Problem Gambling Helpline Report

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North Carolina Problem Gambling Program

North Carolina Department of Health & Human Services,
Division of Mental Health, Developmental Disabilities &
Substance Abuse Services

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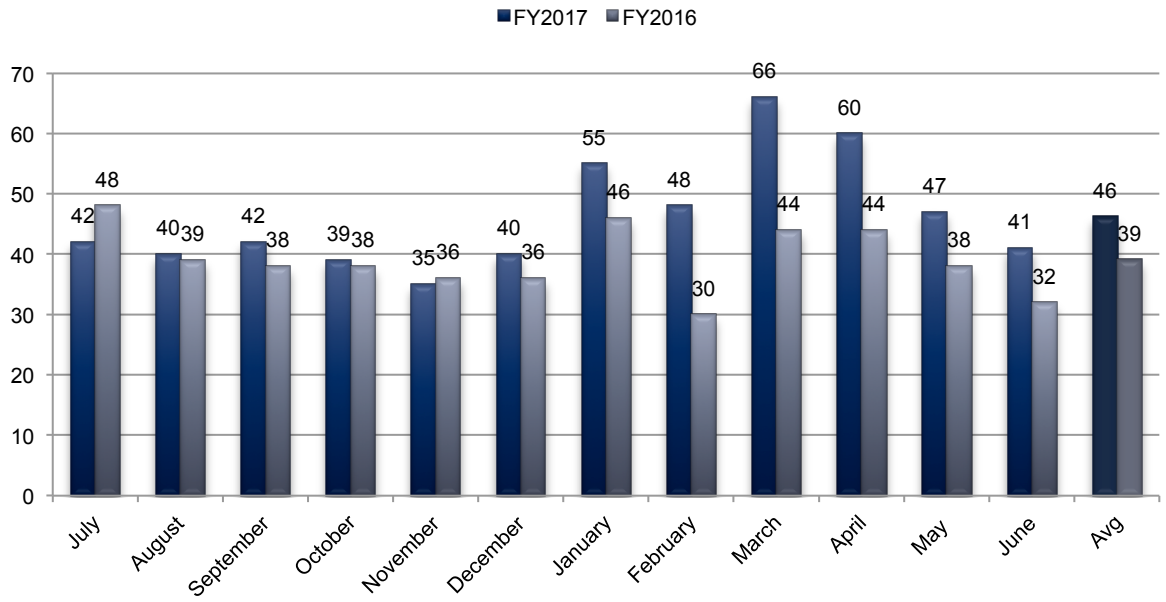
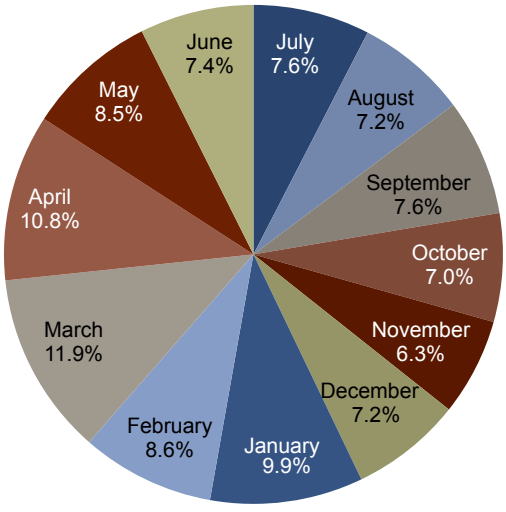
North Carolina Problem Gambling Help Line Statistics
July 2016 - June 2017

Monthly Intakes



FY2017 Monthly Intakes



North Carolina Problem Gambling Help Line Statistics
July 2016 - June 2017

Number of Intake/Clinical Calls	**555**
Calls Answered (Intake, Non-Intake & Prank)	**4453**
Non-Intake Calls (includes prank calls)	133
Obvious Prank Calls	27

Clinical Calls by Shift (EST)

First Shift 11:00pm - 7:59am	Second Shift 8:00am - 4:59pm	Third Shift 5:00pm - 10:59pm
81	298	176
14.6%	53.7%	31.7%

Caller Type

Problem Gambler	456	82.2%	Person Affected by Problem Gambler	99	17.8%

Relationship to Problem Gambler

Child	10	10.1%	Sibling	8	8.1%	Spouse	31	31.3%
Parent	7	7.1%	Significant Other	10	10.1%	Other	33	33.3%

Caller Referral Source

Billboard	17	3.2%	NC Problem Gambling Website	23	4.3%	Radio Ad	11	2.1%
Indian Casino	33	6.2%	Newspaper Ad	3	0.6%	Relative/Friend	58	11.0%
Internet	121	22.9%	Other	61	11.5%	Support Group	8	1.5%
Lottery Ticket/Scratch Card	159	30.1%	Phone Book/Operator	7	1.3%	TV Ad	28	5.3%

