Problem Gambling Helpline Report 17

Presented by Morneau Shepell

California Council on Problem Gambling

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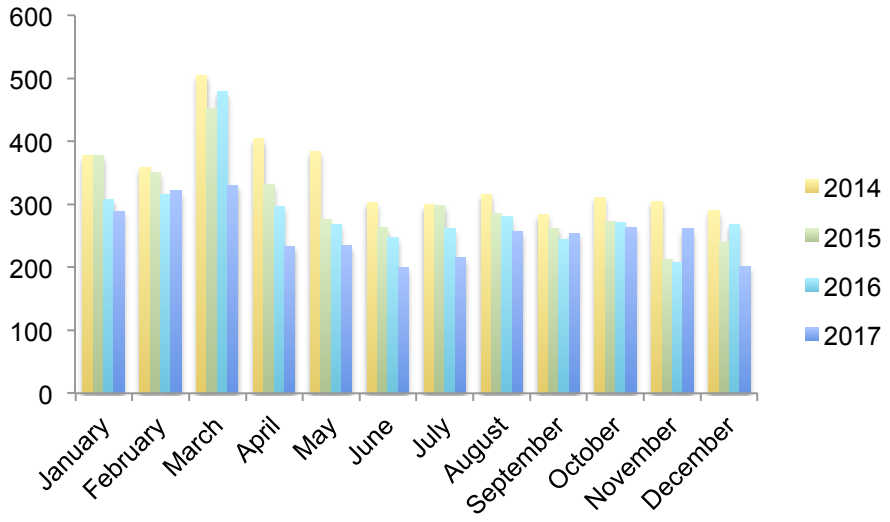
MORNEAU SHEPELL

Intakes by Month

	2014	2015	2016	2017
January	377	378	308	289
February	358	351	315	321
March	504	452	479	330
April	404	331	296	233
May	384	275	268	235
June	303	263	247	200
July	299	298	261	215
August	316	286	280	257
September	284	262	244	254
October	311	272	271	263
November	305	213	207	261
December	290	239	268	201
Total	4135	3620	3444	3059



California Council on Problem Gambling

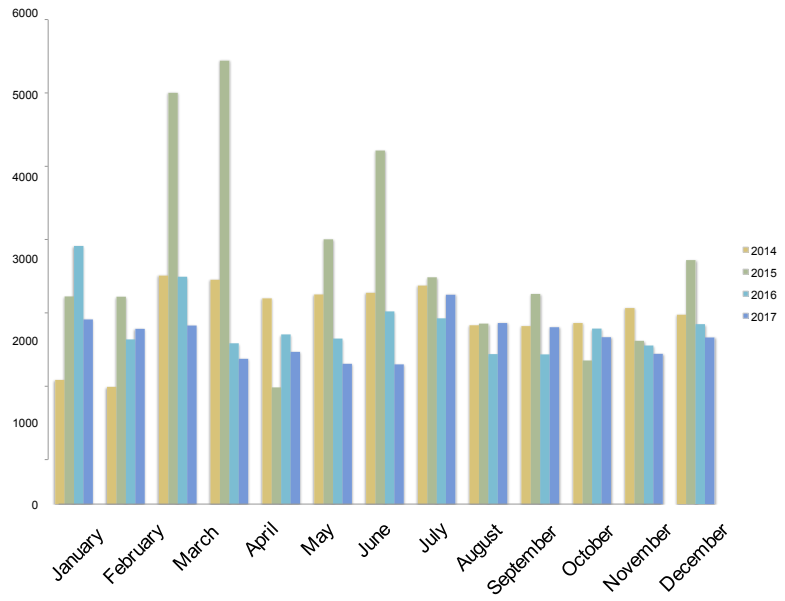
Helpline Statistics

2017 Annual Report

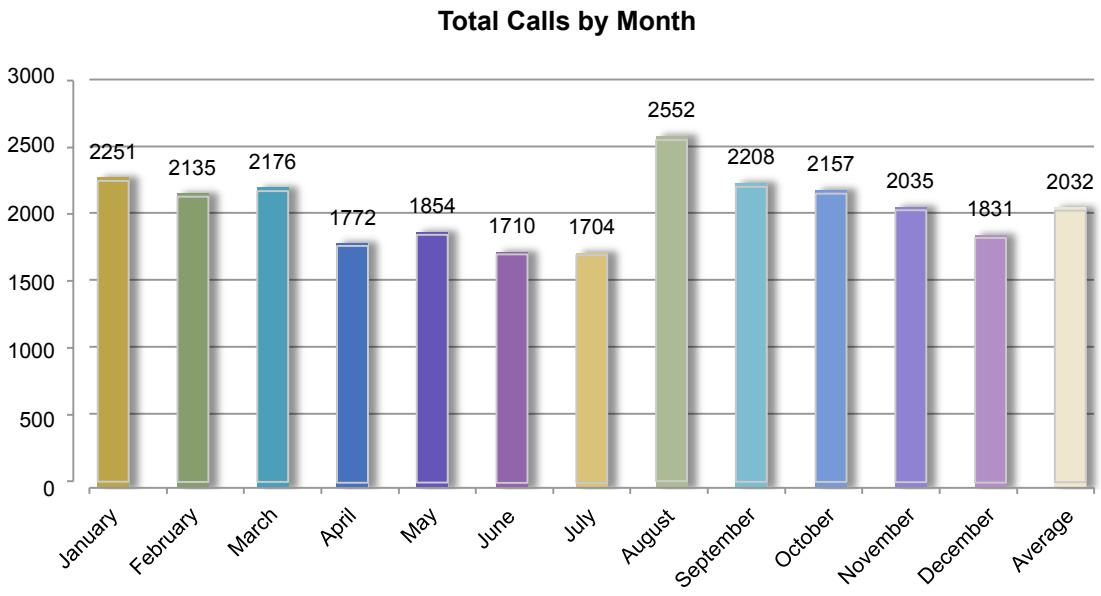
Number of Intake/Clinical Calls	**3059**
Calls Answered (Intake, Non-Intake & Prank)	**24385**
Text Intakes	**151**
Text Subscriptions	**765**
Non-Intake Calls (includes prank calls)	21316
Obvious Prank Calls	269

