24-HOUR PROBLEM GAMBLING HELPLINE ANNUAL REPORT (July 1, 2017 - June 30, 2018)

July 2018

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 2017 until June 30th 2018. Contacts are received via the 24-hour Helpline (1-888-ADMIT-IT), the FCCG website (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 problem gambling. 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 2017 to June 30th 2018), the agency received 11,767 contacts of which 5,878, were help or information.

Table 1
Total Contacts

Period	All Contacts	Help & Info Contacts
July 1, 2017 – June 30, 2018	**11,767**	**5,878**

Call Origin by Region and County

- Based on the 5,878 help and information contacts, data showed that South Florida accounted for 53% of the contacts. Please see chart below for specifics.

Table 2
County Origin of Contact Grouped by Region

Florida Regions	2017-2018
North Central Florida	1,254 (21%)
Northeast Florida	259 (4%)
Northwest Florida	228 (4%)
South Central Florida	989 (17%)
South Florida	3,148 (54%)
TOTAL	**5,878 (100%)**

- Overall, contact to the HelpLine was made by individuals from sixty-three (63) counties across the state. Miami-Dade (24%) and Broward (21%) counties led the way as far as county totals. Other counties where significant contacts originated were Orange, Seminole, Palm Beach, Hillsborough, Pinellas, and Brevard. Please see chart below for specifics.

See Chart on Next Page

Table 3
Total Contacts by County
July 1, 2017 – June 30, 2018

County	Total	County	Total
Alachua	37 (1%)	Lee	74(1%)
Baker	1 (0%)	Leon	83(1%)
Bay	18 (0%)	Levy	4(0%)
Bradford	0 (0%)	Liberty	3(0%)
Brevard	108 (2%)	Madison	3(0%)
Broward	1,212 (21%)	Manatee	47 (1%)
Calhoun	1 (0%)	Marion	25(1%)
Charlotte	13 (0%)	Martin	26(1%)
Citrus	18 (0%)	Monroe	9(0%)
Clay	22 (0%)	Nassau	21(0%)
Collier	35 (1%)	Okaloosa	27(1%%)
Columbia	7 (0%)	Okeechobee	7(0%)
Dade	1,410 (24%)	Orange	471(8%)
Desoto	3 (0%)	Osceola	54(1%)
Dixie	0 (0%)	Palm Beach	361(6%)
Duval	114 (2%)	Pasco	46(1%)
Escambia	42 (1%)	Pinellas	181(3%)
Flagler	9 (0%)	Polk	67(1%)
Franklin	0 (0%)	Putnam	7(0%)
Gadsden	8 (0%)	Santa Rosa	12(0%)
Gilchrist	1 (0%)	Sarasota	105(2%)
Glades	0 (0%)	Seminole	400(7%)
Gulf	1 (0%)	St Johns	24(0%)
Hamilton	2(0%)	St Lucie	51(1%)
Hardee	2 (0%)	Sumter	6(0%)
Hendry	8 (0%)	Suwanee	6(0%)
Hernando	24 (0%)	Taylor	1(0%)
Highlands	9 (0%)	Union	2(0%)
Hilldborough	323 (6%)	Volusia	182(3%)
Holmes	3 (0%)	Wakulla	8(0%)
Indian River	32 (1%)	Walton	13(0%)
Jackson	5 (0%)	Washington	2(0%)
Jefferson	2 (0%)	Sub Total	5,878(100%)
Lafayette	2 (0%)	**TOTAL**	**5,878**
Lake	76 (1%)	**%Total**	**100%**

Monthly Totals

- Below are the monthly totals for help and information contacts. The HelpLine received an average of 490 help and information contacts each month. The two busiest months were October and June with 704 and 587 contacts respectively.

Table 4
Contacts by Month

Period	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	TOTAL
17-18	560	387	372	704	341	283	588	539	453	524	540	587	**5,878**

CONTACT DEMOGRAPHIC INFORMATION- The following data is based upon 1,859 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 revealed that 53% of those contacting the 888-ADMIT-IT HelpLine during the 2017-2018 fiscal year were male, and 47% were female. Of the 987 contacts that provided their age, just over twenty-nine percent (29%) of the callers were older adults, aged 55 and over. The percentage of older adults reaching out for themselves or someone they know illustrates that FCCG outreach activities geared towards the senior population are working.

