Problem Gambling Helpline Report 19

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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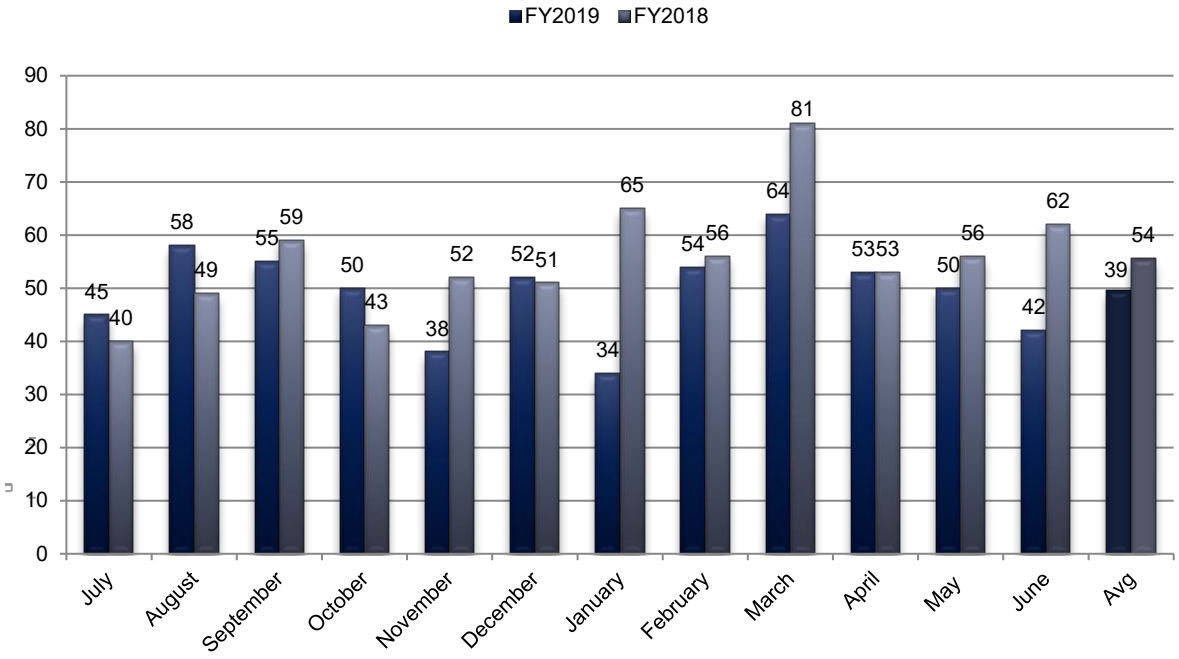
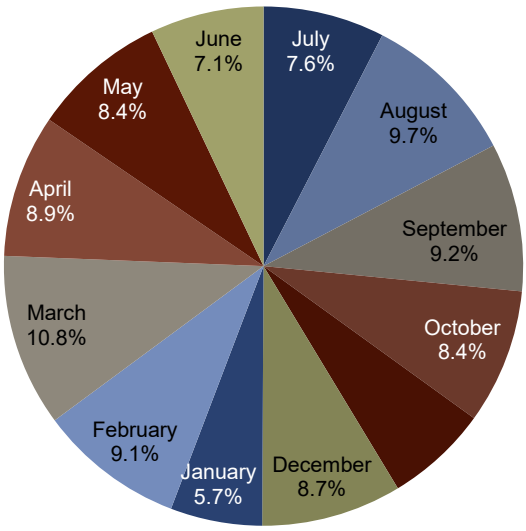
North Carolina Problem Gambling Help Line Statistics
July 2018 - June 2019

Monthly Intakes



FY2019 Monthly Intakes



North Carolina Problem Gambling Help Line Statistics
July 2018 - June 2019

Number of Intake/Clinical Calls	**595**
Calls Answered (Intake, Non-Intake & Prank)	**3890**
Non-Intake Calls (includes prank calls)	3295
Obvious Prank Calls	10

Clinical Calls by Shift (EST)

First Shift 11:00pm - 7:59am	Second Shift 8:00am - 4:59pm	Third Shift 5:00pm - 10:59pm
84	349	162
14.1%	58.7%	27.2%

