Problem Gambling Helpline Report 20

North Carolina Problem Gambling Program

North Carolina Department of Health & Human Services,
Division of Mental Health, Developmental Disabilities &
Substance Abuse Services

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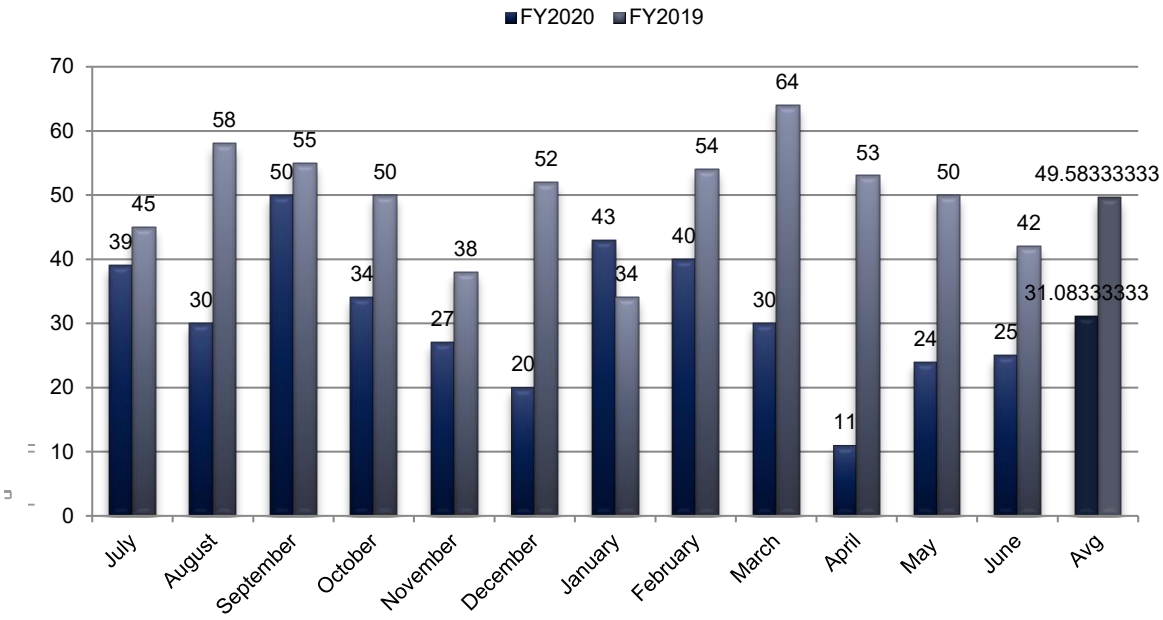
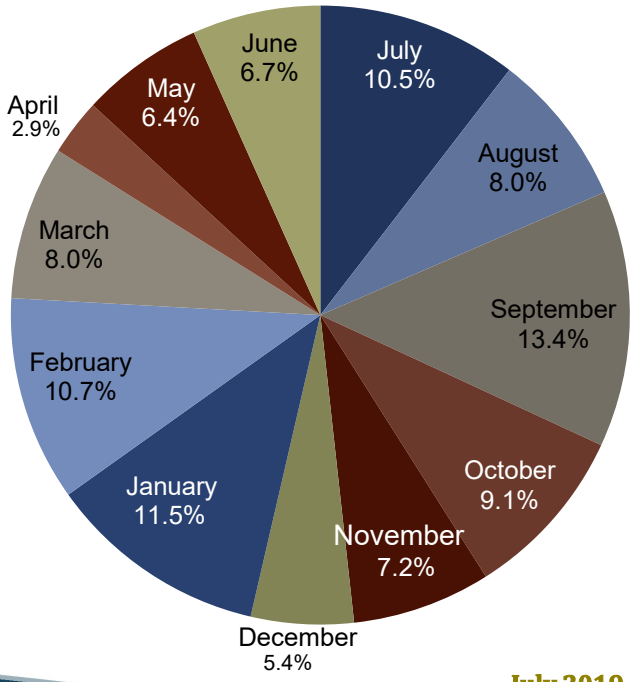
North Carolina Problem Gambling Help Line Statistics
July 2019 - June 2020

Monthly Intakes



FY2020 Monthly Intakes



Number of Intake/Clinical Calls	**373**
Calls Answered (Intake, Non-Intake & Prank)	**2801**
Non-Intake Calls (includes prank calls)	2428
Obvious Prank Calls	2

Clinical Calls by Shift (EST)

First Shift 11:00pm - 7:59am	Second Shift 8:00am - 4:59pm	Third Shift 5:00pm - 10:59pm
60	200	113
16.1%	53.6%	30.3%

Caller Type

Problem Gambler	302	81.0%	Person Affected by Problem Gambler	71	19.0%

Relationship to Problem Gambler

Child	9	12.7%	Sibling	7	9.9%	Spouse	20	28.2%
Parent	10	14.1%	Significant Other	2	2.8%	Other	23	32.4%

Caller Referral Source

Billboard	5	1.4%	NC Problem Gambling Website	23	6.3%	Radio Ad	13	3.6%
Indian Casino	41	11.3%	Newspaper Ad	1	0.3%	Relative/Friend	28	7.7%
Internet	116	32.0%	Other	43	11.8%	Support Group	7	1.9%
Lottery Ticket/Scratch Card	75	20.7%	Phone Book/Operator	4	1.1%	TV Ad	7	1.9%

Pandora/Spotify Referrals

(For Callers Who Indicated Internet or Radio Referral Source)

Pandora	3	100.0%	Spotify	0	0.0%

Caller Ethnicity

African American	135	36.9%	Caucasian	174	47.5%	Native American	3	0.8%
Asian American	4	1.1%	Hispanic	10	2.7%	Other Ethnicity	40	10.9%