Table 5
Contacts Age

Age	Total (N=987)
Under 18	0 (0%)
18 – 20	15 (2%)
21 – 25	59 (6%)
26 – 30	109 (11%)
31 – 40	239 (24%)
41 – 49	159 (16%)
50 – 54	118 (12%)
55 – 60	126 (13%)
61 – 64	48 (5%)
65+	114 (12%)
TOTAL	**987 (100%)**

- Data on the most common relationships of the person reaching out for help showed that 72% of the contacts were made by the gambler, 12% were family members, 11% were spouse/cohabitants, and 4% were friends. The family members that called the 888-ADMIT-IT HelpLine during 2017/2018 fiscal year, consisted of parents, forty-six percent (46%), children, twenty-seven percent (27%), siblings, thirteen percent (13%), Others that made contact, but did not make up a significant percentage, included treatment providers, gaming industry employees, government/state agencies, legal professionals, clergy, community organizations, educators, GA/GamAnon, and students.

Precipitating Event Leading to Call

- The top reason for making contact with the HelpLine was relationship problems (34%). This was followed by substantial loss (23%), difficulty paying bills (14%), and overextended debt (10%). Please see chart below for specifics.

(Please see chart on next page)

Table 6
Precipitating Event for Making Contact

Precipitating Event	Total (N=1,824)
Committed Illegal Act	4 (0%)
Difficulty Paying Bills	257 (14%)
Educational Research	1 (0%)
GA Referral	117 (6%)
Lawyer/Court Ordered	2 (0%)
Legal Problems	35 (2%)
Materials Request	14 (1%)
Media Request	1 (0%)
Overextended Debt	191 (10%)
Relationship Problems	614 (34%)
Self-Exclusion	21 (1%)
Substantial Loss	427 (23%)
Suicidal Ideation/Attempt	11 (1%)
Threatened	1 (0%)
Training	6 (0%)
Treatment Referral/ Information	117 (6%)
Work Related Difficulties	4 (0%)
Other	1 (0%)

GAMBLER DEMOGRAPHIC INFORMATION

Gamblers Gender and Age

- In all, 1,723 contacts identified the gender of the gambler, which showed that 66% were male and 34% were female.

- The breakdown of 1,176 contacts that specified age and gender of the gambler showed that 40% 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=1,176)	
Under 18	0	0%	0	0%	0	0%
18 – 20	1	0%	16	2%	17	1%
21 – 25	11	3%	76	10%	87	7%
26 – 30	24	6%	99	13%	123	10%
31 – 40	78	19%	197	26%	275	23%
41 – 49	66	16%	127	17%	193	16%
50 – 54	68	17%	78	10%	146	12%
55 – 60	68	17%	87	11%	155	13%
61 – 64	22	5%	19	2%	41	3%
65+	70	17%	69	9%	76	6%
Total	**408**	**100%**	**768**	**100%**	**1,176**	**100%**

Gamblers Ethnicity

- Data on the ethnic background of the gambler showed that Caucasians accounted for 46% of the gamblers, while Latino/Hispanics were second with 28%, and Black/African Americans accounted for 20%. Please see chart below for specifics.

Table 8
Ethnicity of Gambler

Ethnicity	Total (N = 1,057)
Asian	27 (3%)
Black/African American	213 (20%)
Caucasian	482 (46%)
Latino/Hispanic	292 (28%)
Middle Eastern	26 (2%)
Mixed Race	13 (1%)
Native American	3 (0%)
Other	1 (0%)
Total	**1,057 (100%)**

Gamblers Military Experience

- Based on 812 help contacts that provided information, eighty-six (11%) stated the gambler was either active military, retired military, or had past military experience. As research has shown that this is a high-risk population, more vulnerable to developing a gambling addiction, the FCCG has population specific programs for military personnel, their families, and military treatment professionals.

Gamblers Religion

- Seven hundred and seventy-nine (779) contacts identified the gamblers religious preference, which is important information due to the FCCG's ability to offer more faith based self-help groups such as Celebrate Recovery in appropriate instances. Please see chart below for specifics.

