Problem Gambling Helpline Report 21

North Carolina Problem Gambling Program

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

Presented by LifeWorks

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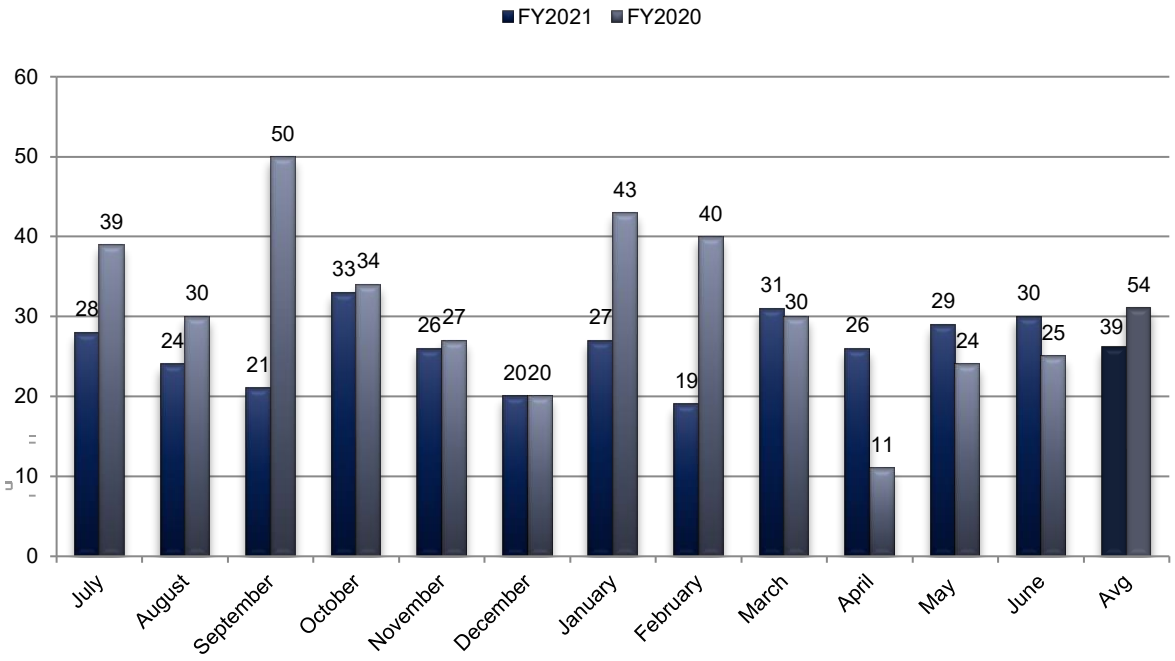
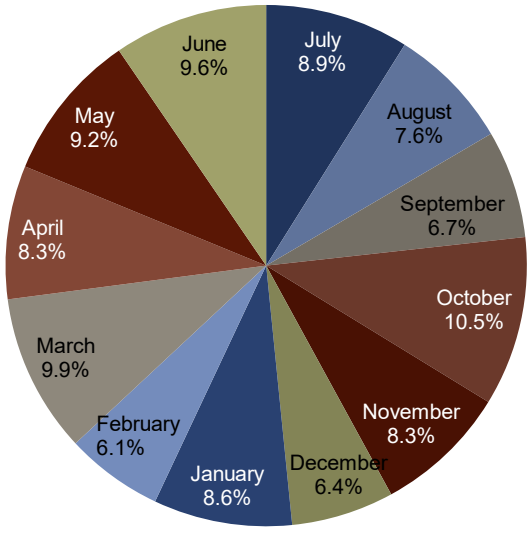
North Carolina Problem Gambling Help Line Statistics
July 2020 - June 2021

Monthly Intakes



FY2021 Monthly Intakes



Number of Intake/Clinical Calls	**314**
Calls Answered (Intake, Non-Intake & Prank)	1573
Non-Intake Calls (includes prank calls)	1259
Obvious Prank Calls	3

Clinical Calls by Shift (EST)

First Shift 11:00pm - 7:59am	Second Shift 8:00am - 4:59pm	Third Shift 5:00pm - 10:59pm
51	160	103
16.2%	51.0%	32.8%

Caller Type

Problem Gambler	256	81.5%	Person Affected by Problem Gambler	58	18.5%

Relationship to Problem Gambler

Child	7	12.1%	Sibling	6	10.3%	Spouse	12	20.7%
Parent	10	17.2%	Significant Other	6	10.3%	Other	17	29.3%

Caller Referral Source

Billboard	3	1.0%	NC Problem Gambling Website	18	6.0%	Radio Ad	9	3.0%
Indian Casino	16	5.3%	Newspaper Ad	3	1.0%	Relative/Friend	28	9.3%
Internet	98	32.5%	Other	44	14.6%	Support Group	4	1.3%
Lottery Ticket/Scratch Card	71	23.5%	Phone Book/Operator	1	0.3%	TV Ad	7	2.3%

Pandora/Spotify Referrals

(For Callers Who Indicated Internet or Radio Referral Source)

Pandora	4	66.7%	Spotify	2	33.3%

Caller Ethnicity

African American	105	44.9%	Caucasian	85	36.3%	Native American	2	0.9%
Asian American	3	1.3%	Hispanic	10	4.3%	Other Ethnicity	29	12.4%