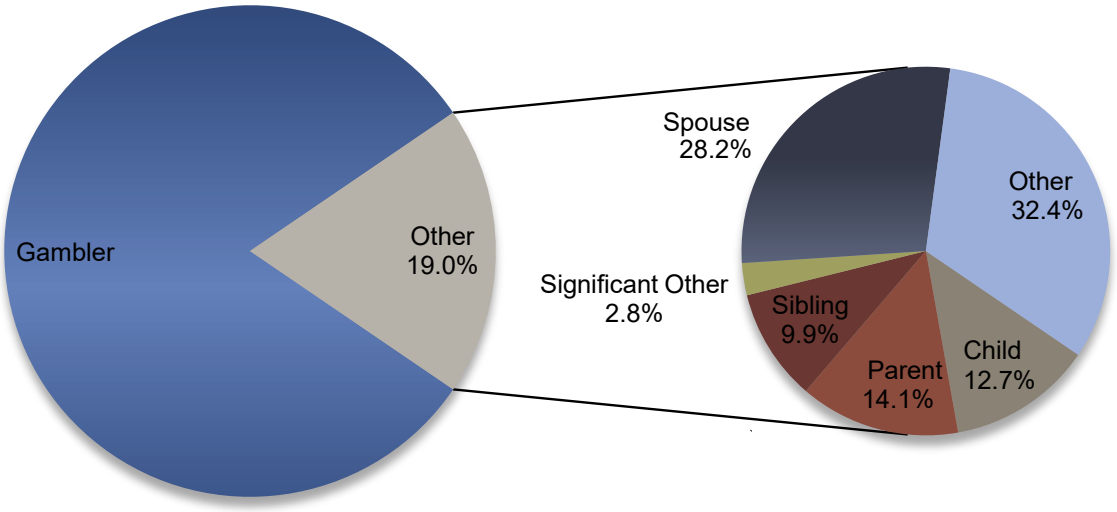
Caller Gender

Female	176	47.2%	Male	197	52.8%

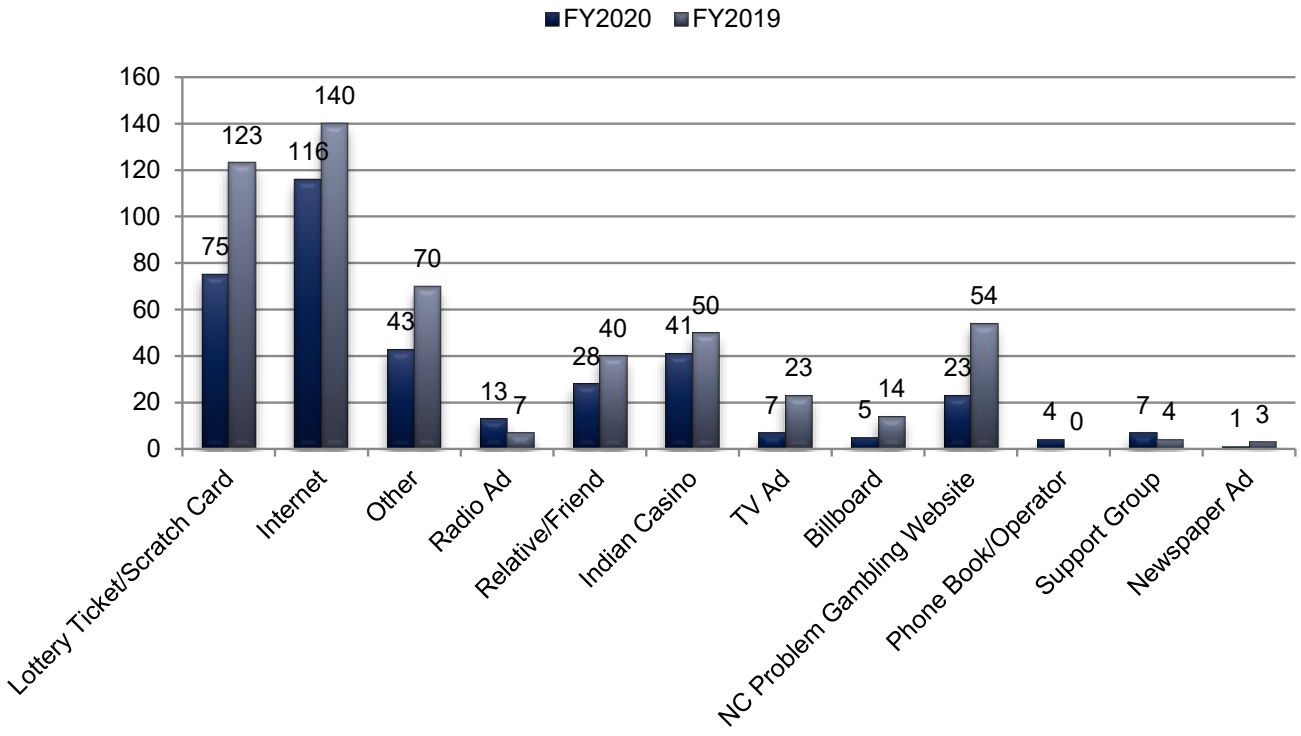
Primary Problem Gambling Activities

Bingo	4	1.1%	Keno	0	0.0%	Private Card Games	10	2.9%
Cherokee Casino	61	17.5%	Lottery	99	28.4%	Sports Betting	13	3.7%
Fantasy Sports	4	1.1%	Other	56	16.0%	Stock Market	6	1.7%
Horses/Dogs/Cock Fighting	1	0.3%	Out of State Casino	8	2.3%	Sweepstakes	66	18.9%
Internet Home Computer	21	6.0%						