Pandora/Spotify Referrals

(For Callers Who Indicated Internet or Radio Referral Source)

Pandora	12	75.0%	Spotify	4	25.0%

Caller Ethnicity

African American	215	42.2%	Caucasian	253	49.7%	Native American	3	0.6%
Asian American	4	0.8%	Hispanic	15	2.9%	Other Ethnicity	19	3.7%

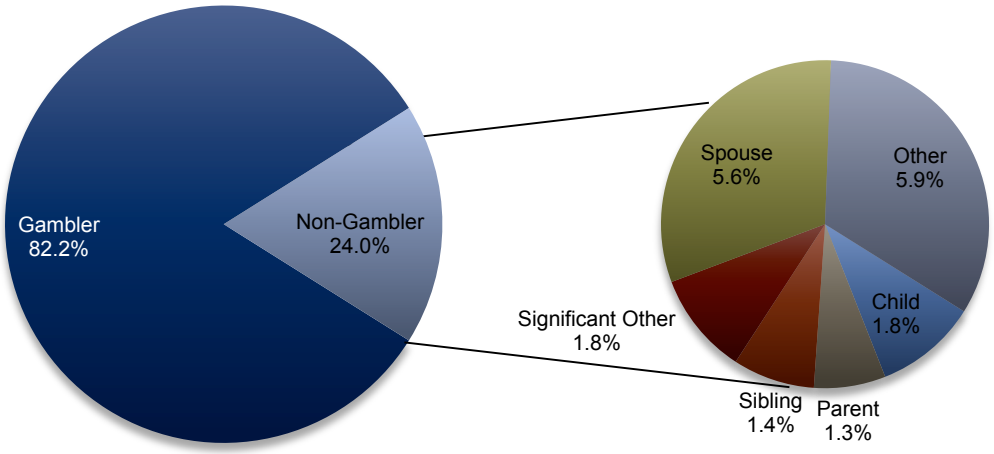
Caller Gender

Female	270	48.6%	Male	285	51.4%

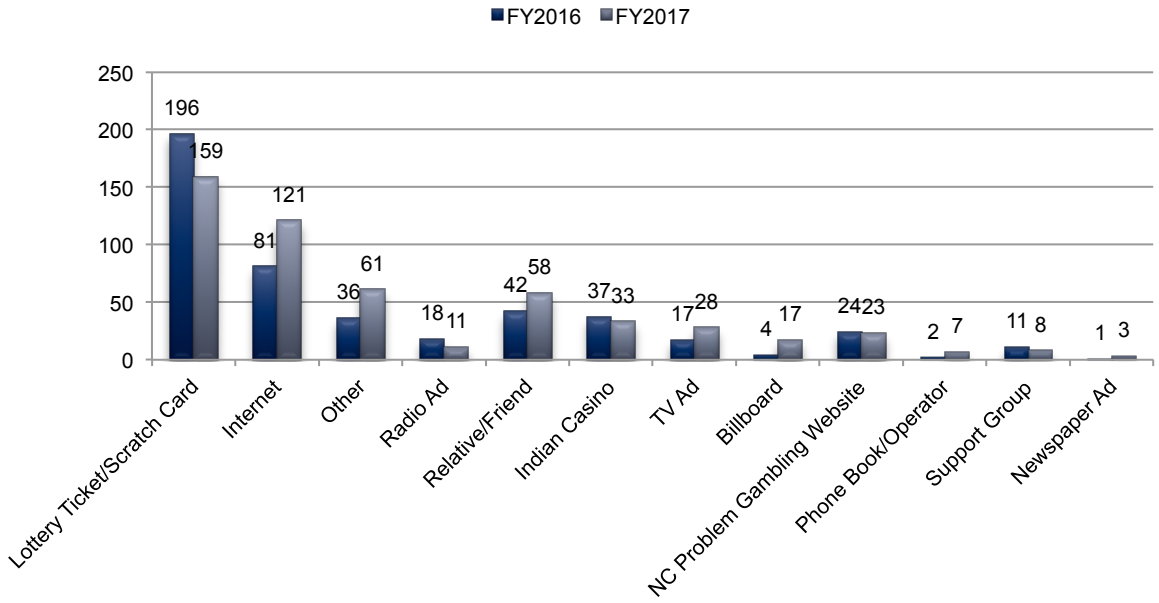
Primary Problem Gambling Activities

Bingo	7	1.3%	Keno	4	0.8%	Private Card Games	10	1.9%
Cherokee Casino	106	20.4%	Lottery	217	41.8%	Sports Betting	9	1.7%
Fantasy Sports	0	0.0%	Other	23	4.4%	Stock Market	2	0.4%
Horses/Dogs/Cock Fighting	0	0.0%	Out of State Casino	12	2.3%	Sweepstakes	103	19.8%
Internet Home Computer	26	5.0%						

