Minnesota Problem Gambling Help Line Statistics
May 2021

Services provided by Morneau Shepell

Total Number of Intake Calls	167
Total Number of Problem Gambling Help Line Specific Calls	25
Total Number of Calls Received Other Than Help Line Assistance	142

Calls By Shift

First Shift (11:00pm-8:00am)	2	8.0%
Second Shift (8:00am-5:00pm)	19	76.0%
Third Shift (5:00pm-11:00pm)	4	16.0%

Caller

Gambler	24	96.0%
Husband	0	0.0%
Wife	0	0.0%
Significant Other	0	0.0%
Parent	0	0.0%
Child	1	4.0%
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	14	56.0%
Male	11	44.0%

Ethnicity

African American	1	4.0%
Asian American	1	4.0%
Caucasian	17	68.0%
Hispanic	0	0.0%
Native American	0	0.0%
Other	1	4.0%
Unknown	5	20.0%

Caller Age

Less than 18	0	0.0%
18 to 21	0	0.0%
22 to 34	6	24.0%
35 to 50	6	24.0%
51 to 64	1	4.0%
65 and over	3	12.0%
Unknown	9	36.0%

Minnesota Problem Gambling Help Line Statistics
May 2021

Caller Referral Source

Casino	14	56.0%
TV	0	0.0%
Radio	0	0.0%
Facebook	0	0.0%
Newspaper	0	0.0%
Relative	0	0.0%
Billboard	0	0.0%
Friend	0	0.0%
Internet	5	20.0%
Lottery/Vendor	3	12.0%
Previous Call	0	0.0%
Professional	0	0.0%
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%
Social Media	1	4.0%
Other	2	8.0%

*Primary Problem Gambling Activities

Casino- Slots	10	41.7%
Casino - Cards	4	16.7%
Casino - Bingo	0	0.0%
Bingo Non-Casino	0	0.0%
Card Room	0	0.0%
Horses	0	0.0%
Internet	3	12.5%
Pull-tabs	2	8.3%
Lottery	3	12.5%
Sporting Betting	0	0.0%
Stock Market	0	0.0%
Other	2	8.3%

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

Inpatient	2
State-Approved	20
Crisis Intervention	1
GA	20
GamAnon	1
Did Not Want Referral	3

Minnesota Problem Gambling Help Line Statistics
May 2021

*Gambler Gender		
Female	10	41.7%
Male	14	58.3%

*Emotional Problems	*(Multiple answers)*
Depression	7
Suicide	1
Bi-Polar	0
Anxiety	6
None	8
Unknown	6

*Other Current Dependencies	*(Multiple answers)*
Alcohol	3
Drugs	0
Prescription Drugs	1
None	10
Unknown	7
Smoking	3

*Harm Status		
Considered Suicide	5	20.8%
Suicide Planned	0	0.0%
Attempted Suicide	0	0.0%
No Suicidal Ideation/Plan/Attempt	19	79.2%

*Past Treatment Experience		
Professional Gambling TX	1	4.2%
Mental Health Treatment	3	12.5%
Gamblers Anonymous	2	8.3%
Self-Ban Program	1	4.2%
Past Substance Abuse TX	1	4.2%
None	16	66.7%

*Current Treatment Experience		
Professional Gambling TX	0	0.0%
Mental Health Treatment	0	0.0%
Gamblers Anonymous	0	0.0%
Self-Ban Program	0	0.0%
Current Substance Abuse TX	0	0.0%
None	24	100.0%

*Gambler callers only

Minnesota Problem Gambling Help Line Statistics
County Report
May 2021

Caller County	
Anoka	2
Cass	1
Chisago	1
Dakota	1
Hennepin	6
Lyon	1
Martin	1
Mower	1
Olmsted	1
Polk	1
Ramsey	1
Scott	1
Steele	2
Unknown	4
Wright	1
	25

Minnesota Problem Gambling Helpline Statistics
Incoming Text & Chat
May 2021

Text Subscriptions	**2**

Number of Text Conversations	**0**

Number of Chat Conversations	**12**

Gambler	12	92.3%
Non-Gambler	1	7.7%
Not Specified	0	0.0%