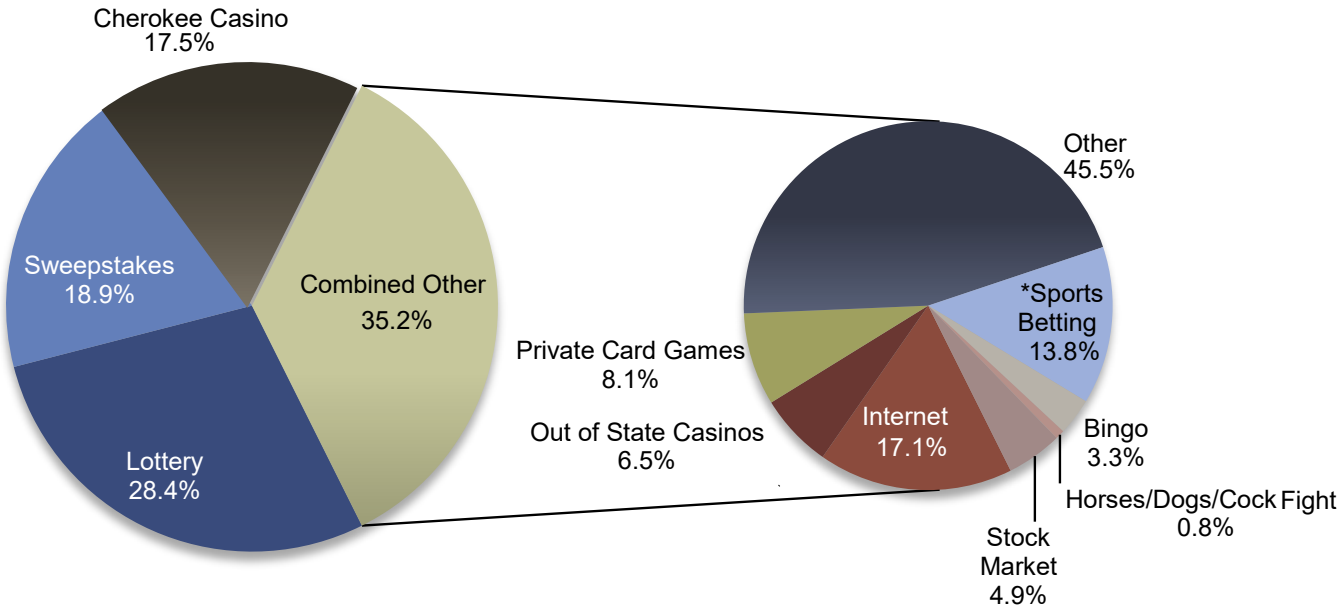
Caller Type



Caller Referral Source

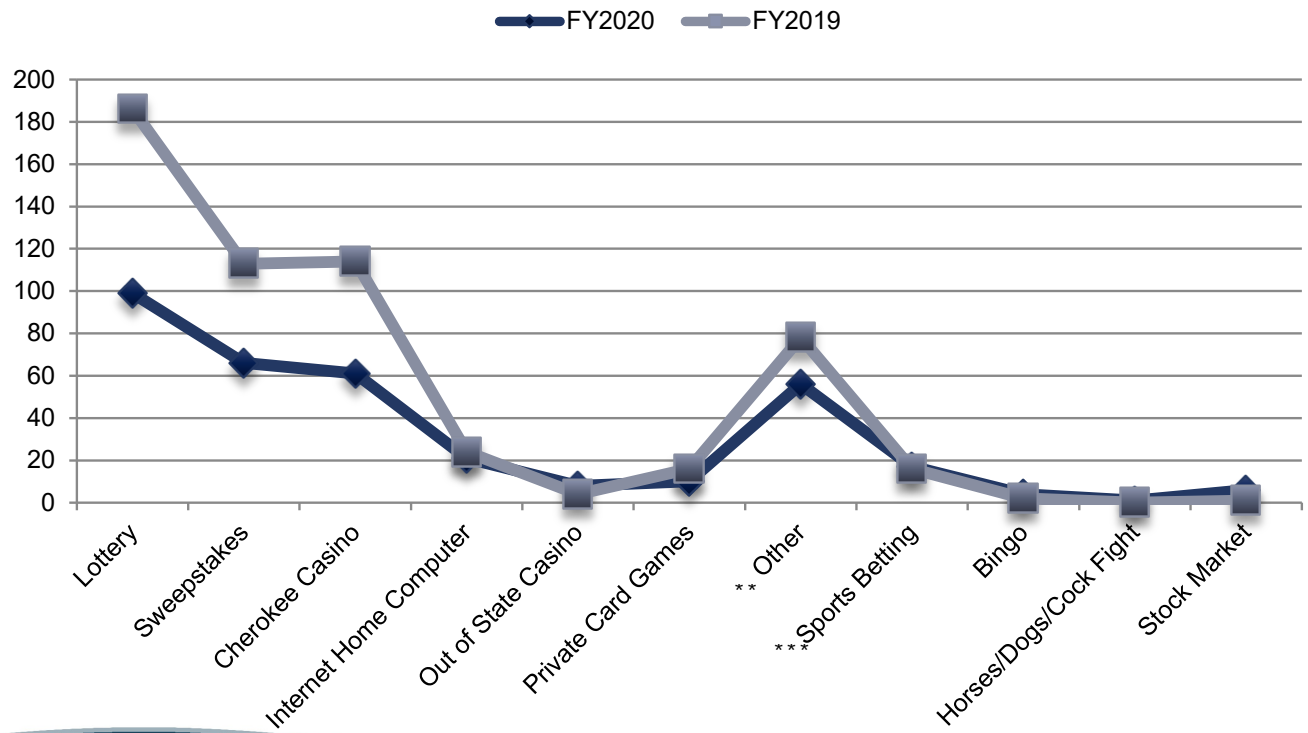


Primary Game of Choice



*From page 2, Fantasy Sports was added to Sports Betting to total 17 (to equal 13.8% of Combined Other)