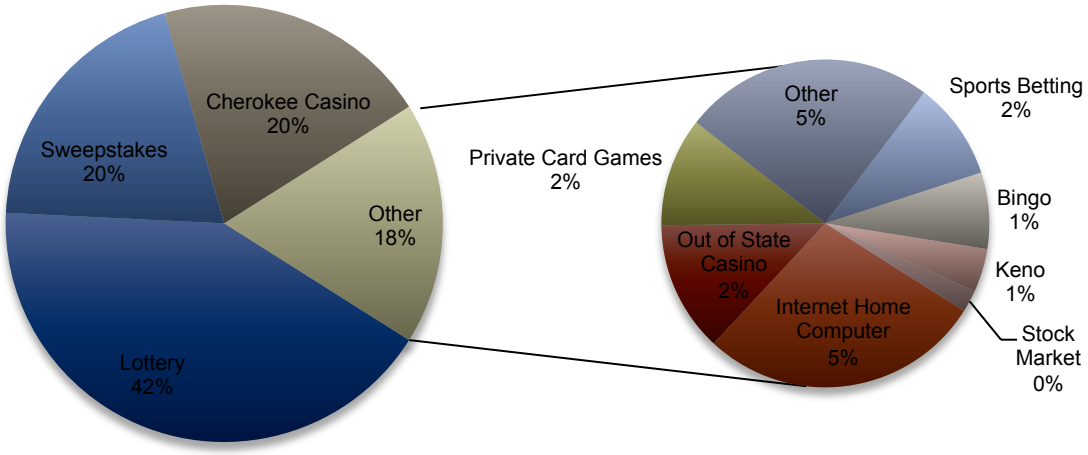
Caller Type



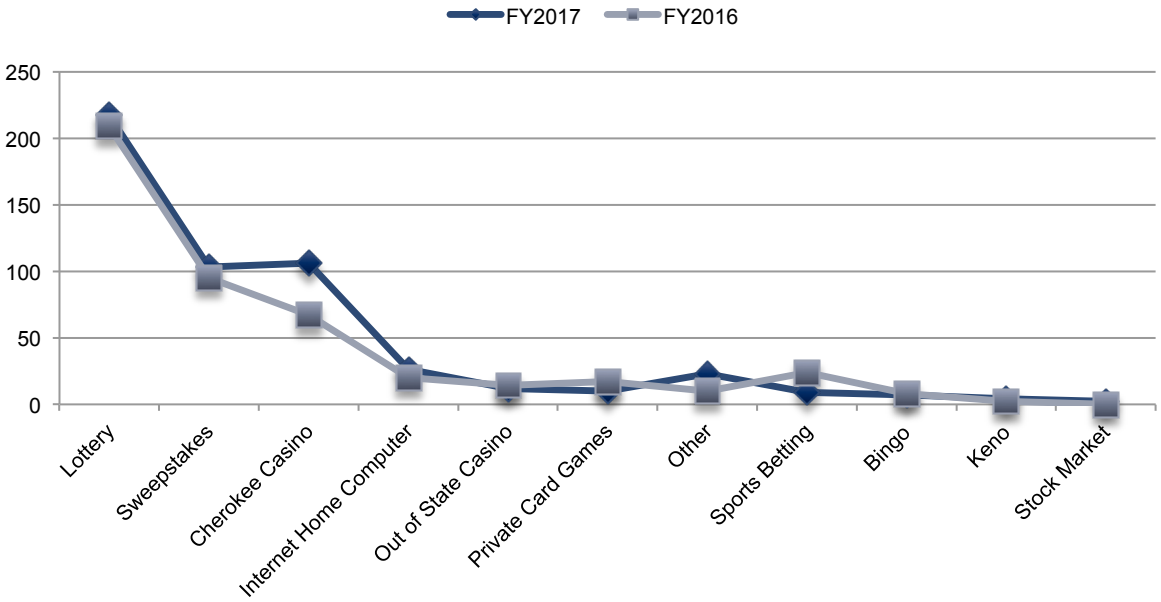
Caller Referral Source



Primary Game of Choice



Primary Game of Choice



Total Number of Gambler Callers

456

Secondary Problem Gambling Activities

(Multiple Answers)

Bingo	4	Keno	4	Private Card Games	4
Cherokee Casino	28	Lottery	78	Sports Betting	8
Horses/Dogs/Cock Fighting	0	Other	12	Stock Market	0
Internet Home Computer	6	Out of State Casino	10	Sweepstakes	39

Lottery Game Preference

(For Gamblers Who Indicated Lottery as Primary or Secondary Gambling Preference)

Drawings	10.9%	Scratch/Instant	89.1%

Casino Game Preference

(For Gamblers who indicated Cherokee or Out of State Casinos as Primary or Secondary Gambling Preference)

