18%)
Christian (ND)	298 (28%)
Islam/Muslim	26 (2%)
Judaism	70 (7%)
Protestant	85 (8%)
None	228 (22%)
Other	62 (6%)
Total	**1,055 (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 44% were married and 25% 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 = 1,514)
Cohabitating	124 (8%)
Divorced	238 (16%)
Married	672 (44%)
Never Married/Single	385 (25%)
Separated	49 (3%)
Widowed	43 (3%)
Refused	3 (0%)
Total	**1,514 (100%)**

- Based on 1,377 responses, children under the age of 18 were present in 41% 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 49% started before the age of 25, and 14% before the legal age of 18. More than one in four (29%) 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 = 1,138)		Age Became Problem (N = 1,346)	
Under 18	154	14%	44	3%
18 – 20	168	15%	73	5%
21 – 25	236	21%	174	13%
26 – 30	118	10%	167	12%
31 – 40	208	18%	389	29%
41 – 49	116	10%	196	15%
50 – 54	59	5%	117	9%
55 – 60	39	3%	95	7%
61 - 64	22	2%	39	3%
65+	18	2%	52	4%

Primary Gambling Problem and Secondary Problem

- The primary gambling problems most often cited were slot machines (44%), cards (30%) and lottery games (13%). Lottery games (48%) 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 629 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 = 1,545)	%
Animal Fights	0	0%
Arcade/Video Games	11	1%
Bingo	4	0%
Cards	458	30%
Dice	2	0%
Dog Racing	2	0%
Dominoes	0	0%
Games of Skill	0	0%
Horse Racing	32	2%
Jai-Alai	4	0%
Lottery	203	13%
Slot Machines/VLTs/EGMs	683	44%
Sports Betting	81	5%
Stock Market/Business Risks	25	2%
Sweepstakes	6	0%
Table Games	19	1%
Other	6	0%
Didn't Know	9	1%

Table 13
Secondary Gambling Problem

Secondary Problem	Total* (N = 629)	%
Animal Fights	1	0%
Arcade/Video Games	11	2%
Bingo	11	2%
Cards	147	23%
Dice	20	3%
Dog Racing	16	3%
Dominoes	4	0%
Fantasy Sports	3	0%
Games of Skill	2	0%
Horse Racing	29	5%
Jai-Alai	3	0%
Lottery	304	48%
Slot Machines/VLTs/EGMs	136	22%
Sports Betting	67	11%
Stock Market/Business Risks	3	0%
Sweepstakes	2	0%
Table Games	62	10%
Other	8	1%

- When looking at the primary gambling choices within different lottery games, scratch-off tickets were preferred 79% of the time over other lottery games and Poker accounted for 54% 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 72% to 15%, and males preferred cards over slot machines 40% to 30%. Please see chart below for specifics.

Table 14
Gender of Gambler by Primary Gambling Problem

Primary Gambling Problem	Females (N = 524)	Males (N = 1,019)	Total (N = 1,543)
Arcade/Video Games	5 (0%)	6 (0%)	11 (1%)
Bingo	4 (0%)	0 (0%)	4 (0%)
Cards	50 (3%)	407 (26%)	458 (30%)
Dice	0 (0%)	2 (0%)	2 (0%)
Dog Racing	0 (0%)	2 (0%)	2 (0%)
Horse Racing	1 (0%)	31 (2%)	32 (2%)
Jai-Alai	0 (0%)	4 (0%)	4 (0%)
Lottery	76 (5%)	127 (8%)	203 (13%)
Slot Machines/VLTs/EGMs	376 (24%)	306 (20%)	683 (44%)
Sports Betting	1 (0%)	80 (5%)	81 (5%)
Stock Market/Business Risks	0 (0%)	25 (2%)	25 (2%)
Sweepstakes	3 (0%)	3 (0%)	6 (0%)
Table Games	3 (0%)	16 (1%)	19 (1%)
Other	2 (0%)	4 (0%)	6 (0%)
Didn't Know	3 (0%)	6 (0%)	9 (1%)

Primary Gambling Location

- Data on the primary gambling location cited by callers showed that 51% stated land based casinos, 14% stated convenience stores, and racinos were third with 13%.