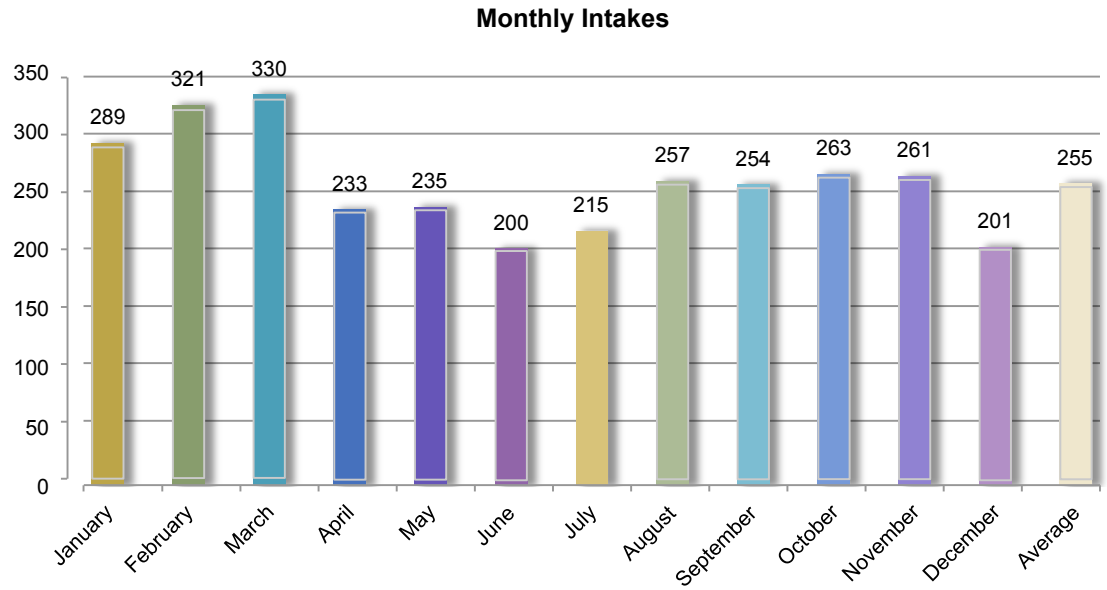
Total Calls

	2014	2015	2016	2017
January	1515	2532	3148	2251
February	1429	2529	2008	2135
March	2786	5013	2770	2176
April	2734	5407	1959	1772
May	2508	1422	2068	1854
June	2554	3229	2017	1710
July	2575	4309	2350	1704
August	2662	2764	2265	2552
September	2180	2200	1828	2208
October	2171	2563	1826	2157
November	2208	1751	2319	2035
December	2390	1991	1934	1831
Average	2309	2976	2193	2032