Machines	84.4%	Table Games	15.6%

Percentage of Gamblers Playing Fantasy Sports

Yes	3.2%	No	96.8%

Type of Fantasy Sports

Same Day	57.1%	Weekly	7.1%	Season Long	35.7%

Gambler Military History

Never Active	92.2%	Currently Reserve	0.6%
Currently Active	0.4%	Veteran	6.7%

Personal Life Impact

(Multiple Answers)

Alienation of family	101	Lost job	14	Suicidal attempts	1
Jail/Arrest	2	Physical health	17	Suicidal thoughts	25
Loss of primary relationship	107	Stress/Depression/Anxiety	330	Unknown	51

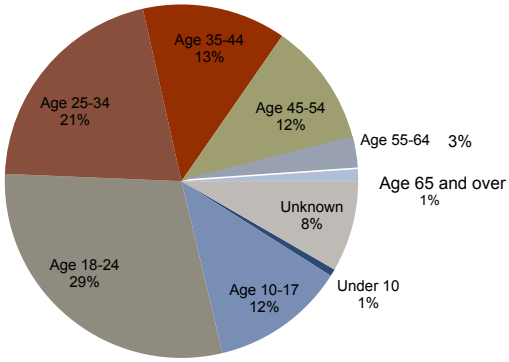
Financial Impact

(Multiple Answers)

Borrowing from family/friends	151	Paying household bills	215	Written bad checks	17
Credit card debt	182	Stealing	15	None	53
Embezzlement	8	Using equity or savings	33	Unknown	50

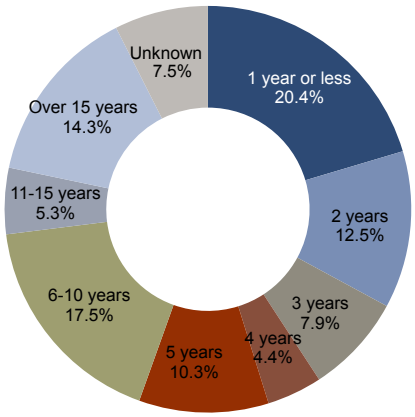
Age First Gambled

Under 10	3	0.7%	Age 25-34	95	20.8%	Age 55-64	13	2.9%
Age 10-17	56	12.3%	Age 35-44	60	13.2%	Age 65 and over	5	1.1%
Age 18-24	134	29.4%	Age 45-54	52	11.4%	Unknown	38	8.3%



Length of Gambling Problem

1 year or less	93	20.4%	4 years	20	4.4%	11-15 years	24	5.3%
2 years	57	12.5%	5 years	47	10.3%	Over 15 years	65	14.3%
3 years	36	7.9%	6-10 years	80	17.5%	Unknown	34	7.5%



Other Addictive Behaviors

(Multiple Answers)

Alcohol	44	None	248
Drugs	28	Unknown	134

Harm Status

Considered Suicide	31	6.8%	Attempted Suicide	3	0.7%
Planned Suicide	1	0.2%	No Ideation/Plan/Attempt	420	92.3%

Past Treatment Experience

Gamblers Anonymous	17	3.7%	Professional Gambling Tx	29	6.3%	Substance Abuse Tx	9	1.9%
Mental Health Tx	69	14.9%	Self-Ban Program	2	0.4%	None	337	72.8%

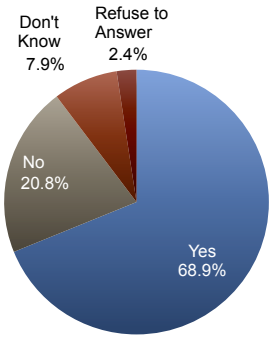
Current Treatment Experience

Gamblers Anonymous	11	2.4%	Professional Gambling Tx	17	3.7%	Substance Abuse Tx	4	0.9%
Mental Health Tx	37	8.0%	Self-Ban Program	0	0.0%	None	394	85.1%

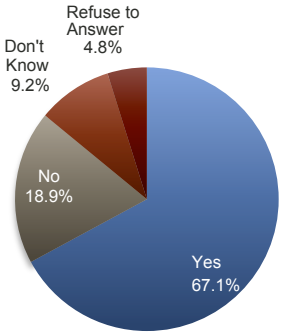
State Diagnosis Questions

	Yes	No	Don't Know	Refused to Answer
Tried to cut down gambling?	314	95	36	11
Lied about Gambling?	306	86	42	22
Spent two weeks thinking about future gambling?	278	110	45	23

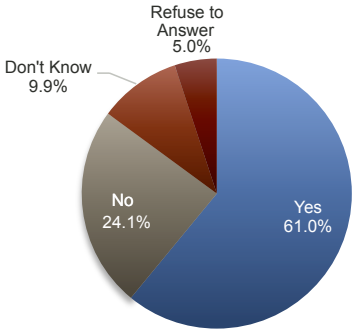
Loss of Control?



Gambler Lying?



Gambler Preoccupation?