Table 15
Primary Gambling Location

Location	Total (N = 1,461)
Day/Floating Casino	15 (1%)
Landbased Casino	747 (51%)
Racino	186 (13%)
Jai-Alai	17 (1%)
Racetrack	69 (5%)
Convenience Store	199 (14%)
Friend's Home	7 (0%)
Home	10 (1%)
Internet	129 (9%)
Bars/Club	7 (0%)
Bingo Hall	5 (0%)
Bookies	23 (2%)
Internet Café/Centers	40 (3%)
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 $56,144 and 26% earned less than $25,000 per year. The average amount of lifetime gambling losses was $133,889 with 51% 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 = 992)
Up to $2,499	50 (5%)
$2,500- $4,999	1 (0%)
$5,000- $9,999	35 (4%)
$10,000- $14,999	47 (5%)
$15,000- $24,999	121 (12%)
$25,000- $34,999	109 (11%)
$35,000- $44,999	111 (11%)
$45,000- $59,999	153 (15%)
$60,000- $89,999	184 (19%)
$90,000- $124,999	106 (11%)
$125,000- $149,999	8 (1%)
$150,000- $174,999	23 (2%)
Over $175,000	44 (4%)

Amount of Gambling Debt Owed:

- The average gambling debt of the gambler was $45,574. More than one quarter (26%) 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 over one quarter stated that family members were owed. Please see chart below for specifics.

Table 17
To Whom Gambling Debt is Owed

To Whom Debt Owed	(N=2,274)	
Bank/Credit Union	348	35%
Bookie	16	2%
Casino	28	3%
Credit Card	598	60%
Employer	77	8%
Family	303	31%
Friends	298	30%
IRS	50	5%
Loan Company	237	24%
Rent/Mortgage	145	15%
Utilities	174	18%
TOTAL	**2,274**	**100%**

Note: percentages of to whom gambling debt is owed is based on 990 contacts where specifics were given. Multiple responses/sources of debt are allowed.

Employment Status of Gambler

- Data regarding the employment status of the gambler showed that more than 65% were full time employees and 10% were unemployed. Please see chart below for specifics.

Table 18
Employment Status

Type of Employment	Total (N = 1,424)	
Disabled/Workers-Comp.	81	6%
Full-Time	919	65%
Full-Time More Than One Job	27	2%
Part-Time	68	5%
Part-Time More Than One Job	15	1%
Retired	113	8%
Retired Plus Job	13	1%
Student	18	1%
Student - Plus Job	15	1%
Homemaker	12	1%
Unemployed	139	10%
Other	4	0%
Total	**1,424**	**100%**

Gamblers Occupation

- The most frequent occupation for employed gamblers was sales (19%). This was followed by the service industry (15%) and laborers (12%). It is important to note that there were 12 contacts made for help by State/Government employees and 12 by law enforcement, which further substantiates the need for ongoing problem gambling education and awareness efforts among these populations. Please see chart below for occupational specifics.

Table 19
Gambler's Occupation

Occupation	Total (N = 1,041)	
Accounting	18	2%
Banking/Stock Market	19	2%
Business Owner	99	10%
Education/Teacher	20	2%
Gaming Industry	7	1%
Laborer	127	12%
Law Enforcement	12	1%
Legal Professional	19	2%
Manager/Supervisor	66	6%
Medical/Healthcare Professional	64	6%
Military	6	1%
Other	35	3%
Other Professional	44	4%
Retail Services	40	4%
Sales	200	19%
Secretarial/Assistant	29	3%
Service Industry	151	15%
Skilled	73	7%
State/Government	12	1%
TOTAL	**1,041**	**100%**

Illegal Acts, Types and Actions

- Illegal acts had been committed by 42% of the gamblers in order to finance their addiction. The most common acts committed were fraud (bad checks, forgery, etc.) and larceny/theft. A significant of portion of gamblers reported committing embezzlement at 16%.