Table 9
Religion of Gambler

Religion	Total (N = 779)
Baptist	39 (5%)
Catholic	128 (16%)
Christian	216 (28%)
Muslim/Islam	8 (1%)
Judaism	31 (4%)
Protestant	10 (1%)
None	307 (39%)
Other	40 (5%)
Total	**779 (99%)**

Relationship Status of Gambler and Children of Minor Age Living at Home with Gambler

- Data on the relationship status of the gambler showed that 40% were married and 28% were never married/single. When assisting gamblers in need, it is important to provide resources that can help family members and children as well. The wide reaching effects of a gambling addiction are not limited to the gambler and supports are available to help loved ones.

(Please see chart on next page)

Table 10
Relationship Status of Gambler

Relationship Status	Total (N = 1,224)
Cohabitating	140 (11%)
Divorced	172 (14%)
Married	486 (40%)
Never Married/Single	338 (28%)
Separated	41 (3%)
Widowed	45 (4%)
Refused	2 (0%)
Total	**1,224 (100%)**

- Based on 1,045 responses, children under the age of 18 were present in 34% 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 42% started gambling before the age of 25, and 13% started before the legal age of 18. More than one-third (39%) stated gambling became a problem for them between the ages of 21 and 40. Please see chart below for specifics.

Table 11
Age Gambling Started and Became a Problem

Age	Age Started Gambling (N = 1,053)		Age Became Problem (N = 1,059)	
Under 18	132	13%	29	3%
18 – 20	143	14%	86	8%
21 – 25	165	16%	144	14%
26 – 30	117	11%	136	13%
31 – 40	200	19%	234	22%
41 – 49	167	16%	184	17%
50 – 54	59	6%	108	10%
55 – 60	40	4%	70	7%
61 - 64	8	1%	21	2%
65+	22	2%	47	4%

(Percentages may exceed 100% due to rounding)

Primary Gambling Problem and Secondary Problem

- The primary gambling problems most often cited were slot machines (47%), cards (30%) and lottery games (11%). Lottery games (40%) 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 529 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 = 1,181)	%
Arcade/Video Games	12	1%
Bingo	6	1%
Cards	350	30%
Dice	4	0%
Dog Racing	7	1%
Dominoes	0	0%
Games of Skill	2	0%
Horse Racing	33	3%
Jai-Alai	0	0%
Lottery	124	11%
Slot Machines/VLTs/EGMs	560	47%
Sports Betting	55	5%
Stock Market/Business Risks	11	1%
Sweepstakes	0	0%
Table Games	14	1%
Didn't Know	3	0%

Table 13
Secondary Gambling Problem

Secondary Problem	Total* (N = 529)	%
Arcade/Video Games	10	2%
Bingo	13	2%
Cards	147	28%
Dice	8	2%
Dog Racing	25	5%
Dominoes	4	1%
Fantasy Sports	6	1%
Games of Skill	5	1%
Horse Racing	22	4%
Jai-Alai	6	1%
Lottery	214	40%
Slot Machines/VLTs/EGMs	150	28%
Sports Betting	51	10%
Stock Market/Business Risks	4	1%
Sweepstakes	4	1%
Table Games	59	11%

- When looking at the primary gambling choices within different lottery games, scratch-off tickets were preferred 90% of the time over other lottery games, and Poker accounted for 57% 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 75% to 10%, and males preferred cards over slot machines 40% to 33%. Please see chart below for specifics.

Table 14
Gender of Gambler by Primary Gambling Problem

Primary Gambling Problem	Females (N = 411)	Males (N = 769)	Total (N = 1,180)
Arcade/Video Games	6 (2%)	6 (1%)	12 (1%)
Bingo	6 (2%)	0 (0%)	6 (1%)
Cards	42 (10%)	307 (40%)	349 (30%)
Dice	1 (0%)	3 (0%)	4 (0%)
Dog Racing	0 (0%)	7 (1%)	7 (1%)
Games of Skill	0 (0%)	2 (0%)	2 (0%)
Horse Racing	1 (0%)	32 (4%)	33 (3%)
Jai-Alai	0 (0%)	0 (0%)	0 (0%)
Lottery	43 (10%)	81 (11%)	124 (10%)
Slot Machines/VLTs/EGMs	310 (75%)	250 (33%)	560 (47%)
Sports Betting	1 (0%)	54 (7%)	55 (5%)
Stock Market/Business Risks	0 (0%)	11 (1%)	11 (1%)
Sweepstakes	0 (0%)	0 (0%)	0(0%)
Table Games	1 (1%)	13 (2%)	14 (1%)
Other	0 (0%)	0 (0%)	0 (0%)
Didn't Know	0 (0%)	3 (0%)	3 (0%)

Primary Gambling Location

- Data on the gamblers' primary gambling location, revealed fifty-five percent (55%) preferred gambling at land based casinos, 12% at racinos, and 10% at convenience stores.