Caller Type

Problem Gambler	514	86.4%	Person Affected by Problem Gambler	81	13.6%

Relationship to Problem Gambler

Child	7	8.6%	Sibling	8	9.9%	Spouse	23	28.4%
Parent	9	11.1%	Significant Other	16	19.8%	Other	18	22.2%

Caller Referral Source

Billboard	14	2.7%	NC Problem Gambling Website	54	10.2%	Radio Ad	7	1.3%
Indian Casino	50	9.5%	Newspaper Ad	3	0.6%	Relative/Friend	40	7.6%
Internet	140	26.6%	Other	69	13.1%	Support Group	4	0.8%
Lottery Ticket/Scratch Card	123	23.3%	Phone Book/Operator	0	0.0%	TV Ad	23	4.4%

Pandora/Spotify Referrals

(For Callers Who Indicated Internet or Radio Referral Source)

Pandora	5	62.5%	Spotify	3	37.5%

Caller Ethnicity

African American	240	45.8%	Caucasian	243	46.4%	Native American	5	1.0%
Asian American	8	1.5%	Hispanic	14	2.7%	Other Ethnicity	14	2.7%

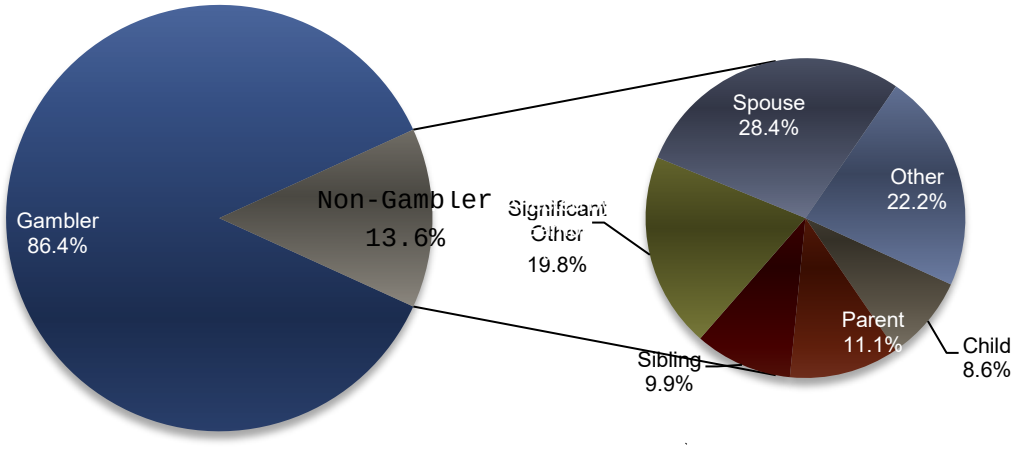
Caller Gender

Female	275	46.2%	Male	320	53.8%

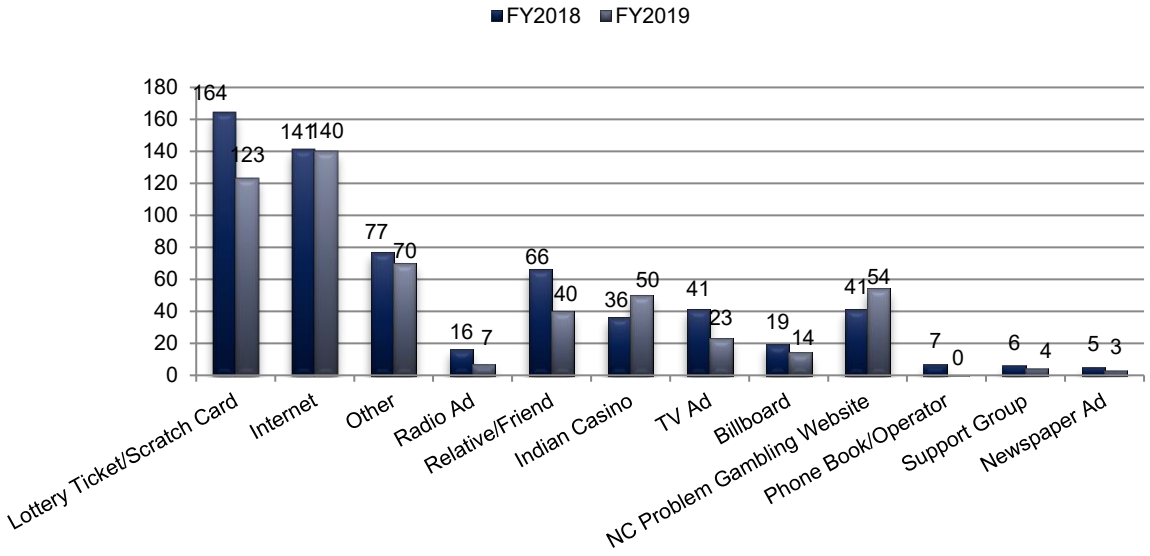
Primary Problem Gambling Activities

Bingo	2	0.4%	Keno	2	0.4%	Private Card Games	16	2.9%
Cherokee Casino	114	20.6%	Lottery	186	33.6%	Sports Betting	14	2.5%
Fantasy Sports	2	0.4%	Other	76	13.7%	Stock Market	1	0.2%
Horses/Dogs/Cock Fighting	0	0.0%	Out of State Casino	4	0.7%	Sweepstakes	113	20.4%
Internet Home Computer	24	4.3%						