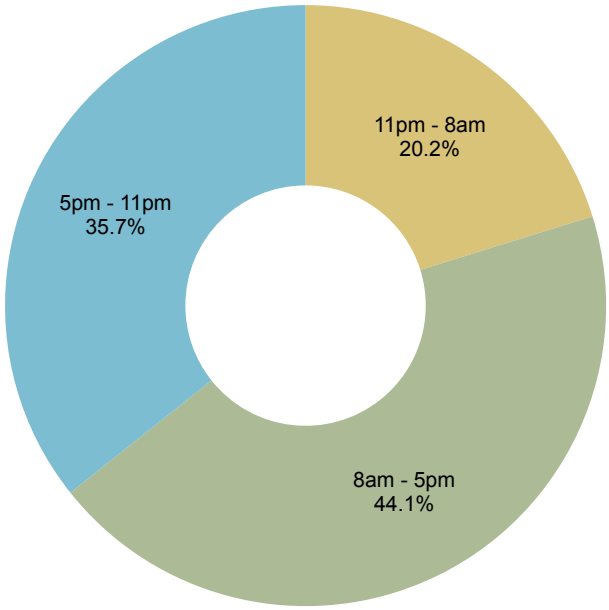
Calls & Intakes by Month





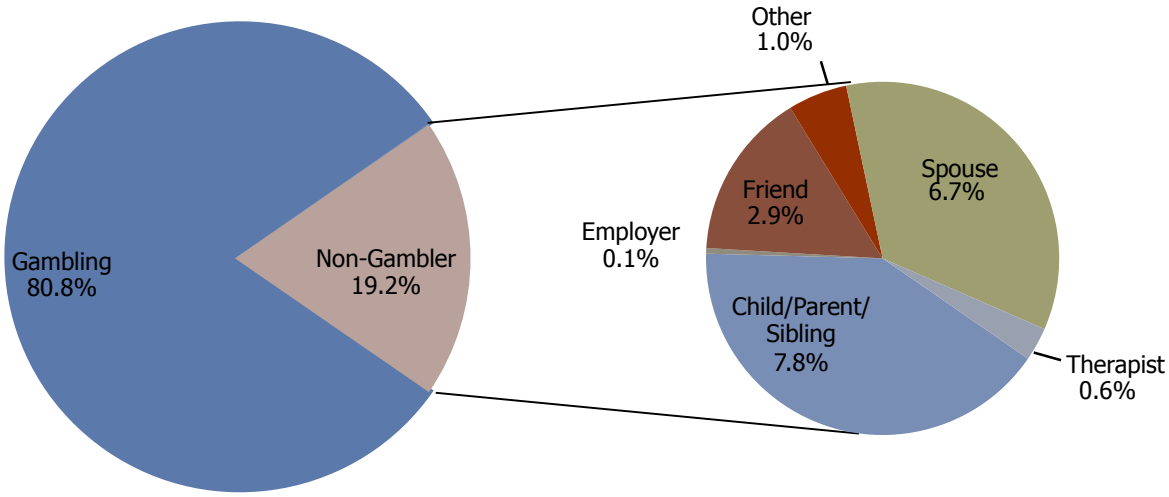
Clinical Calls by Shift

First Shift	Second Shift	Third Shift
618	1349	1092
20.2%	44.1%	35.7%



Type of Caller

Child	126	4.1%	Gambler	2471	80.8%	Sibling	47	1.5%
Employer	3	0.1%	Other	32	1.0%	Spouse	205	6.7%
Friend	90	2.9%	Parent	67	2.2%	Therapist	18	0.6%



Caller Area Code

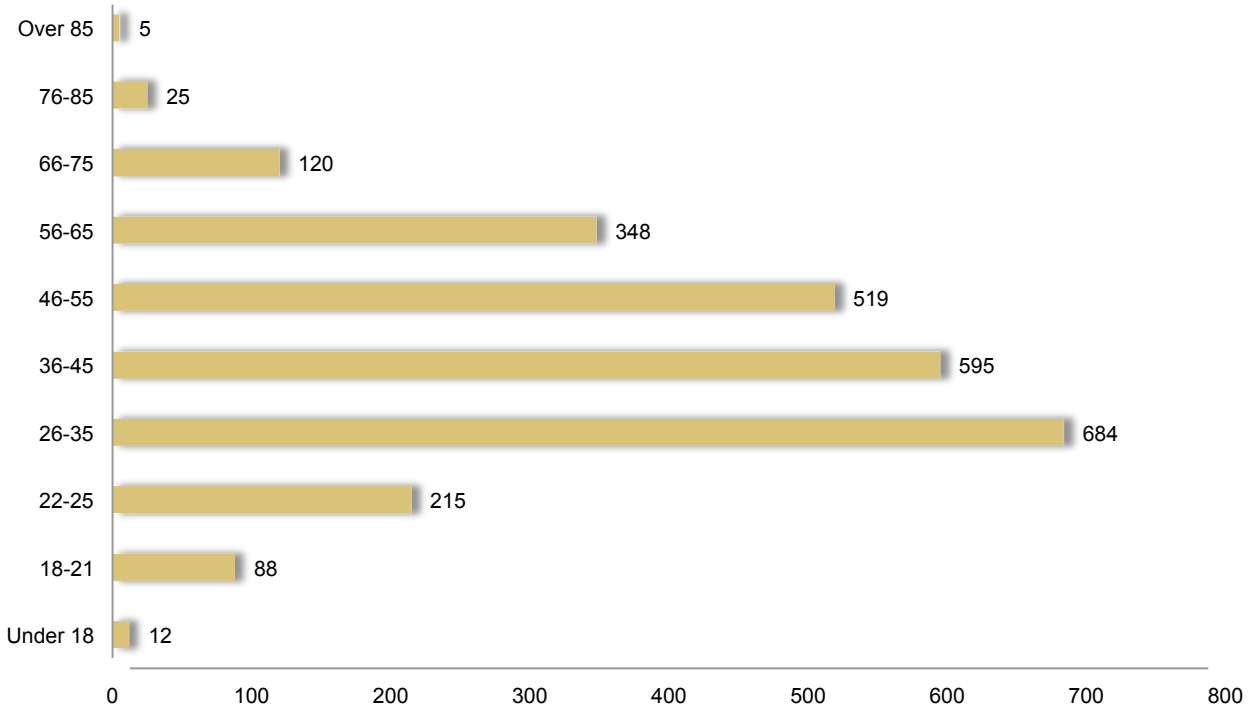
(209)	106	4.0%	(559)	143	5.4%	(760)	131	4.9%
(213)	55	2.1%	(562)	85	3.2%	(805)	99	3.7%
(310)	136	5.1%	(619)	206	7.8%	(818)	118	4.4%
(323)	115	4.3%	(626)	95	3.6%	(831)	23	0.9%
(408)	84	3.2%	(650)	48	1.8%	(858)	44	1.7%
(415)	85	3.2%	(657)	3	0.1%	(909)	134	5.1%
(424)	22	0.8%	(661)	71	2.7%	(916)	209	7.9%
(442)	6	0.2%	(707)	137	5.2%	(925)	46	1.7%
(510)	117	4.4%	(714)	110	4.1%	(949)	39	1.5%
(530)	62	2.3%	(747)	3	0.1%	(951)	126	4.8%