Primary Game of Choice



**From page 2, Keno was added to Other to total 78 FY2019 & 56 FY2020

***From page 2, Fantasy Sports was added to Sports Betting to total 16 FY2019 & 17 FY2020

North Carolina Problem Gambling Helpline Statistics
July 2019 - June 2020

Total Number of Gambler Callers

302

Secondary Problem Gambling Activities
(Multiple Answers)

Bingo	3	Keno	1	Private Card Games	6
Cherokee Casino	14	Lottery	32	Sports Betting	9
Horses/Dogs/Cock Fighting	0	Other	10	Stock Market	1
Internet Home Computer	7	Out of State Casino	10	Sweepstakes	28

Lottery Game Preference
(For Gamblers Who Indicated Lottery as Primary or Secondary Gambling Preference)

Drawings	16.3%	Scratch/Instant	83.7%

Casino Game Preference
(For Gamblers who indicated Cherokee or Out of State Casinos as Primary or Secondary Gambling Preference)

Machines	72.6%	Table Games	27.4%

Percentage of Gamblers Playing Fantasy Sports

Yes	7.0%	No	93.0%

Type of Fantasy Sports

Same Day	58.3%	Weekly	8.3%	Season Long	33.3%

Gambler Military History

Never Active	96.7%	Currently Reserve	0.0%
Currently Active	0.3%	Veteran	3.0%

Personal Life Impact
(Multiple Answers)

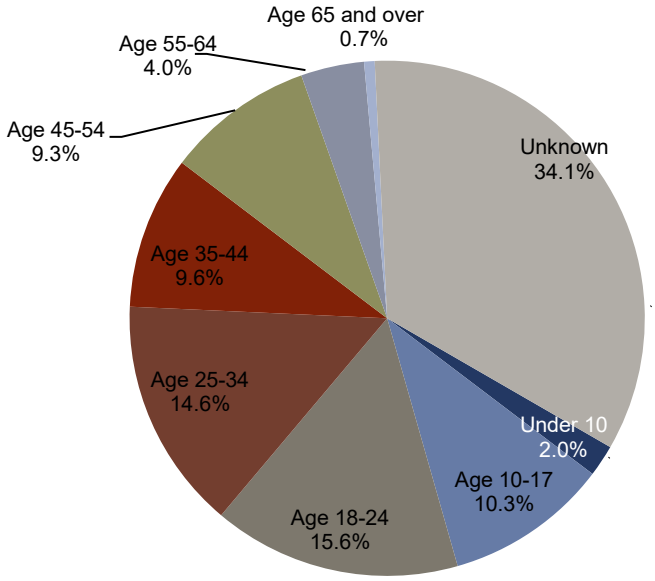
Alienation of family	60	Lost job	15	Suicidal attempts	1
Jail/Arrest	1	Physical health	14	Suicidal thoughts	22
Loss of primary relationship	82	Stress/Depression/Anxiety	252	Unknown	14

Financial Impact
(Multiple Answers)

Borrowing from family/friends	82	Paying household bills	159	Written bad checks	6
Credit card debt	125	Stealing	10	None	27
Embezzlement	0	Using equity or savings	26	Unknown	13

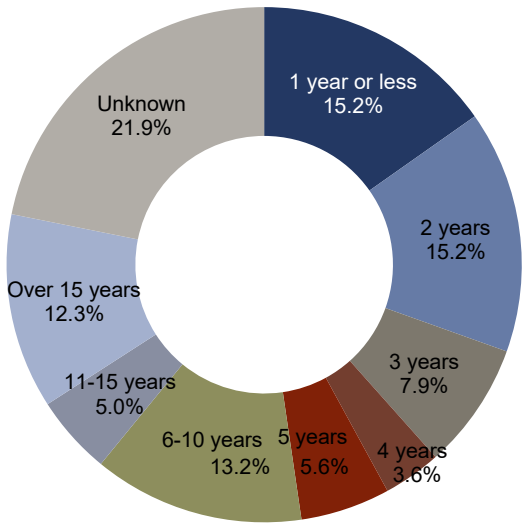
Age First Gambled

Under 10	6	2.0%	Age 25-34	44	14.6%	Age 55-64	12	4.0%
Age 10-17	31	10.3%	Age 35-44	29	9.6%	Age 65 and over	2	0.7%
Age 18-24	47	15.6%	Age 45-54	28	9.3%	Unknown	103	34.1%



Length of Gambling Problem

1 year or less	46	15.2%	4 years	11	3.6%	11-15 years	15	5.0%
2 years	46	15.2%	5 years	17	5.6%	Over 15 years	37	12.3%
3 years	24	7.9%	6-10 years	40	13.2%	Unknown	66	21.9%



Other Addictive Behaviors

(Multiple Answers)

Alcohol	22	None	169
Drugs	14	Unknown	102

Harm Status

Considered Suicide	24	7.9%	Attempted Suicide	5	1.7%
Planned Suicide	0	0.0%	No Ideation/Plan/Attempt	273	90.4%

Past Treatment Experience

Gamblers Anonymous	10	3.3%	Professional Gambling Tx	16	5.3%	Substance Abuse Tx	8	2.6%
Mental Health Tx	25	8.3%	Self-Ban Program	0	0.0%	None	243	80.5%