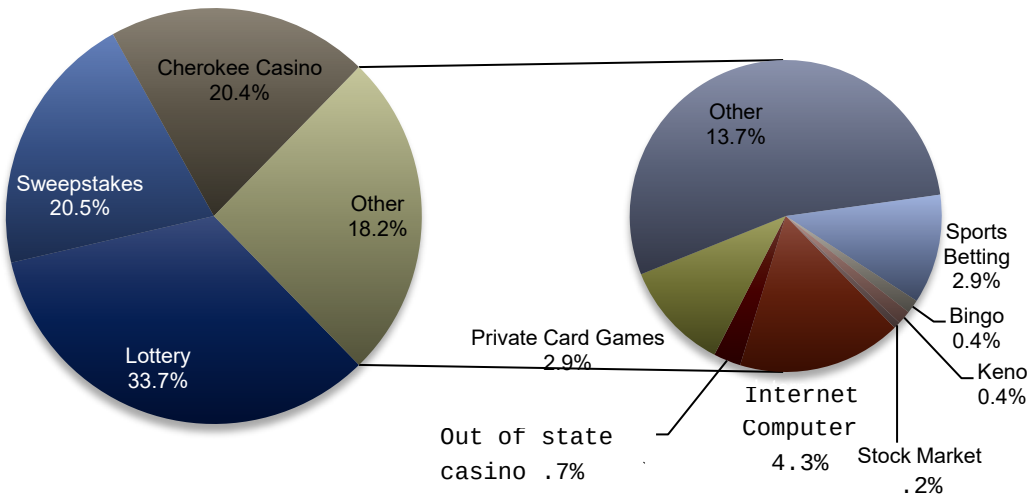
Caller Type



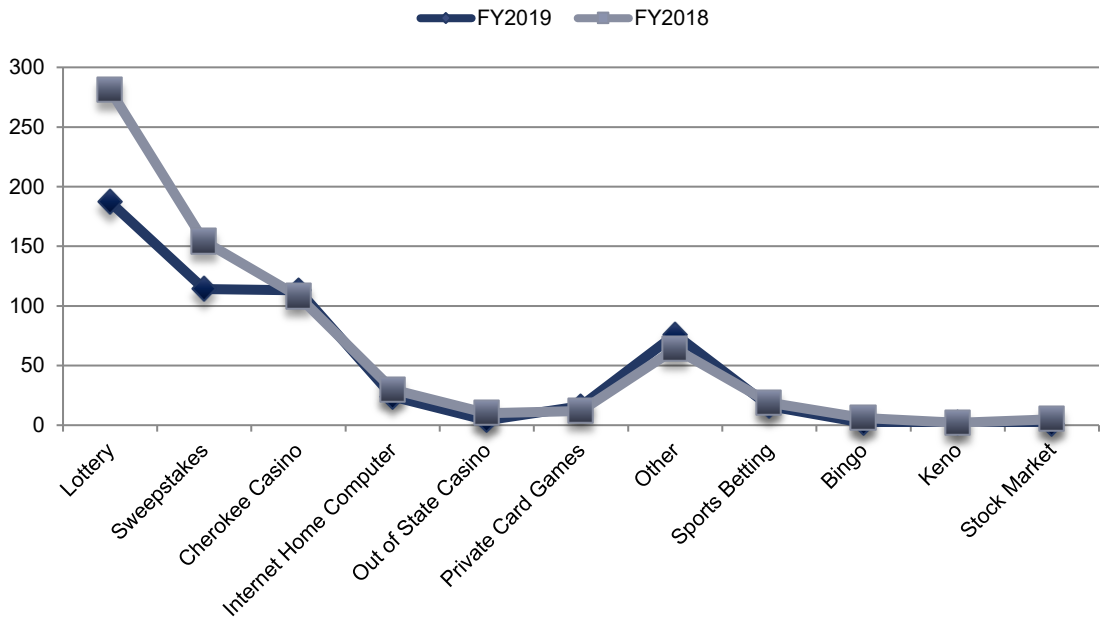
Caller Referral Source



Primary Game of Choice



Primary Game of Choice



*From page 2, Fantasy Sports was added to Sports Betting to total 16 at 2.9% of total reported

North Carolina Problem Gambling Help Line Statistics
July 2018 - June 2019

Total Number of Gambler Callers

514

Secondary Problem Gambling Activities
(Multiple Answers)

Bingo	3	Keno	2	Private Card Games	4
Cherokee Casino	24	Lottery	62	Sports Betting	5
Horses/Dogs/Cock Fighting	2	Other	15	Stock Market	0
Internet Home Computer	11	Out of State Casino	11	Sweepstakes	41

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

Drawings	18.7%	Scratch/Instant	81.3%

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

