Minnesota Problem Gambling Help Line Statistics
March 2021

Services provided by Morneau Shepell

Total Number of Intake Calls	174
Total Number of Problem Gambling Help Line Specific Calls	22
Total Number of Calls Received Other Than Help Line Assistance	152

Calls By Shift

First Shift (11:00pm-8:00am)	5	22.7%
Second Shift (8:00am-5:00pm)	12	54.5%
Third Shift (5:00pm-11:00pm)	5	22.7%

Caller

Gambler	20	90.9%
Husband	0	0.0%
Wife	0	0.0%
Significant Other	2	9.1%
Parent	0	0.0%
Child	0	0.0%
Sibling	0	0.0%
Friend	0	0.0%
Employer	0	0.0%
Relative	0	0.0%
Coworker	0	0.0%
Professional	0	0.0%
Other	0	0.0%

Caller Gender

Female	8	36.4%
Male	14	63.6%

Ethnicity

African American	0	0.0%
Asian American	0	0.0%
Caucasian	9	40.9%
Hispanic	1	4.5%
Native American	0	0.0%
Other	2	9.1%
Unknown	10	45.5%

Caller Age

Less than 18	0	0.0%
18 to 21	3	13.6%
22 to 34	1	4.5%
35 to 50	6	27.3%
51 to 64	4	18.2%
65 and over	0	0.0%
Unknown	8	36.4%

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Caller Referral Source

Casino	7	31.8%
TV	0	0.0%
Radio	1	4.5%
Facebook	0	0.0%
Newspaper	0	0.0%
Relative	0	0.0%
Billboard	0	0.0%
Friend	0	0.0%
Internet	6	27.3%
Lottery/Vendor	1	4.5%
Previous Call	0	0.0%
Professional	1	4.5%
Phone Book	0	0.0%
Pull-tab Booth	0	0.0%
Help Line Literature	1	4.5%
Race Track	0	0.0%
Clergy	0	0.0%
Social Media	0	0.0%
Other	5	22.7%

*Primary Problem Gambling Activities

Casino- Slots	8	40.0%
Casino - Cards	4	20.0%
Casino - Bingo	0	0.0%
Bingo Non-Casino	0	0.0%
Card Room	0	0.0%
Horses	0	0.0%
Internet	4	20.0%
Pull-tabs	0	0.0%
Lottery	1	5.0%
Sporting Betting	0	0.0%
Stock Market	0	0.0%
Other	3	15.0%

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

Inpatient	1
State-Approved	17
Crisis Intervention	0
GA	18
GamAnon	2
Did Not Want Referral	4

*Gambler callers only

Minnesota Problem Gambling Help Line Statistics
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*Gambler Gender		
Female	14	70%
Male	6	30%

*Emotional Problems *(Multiple answers)*	
Depression	2
Suicide	1
Bi-Polar	0
Anxiety	7
None	4
Unknown	8

*Other Current Dependencies *(Multiple answers)*	
Alcohol	4
Drugs	1
Prescription Drugs	0
None	3
Unknown	12
Smoking	1

*Harm Status		
Considered Suicide	1	5.0%
Suicide Planned	0	0.0%
Attempted Suicide	0	0.0%
No Suicidal Ideation/Plan/Attempt	19	95.0%

*Past Treatment Experience		
Professional Gambling TX	2	10.0%
Mental Health Treatment	3	15.0%
Gamblers Anonymous	0	0.0%
Self-Ban Program	1	5.0%
Past Substance Abuse TX	2	10.0%
None	12	60.0%

*Current Treatment Experience		
Professional Gambling TX	1	5.0%
Mental Health Treatment	0	0.0%
Gamblers Anonymous	0	0.0%
Self-Ban Program	0	0.0%
Current Substance Abuse TX	2	10.0%
None	17	85.0%

*Gambler callers only

Minnesota Problem Gambling Help Line Statistics
County Report
March 2021

Caller County	
Anoka	1
Big Stone	1
Clay	1
Dakota	2
Freeborn	1
Hennepin	3
Isanti	1
Itasca	1
Jackson	1
Mille Lacs	1
Ramsey	1
Steele	1
Unknown	5
Washington	1
Wright	1
	22

Minnesota Problem Gambling Helpline Statistics
Incoming Text & Chat
March 2021

Text Subscriptions	**3**

Number of Text Conversations	**2**

Number of Chat Conversations	**23**

Gambler	20	87.0%
Non-Gambler	3	13.0%
Not Specified	0	0.0%