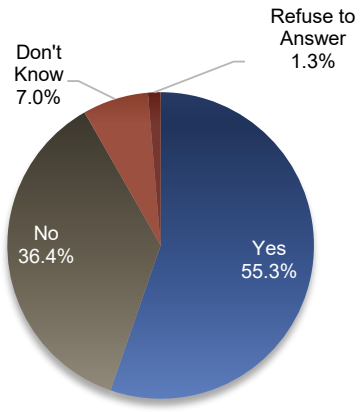
Current Treatment Experience

Gamblers Anonymous	8	2.6%	Professional Gambling Tx	4	1.3%	Substance Abuse Tx	4	1.3%
Mental Health Tx	19	6.3%	Self-Ban Program	0	0.0%	None	267	88.4%

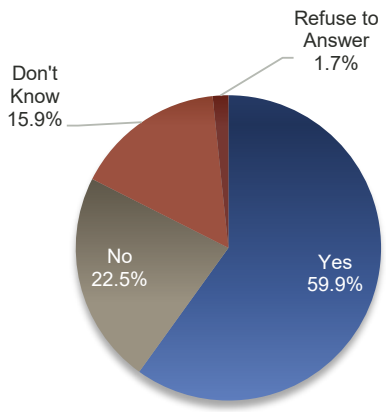
State Diagnosis Questions

	Yes	No	Don't Know	Refused to Answer
Tried to cut down gambling?	167	110	21	4
Lied about Gambling?	181	68	48	5
Spent two weeks thinking about future gambling?	128	130	37	7

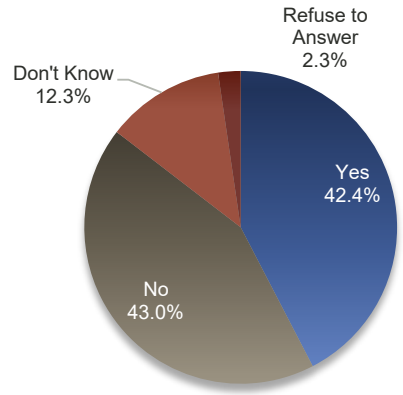
Loss of Control?



Gambler Lying?



Gambler Preoccupation?



Total Number of Non-Gambler Callers

71

Non-Gambler Impact

(Multiple Answers)

I worry about it sometimes	58	It is hard to talk to anyone about it	12	I am still paying for it financially	21
It is affecting my health	3	I am concerned about my/others safety	17	It doesn't affect me anymore	0

Non-Gambler: What Would You Like to See Happen?

(Multiple Answers)

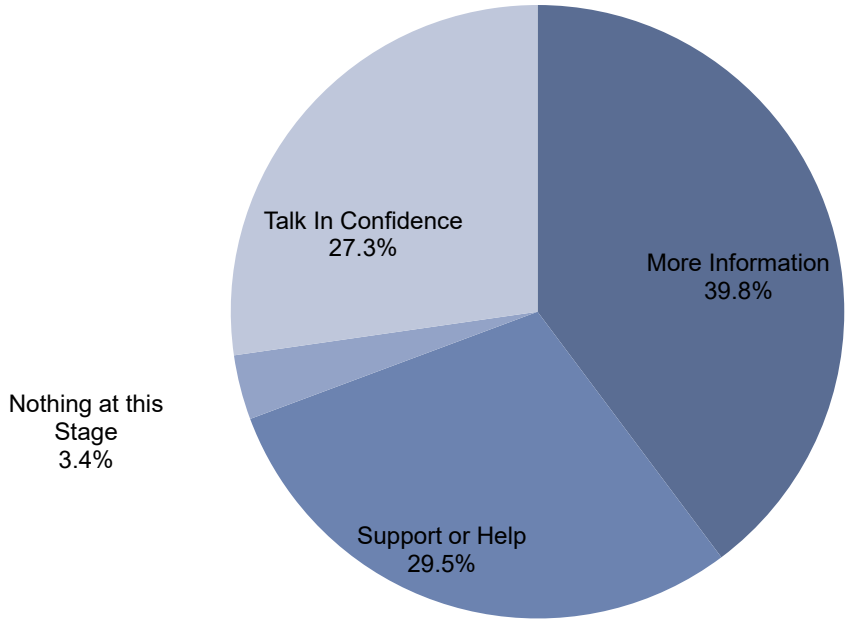
I would like more information	35			I would like support or help	26
I would like to talk in confidence	24			Nothing at this stage	3

Sources of Assistance for Caller

(Multiple Referrals Possible)

State Funded Treatment	197	Family C2C	11	LME/Crisis Services	0
C2C	137	GA/GamAnon	66	Did Not Want Referral	82

