Minnesota Problem Gambling Help Line Statistics
March 2020

Services provided by Bensinger, DuPont & Associates

Total Number of Intake Calls	139
Total Number of Problem Gambling Help Line Specific Calls	12
Total Number of Calls Received Other Than Help Line Assistance	127

Calls By Shift

First Shift (11:00pm-8:00am)	2	16.7%
Second Shift (8:00am-5:00pm)	6	50.0%
Third Shift (5:00pm-11:00pm)	4	33.3%

Caller

Gambler	12	100.0%
Husband	0	0.0%
Wife	0	0.0%
Significant Other	0	0.0%
Parent	0	0.0%
Child	0	0.0%
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	5	41.7%
Male	7	58.3%

Caller Ethnicity

African American	0	0.0%
Asian American	0	0.0%
Caucasian	8	66.7%
Hispanic	0	0.0%
Native American	0	0.0%
Other	4	33.3%
Unknown	0	0.0%

Caller Age

Less than 18	0	0.0%
18 to 21	0	0.0%
22 to 34	5	41.7%
35 to 50	2	16.7%
51 to 64	4	33.3%
65 and over	1	8.3%
Unknown	0	0.0%

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Caller Referral Source

Casino	4	33.3%
TV	0	0.0%
Radio	0	0.0%
Facebook	0	0.0%
Newspaper	0	0.0%
Relative	0	0.0%
Billboard	1	8.3%
Friend	0	0.0%
Internet	2	16.7%
Lottery/Vendor	2	16.7%
Previous Call	0	0.0%
Professional	1	8.3%
Phone Book	0	0.0%
Pull-tab Booth	0	0.0%
Help Line Literature	2	16.7%
Race Track	0	0.0%
Clergy	0	0.0%
Other	0	0.0%

*Primary Problem Gambling Activities

Casino- Slots	7	58.3%
Casino - Cards	2	16.7%
Casino - Bingo	0	0.0%
Bingo Non-Casino	0	0.0%
Card Room	0	0.0%
Horses	0	0.0%
Internet	0	0.0%
Pull-tabs	1	8.3%
Lottery	1	8.3%
Sporting Betting	0	0.0%
Stock Market	0	0.0%
Other	1	8.3%

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

Inpatient	0
State-Approved	6
Crisis Intervention	1
GA	8
GamAnon	0
Did Not Want Referral	0

*Gambler callers only

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*Gambler Gender		
Female	5	41.7%
Male	7	58.3%

*Emotional Problems	(Multiple answers)
Depression	3
Suicide	1
Bi-Polar	0
Anxiety	6
None	0
Unknown	5

*Other Current Dependencies	(Multiple answers)
Alcohol	1
Drugs	1
Prescription Drugs	1
None	10
Unknown	1
Smoking	3

*Harm Status		
Considered Suicide	0	0.0%
Suicide Planned	0	0.0%
Attempted Suicide	1	8.3%
No Suicidal Ideation/Plan/Attempt	11	91.7%

*Past Treatment Experience		
Professional Gambling TX	0	0.0%
Mental Health Treatment	3	25.0%
Gamblers Anonymous	3	25.0%
Self-Ban Program	0	0.0%
Past Substance Abuse TX	0	0.0%
None	6	50.0%

*Current Treatment Experience		
Professional Gambling TX	1	8.3%
Mental Health Treatment	1	8.3%
Gamblers Anonymous	2	16.7%
Self-Ban Program	0	0.0%
Current Substance Abuse TX	0	0.0%
None	8	66.7%

*Gamblers callers only

Minnesota Problem Gambling Help Line Statistics
County Report
March 2020

Caller County	
Anoka	1
Cass	1
Crow Wing	1
Dakota	1
Hennepin	2
Ramsey	2
Saint Louis	1
Unknown	3
	12

Minnesota Problem Gambling Helpline Statistics
Incoming Text & Chat
March 2020

Text Subscriptions	**3**

Number of Text Conversations	**0**

Number of Chat Conversations	**5**

Gambler	2	40.0%
Non-Gambler	3	60.0%
Not Specified	0	0.0%