Table 20
Illegal Acts Committed by Gambler

Illegal Acts	Total (N = 666)
Embezzlement	85 (16%)
Fraud (bad checks, forgery, etc.	396 (73%)
Larceny/Theft	153 (28%)
Prostitution	4 (0%)
Selling Drugs	5 (0%)
*Other	23 (4%)
Total	**666 (100%)**

***Other encompasses booking, and illegal gambling activities**
Multiple answers are permitted; percentages are based on 541 contacts that provided specifics on illegal acts committed

- Problem gamblers are often faced with legal ramifications due to their gambling. Nearly one quarter (24%) 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 = 254)
Arrest and Jail/Prison	18 (9%)
Arrest and Probation	8 (4%)
Arrest, Jail/Prison and Probation	17 (8%)
Civil Actions/Suits	75 (37%)
Divorce	19 (9%)
Foreclosure/Eviction	70 (34%)
Vehicle Repossession	47 (23%)

****Multiple answers permitted.**
Percentages are based on 205 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 2016/2017, 20% 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. Over half (53%) of the gamblers that were employed were experiencing problems at work due to gambling addiction and 28% 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	1,045 of 1,360	77%
Depression	938 of 1,371	68%
Suicidal Ideations/Attempts	829 of 1,214	28%
Family Conflict	1,024 of 1,318	78%
Family Neglect	856 of 1,163	74%
Family Violence	39 of 753	5%
Problems at School	18 of 23	78%
Problems at Work	454 of 860	53%
Difficulty Paying Household Bills	1,018 of 1,352	75%
Gambled Away Savings, Equity, Retirement	830 of 1,134	73%
Sold or Pawned Assets	624 of 1,218	51%

- Loved ones are equally affected by the gambling addiction and often need just as much support. When asked, 43% of loved ones stated they felt depressed, and 88% said there was family conflict due to the gambling problem.

- 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 808 respondents, 121 or 15% 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 277 that claimed the gambler was experiencing physical problems, 87% stated poor sleeping habits, 20% claimed physical aches and pains, 18% 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 986 respondents, 260 or 26% of the gamblers affirmed a past or present substance abuse problem.

- Data on family history showed that 42% of the gamblers came from a family that had a history of gambling problems and 35% stated that alcohol and/or substance abuse was a problem within the family.

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, Gambling Facilities, and Billboards were the top ways in which callers reported hearing about the FCCG 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 = 1,386)	
Billboard	204	15%
Bus	5	0%
Bus bench/shelter	1	0%
Clergy	2	0%
Community Organization	8	1%
Convenience Store	1	0%
EAP/Employer	5	0%
Family	72	5%
Friend	49	4%
GA/Gam-Anon	96	7%
Gambling Facility	224	16%
Healthcare Provider	13	1%
Information/Crisis Line	17	1%
Internet	490	35%
Lottery Point of Purchase	40	3%
NCPG Affiliate	3	0%
Other Self-Help	9	1%
Phone Book	33	2%
Players Club Card	9	1%
Poster/Brochure	5	0%
Promotional Item	3	0%
Radio	16	1%
Taxi	3	0%
Television	5	0%
Treatment Provider	26	2%
Other	39	3%
Didn't Know	8	1%

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). During the 2016/2017 fiscal year over 7,500 resources were provided to the 1,762 help and information callers. Please see chart below for specifics.

Table 24
Actions Recommended to Caller

Action(s) Recommended	Total	
Alternative Support Groups	17	1%
Celebrate Recovery	302	17%
Counseling	1,289	73%
Crisis Line	102	6%
FCCG Website	635	36%
Financial Services	278	16%
GA/Gam-Anon	1,555	88%
Legal Services	290	16%
Literature	855	49%
Mental Health Services	12	0%
NCPG Affiliate	13	0%
Peer Connect	769	44%
Self-Exclusion	815	46%
Social Services	55	3%
Everi Step Program	458	26%
Veterans Affairs Clinics	2	0%
Web Blockers	72	4%
*Other	42	2%

***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:.

    - The primary age range for female gamblers was 31-40, which changed from 41-49 during 2015/2016.

    - There was a four percent (4%) increase in the amount of gamblers with a military background from 2015-2016 (14% in 2015-2016 vs. 18% in 2016/2017).

    - The percentage of gambler households with children under the age of 18 increased by five percent (5%) from 2015-2016 (36% in 2015-2016 vs. 41% in 2016/2017).

    - The percentage of illegal acts committed by gamblers increased 9% (33% in 2015/2016 vs. 42% in 2016/2017).