Non-Gambler Action Requested

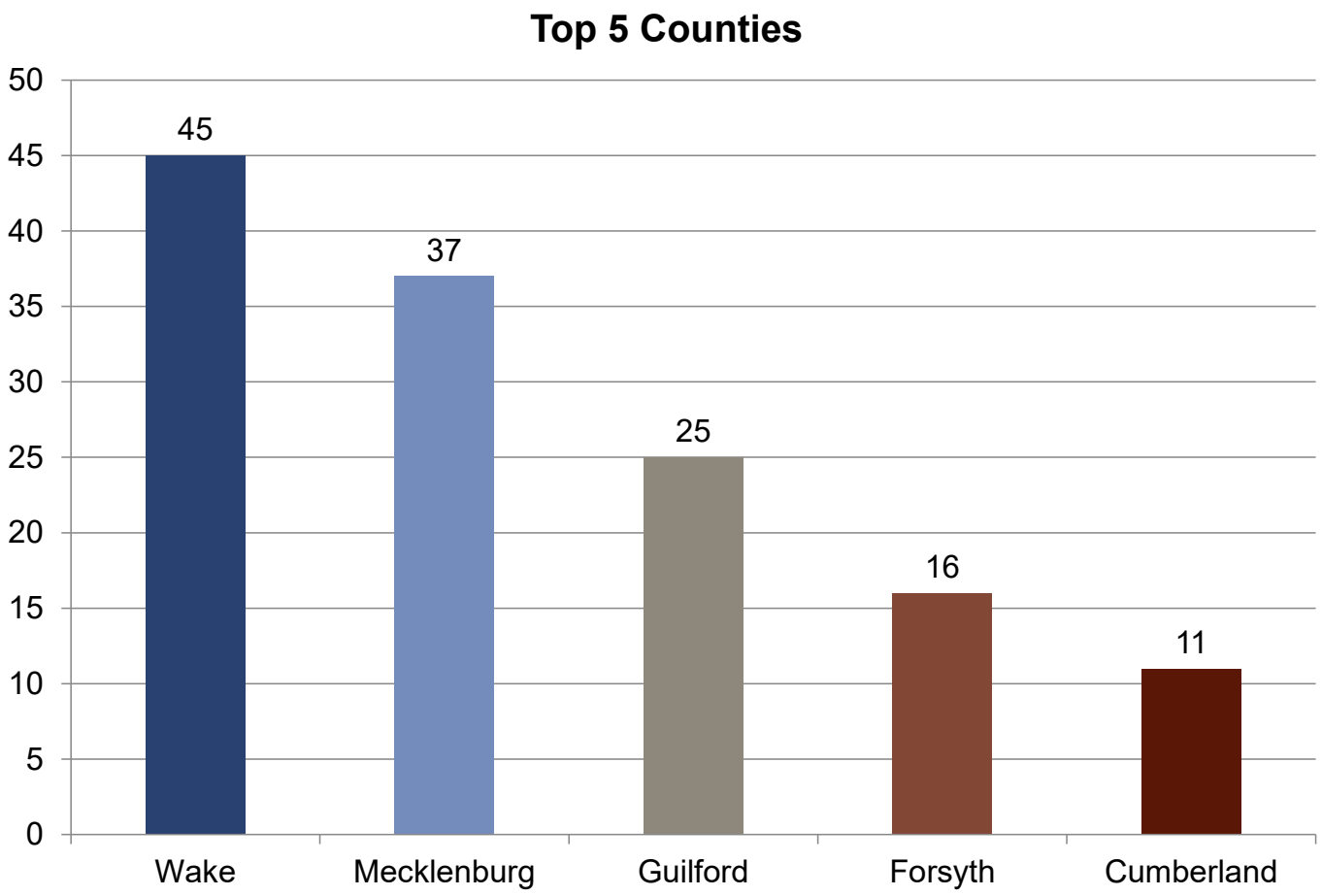


Number of Callers Per County

Alamance	10	Lancaster	1
Alexander	1	Lincoln	2
Beaufort	1	Macon	1
Bertie	1	Martin	1
Brunswick	2	Mcdowell	1
Buncombe	10	Mecklenburg	37
Burke	1	Moore	2
Cabarrus	5	Nash	2
Caldwell	4	New Hanover	6
Carteret	1	Orange	2
Catawba	4	Pasquotank	2
Chatham	1	Pitt	8
Cherokee	1	Randolph	4
Chowan	1	Robeson	6
Cleveland	1	Rockingham	5
Columbus	1	Rowan	7
Craven	4	Rutherford	1
Cumberland	11	San Diego	1
Currituck	1	Scotland	1
Davidson	5	Stafford	1
Durham	10	Stanly	2
Edgecombe	5	Stokes	1
Forsyth	16	Surry	1
Franklin	4	Transylvania	1
Gaston	8	Union	4
Graham	1	UNKNOWN	65
Granville	10	Unknown	1
Guilford	25	Vance	4
Halifax	2	Wake	45
Henderson	1	Warren	1
Iredell	1	Wayne	1
Johnston	2	Wilkes	1

Number of Callers Per County

Wilson	4
	373


Top 5 Counties
50
45
40
35
30
25
20
15
10
5
0
45
37
25
16
11
Wake
Mecklenburg
Guilford
Forsyth
Cumberland

Total Text Subscriptions	**100**
Total Number of Gambler Intakes	302
Percent of Total Gamblers Enrolled	33.1%
Number of Gambler with Phone	255
Percent of Gamblers with Phone Enrolled	39.2%

Gambler Gender

Female	50	50.0%	Male	50	50.0%

Gambler Age

Under 18	2	2.0%	Age 35-44	20	19.6%	Age 65 and over	5	4.9%
Age 18-24	5	4.9%	Age 45-54	14	13.7%			
Age 25-34	13	12.7%	Age 55-64	9	8.8%			

Stage of Change

Pre-contemplation	15	15.0%	Action	12	12.0%
Contemplation	32	32.0%	Maintenance	1	1.0%
Preparation	40	40.0%	Recycling	0	0.0%