Gender of Caller

Male	1966	64.3%	Female	1093	35.7%

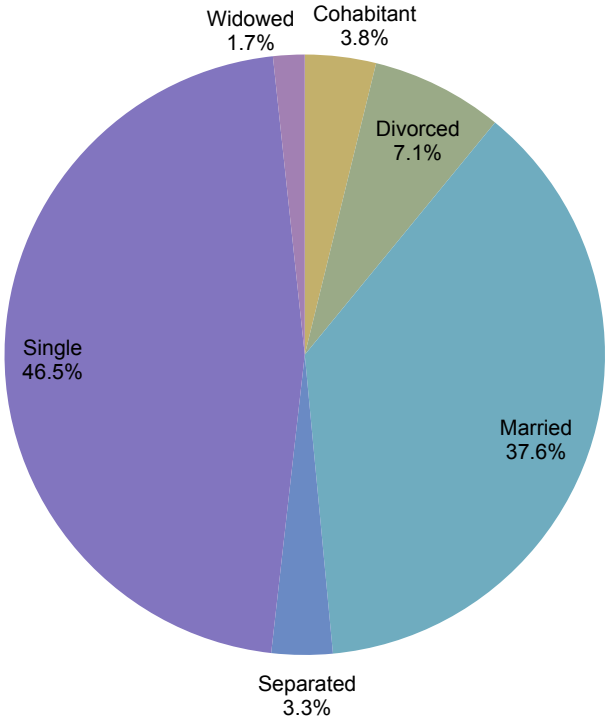
Caller Age

Under 18	12	0.5%	Age 36...45	595	22.8%	Age 76...85	25	1.0%
Age 18...21	88	3.4%	Age 46...55	519	19.9%	Age 85+	5	0.2%
Age 22...25	215	8.2%	Age 56...65	348	13.3%			
Age 26...35	684	26.2%	Age 66...75	120	4.6%			



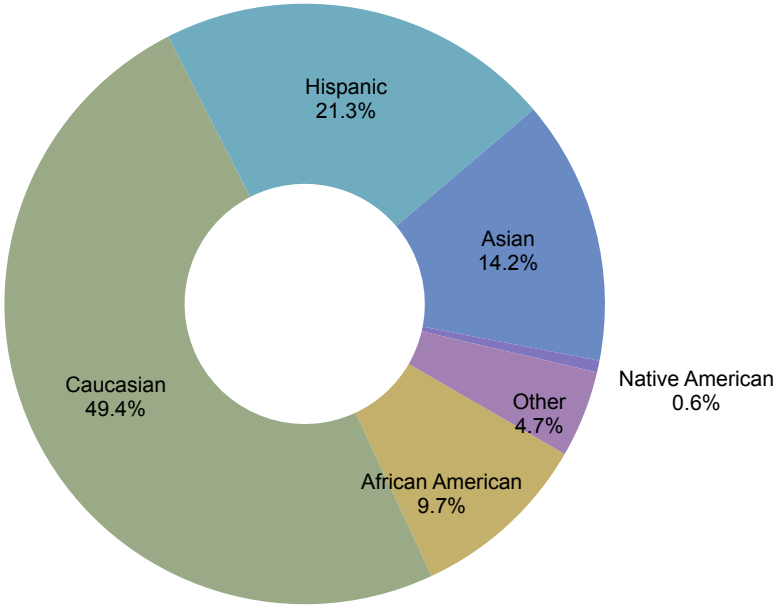
Caller Marital Status

Cohabitant	106	3.8%	Married	1042	37.6%	Single	1290	46.5%
Divorced	197	7.1%	Separated	91	3.3%	Widowed	47	1.7%



Ethnicity

African American	262	9.7%	Hispanic	574	21.3%	Pacific Islander	12	0.4%
Asian Indian	35	1.3%	Japanese	13	0.5%	Other Ethnicity	126	4.7%
Caucasian	1333	49.4%	Korean	30	1.1%	Vietnamese	44	1.6%
Chinese	128	4.7%	Native American	17	0.6%			
Filipino	80	3.0%	Other Asian	42	1.6%			

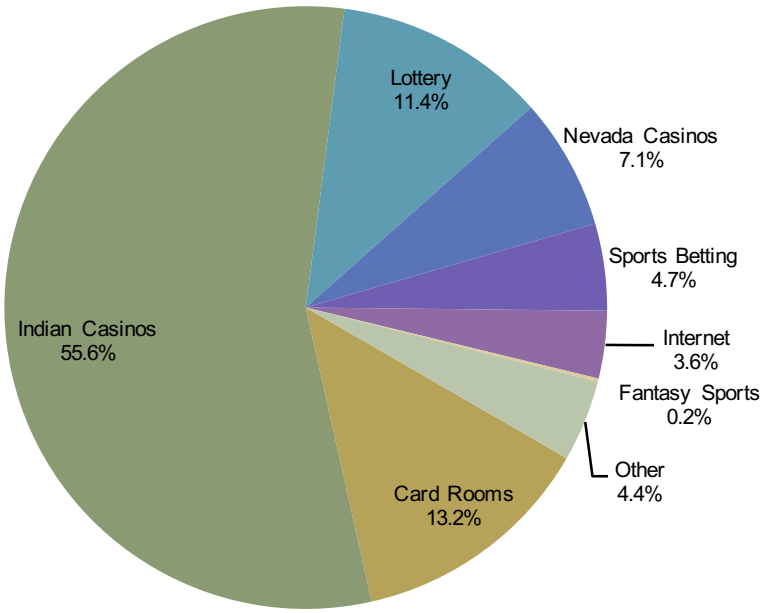


Primary Gambling Preference

Bingo	14	0.4%	Indian Casinos	1858	55.6%	Nevada Casinos	236	7.1%
Card Rooms	440	13.2%	Internet (Cards)	74	2.2%	Other	62	1.9%
Cards (private)	18	0.5%	Internet (Other)	47	1.4%	Sports Betting	156	4.7%
Fantasy Sports	6	0.2%	Lottery	381	11.4%	Stock Market	11	0.3%
Horse Racing	41	1.2%						