Table 15
Primary Gambling Location

Location	Total (N = 1,207)
Day/Floating Casino	5 (0%)
Landbased Casino	664 (55%)
Racino	142 (12%)
Jai-Alai	4 (0%)
Racetrack	71 (6%)
Convenience Store	122 (10%)
Friend's Home	7 (1%)
Out of State Casinos	33 (3%)
Home	6 (1%)
Internet	91 (8%)
Bars/Club	6 (1%)
Bingo Hall	4 (0%)
Bookies	14 (1%)
Internet Sweepstakes Centers	38 (3%)

FINANCIAL AND EMPLOYMENT STATUS OF GAMBLER

Income of Gambler and Money Lost Due to Gambling

- The average household income of the gambler was $44,601 and 32% earned less than $25,000 per year. Twelve percent (12%) reported income of less than $2,500 per year, which is almost double the number of gamblers in this reported income bracket as reported last fiscal year. The average amount of lifetime gambling losses was $194,796 with one-third, 33% stating the gambler lost $90,000 or more. Please see chart below for specifics on the income of the gambler.

Table 16
Income of Gambler

Income	Total (N 767)
Up to $2,499	90 (12%)
$2,500- $4,999	3 (0%)
$5,000- $9,999	31 (4%)
$10,000- $14,999	34 (4%)
$15,000- $24,999	94 (12%)
$25,000- $34,999	119 (16%)
$35,000- $44,999	83 (11%)
$45,000- $59,999	104 (14%)
$60,000- $89,999	110 (14%)
$90,000- $124,999	57 (7%)
$125,000- $149,999	4 (1%)
$150,000- $174,999	9 (1%)
Over $175,000	20 (3%)
Does not know	0 (1%)
Refused	2 (0%)

Amount of Gambling Debt Owed:

- The average gambling debt of the gambler was $25,691. One-quarter (25%) stated a gambling debt of $25,000 or greater. As far as to whom the debt was owed, more than half (54%) cited credit cards, and over one-third (38%) stated that family members were owed monies due to their gambling problem. Please see chart below for specifics.

Table 17
To Whom Gambling Debt is Owed

To Whom Debt Owed	(N=725)	
Bank/Credit Union	188	26%
Bookie	22	3%
Casino	15	2%
Credit Card	394	54%
Employer	33	5%
Family	273	38%
Friends	240	33%
IRS	33	5%
Loan Company	227	31%
Rent/Mortgage	156	22%
Utilities	178	25%
TOTAL	**1,759**	**100%**

***Multiple responses/sources of debt are allowed.**

Employment Status of Gambler

- Data regarding the employment status of the gambler showed that 57% were full time employees and 13% were unemployed. Please see chart below for specifics.

Table 18
Employment Status

Type of Employment	Total (N = 1,098)	
Disabled/Workers-Comp.	60	5%
Full-Time	625	57%
Full-Time More Than One Job	27	2%
Part-Time	77	7%
Part-Time More Than One Job	14	1%
Retired	104	9%
Retired Plus Job	9	1%
Student	14	1%
Student - Plus Job	13	1%
Homemaker	3	0%
Unemployed	140	13%
Other	12	1%
Total	**1,098**	**100%**

Gamblers Occupation

- The most cited occupation for employed gamblers was service industry, as stated by19%. This was followed by sales (13%) and labor (12%).

Table 19
Gambler's Occupation

Occupation	Total (N = 736)	
Accounting	21	3%
Banking/Stock Market	12	2%
Business Owner	73	10%
Clerical	10	1%
Education/Teacher	18	2%
Gaming Industry	15	2%
Laborer	86	12%
Law Enforcement	5	1%
Legal Professional	8	1%
Manager/Supervisor	44	6%
Medical/Healthcare Professional	60	8%
Military	8	1%
Other	18	2%
Other Professional	16	2%
Retail Services	28	4%
Sales	94	13%
Secretarial/Assistant	14	2%
Service Industry	141	19%
Skilled	44	6%
State/Government	21	3%
TOTAL	**736**	**100%**

Illegal Acts, Types and Actions

- Illegal acts had been committed by 35% of the gamblers in order to finance their gambling addiction. The most common illegal acts reported were fraud (bad checks, forgery, etc.), larceny/theft, and embezzlement.