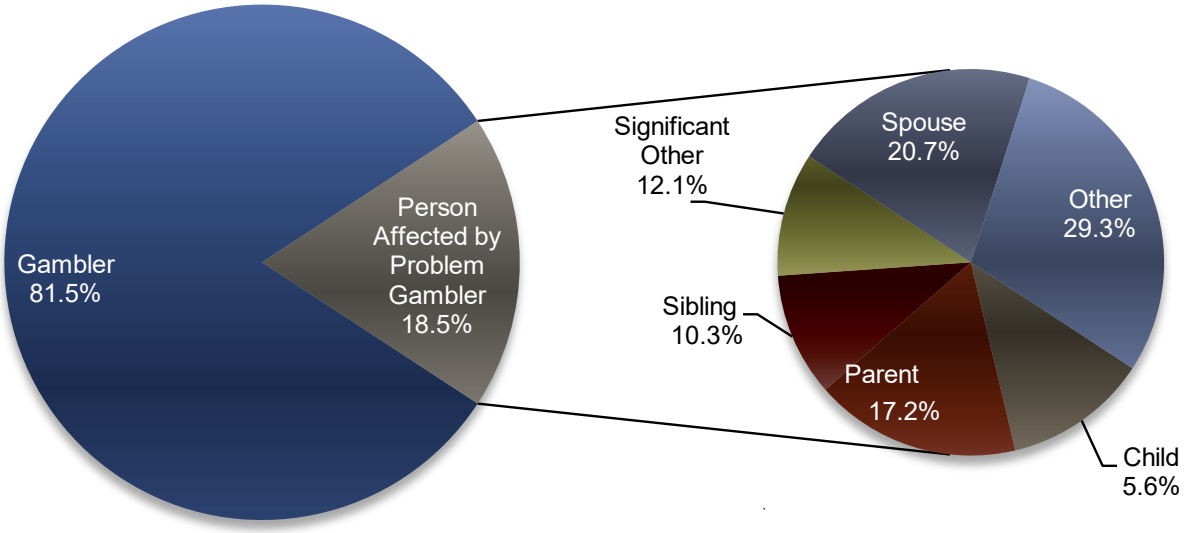
Caller Gender

Female	135	43.0%	Male	178	56.7%
			Unknown	1	.3%

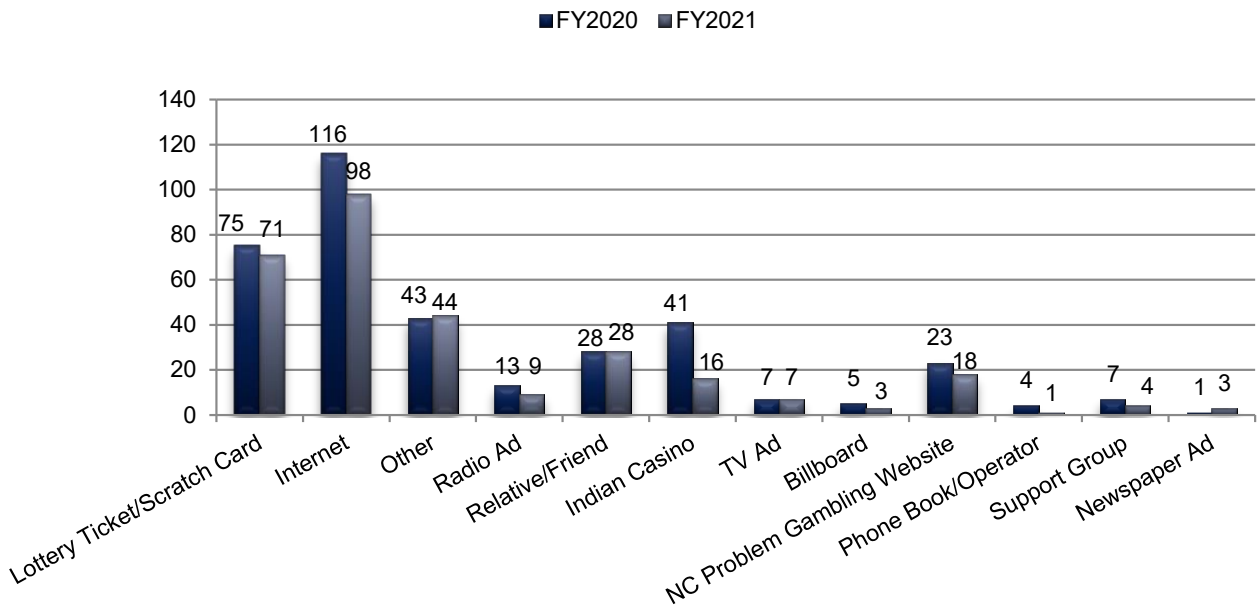
Primary Problem Gambling Activities

Bingo	2	0.7%	Keno	3	1.1%	Private Card Games	9	3.2%
Cherokee Casino	46	16.5%	Lottery	101	36.3%	Sports Betting	17	6.1%
Fantasy Sports	3	1.1%	Other	26	9.4%	Stock Market	13	4.7%
Horses/Dogs/Cock Fighting	0	0.0%	Out of State Casino	8	2.9%	Sweepstakes	36	12.9%
Internet Home Computer	14	5.0%						