Machines	68.2%	Table Games	31.8%

Percentage of Gamblers Playing Fantasy Sports

Yes	5.1%	No	94.9%

Type of Fantasy Sports

Same Day	50.0%	Weekly	14.3%	Season Long	35.7%

Gambler Military History

Never Active	94.3%	Currently Reserve	0.0%
Currently Active	0.2%	Veteran	5.5%

Personal Life Impact
(Multiple Answers)

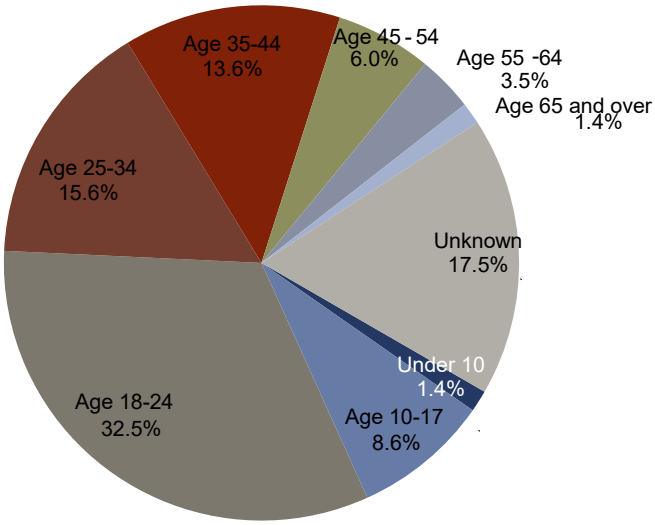
Alienation of family	96	Lost job	12	Suicidal attempts	0
Jail/Arrest	2	Physical health	24	Suicidal thoughts	8
Loss of primary relationship	89	Stress/Depression/Anxiety	345	Unknown	32

Financial Impact
(Multiple Answers)

Borrowing from family/friends	119	Paying household bills	196	Written bad checks	9
Credit Card	145	Stealing	5	None	102
Embezzlement	1	Using equity or savings	34	Unknown	28