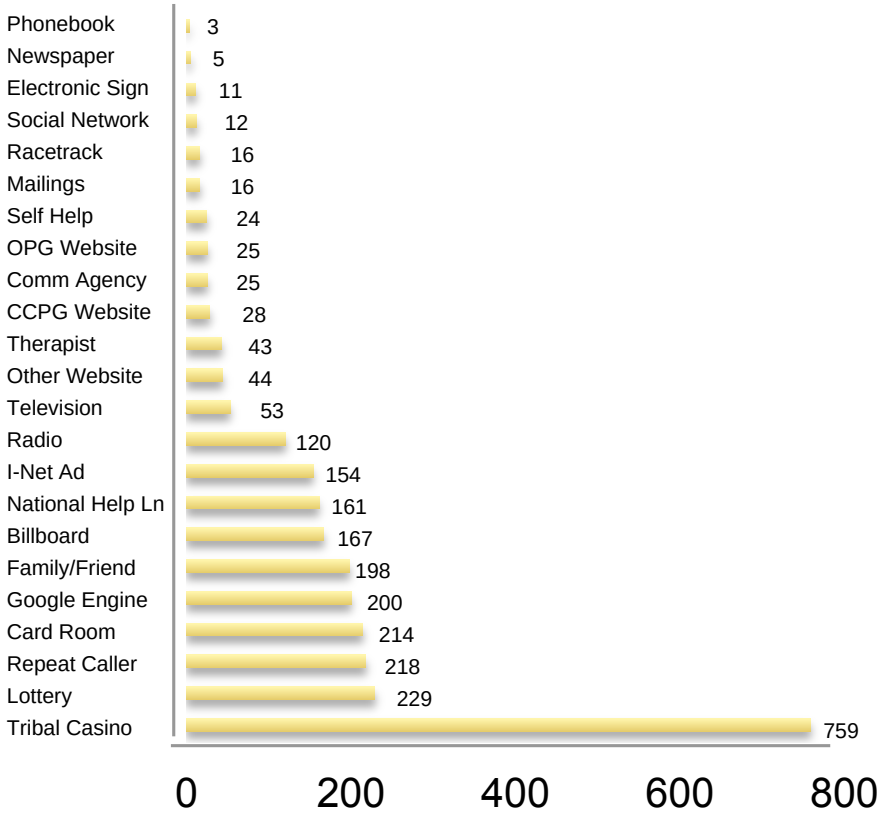
Secondary Gambling Preference

Bingo	6	0.5%	Indian Casinos	205	18.8%	Nevada Casinos	93	8.5%
Card Rooms	94	8.6%	Internet (Cards)	25	2.3%	Other	25	2.3%
Cards (private)	4	0.4%	Internet (Other)	12	1.1%	Sports Betting	66	6.0%
Fantasy Sports	4	0.4%	Lottery	531	48.6%	Stock Market	9	0.8%
Horse Racing	19	1.7%						



Caller Referral Source

Billboard	167	6.1%	Mailings	16	0.5%	Radio	120	4.4%
Card Room	214	7.8%	National Help Line	161	5.9%	Repeat Caller	218	8.0%
Check Cashing Center	0	0.0%	Newspaper	5	0.1%	Self Help Group	24	0.8%
Community Agency	25	0.9%	OPG Website	25	0.9%	Social Network	12	0.4%
Convenience Store	0	0.0%	Other	0	0.0%	Television	53	1.9%
Electronic Signage	11	0.4%	Other PG Website	0	0.0%	Therapist	43	1.5%
Family/Friend	198	7.2%	Other Website	44	1.6%	Tribal Casino	759	27.8%
I-Net Ad	154	5.6%	Phonebook	3	0.1%	Google Search Engine	200	7.3%
Lottery	229	8.4%	Racetrack	16	0.5%	CCPG Website	28	1.0%



Non Gambler Gender

Male	220	37.4%	Female	368	62.5%

Gambler Gender

Male	1746	70.7%	Female	725	29.3%

Gambler Age

Under 18	9	0.4%	Age 36...45	473	21.8%	Age 76...85	21	1.0%
Age 18...21	78	3.6%	Age 46...55	443	20.4%	Age 86+	4	0.2%
Age 22...25	182	8.4%	Age 56...65	282	13.0%			
Age 26...35	587	27.0%	Age 66...75	95	4.4%			

Gambler's Primary Gambling Preference

Bingo	7	0.3%	Indian Casinos	1275	55.3%	Nevada Casinos	131	5.7%
Card Rooms	380	16.5%	Internet (Cards)	46	2.0%	Other	25	1.1%
Cards (private)	16	0.7%	Internet (Other)	26	1.1%	Sports Betting	96	4.2%
Horse Racing	20	0.9%	Lottery	271	11.8%	Stock Market	7	0.3%

Gambler's Indebtedness

Average Debt	$18,531	Total Debt Reported	$13,101,190

Gambler's Average Debt by Age

Under 18	$667	Age 36...45	$30,224	Age 76...85	$20,340
Age 18...21	$2,067	Age 46...55	$20,926	Age 86+	$0
Age 22...25	$8,336	Age 56...65	$18,557		
Age 26...35	$19,678	Age 66...75	$14,126		

Gambler's Spending

Average Spent Per Year on Gambling	$33,359	Total Spent Per Year on Gambling	$24,385,250

