Minnesota Problem Gambling Help Line Statistics
December 2020

Services provided by Morneau Shepell

Total Number of Intake Calls	158
Total Number of Problem Gambling Help Line Specific Calls	18
Total Number of Calls Received Other Than Help Line Assistance	140

Calls By Shift

First Shift (11:00pm-8:00am)	3	16.7%
Second Shift (8:00am-5:00pm)	12	66.7%
Third Shift (5:00pm-11:00pm)	3	16.7%

Caller

Gambler	15	83.3%
Husband	0	0.0%
Wife	0	0.0%
Significant Other	1	5.6%
Parent	1	5.6%
Child	0	0.0%
Sibling	0	0.0%
Friend	1	5.6%
Employer	0	0.0%
Relative	0	0.0%
Coworker	0	0.0%
Professional	0	0.0%
Other	0	0.0%

Caller Gender

Female	5	27.8%
Male	13	72.2%

Ethnicity

African American	0	0.0%
Asian American	0	0.0%
Caucasian	6	33.3%
Hispanic	1	5.6%
Native American	0	0.0%
Other	3	16.7%
Unknown	8	44.4%

Caller Age

Less than 18	0	0.0%
18 to 21	0	0.0%
22 to 34	2	11.1%
35 to 50	2	11.1%
51 to 64	3	16.7%
65 and over	2	11.1%
Unknown	9	50.0%

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Caller Referral Source

Casino	8	44.4%
TV	0	0.0%
Radio	2	11.1%
Facebook	0	0.0%
Newspaper	0	0.0%
Relative	0	0.0%
Billboard	0	0.0%
Friend	0	0.0%
Internet	7	38.9%
Lottery/Vendor	0	0.0%
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	0	0.0%
Other	1	5.6%

*Primary Problem Gambling Activities

Casino- Slots	11	73.3%
Casino - Cards	2	13.3%
Casino - Bingo	0	0.0%
Bingo Non-Casino	0	0.0%
Card Room	0	0.0%
Horses	0	0.0%
Internet	1	6.7%
Pull-tabs	0	0.0%
Lottery	0	0.0%
Sporting Betting	0	0.0%
Stock Market	0	0.0%
Other	1	6.7%

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

Inpatient	1
State-Approved	16
Crisis Intervention	0
GA	14
GamAnon	2
Did Not Want Referral	1

*Gambler callers only

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*Gambler Gender		
Female	4	26.7%
Male	11	73.3%

*Emotional Problems	*(Multiple answers)*
Depression	6
Suicide	0
Bi-Polar	1
Anxiety	2
None	4
Unknown	3

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

*Harm Status		
Considered Suicide	15	100.0%
Suicide Planned	0	0.0%
Attempted Suicide	0	0.0%
No Suicidal Ideation/Plan/Attempt	0	0.0%

*Past Treatment Experience		
Professional Gambling TX	2	13.3%
Mental Health Treatment	1	6.7%
Gamblers Anonymous	0	0.0%
Self-Ban Program	0	0.0%
Past Substance Abuse TX	2	13.3%
None	10	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	15	100.0%

*Gambler callers only

Minnesota Problem Gambling Help Line Statistics
County Report
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Caller County	
Beltrami	1
Dakota	1
Hennepin	8
Olmsted	1
Ramsey	1
Rice	2
Scott	1
Unknown	3
	18

Minnesota Problem Gambling Helpline Statistics
Incoming Text & Chat
December 2020

Text Subscriptions	6

Number of Text Conversations	0

Number of Chat Conversations	6	
Gambler	6	100.0%
Non-Gambler	0	0.0%
Not Specified	0	0.0%