Minnesota Problem Gambling Help Line Statistics
September 2020

Services provided by Morneau Shepell

Total Number of Intake Calls	142
Total Number of Problem Gambling Help Line Specific Calls	17
Total Number of Calls Received Other Than Help Line Assistance	125

Calls By Shift

First Shift (11:00pm-8:00am)	4	23.5%
Second Shift (8:00am-5:00pm)	10	58.8%
Third Shift (5:00pm-11:00pm)	3	17.6%

Caller

Gambler	11	64.7%
Husband	0	0.0%
Wife	0	0.0%
Significant Other	2	11.8%
Parent	0	0.0%
Child	2	11.8%
Sibling	2	11.8%
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	13	76.5%
Male	4	23.5%

Ethnicity

African American	2	11.8%
Asian American	0	0.0%
Caucasian	5	29.4%
Hispanic	1	5.9%
Native American	0	0.0%
Other	1	5.9%
Unknown	8	47.1%

Caller Age

Less than 18	0	0.0%
18 to 21	1	5.9%
22 to 34	2	11.8%
35 to 50	1	5.9%
51 to 64	3	17.6%
65 and over	1	5.9%
Unknown	9	52.9%

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Caller Referral Source

Casino	5	29.4%
TV	1	5.9%
Radio	0	0.0%
Facebook	0	0.0%
Newspaper	0	0.0%
Relative	0	0.0%
Billboard	0	0.0%
Friend	1	5.9%
Internet	4	23.5%
Lottery/Vendor	4	23.5%
Previous Call	0	0.0%
Professional	2	11.8%
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	0	0.0%

*Primary Problem Gambling Activities

Casino- Slots	8	72.7%
Casino - Cards	1	9.1%
Casino - Bingo	0	0.0%
Bingo Non-Casino	0	0.0%
Card Room	0	0.0%
Horses	0	0.0%
Internet	0	0.0%
Pull-tabs	0	0.0%
Lottery	1	9.1%
Sporting Betting	0	0.0%
Stock Market	0	0.0%
Other	1	9.1%

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

Inpatient	0
State-Approved	8
Crisis Intervention	0
GA	13
GamAnon	6
Did Not Want Referral	0

*Gambler callers only

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*Gambler Gender		
Female	8	72.7%
Male	3	27.3%

*Emotional Problems	(Multiple answers)
Depression	5
Suicide	0
Bi-Polar	1
Anxiety	3
None	2
Unknown	3

*Other Current Dependencies	(Multiple answers)
Alcohol	1
Drugs	1
Prescription Drugs	0
None	7
Unknown	0
Smoking	2

*Harm Status		
Considered Suicide	0	0.0%
Suicide Planned	0	0.0%
Attempted Suicide	0	0.0%
No Suicidal Ideation/Plan/Attempt	11	100.0%

*Past Treatment Experience		
Professional Gambling TX	1	9.1%
Mental Health Treatment	1	9.1%
Gamblers Anonymous	0	0.0%
Self-Ban Program	1	9.1%
Past Substance Abuse TX	0	0.0%
None	8	72.7%

*Current Treatment Experience		
Professional Gambling TX	0	0.0%
Mental Health Treatment	1	9.1%
Gamblers Anonymous	0	0.0%
Self-Ban Program	1	9.1%
Current Substance Abuse TX	0	0.0%
None	9	81.8%

*Gambler callers only

Minnesota Problem Gambling Help Line Statistics
County Report
September 2020

Caller County	
Carver	1
Chippewa	1
Clay	1
Crow Wing	1
Dakota	1
Hennepin	1
Le Sueur	1
Pierce	1
Ramsey	1
Saint Louis	1
Unknown	7
	17

Minnesota Problem Gambling Helpline Statistics
Incoming Text & Chat
September 2020

Text Subscriptions	**2**

Number of Text Conversations	**0**

Number of Chat Conversations	**9**

Gambler	7	77.8%
Non-Gambler	2	22.2%
Not Specified	0	0.0%