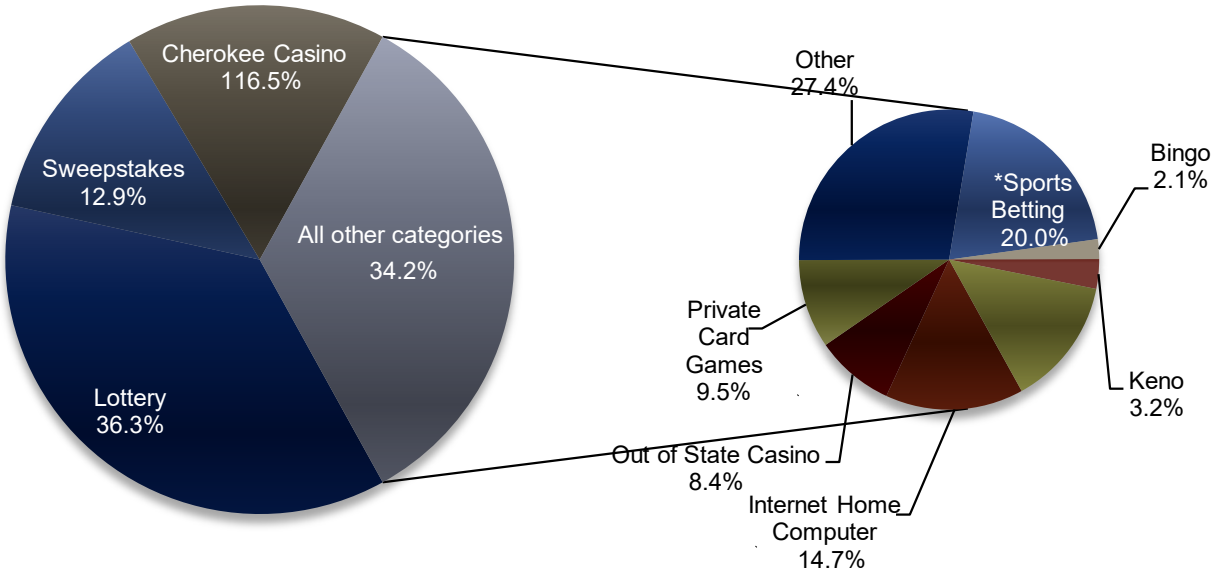
Caller Type



Caller Referral Source

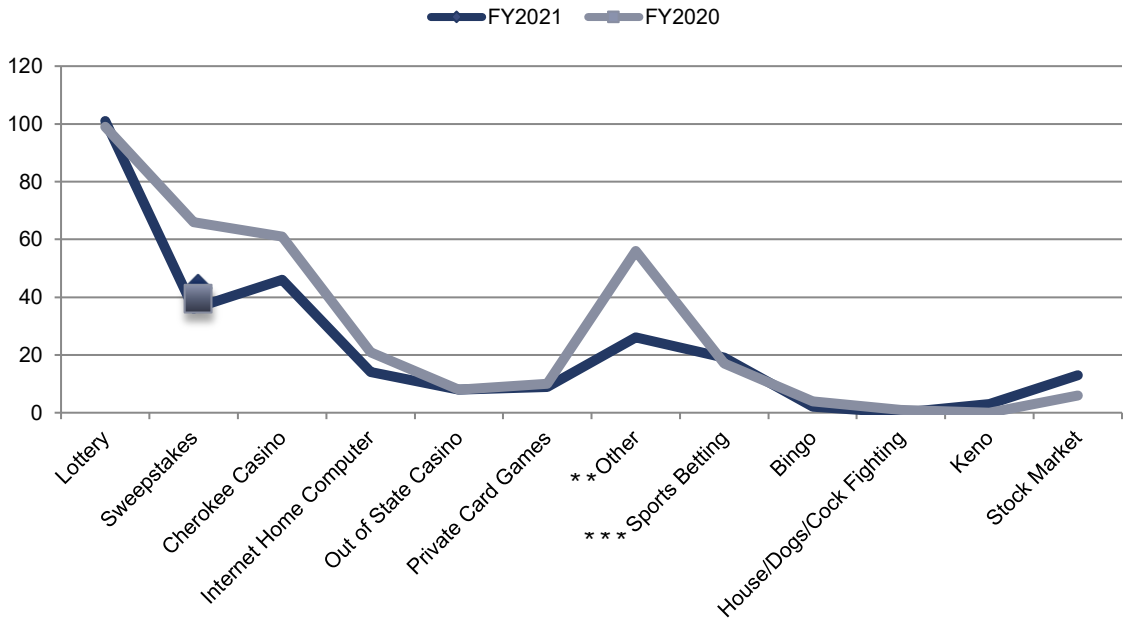


Primary Game of Choice



*From page 2, Fantasy Sports was added to Sports Betting to total 19 (to equal 20% of All other categories)

Primary Game of Choice



**From page 2, Keno was added to Other to total 56 FY2020

***From page 2, Fantasy Sports was added to Sports Betting to total 17 FY2020 & 19 FY2021

North Carolina Problem Gambling Helpline Statistics
July 2020 - June 2021

Total Number of Gambler Callers

256

Secondary Problem Gambling Activities
(Multiple Answers)