Total Number of Non-Gambler Callers

99

Non-Gambler Impact

(Multiple Answers)

I worry about it sometimes	75	It is hard to talk to anyone about it	23	I am still paying for it financially	36
It is affecting my health	8	I am concerned about my/others safety	17	It doesn't affect me anymore	3

Non-Gambler: What Would You Like to See Happen?

(Multiple Answers)

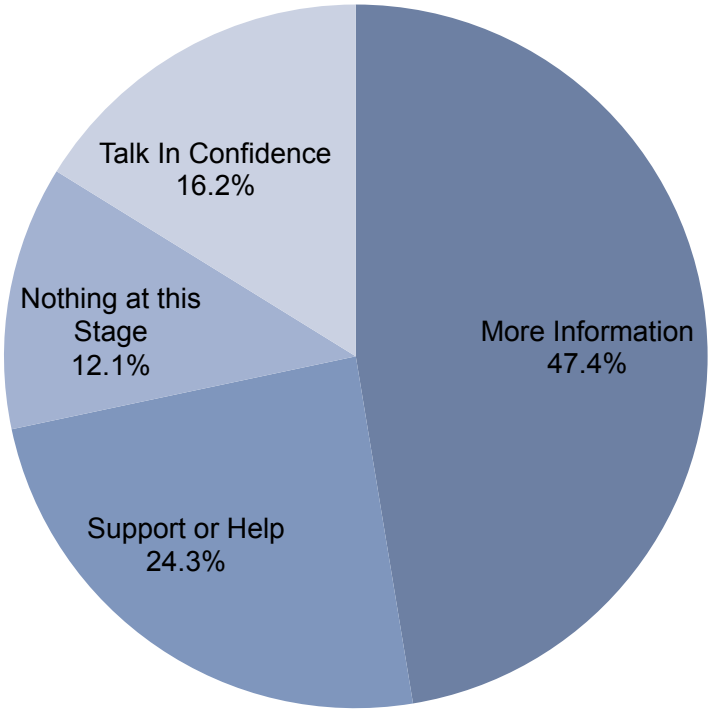
I would like more information	58			I would like support or help	31
I would like to talk in confidence	21			Nothing at this stage	13

Sources of Assistance for Caller

(Multiple Referrals Possible)

State Funded Treatment	296	Family C2C	11	LME/Crisis Services	0
C2C	139	GA/GamAnon	135	Did Not Want Referral	167