Table 20
Illegal Acts Committed by Gambler

Illegal Acts	Total (N = 321)
Embezzlement	48 (15%)
Fraud (bad checks, forgery, etc.	223 (69%)
Larceny/Theft	122 (38%)
Prostitution	2 (1%)
Selling Drugs	7 (2%)
*Other	8 (2%)
Total	**410 (100%)**

***Other encompasses booking, illegal gambling activities, etc.**
Multiple answers are permitted

- Problem gamblers are often faced with legal consequences as a result of their gambling addiction. Almost one-third (31%) stated the gambler had encountered legal problems ranging from civil actions (most commonly cited) to criminal actions (arrest, jail and probation) as a result of their gambling problem.

(See Chart on Next Page)

Table 21
Types of Legal Actions

Legal Actions	Total (N = 223)
Arrest and Jail/Prison	16 (7%)
Arrest and Probation	4 (2%)
Arrest, Jail/Prison and Probation	23 (10%)
Civil Actions/Suits	15 (7%)
Divorce	57 (26%)
Foreclosure/Eviction	107 (48%)
Vehicle Repossession	68 (30%)

***Multiple answers permitted.**

- Further data regarding legal actions and financial problems revealed that 14% of the gamblers had either a bankruptcy pending or enacted bankruptcy at least once in their lifetime.

EMOTIONAL, DOMESTIC AND OTHER RELATED DIFFICULTIES CAUSED BY GAMBLING

Emotional & Domestic Problems Caused by Gambling

- Difficulties faced by problem gamblers and their loved ones are not limited to finances, but also include emotional and domestic problems. More than one-quarter (27%) reported suicidal ideations or attempts, and seventy-nine percent (79%) reported family conflict as the result of a gambling addiction. Please see chart below for specifics.

Table 22
Difficulties Caused by Gambling

Type of Difficulty	Respondents	
Anxiety	752 of 1,044	72%
Depression	696 of 1,054	66%
Suicidal Ideations/Attempts	243 of 909	27%
Family Conflict	925 of 1,165	79%
Family Neglect	678 of 1,015	67%
Family Violence	53 of 720	7%
Problems at School	12 of 67	18%
Problems at Work	330 of 770	43%
Difficulty Paying Household Bills	843 of 1,140	74%
Gambled Away Savings, Equity, Retirement	819 of 1,075	76%
Sold or Pawned Assets	513 of 956	54%

- Loved ones are equally affected by the gambling addiction and often need just as much support as the gambler themselves. When asked, 97% of loved ones said there was family conflict present, and 55% stated they felt depressed due to their family members' gambling problem.

- People suffering from Neurological disorders can be susceptible to development of compulsive gambling behaviors as a result of the medications they are placed on to treat their illness. Medications such as Mirapex,Requip, and Abilify have been linked to causing compulsive behaviors as a side-effect. Disorders such Parkinson's Disease, Restless Leg Syndrome, MS, and Schizophrenia are treated using dopamine agonists which include these types of medications. FCCG HelpLine Specialists inquire about such illnesses and/or medications, and encourage callers responding affirmatively to inform their prescribing doctor of their gambling problem so that medications can be changed or adjusted. Based on 747 respondents, 13% of the gamblers reported suffering from a neurological disorder.

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 924 respondents, 254 or 27% of the gamblers reported 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 34% stated that alcohol and/or substance abuse was a problem within the family.

How Callers Learned of the HelpLine

- How callers heard of the 888-ADMIT-IT HelpLine and the services offered is an important way for the FCCG to track the success of its advertising and outreach campaigns. . Online through an Internet Search, at Gambling Facilities, and on Billboards, were the most frequently cited method callers reported learning about the HelpLine this fiscal year. Please see chart below for specifics.