Bingo	1	Keno	3	Private Card Games	2
Cherokee Casino	19	Lottery	19	Sports Betting	6
Horses/Dogs/Cock Fighting	1	Other	9	Stock Market	0
Internet Home Computer	6	Out of State Casino	1	Sweepstakes	10

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

Drawings	13.5%	Scratch/Instant	85.4%	Fast Play Games	1.0%

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

Machines	69.5%	Table Games	30.5%

Percentage of Gamblers Playing Fantasy Sports

Yes	7.3%	No	92.7%

Type of Fantasy Sports

Same Day	40.0%	Weekly	25.0%	Season Long	35.0%

Gambler Military History

Never Active	94.0%	Currently Reserve	0.0%
Currently Active	0.9%	Veteran	5.2%

Personal Life Impact
(Multiple Answers)

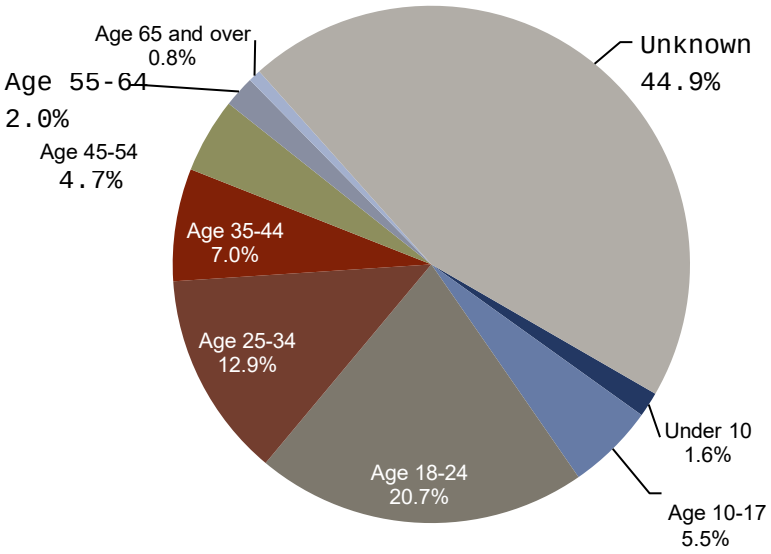
Alienation of family	59	Lost job	7	Suicidal attempts	1
Jail/Arrest	2	Physical health	16	Suicidal thoughts	15
Loss of primary relationship	47	Stress/Depression/Anxiety	215	Unknown	22

Financial Impact
(Multiple Answers)

Borrowing from family/friends	65	Paying household bills	124	Written bad checks	3
Credit card debt	80	Stealing	5	None	26
Embezzlement	0	Using equity or savings	59	Unknown	19

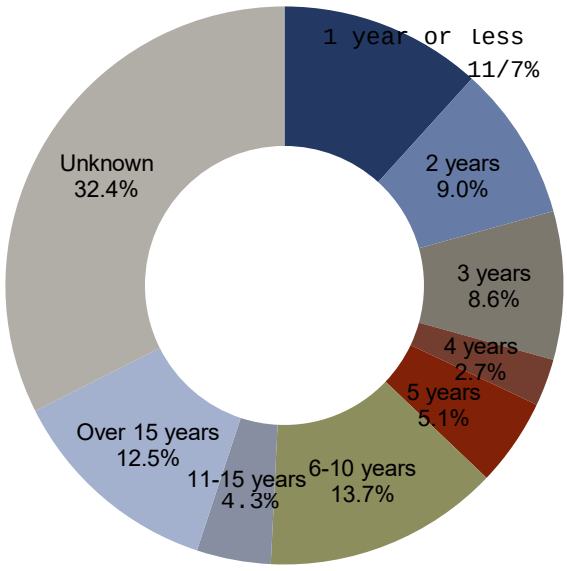
Age First Gambled

Under 10	4	1.6%	Age 25-34	33	12.9%	Age 55-64	5	2.0%
Age 10-17	14	5.5%	Age 35-44	18	7.0%	Age 65 and over	2	0.8%
Age 18-24	53	20.7%	Age 45-54	12	4.7%	Unknown	115	44.9%



Length of Gambling Problem

1 year or less	30	11.7%	4 years	7	2.7%	11-15 years	11	4.3%
2 years	23	9.0%	5 years	13	5.1%	Over 15 years	32	12.5%
3 years	22	8.6%	6-10 years	35	13.7%	Unknown	83	32.4%



Other Addictive Behaviors

(Multiple Answers)

Alcohol	22	None	100
Drugs	15	Unknown	127

Harm Status

Considered Suicide	12	4.7%	Attempted Suicide	3	1.2%
Planned Suicide	1	0.4%	No Ideation/Plan/Attempt	240	93.8%

Past Treatment Experience

Gamblers Anonymous	10	3.9%	Professional Gambling Tx	9	3.5%	Substance Abuse Tx	4	1.6%
Mental Health Tx	14	5.5%	Self-Ban Program	1	0.4%	None	217	85.1%