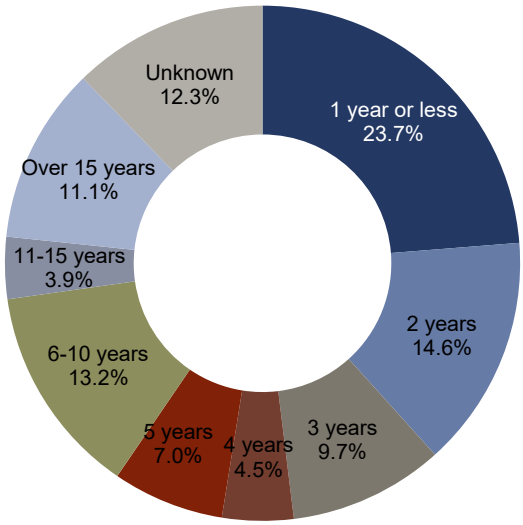
Age First Gambled

Under 10	7	1.4%	Age 25-34	80	15.6%	Age 55-64	18	3.5%
Age 10-17	44	8.6%	Age 35-44	70	13.6%	Age 65 and over	7	1.4%
Age 18-24	167	32.5%	Age 45-54	31	6.0%	Unknown	90	17.5%



Length of Gambling Problem

1 year or less	122	23.7%	4 years	23	4.5%	11-15 years	20	3.9%
2 years	75	14.6%	5 years	36	7.0%	Over 15 years	57	11.1%
3 years	50	9.7%	6-10 years	68	13.3%	Unknown	63	12.3%



Other Addictive Behaviors

(Multiple Answers)

Alcohol	34	None	286
Drugs	22	Unknown	111

Harm Status

Considered Suicide	16	3.5%	Attempted Suicide	2	0.4%
Planned Suicide	0	0.0%	No Ideation/Plan/Attempt	445	96.1%

Past Treatment Experience

Gamblers Anonymous	8	2.0%	Professional Gambling Tx	12	2.9%	Substance Abuse Tx	15	3.7%
Mental Health Tx	30	7.3%	Self-Ban Program	1	0.2%	None	343	83.9%

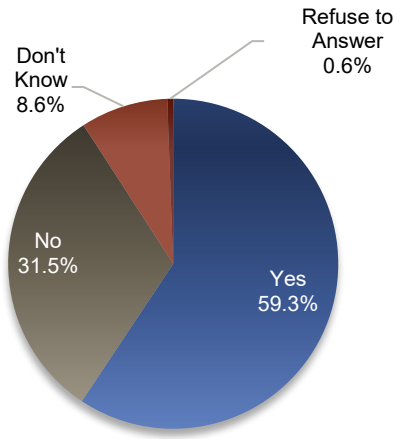
Current Treatment Experience

Gamblers Anonymous	9	2.3%	Professional Gambling Tx	8	2.0%	Substance Abuse Tx	3	0.8%
Mental Health Tx	17	4.3%	Self-Ban Program	0	0.0%	None	361	90.7%

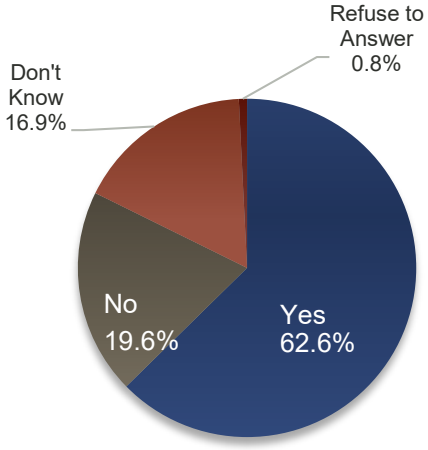
State Diagnosis Questions

	Yes	No	Don't Know	Refused to Answer
Tried to cut down gambling?	305	162	44	3
Lied about Gambling?	322	101	87	4
Spent two weeks thinking about future gambling?	252	178	80	4

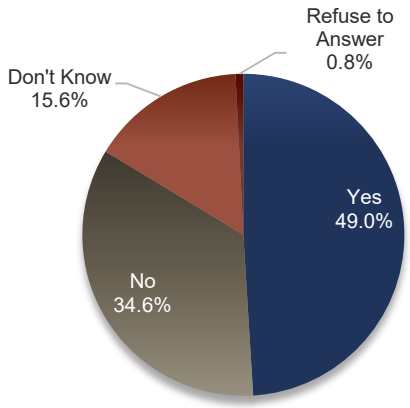
Loss of Control?