Number of Text Conversations	98
Number of Chat Conversations	216

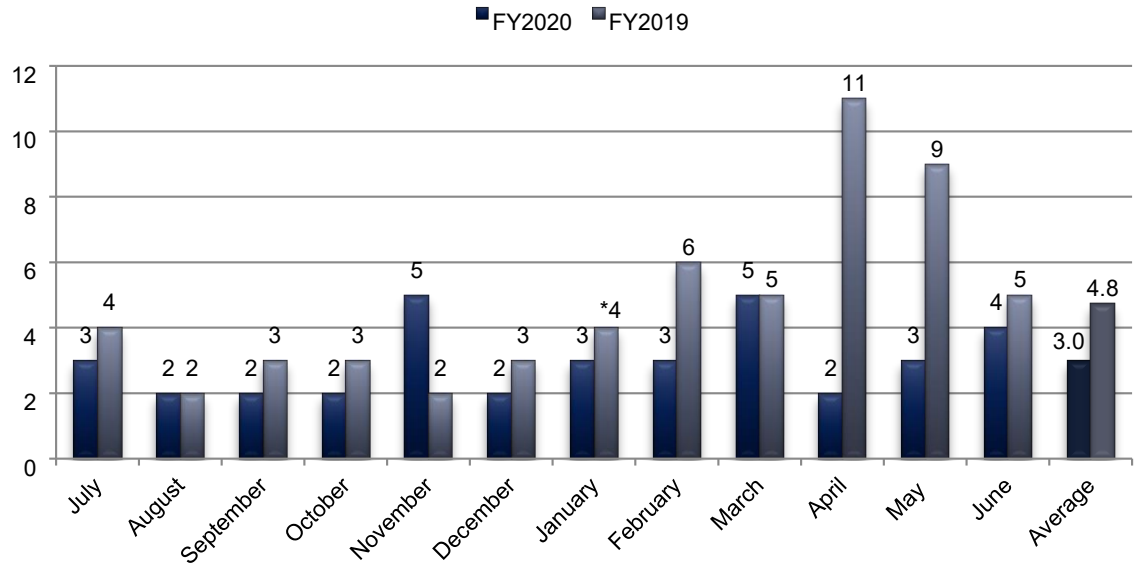
Chat Info

Gambler	7
Non-Gambler	5
Non-Specified	194

North Carolina Problem Gambling Help Line Statistics
July 2019 - June 2020

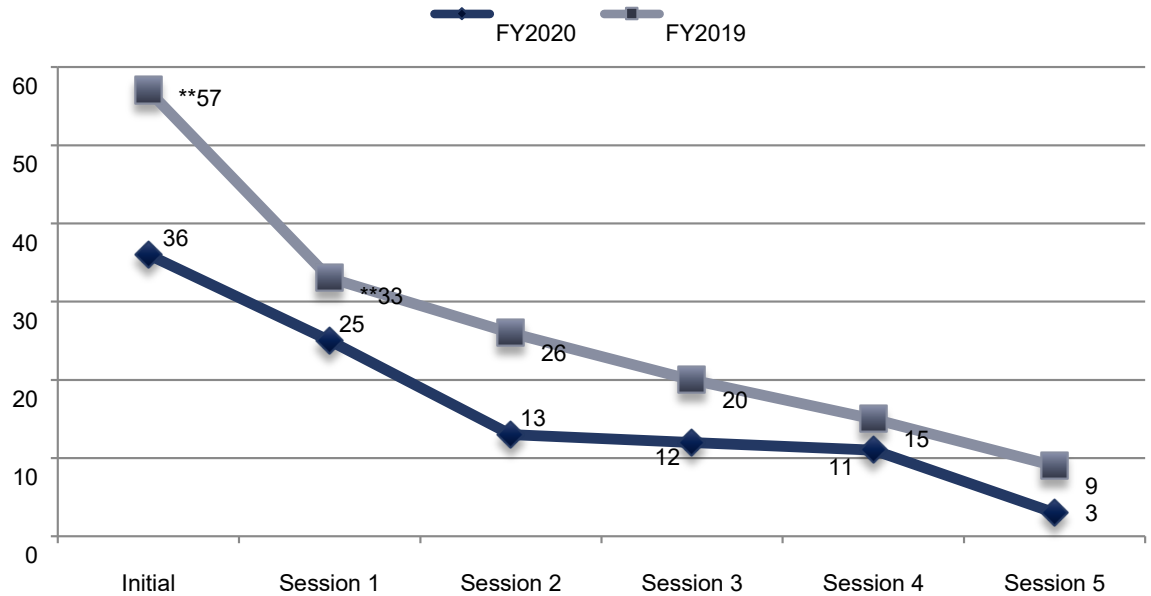
New C2C Cases by Month

	July	August	September	October	November	December	January	February	March	April	May	June	AVG	TOTAL
FY2020	3	2	2	2	5	2	3	3	5	2	3	4	3.0	36
FY2019	4	2	3	3	2	3	*4	6	5	11	9	5	4.8	57



Completed Sessions

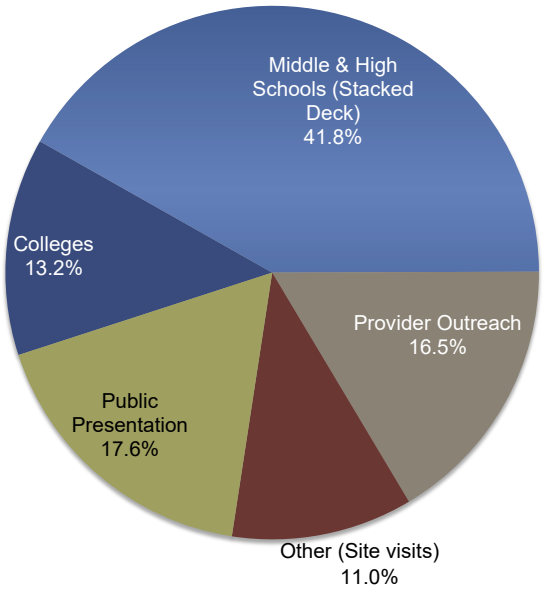
	Initial	Session 1	Session 2	Session 3	Session 4	Session 5	TOTAL
FY2020	36	25	13	12	11	3	100
FY2019	**57	**33	26	20	15	9	160