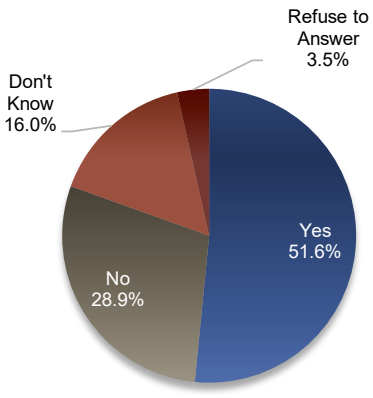
Current Treatment Experience

Gamblers Anonymous	6	2.3%	Professional Gambling Tx	2	0.8%	Substance Abuse Tx	1	0.4%
Mental Health Tx	12	4.7%	Self-Ban Program	0	0.0%	None	234	91.4%

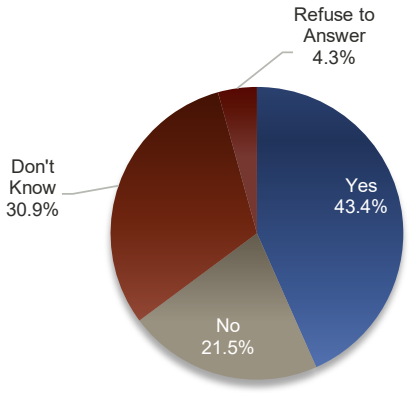
State Diagnosis Questions

	Yes	No	Don't Know	Refused to Answer
Tried to cut down gambling?	132	74	41	9
Lied about Gambling?	111	55	79	11
Spent two weeks thinking about future gambling?	101	76	69	10

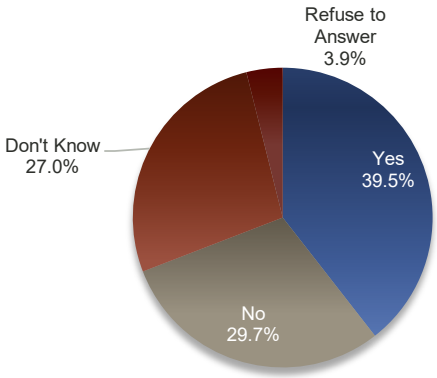
Loss of Control?



Gambler Lying?



Gambler Preoccupation?



Total Number of Non-Gambler Callers

58

Non-Gambler Impact

(Multiple Answers)

I worry about it sometimes	49	It is hard to talk to anyone about it	24	I am still paying for it financially	15
It is affecting my health	7	I am concerned about my/others safety	12	It doesn't affect me anymore	2

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

(Multiple Answers)

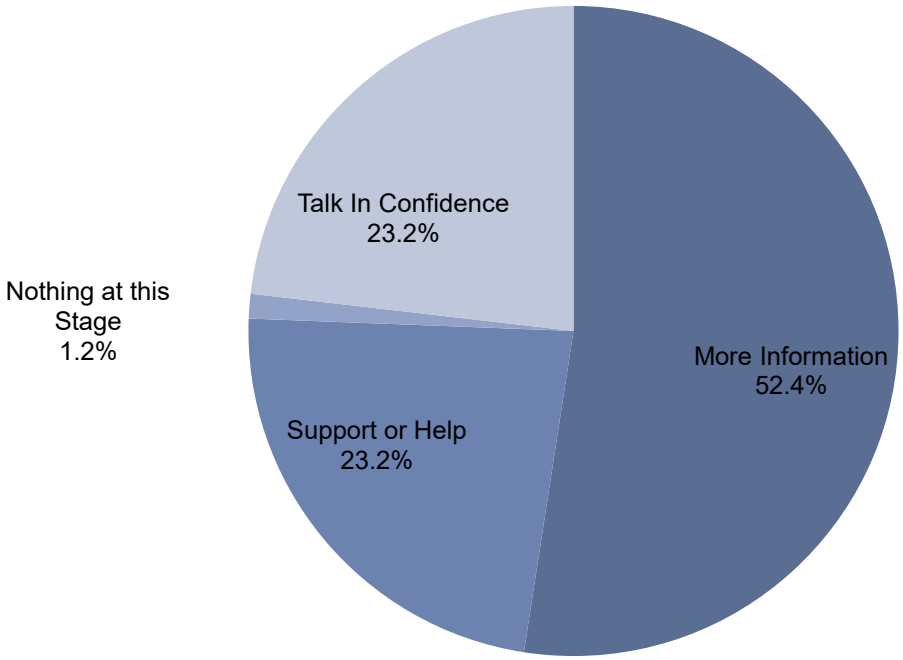
I would like more information	43			I would like support or help	19
I would like to talk in confidence	19			Nothing at this stage	1

Sources of Assistance for Caller

(Multiple Referrals Possible)

State Funded Treatment	255	Family C2C	9	LME/Crisis Services	0
C2C	181	GA/GamAnon	192	Did Not Want Referral	58