Number of Gamblers Playing the Lottery

Yes	27.4%	No	72.6%

Type of Lottery Game

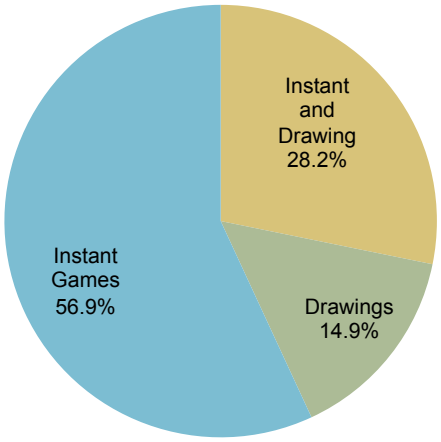
Instant Games	56.9%	Drawings	14.9%	Instant and Drawing	28.2%

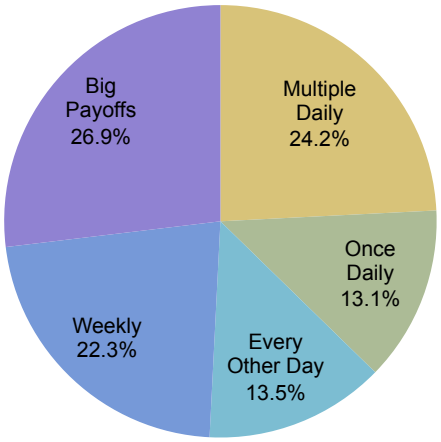
Frequency of Lottery Play

Multiple Daily	24.2%	Every Other Day	13.5%	Big Payoffs	26.9%
Once Daily	13.1%	Weekly	22.3%		

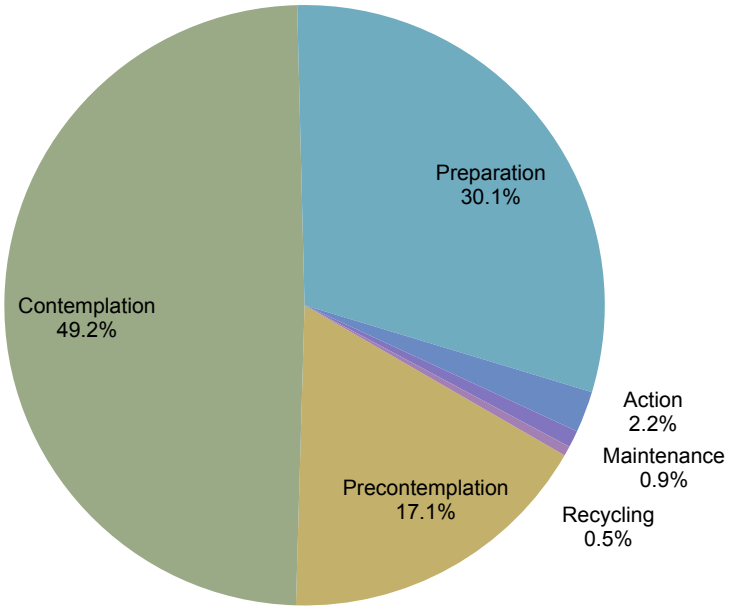
Average Number of Lottery Tickets Purchased Per Occasion

10.5



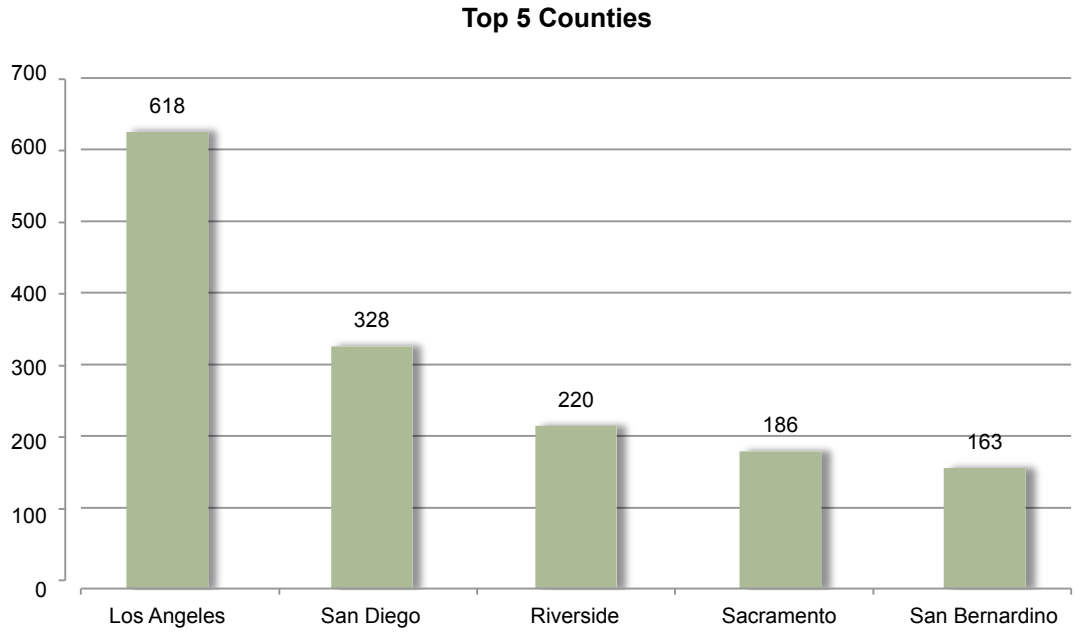


Gambler Stage of Change



Caller County	Callers Per County	Number of Gaming Venues
Los Angeles	618	11
San Diego	328	18
Riverside	220	12
Sacramento	186	14
San Bernardino	163	3
Orange	147	2
Fresno	100	5
Alameda	97	6
Santa Clara	96	3
Contra Costa	78	6
Ventura	66	1
Sonoma	50	4
Kern	49	5
San Mateo	46	3
San Francisco	43	0
Solano	39	0
Placer	38	1
San Joaquin	35	6
Stanislaus	29	3
Yolo	27	1
El Dorado	27	2
Tulare	26	4
Santa Barbara	23	2
Monterey	14	4
Humboldt	14	6
Merced	11	2
Lake	10	4
Butte	9	3
Shasta	7	3
Santa Cruz	7	2
San Luis Obispo	7	5
Mendocino	7	5
Marin	7	1
Sutter	6	0
Tuolumne	5	2
Madera	5	2
Yuba	4	2
Nevada	4	1