Gambler Lying?



Gambler Preoccupation?



North Carolina Problem Gambling Help Line Statistics
July 2018 - June 2019

Total Number of Non-Gambler Callers

81

Non-Gambler Impact

(Multiple Answers)

I worry about it sometimes	57	It is hard to talk to anyone about it	9	I am still paying for it financially	21
It is affecting my health	8	I am concerned about my/others safety	16	It doesn't affect me anymore	1

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

(Multiple Answers)

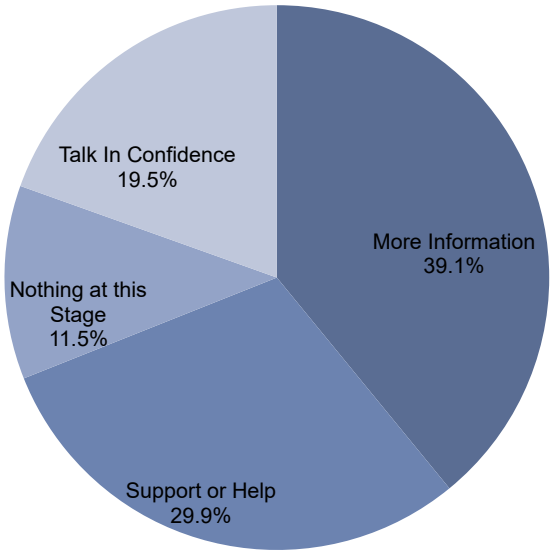
I would like more information	34			I would like support or help	26
I would like to talk in confidence	17			Nothing at this stage	10

Sources of Assistance for Caller

(Multiple Referrals Possible)

State Funded Treatment	318	Family C2C	3	LME/Crisis Services	0
C2C	192	GA/GamAnon	127	Did Not Want Referral	114

Non-Gambler Action Requested



North Carolina Problem Gambling Help Line Statistics
July 2018 - June 2019

Number of Callers Per County

Alamance	7	Guilford	51
Alexander	1	Halifax	9
Anson	5	Harnett	10
Beaufort	1	Harris	1
Bertie	5	Haywood	2
Bladen	1	Henderson	1
Brunswick	7	Hertford	1
Buncombe	15	Hoke	2
Cabarrus	6	Iredell	12
Caldwell	3	Johnston	4
Camden	1	Lenoir	3
Carteret	3	Lincoln	2
Catawba	6	Litchfield	1
Cherokee	1	Macon	4
Chester	1	Martin	3
Clay	1	Mcdowell	2
Cleveland	5	Mecklenburg	53
Columbus	3	Montgomery	4
Craven	8	Moore	1
Cumberland	9	Nash	7
Dallas	1	New Hanover	15
Davidson	10	Northampton	2
Davie	2	Onslow	3
davis	1	Orange	4
Duplin	1	Pasquotank	1
Durham	21	Pender	3
Edgecombe	3	Perquimans	1
Forsyth	14	Pitt	8
Franklin	8	Preston	1
Gaston	11	Queens	1
Granville	4	Randolph	6
		Richmond	9