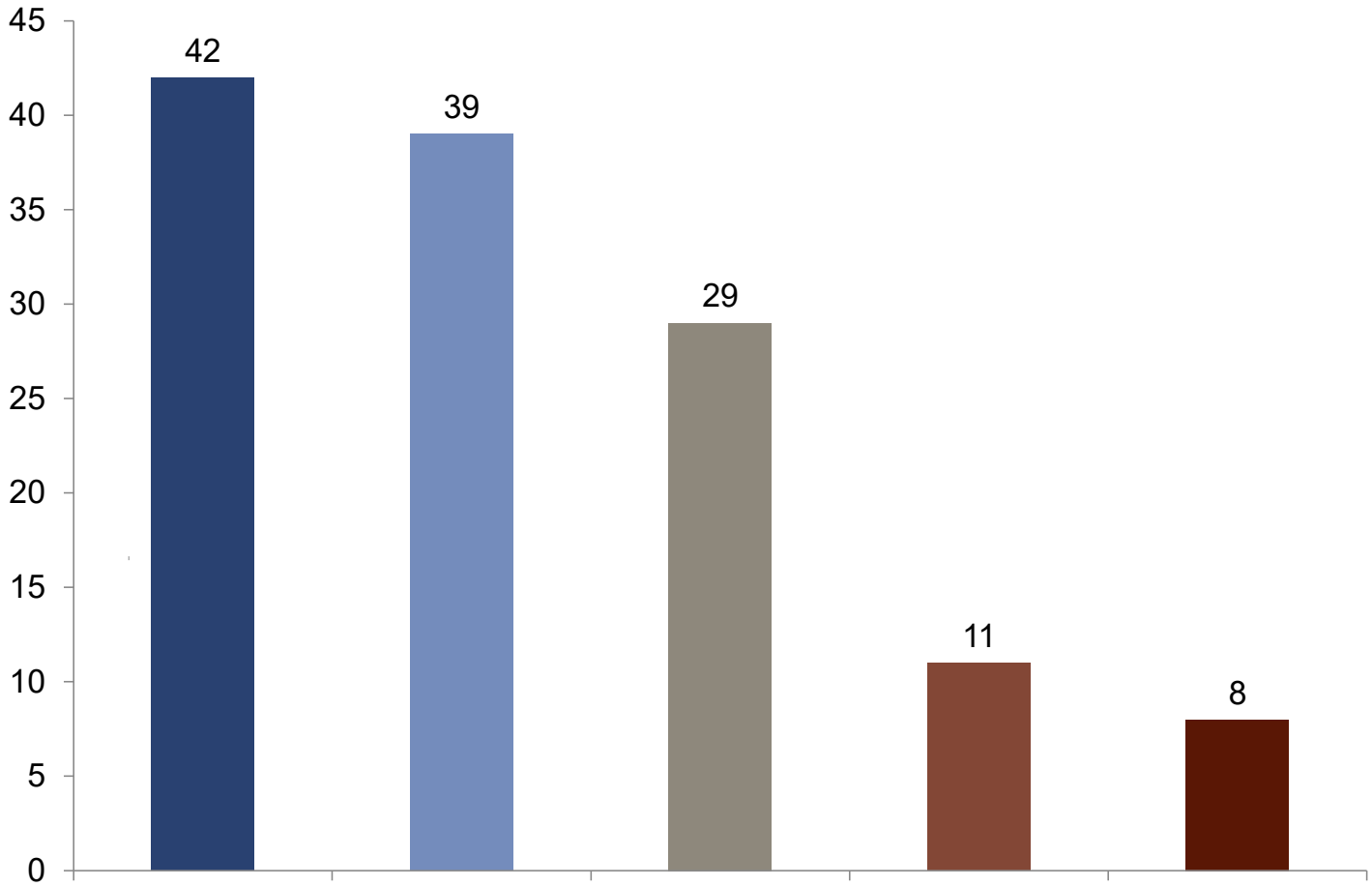
Non-Gambler Action Requested



Number of Callers Per County

Alamance	5	Mcdowell	1
Alleghany	1	Mecklenburg	39
Anson	2	Moore	2
Beaufort	1	Nash	2
Bertie	1	New Hanover	5
Brunswick	5	Northampton	1
Buncombe	2	Onslow	5
Cabarrus	5	Orange	4
Caldwell	1	Pasquotank	3
Catawba	3	Person	1
Cleveland	4	Pitt	5
Craven	3	Randolph	1
Cumberland	7	Richmond	1
Davidson	5	Robeson	3
Durham	8	Rockingham	5
Edgecombe	3	Rowan	4
Fairfax	1	Sampson	1
Forsyth	11	Scotland	2
Franklin	3	Stanly	4
Gaston	6	Stokes	2
GRANVILLE	1	Swain	1
Greene	2	Union	3
Guilford	29	UNKNOWN	50
Halifax	1	Vance	2
Harnett	1	Wake	42
Henderson	1	Washington	1
Hoke	1	Watauga	1
Iredell	1	Wilkes	2
Johnston	1	Yadkin	2
Lenoir	2		314
Macon	1		
Martin	1		

Top 5 Counties



Total Text Subscriptions	**94**
Total Number of Gambler Intakes	256
Percent of Total Gamblers Enrolled	36.7%
Number of Gambler with Phone	213
Percent of Gamblers with Phone Enrolled	44.1%

Gambler Gender

Female	33	35.1%	Male	61	64.9%

Gambler Age

Under 18	0	0.0%	Age 35-44	16	17.0%	Age 65 and over	2	2.1%
Age 18-24	2	2.1%	Age 45-54	15	16.0%			
Age 25-34	23	24.5%	Age 55-64	9	9.6%			

Stage of Change

Pre-contemplation	14	15.4%	Action	13	14.3%
Contemplation	40	44.0%	Maintenance	0	0.0%
Preparation	24	26.4%	Recycling	0	0.0%