Non-Gambler Action Requested

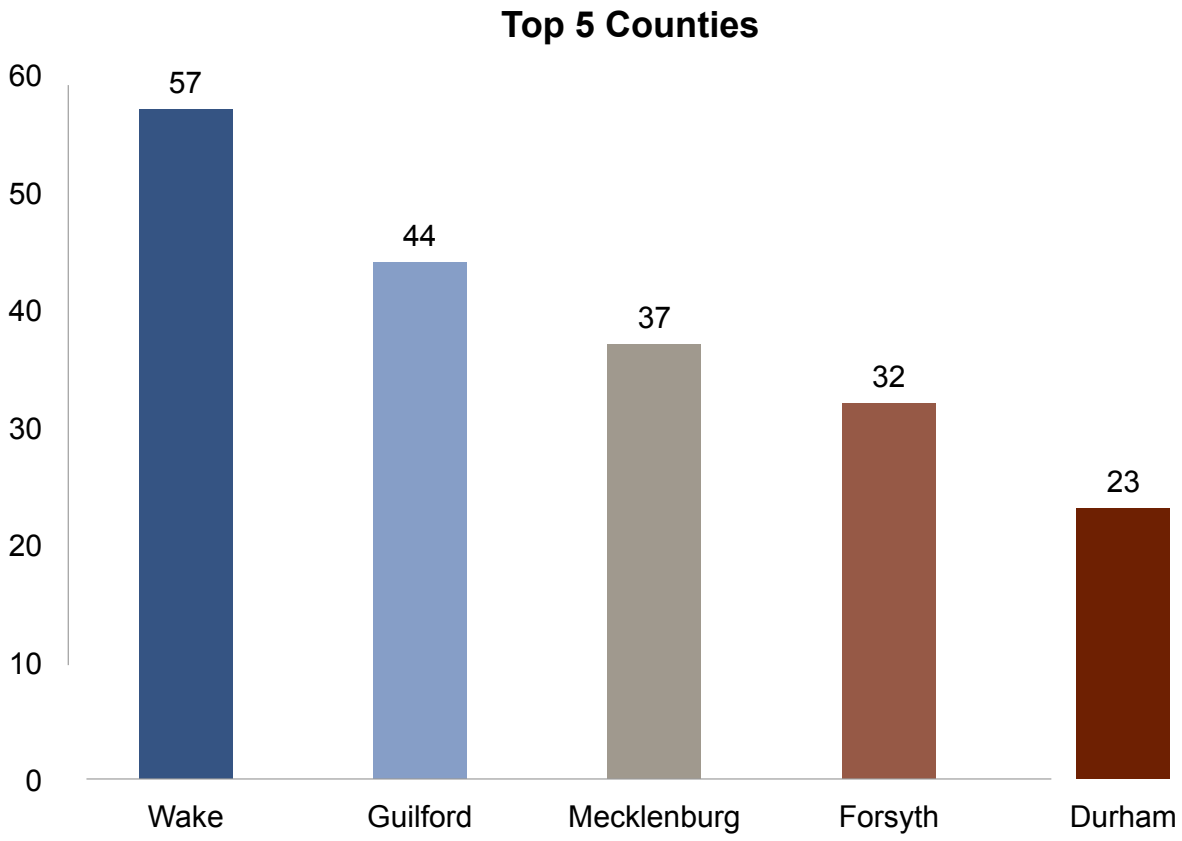


Number of Callers Per County

Alamance	16	Graham	2
Alexander	5	Granville	4
Anson	3	Greene	1
Ashe	4	Guilford	44
Barton	1	Halifax	2
Beaufort	1	Harnett	9
Bertie	2	Haywood	2
Bladen	1	Hertford	2
Brunswick	2	Hoke	3
Buncombe	14	Horry	1
Burke	3	Iredell	2
Cabarrus	7	Jackson	1
Caldwell	2	Johnston	11
Carteret	1	Jones	1
Catawba	7	Lee	1
Chatham	7	Lenoir	2
Cherokee	4	Lincoln	1
Chowan	1	Mcdowell	1
Clark	1	Mecklenburg	37
Cleveland	3	Montgomery	2
Columbus	2	Nash	3
Contra Costa	1	New Hanover	7
Craven	2	Northampton	2
Cumberland	14	Onslow	7
Dare	1	Orange	4
Davidson	3	OUT OF STATE	6
Davie	2	Pamlico	1
Durham	23	Pender	2
Edgecombe	9	Person	2
Forsyth	32	Pickens	1
Franklin	1	Pitt	4
Gaston	8	Polk	1

Number of Callers Per County

Randolph	3
Richmond	7
Robeson	6
Rockingham	9
Rowan	7
Rutherford	2
Sampson	1
Shelby	1
Spartanburg	1
Stanly	3
Stokes	3
Surry	3
Swain	1
Transylvania	2
Union	5
UNKNOWN	70
Vance	4
Wake	57
Warren	2
Washington	2
Wayne	2
Wilkes	3
Wilson	8
Yancey	1
	555


Top 5 Counties
60
50
40
30
20
10
0
57
44
37
32
23
Wake
Guilford
Mecklenburg
Forsyth
Durham

Number of Text Conversations	28

Texting Result

Request for Info/No Referral	10	36%
Transferred to Phone Intake	6	21%
Referrals provided in Text	0	0%
Text Terminated Prematurely	12	43%

Number of Chat Conversations	17

Chat Info

Gambler	14	82%
Non-Gambler	3	18%

Total Text Subscriptions	**132**
Total Number of Gambler Intakes	456
Percent of Total Gamblers Enrolled	29%
Number of Gambler with Phone	281
Percent of Gamblers with Phone Enrolled	47%

Gambler Gender

Female	63	47.7%	Male	69	52.3%

Gambler Age

Under 18	0	0.0%	Age 35-44	38	28.8%	Age 65 and over	2	1.5%
Age 18-24	10	7.6%	Age 45-54	30	22.7%			
Age 25-34	28	21.2%	Age 55-64	22	16.7%			