Caller County	Callers Per County	Number of Gaming Venues
Napa	4	1
Imperial	4	3
Del Norte	4	2
Glenn	3	0
Calaveras	3	0
Amador	3	1
Siskiyou	2	0
Kings	2	2
Tehama	1	1
San Benito	1	0
Lassen	1	1
Inyo	1	2

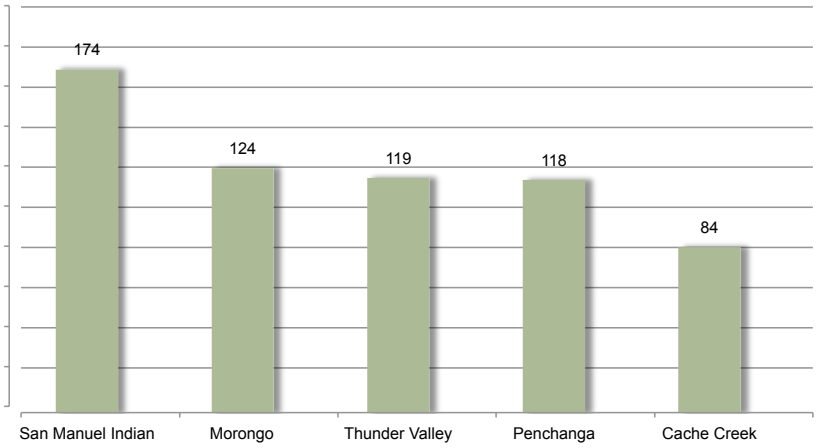


Tribal Casino of Choice

Agua Caliente	27
Augustine	3
Barona	66
Barstow	2
Bear River	5
Black Oak	15
Blue Lake	14
Buena Vista	6
Cache Creek	84
Cahuilla Creek	4
Cher-Ae Heights	1
Chicken Ranch	6
Chukchansi Gold	15
Chumash	30
Cloverdale Rancheria	4
Colusa Casino	1
Coyote Valley	2
Desert Rose	2
Diamond Mountain	1
Eagle Mountain	24
Elk Valley	4
Fantasy Springs	3
Feather Falls	2
Garcia River	1
Gold Country	6
Golden Acorn	2
Graton Resort	27
Harrah's	32
Havasu Landing	4
Hidden Oaks	2
Hollywood Jamul	23
Hopland ShoKaWah	1
Jackson Rancheria	18
Jackson Rancheria Casino & Bingo	1
Karuk Casino	1
Konocti Vista	1
La Posta	2
Lucky 7	10

Tribal Casino of Choice

Lucky Bear	5
Mono Wind	3
Morongo	124
Paiute Palace	6
Pala	16
Pauma	4
Pechanga	118
Pechanga Resort & Casino	1
Pit River	1
Playstation 777	1
Red Earth	1
Red Fox	1
Red Hawk	26
Redwood Hotel Casino	1
River Rock	9
Running Creek	2
San Manuel Indian	174
San Pablo Lytton	37
Santa Ysabel	3
Soboba	14
Spa Resort	6
Spotlight 29	2
Sycuan	24
Table Mountain	50
Tachi Palace	11
Thunder Valley	119
Tortoise Rock Casino	1
Twin Pine	5
Valley View	34
Viejas	24
Win-River	4
Winnedumah Winn's	3



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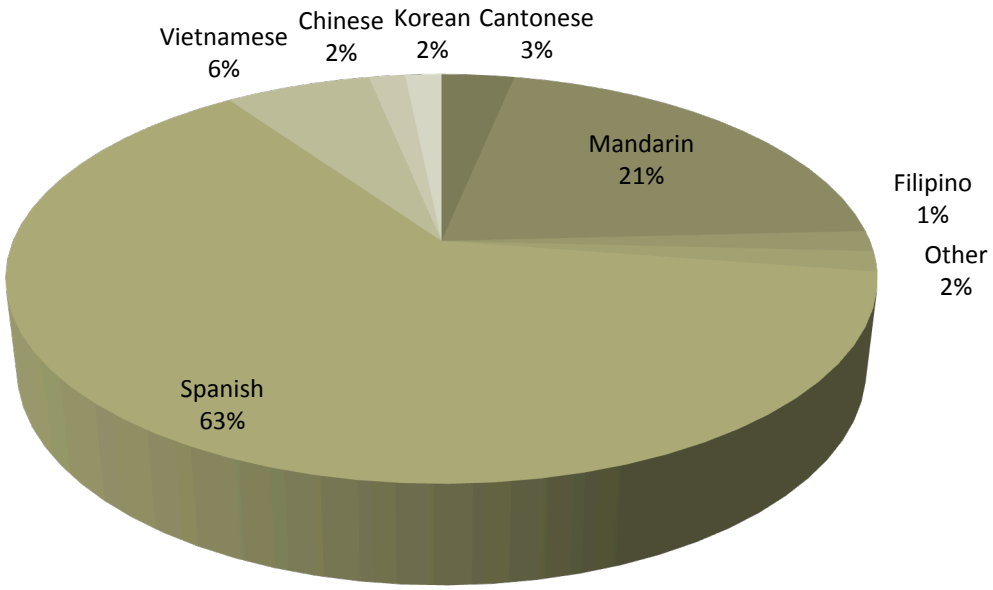
Armenian	0	0.0%
Chinese	1	2.0%
Korean	1	2.0%
Laotian	0	0.0%
Miao, Hmong	0	0.0%
Mon-Khmer, Cambodian	0	0.0%
Filipino	1	1.0%
Other	1	2.0%
Polish	0	0.0%
TTY	0	0.0%
Russian	0	0.0%
Spanish	39	63.0%
Vietnamese	4	6.0%
Cantonese	2	3.0%
Mandarin	13	21.0%