North Carolina Problem Gambling Help Line Statistics
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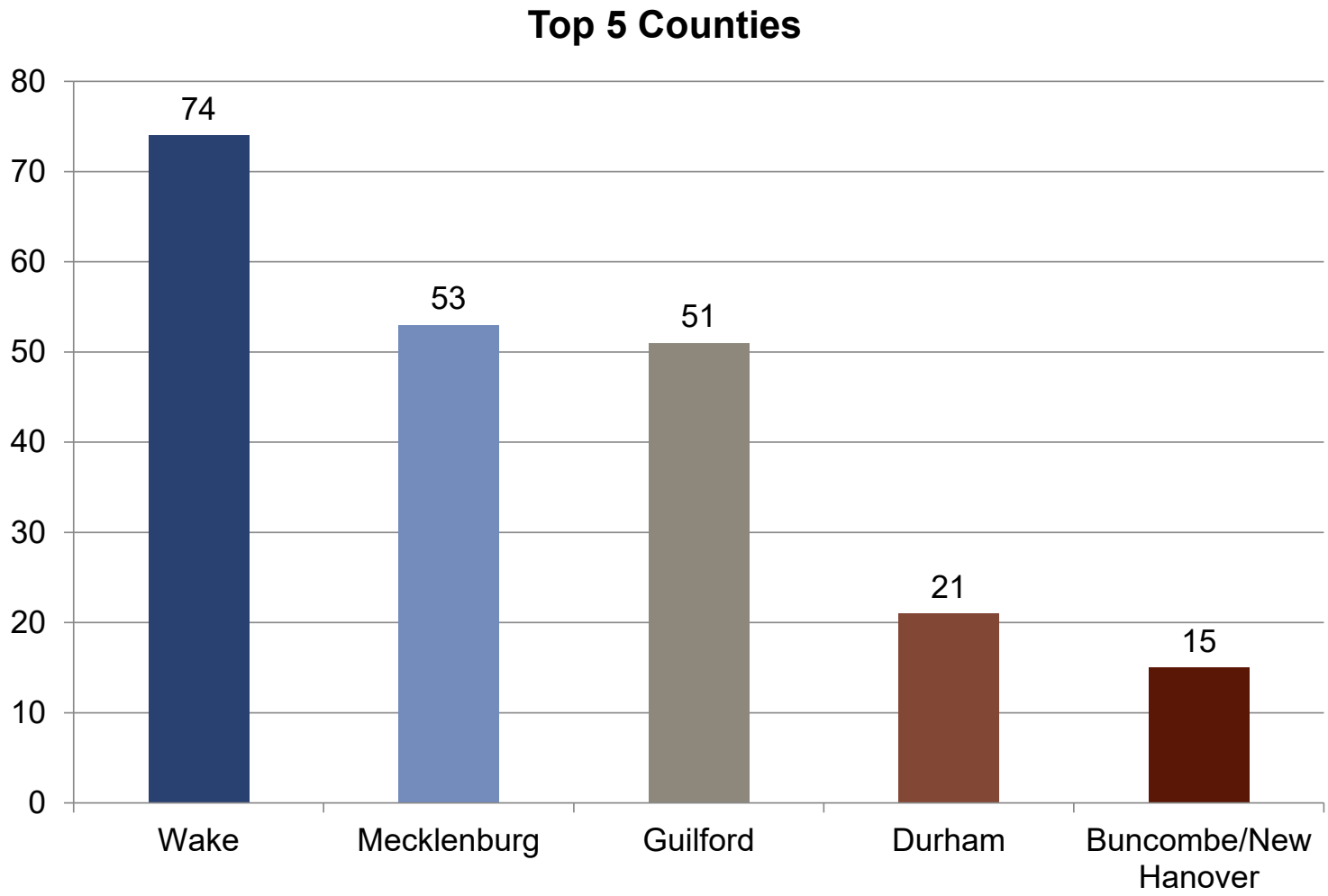
Number of Callers Per County

Robeson	8
Rockingham	3
Rowan	8
Sampson	1
Scotland	1
Stanly	3
Stokes	2
Surry	3
Swain	1
Transylvania	1
Union	5
UNKNOWN	65
Vance	6
Wake	74
Warren	1
Watauga	2
Wayne	5
Wilkes	6
Wilson	4
Yadkin	1
Yancey	1
York	1
	595


Top 5 Counties
80
70
60
50
40
30
20
10
0
74
53
51
21
15
Wake
Mecklenburg
Guilford
Durham
Buncombe/New Hanover

Total Text Subscriptions	**164**
Total Number of Gambler Intakes	514
Percent of Total Gamblers Enrolled	32%
Number of Gambler with Phone	428
Percent of Gamblers with Phone Enrolled	38%

Gambler Gender

Female	77	47.0%	Male	87	53.0%

Gambler Age

Under 18	3	1.8%	Age 35-44	32	19.4%	Age 65 and over	5	3.0%
Age 18-24	14	8.5%	Age 45-54	39	23.6%			
Age 25-34	33	20.0%	Age 55-64	16	9.7%			

Stage of Change

Pre-contemplation	15	9.1%	Action	20	12.2%
Contemplation	61	37.2%	Maintenance	0	0.0%
Preparation	68	41.5%	Recycling	0	0.0%