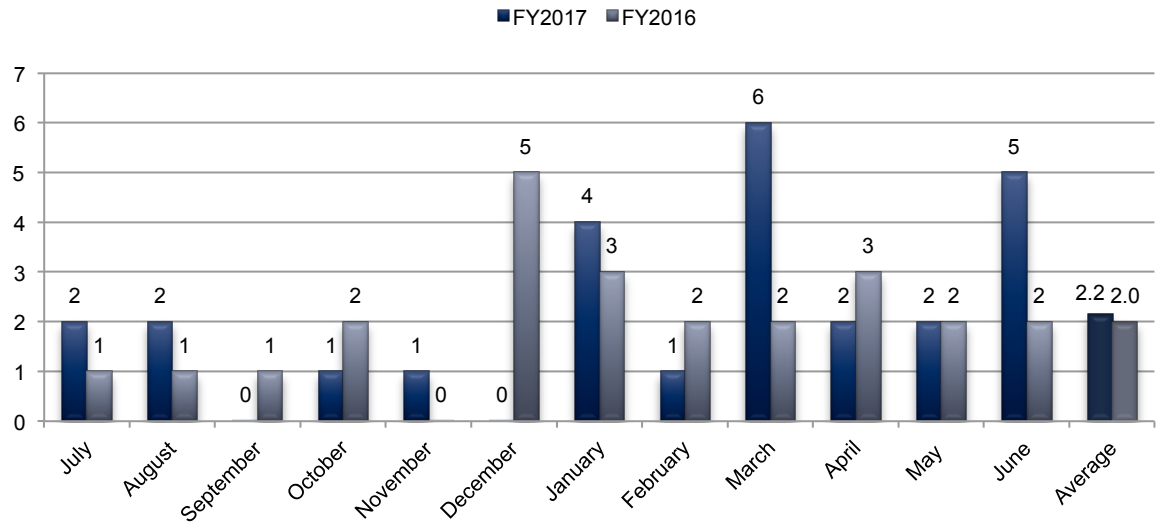
Stage of Change

Pre-contemplation	17	12.9%	Action	2	1.5%
Contemplation	76	57.6%	Maintenance	0	0.0%
Preparation	37	28.0%	Recycling	0	0.0%

North Carolina Problem Gambling Call 2 Change (C2C) Statistics
July 2016 - June 2017

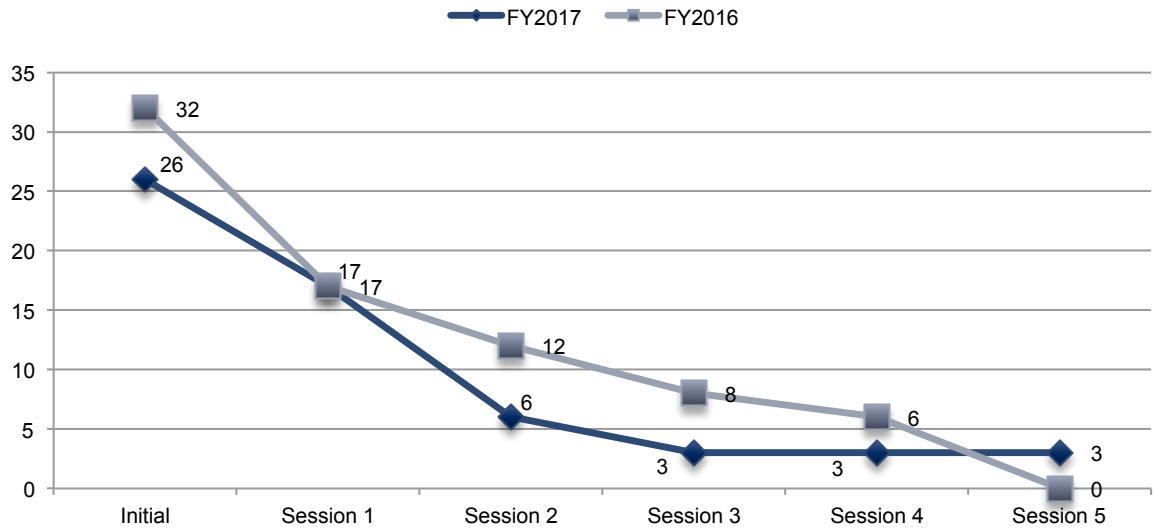
New C2C Cases by Month

	July	August	September	October	November	December	January	February	March	April	May	June	AVG	TOTAL
FY2017	2	2	0	1	1	0	4	1	6	2	2	5	2.7	26
FY2016	1	1	1	2	0	5	3	2	2	3	2	2	2.0	24



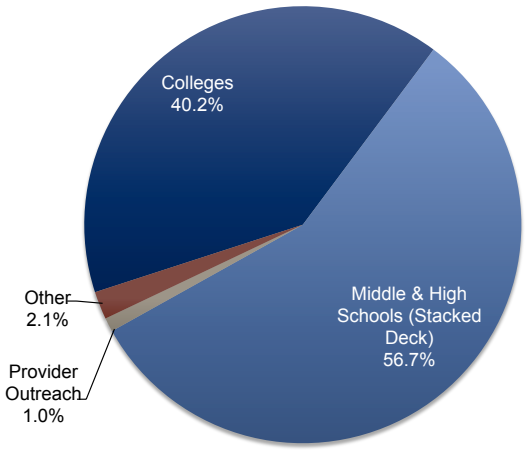
Completed Sessions

	Initial	Session 1	Session 2	Session 3	Session 4	Session 5	TOTAL
FY2017	26	17	6	3	3	3	58
FY2016	32	17	12	8	6	0	75