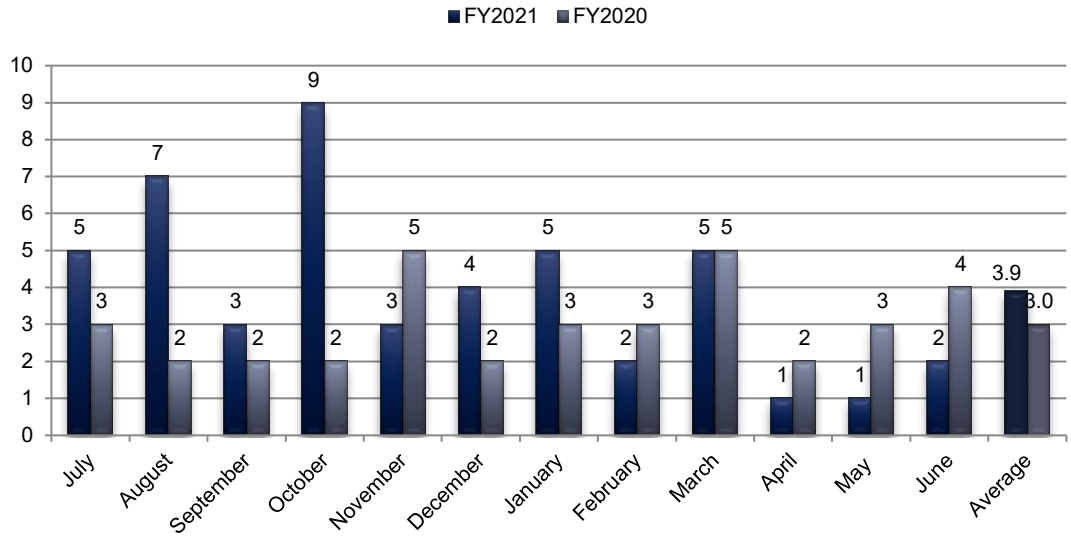
Number of Text Conversations	75
Number of Chat Conversations	186

Chat Info

Gambler	8
Non-Gambler	5
Non-Specified	173

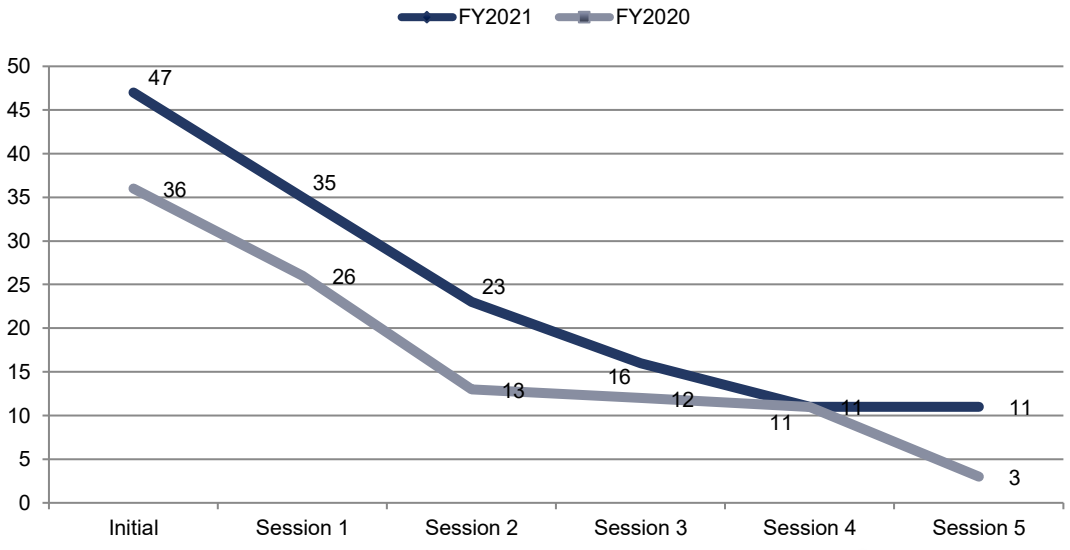
New.Cases.Month

	July	August	September	October	November	December	January	February	March	April	May	June	AVG	TOTAL
FY2021	5	7	3	9	3	4	5	2	5	1	1	2	3.9	47
FY2020	3	2	2	2	5	2	3	3	5	2	3	4	3.0	36



Completed Sessions

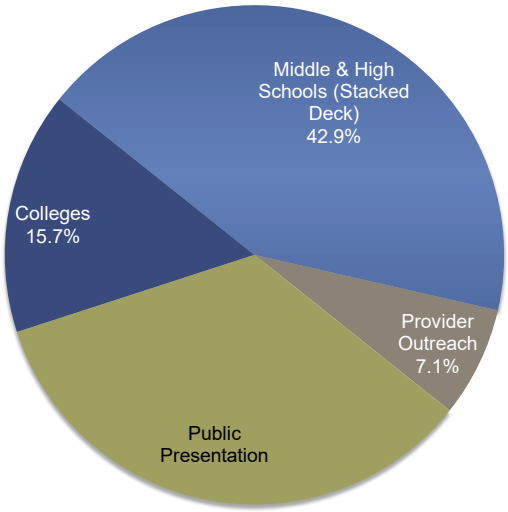
	Initial	Session 1	Session 2	Session 3	Session 4	Session 5	TOTAL
FY2021	47	35	23	16	11	11	143
FY2020	36	*26	13	12	11	3	101