Table 23
How Callers Learned About the HelpLine

How Heard	Total (N = 910)	
Billboard	78	9%
Bus	2	0%
Community Organization	3	0%
Convenience Store	2	0%
EAP/Employer	2	0%
Family	65	7%
Friend	25	3%
GA/Gam-Anon	38	4%
Gambling Facility	186	20%
Healthcare Provider	13	1%
Information/Crisis Line	10	1%
Internet Ad	3	0%
Internet Search	336	37%
Lottery Point of Purchase	30	3%
NCPG Affiliate	12	1%
Newspaper/Magazine	4	0%
Other Self-Help	6	1%
Phone Book	4	0%
Players Club Card	6	1%
Poster/Brochure	3	0%
Radio - Internet Based	10	1%
Radio – Traditional	1	0%
Taxi	3	0%
Television	3	0%
Treatment Provider	24	3%
Other	38	4%
Didn't Know	3	0%

Actions Recommended to Callers

- Based on callers input, data and experiences, the FCCG provides appropriate resources to assist them given their specific circumstances. A wide assortment of supports and services are available to callers, ranging from private counseling and self-help groups to peer connect, legal aid and financial counseling programs. The chart below illustrates the multitude of resources that were provided to 1,583 contacts that were open to receiving problem gambling resources during the 2017-2018 fiscal year.

Table 24
Actions Recommended to Caller

Action(s) Recommended	N = 1,583	
Alternative Support Groups	14	1%
Celebrate Recovery	200	13%
Counseling	1,178	74%
Crisis Line	76	5%
FCCG Budget Tool Printable Version	138	9%
FCCG Budget Tool Digital Fillable Version	88	6%
FCCG Website	402	25%
Financial Services	148	9%
GA/Gam-Anon	1,261	80%
Legal Assistance	54	3%
Literature	872	55%
Mental Health Services	7	0%
NCPG Affiliate	6	0%
Peer Connect	865	55%
Self-Exclusion	741	47%
Social Services	36	2%
Everi Step Program	326	21%
Veterans Affairs Clinics	8	1%
Web Blockers	95	1%
*Other	20	1%

***Other includes resources like Gov't hotlines or non-gambling related resources**

Summation

- The 888-ADMIT-IT HelpLine is an ever evolving resource for Floridians to take advantage of. The FCCG takes information from data collected and supplied by contacts to assist in the development of programs and additional services in future years. Additional data sets are added to or removed from the database based on what is heard from people contacting the HelpLine. Further, comparing previous years reports shows significant trends and changes in the landscape of Florida's gambling environment and associated problem gambling impacts.

  Some of the most notable statistics from this year's data revealed the following:

  - More callers are reporting relationship problems as the primary reason they are reaching out for help with their gambling problem. This is evidenced by the five percent (5%) increase from 2016/2017 fiscal in callers citing this as their reason for calling the HelpLine, and eight percent (8%) increase from 2015/2016.

  - There was a six percent (6%) increase in Latino-Hispanic callers which may be explained by the 300,000 residents of Puerto Rico displaced to Florida by Hurricane Irma as reported by the Orlando Sentinel.

  - The annual household income of gamblers saw a decrease of almost twenty-one percent (21%) to $44,601, and 32% earned less than $25,000 per year. Twelve percent (12%) reported annual income of less than $2,500 per year, which is almost double the number of gamblers in this reported income bracket

as reported last fiscal year. Further, the reported lifetime loss of the gambler increased by nearly forty-five percent (45%) this year, to $194,796.

- The primary gambling choice continues to be slots with an increase seen of three percent (3%). Slots also saw an increase as a reported secondary gambling problem, raising six percent (6%) from last year.

- There was an increase in non-traditional borrowing to finance the gambling problem, with an increase in money owed to family and friends in 2017/2018 by seven percent (7%), and three percent (3%) respectively.

- Foreclosure or eviction proceedings were reported by almost half (48%) of HelpLine contacts, reflecting a thirty-four percent (34%) increase over the past three years. In addition, vehicle repossessions reported at 30% this year as a result of problem gambling in the home, reflect a 25% increase in reported vehicle repossessions as a result of problem gambling during this same time period.

- Reported illegal acts by the gambler of Larceny/theft increased this year by ten percent (10%).

- When looking at problem gambling's' impacts on society, this year's helpline data reflects a seventeen percent (17%) increase from last year in reported divorces as a result of a gambling addiction. This data shows that last year, problem gambling was a factor in Florida divorces, at 9 times the national average of 3.2 percent.

- Problem gambling's impacts on the family were illustrated this year with a twelve percent (12%) increase in depression and a nine percent (9%) increase in instances of family conflict due to the gambling problem reported on the 888-ADMIT-IT HelpLine.