Minnesota Problem Gambling Help Line Statistics

July 2021

Services provided by LifeWorks

Total Number of Intake Calls	134
Total Number of Problem Gambling Help Line Specific Calls	20
Total Number of Calls Received Other Than Help Line Assistance	114

Calls By Shift

First Shift (11:00pm-8:00am)	4	20.0%
Second Shift (8:00am-5:00pm)	10	50.0%
Third Shift (5:00pm-11:00pm)	6	30.0%

Caller

Gambler	16	80.0%
Husband	0	0.0%
Wife	0	0.0%
Significant Other	1	5.0%
Parent	1	5.0%
Child	2	10.0%
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	7	35.0%
Male	13	65.0%

Ethnicity

African American	0	0.0%
Asian American	1	5.0%
Caucasian	7	35.0%
Hispanic	0	0.0%
Native American	1	5.0%
Other	4	20.0%
Unknown	7	35.0%

Caller Age

Less than 18	0	0.0%
18 to 21	2	10.0%
22 to 34	3	15.0%
35 to 50	4	20.0%
51 to 64	1	5.0%
65 and over	3	15.0%
Unknown	7	35.0%

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Caller Referral Source

Casino	5	25.0%
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	8	40.0%
Lottery/Vendor	2	10.0%
Previous Call	0	0.0%
Professional	1	5.0%
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	3	15.0%
Other	1	5.0%

*Primary Problem Gambling Activities

Casino- Slots	7	43.8%
Casino - Cards	2	12.5%
Casino - Bingo	0	0.0%
Bingo Non-Casino	0	0.0%
Card Room	0	0.0%
Horses	0	0.0%
Internet	2	12.5%
Pull-tabs	1	6.3%
Lottery	2	12.5%
Sporting Betting	0	0.0%
Stock Market	0	0.0%
Other	2	12.5%

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

Inpatient	3
State-Approved	14
Crisis Intervention	0
GA	17
GamAnon	6
Did Not Want Referral	2

*Gambler callers only

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*Gambler Gender		
Female	11	68.8%
Male	5	43.8%

*Emotional Problems *(Multiple answers)*	
Depression	9
Suicide	1
Bi-Polar	1
Anxiety	9
None	0
Unknown	5

*Other Current Dependencies *(Multiple answers)*	
Alcohol	4
Drugs	0
Prescription Drugs	2
None	4
Unknown	8
Smoking	2

*Harm Status		
Considered Suicide	1	6.3%
Suicide Planned	0	0.0%
Attempted Suicide	1	6.3%
No Suicidal Ideation/Plan/Attempt	14	87.5%

*Past Treatment Experience		
Professional Gambling TX	1	6.3%
Mental Health Treatment	5	31.3%
Gamblers Anonymous	0	0.0%
Self-Ban Program	0	0.0%
Past Substance Abuse TX	3	18.8%
None	7	43.8%

*Current Treatment Experience		
Professional Gambling TX	0	0.0%
Mental Health Treatment	5	31.3%
Gamblers Anonymous	0	0.0%
Self-Ban Program	0	0.0%
Current Substance Abuse TX	0	0.0%
None	11	68.8%

*Gambler callers only

Minnesota Problem Gambling Help Line Statistics
County Report
July 2021

Caller County	
Anoka	1
Clay	2
Dakota	1
Hennepin	3
Hubbard	1
Mcleod	1
Mower	1
Olmsted	1
Ramsey	3
Sherburne	1
Swift	1
Unknown	2
Washington	2
	20

Minnesota Problem Gambling Helpline Statistics
Incoming Text & Chat
July 2021

Text Subscriptions	5

Number of Text Conversations	1

Number of Chat Conversations	15	
Gambler	15	100.0%
Non-Gambler	0	0.0%
Not Specified	0	0.0%