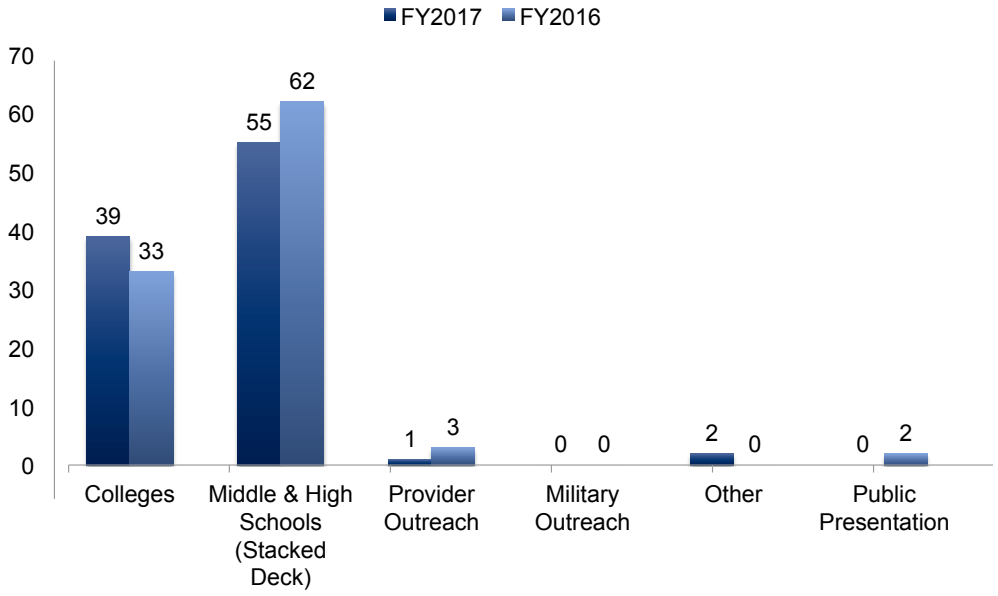


Prevention Projects

Colleges	39	40.2%
Middle & High Schools (Stacked Deck)	55	56.7%
Public Presentation	0	0.0%
Provider Outreach	1	1.0%
Military	0	0.0%
Other	2	2.1%



Annual Comparison



North Carolina Problem Gambling Help Line - Quality Assurance Statistics

July 2016 - June 2017

Total Number of Intakes

555

Quality Assurance

Total Number of QA Survey Attempts	252*	Percentage of Survey Completions/Intakes (n=555)	6%
Percentage of Total Number of Intakes/Attempts (n=469)	45%	Percentage of Survey Completions/Attempt (n=252)	13%
Total Number of QA Surveys Completed	33		

Survey Respondents

Problem Gambler	32	Person Affected by Problem Gambler	1

Survey Questions

	Yes		No	
Were you able to speak to a help line counselor immediately?	31	(94%)	2	(6%)
Did you think the help line counselor what understanding?	27	(82%)	6	(18%)
Did you receive a referral to a counselor/mental health agency?	19	(58%)	14	(42%)
If yes, did you make an appointment with a counselor/agency? (n=19)	12	(63%)	7	(37%)
Did you meet with a counselor about the problem? (n=12)	9	(75%)	3	(25%)
Did you think that calling the 800# helped you to recognize the extent of your/someone else's gambling problem?	28	(85%)	5	(15%)
If you called re: your own gambling problem, are you still gambling? (n=32)	22	(69%)	10	(31%)
Would you recommend the 800# to someone with a gambling problem?	28	(85%)	5	(15%)

***Figure based on number of help line callers willing to disclose contact information for follow up.**

Total Accepted State Funded Treatment

146

Quality Assurance

Total Number of QA Survey Attempts	98*	Percentage of Total Number of Intakes/Survey Completions (n=146)	8%
Percentage of Total Number of Intakes/Attempts (n=159)	67%	Percentage of Total Number of Survey Attempts/Completions (n=146)	12%
Total Number of QA Surveys Completed	12		

Survey Respondents

Problem Gambler	11	92%	Person Affected by Problem Gambler	1	8%

Survey Questions

	Yes		No	
Did you meet (or have a phone session) with a state funded provider?	6	(50%)	6	(50%)
If yes, did you meet (or have a phone session) with the provider within one week (7 business days) of your call to the help line? (n=6)	6	(100%)	0	(0%)
During your initial session/visit, did the provider conduct a gambling assessment? (n=6)	6	(100%)	0	(0%)
Did the provider provide additional support (i.e. books or written information) that you could take home with you? (n=15)	4	(67%)	2	(33%)
Did you meet with the counselor in person? (n=6)	6	(100%)	0	(0%)
If yes, was the provider's office setting comfortable and professional? (n=6)	6	(100%)	0	(0%)
Did you find your session(s) helpful? (n=6)	6	(100%)	0	(0%)
Would you recommend the provider to other help line callers? (n=6)	5	(83%)	1	(17%)

***Figure based on number of help line callers willing to disclose contact information for follow up.**

North Carolina Problem Gambling Help Line - Follow Up Statistics
July 2016 - June 2017

Follow Up Attempts

292*

Initial Follow Up Results

No Answer	22	8%
Left Message	244	83%
Wrong Number	5	2%
Call Answered/Call Refused	15	5%
Made Contact With Client	6	2%

Follow Up Contacts

Problem Gambler	265	91%
Person Affected by Problem Gambler	27	9%

***Figure based on number of help line callers willing to disclose contact information for follow up.**