*Session 1 total for FY2020 increased by 1, changing Total to 101 for FY2020

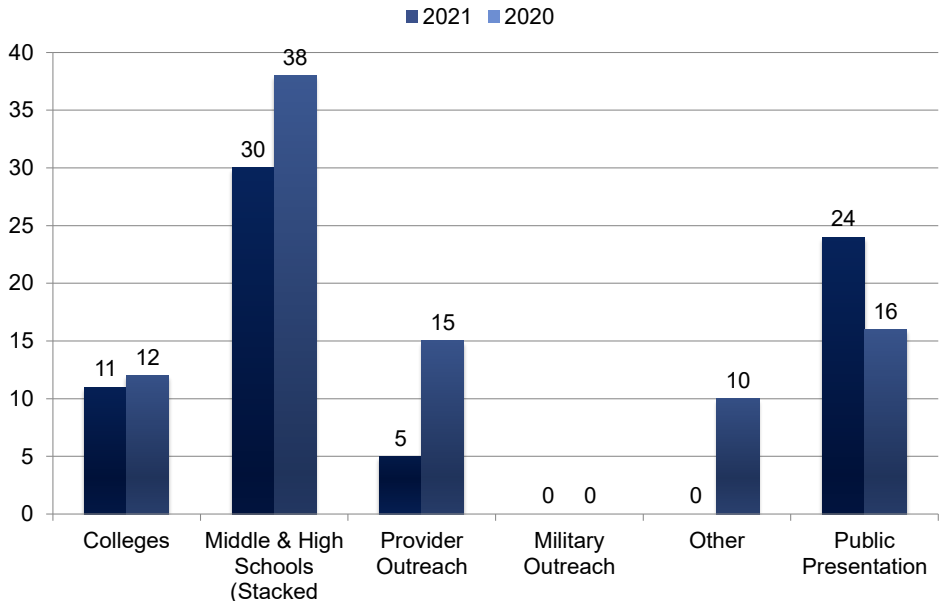
Prevention Projects

Colleges	11	15.7%
Middle & High Schools (Stacked Deck)	30	42.9%
Public Presentation	24	34.3%
Provider Outreach	5	7.1%
Military	0	0.0%
Other	0	0.0%



34.3%

Annual Comparison



North Carolina Problem Gambling Help Line - Quality Assurance Statistics
July 2020 - June 2021

Total Number of Intakes

314

Quality Assurance

Total Number of QA Survey Attempts	61*	Percentage of Survey Completions/Intakes (n=314)	3%
Percentage of Total Number of Intakes/Attempts (n=314)	19%**	Percentage of Survey Completions/Attempt (n=61)	15%
Total Number of QA Surveys Completed	9		

Survey Respondents

Problem Gambler	9	Person Affected by Problem Gambler	0

Survey Questions

	Yes		No	
Were you able to speak to a help line counselor immediately?	7	(78%)	2	(22%)
Did you think the help line counselor what understanding?	9	(100%)	0	(0%)
Did you receive a referral to a counselor/mental health agency?	6	(67%)	3	(33%)
If yes, did you make an appointment with a counselor/agency? (n=6)	3	(50%)	3	(50%)
Did you meet with a counselor about the problem? (n=2)	2	(100%)	0	(0%)
Did you think that calling the 800# helped you to recognize the extent of your/someone else's gambling problem?	7	(78%)	2	(22%)
If you called re: your own gambling problem, are you still gambling? (n=8)	5	(63%)	3	(37%)
Would you recommend the 800# to someone with a gambling problem?	7	(78%)	2	(22%)

***Figure based on number of help line callers willing to disclose contact information for follow up.**
****One completed survey answered 8 of 10 questions.**

Total Accepted State Funded Treatment

77

Quality Assurance

Total Number of QA Survey Attempts	33*	Percentage of Total Number of Intakes/Survey Completions (n=77)	12%
Percentage of Total Number of Intakes/Attempts (n=77)	43%	Percentage of Total Number of Survey Attempts/Completions (n=33)	27%
Total Number of QA Surveys Completed	9**		

Survey Respondents

Problem Gambler	7	78%	Person Affected by Problem Gambler	2	22%

Survey Questions

	Yes		No	
1. Did you meet with a provider?	5	(56%)	4	(44%)
2. If yes (#1), 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=5)	2	(40%)	3	(60%)
3. If yes (#1), during your initial session/visit, did the provider conduct a gambling assessment? (n=5)	4	(80%)	1	(20%)
4. If yes (#1), did the provider provide additional support (i.e. books or written information) that you could take home with you? (n=4)	2	(50%)	2	(50%)
5. If yes (#1), was the provider's office setting comfortable and professional? (n=2)	4	(100%)	0	(0%)
6. If yes (#1), did you find your session(s) helpful? (n=4)	3	(75%)	1	(25%)
7. If yes (#1), would you recommend the provider to other help line callers? (n=3)	3	(100%)	0	(0%)

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

**** Completed surveys include those that indicated that the provider did contact them within one business day, but then also indicated not meeting with the provider (answering just the first 2 questions, nullifying the following 5 questions [3, 4, 5, 6, 7] on the actual survey), & one completed survey answered just 8 of 10 questions.**