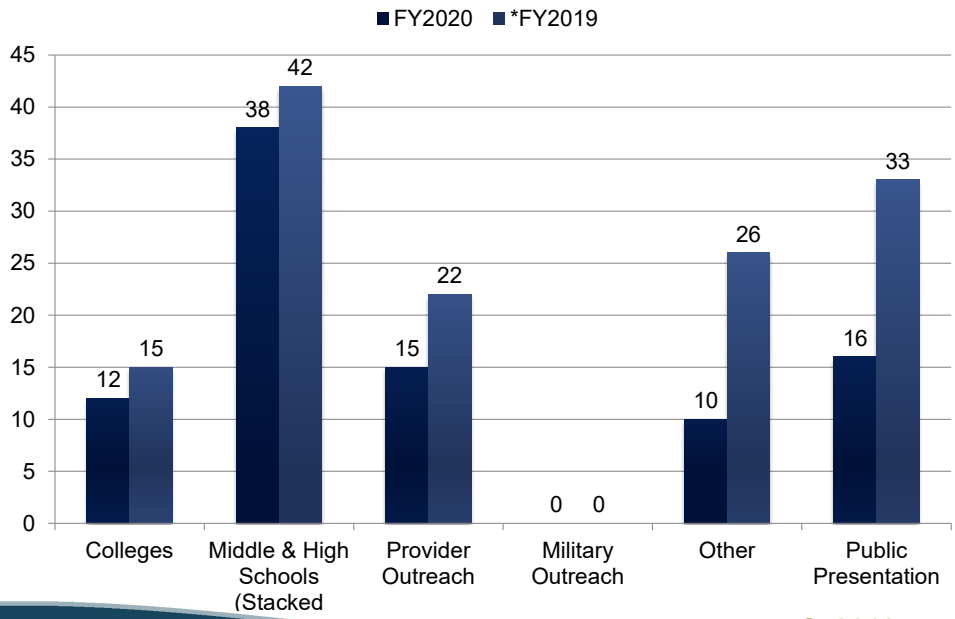
*January FY2019 total increased by 1 to 4, changing the respective FY2019 Total and Average figures
**Initial amd Session 1 totals increased by 1 to 57 and 33 respectively, changing the FY2019 Total figure

Prevention Projects

Colleges	12	13.2%
Middle & High Schools (Stacked Deck)	38	41.8%
Public Presentation	16	17.6%
Provider Outreach	15	16.5%
Military	0	0.0%
Other	10	11.0%



Annual Comparison



*FY2019 figures updated to ensure accuracy

North Carolina Problem Gambling Help Line - Quality Assurance Statistics

July 2019 - June 2020

Total Number of Intakes

373

Quality Assurance

Total Number of QA Survey Attempts	83*	Percentage of Survey Completions/Intakes (n=373)	4%
Percentage of Total Number of Intakes/Attempts (n=373)	22%	Percentage of Survey Completions/Attempt (n=83)	19%
Total Number of QA Surveys Completed	16		

Survey Respondents

Problem Gambler	13	Person Affected by Problem Gambler	3

Survey Questions

	Yes		No	
Were you able to speak to a help line counselor immediately?	15	(94%)	1	(6%)
Did you think the help line counselor what understanding? (n=15)	15	(100%)	0	(0%)
Did you receive a referral to a counselor/mental health agency? (n=15)	11	(73%)	4	(27%)
If yes, did you make an appointment with a counselor/agency? (n=11)	6	(45%)	5	(55%)
Did you meet with a counselor about the problem? (n=15)	5	(33%)	10	(67%)
Did you think that calling the 800# helped you to recognize the extent of your/someone else's gambling problem?	13	(81%)	3	(19%)
If you called re: your own gambling problem, are you still gambling? (n=13)	9	(69%)	4	(31%)
Would you recommend the 800# to someone with a gambling problem?(n=15)	15	(100%)	0	(0%)

***Figure based on number of help line callers willing to disclose contact information for follow up.**

Total Accepted State Funded Treatment

146

Quality Assurance

Total Number of QA Survey Attempts	50*	Percentage of Total Number of Intakes/Survey Completions (n=146)	8%
Percentage of Total Number of Intakes/Attempts (n=146)	34%	Percentage of Total Number of Survey Attempts/Completions (n=50)	22%
Total Number of QA Surveys Completed	11**		

Survey Respondents

Problem Gambler	8	73%	Person Affected by Problem Gambler	3	27%

Survey Questions

	Yes		No	
1. Did you meet with a provider?	4	(36%)	7	(64%)
2. If yes (#1), did you meet (or have a phone session) with the provider within one week (7 business days) of your call to the help line? (n=4)	4	(100%)	0	(0%)
3. If yes (#1), during your initial session/visit, did the provider conduct a gambling assessment? (n=3)	3	(100%)	0	(0%)
4. If yes (#1), did the provider provide additional support (i.e. books or written information) that you could take home with you? (n=3)	2	(67%)	1	(33%)
5. If yes (#1), was the provider's office setting comfortable and professional? (n=2)	2	(100%)	0	(0%)
6. If yes (#1), did you find your session(s) helpful? (n=4)	4	(100%)	0	(0%)
7. If yes (#1), would you recommend the provider to other help line callers? (n=3)	2	(67%)	1	(33%)

***Figure based on number of help line callers willing to disclose contact information for follow up.**
**** Completed surveys include those that indicated that the provider did contact them within one business day, but then also indicated not meeting with the provider (answering just the first 2 questions, nullifying the remaining 6 quesitons on the actual survey).**