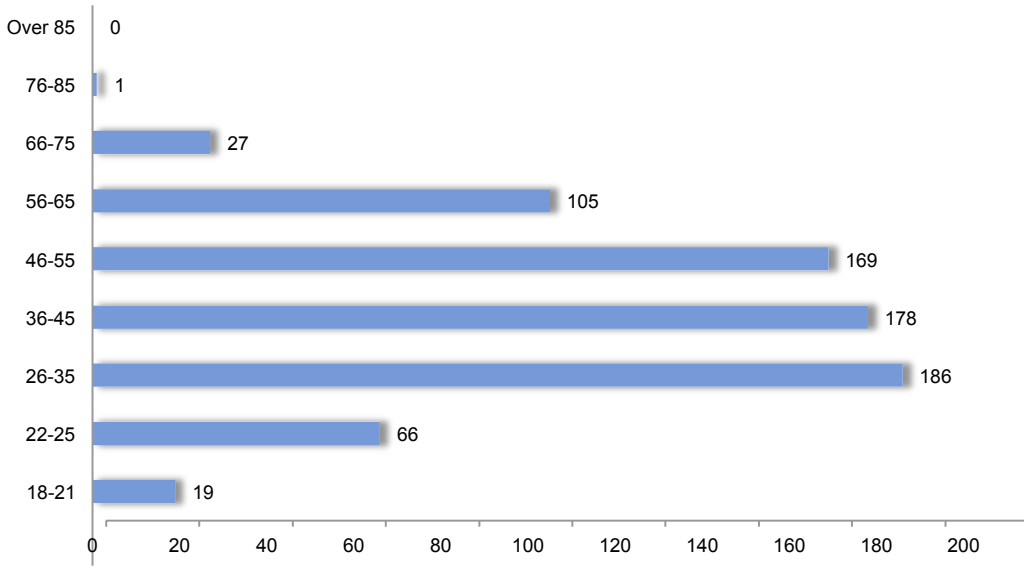
Total Text Subscriptions	**765**
Total Number Intakes	3059
Percent Enrolled	25%
Number of Callers with Phone	2074
Percent of Callers with Phone Enrolled	37%

Caller Gender

Male	486	63.5%	Female	279	36.5%

Caller Age

Under 18	0	0.0%	Age 36...45	178	23.7%	Age 76...85	1	0.1%
Age 18...21	19	2.5%	Age 46...55	169	22.5%	Age 85+	0	0.0%
Age 22...25	66	8.8%	Age 56...65	105	14.0%			
Age 26...35	186	24.8%	Age 66...75	27	3.6%			



Caller Stage of Change

Pre-contemplation	131	17.1%	Action	17	2.2%
Contemplation	376	49.2%	Maintenance	7	0.9%
Preparation	230	30.1%	Recycling	4	0.5%

Quality Assurance

Total Number of Quality Assurance Requests	507	Total Number of Quality Assurance Surveys Received	61
Percentage of Total Intakes	17%	Percentage of Total Number of Intakes	2%
		Percentage of Total Number of Survey Requests	12%

Survey Questions

	Yes	No
Were you able to speak to a Helpline counselor immediately?	95%	5%
Did you think that the counselor was understanding?	95%	5%
Did you receive a referral to GA or GAMANON?	69%	31%
Did you attend the GA or GAMANON meeting?	35%	65%
If you called about your own gambling problem, are you still gambling?	28%	62%
Do you think that calling the 800# helped you recognize the extent of you or someone else's gambling problem?	92%	8%
Would you recommend the 800# to someone with a gambling problem?	98%	2%

Data is based on caller's willingness to disclose information.

Comments from California callers who completed QA surveys

"Says C2C has been helpful measure"

" I think it is a really good program"

"the counselor was very understanding"

"Counselor was very understanding and went over and beyond to help him"

"It was well worth it!"

"no longer gambling anymore- has mixed emotions but feels better overall- has been able to save and feels happy"

"currently workign with LB doing C2C- very helpful-. Clt stated he appreciates the assistance"

"no longer gambling 3 months sober"

"appreciative of services phone sessions are convenient"

Number of Text Intakes 151

Texting Result

Request for Information	57	37.7%
Transferred to Phone Intake	8	5.3%
Referrals provided in Text	17	11.3%
Text Terminated Prematurely	69	54.5%

Number of Chat Intakes 24

Type of Chat Visitor

Gambler	17	70%
Friend	0	0%
Spouse/Significant Other	0	0%
Parent	0	0%
Adult Child	0	0%
Sibling	0	0%
Other	7	30%
Employer	0	0%
Therapist	0	0%