# Wisconsin Council on Problem Gambling

## 2017 Helpline Statistics

| | January | February | March | April | May | June | July | August | September | October | November | December | Yearly Ttl. |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Total Calls/E-mails** | 1183 | 1205 | 1115 | 1070 | 1075 | 1030 | 1081 | 1006 | 854 | 997 | 1106 | 952 | **12674** |
| **920** | 67 | 76 | 75 | 66 | 79 | 61 | 72 | 90 | 56 | 86 | 64 | 91 | **883** |
| **608** | 37 | 44 | 28 | 21 | 33 | 27 | 21 | 36 | 30 | 31 | 43 | 33 | **384** |
| **715** | 35 | 28 | 25 | 24 | 28 | 19 | 28 | 34 | 30 | 37 | 31 | 31 | **350** |
| **414** | 151 | 97 | 147 | 103 | 115 | 124 | 125 | 134 | 84 | 93 | 121 | 125 | **1419** |
| **262** | 50 | 45 | 74 | 26 | 42 | 55 | 35 | 42 | 42 | 48 | 38 | 75 | **572** |
| **Other(calling card)** | 108 | 71 | 89 | 89 | 118 | 120 | 114 | 451 | 326 | 68 | 77 | 71 | **1702** |
| **Mon** | 224 | 213 | 174 | 202 | 192 | 155 | 238 | 197 | 132 | 199 | 190 | 141 | **2257** |
| **Tues** | 242 | 192 | 176 | 182 | 191 | 166 | 150 | 189 | 161 | 173 | 177 | 152 | **2151** |
| **Wed** | 176 | 208 | 180 | 173 | 179 | 174 | 169 | 189 | 109 | 118 | 201 | 132 | **2008** |
| **Thurs** | 176 | 187 | 167 | 152 | 145 | 177 | 170 | 168 | 118 | 165 | 172 | 177 | **1974** |
| **Fri** | 173 | 170 | 193 | 156 | 149 | 147 | 136 | 100 | 143 | 117 | 146 | 124 | **1754** |
| **Sat** | 92 | 127 | 118 | 106 | 117 | 110 | 115 | 65 | 106 | 110 | 114 | 107 | **1287** |
| **Sun** | 100 | 108 | 107 | 99 | 102 | 101 | 103 | 98 | 85 | 115 | 106 | 119 | **1243** |
| **Male** | 29 | 23 | 27 | 23 | 26 | 13 | 17 | 25 | 19 | 19 | 15 | 20 | **256** |
| **Avg. age** | 41 | 36 | 46 | 51 | 39 | 65 | 37 | 48 | 42 | 30 | 31 | 24 | **41** |
| **Female** | 18 | 16 | 14 | 19 | 23 | 15 | 16 | 16 | 19 | 6 | 14 | 13 | **189** |
| **Avg. age** | 54 | 32 | 49 | 56 | 53 | 55 | 45 | 40 | 48 | 65 | | 45 | **49** |
| **Employed** | 7 | 10 | 10 | 14 | 11 | 10 | 17 | 12 | 14 | 9 | 5 | 3 | **122** |
| **Unemployed** | 3 | 3 | 4 | 1 | 1 | 0 | | 1 | 2 | 1 | 1 | 0 | **17** |
| **Retired** | 4 | 0 | 2 | 6 | 1 | 2 | 2 | 4 | 6 | 0 | 0 | 3 | **30** |
| **Disabled** | 4 | 1 | 2 | 0 | 4 | 0 | 2 | 2 | 0 | 2 | 1 | 0 | **18** |
| **Average Debt amt.** | $26,700 | $25,333 | $16,800 | $15,480 | $6,960 | $13,667 | $20,000 | $85,000 | $101,500 | $8,550 | $ 2,500.00 | $ 10,000.00 | **$27,708** |
| **Median Debt amt.** | $26,000 | $25,333 | $10,000 | $5,000 | $5,000 | $13,667 | $20,000 | $85,000 | $43,000 | $8,550 | $ 2,500.00 | $ 10,000.00 | **$11,834** |
| **In Debt** | 12 | 6 | 12 | 13 | 17 | 9 | 16 | 4 | 12 | 6 | 4 | 13 | **124** |
| **Bankrupt** | 1 | 0 | 1 | 0 | 0 | 0 | 3 | 1 | 0 | 0 | 0 | 0 | **6** |
| **Thoughts of Suicide** | 1 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 3 | **7** |
| **Attempted Suicide** | 1 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | **6** |
| **Suicide in Progress** | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | **2** |
| **Cards** | 2 | 2 | 1 | 0 | 1 | 1 | 0 | 0 | 0 | 1 | 0 | 1 | **9** |
| **Lottery** | 3 | 3 | 4 | 5 | 9 | 5 | 3 | 6 | 4 | 1 | 3 | 3 | **49** |
| **Sports** | 2 | 2 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 3 | 0 | 0 | **9** |
| **Tavern** | 4 | 0 | 4 | 1 | 5 | 1 | 4 | 3 | 3 | 1 | 2 | 3 | **31** |
| **Casino** | 24 | 15 | 22 | 26 | 25 | 20 | 22 | 19 | 23 | 12 | 13 | 19 | **240** |
| **Internet** | 3 | 5 | 2 | 4 | 0 | 1 | 0 | 4 | 1 | 0 | 0 | 2 | **22** |
| **All types** | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 1 | 2 | 0 | 0 | **5** |
| **GA Referrals** | 31 | 29 | 24 | 34 | 41 | 15 | 25 | 92 | 37 | 18 | 21 | 21 | **388** |
| **T.P. Referrals** | 28 | 19 | 21 | 18 | 24 | 13 | 12 | 76 | 13 | 8 | 17 | 19 | **268** |
| **Packets** | 5 | 2 | 13 | 5 | 6 | 3 | 5 | 10 | 5 | 2 | 3 | 4 | **63** |
| **Chat Line** | 3 | 7 | 4 | 2 | 1 | 0 | 3 | 2 | 5 | 2 | 4 | 16 | **49** |
| **Texts** | 2 | 3 | 1 | 0 | 0 | 0 | 5 | 2 | 0 | 0 | 2 | 10 | **25** |
| **Web Referrals** | 9 | 7 | 4 | 5 | 17 | 10 | 14 | 3 | 9 | 5 | 6 | 10 | **99** |
| **Web Hits** | 923 | 1028 | 1048 | 767 | 611 | 547 | 644 | 756 | 647 | 676 | 675 | 762 | **9084** |
| **Page Views** | 2149 | 2120 | 2162 | 1655 | 1313 | 1128 | 1504 | 1740 | 1422 | 1516 | 1499 | 1731 | **19939** |
| **Total Calls/E-mails & Web Hits** | **2106** | **2233** | **2163** | **1837** | **1686** | **1577** | **1725** | **1762** | **1501** | **1673** | **1781** | **1714** | **21758** |

***** Due to confidentiality issues, statistics are based on people willing to share information.**