Number of Text Conversations	113
Number of Chat Conversations	76

Chat Info

Gambler	2
Non-Gambler	0
Non-Specified	74

North Carolina Problem Gambling Help Line Statistics
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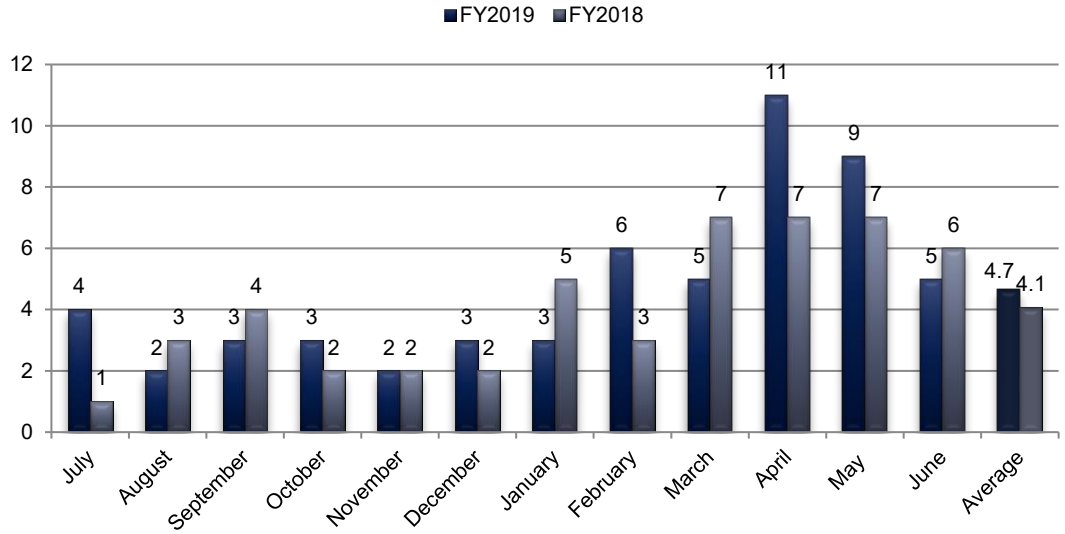
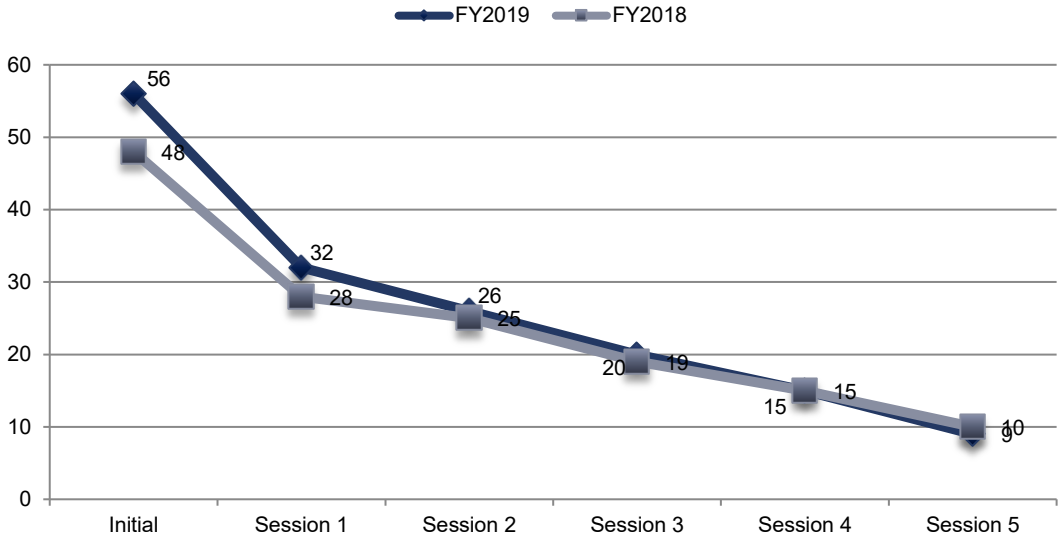
New C2C Cases by Month

	July	August	September	October	November	December	January	February	March	April	May	June	AVG	TOTAL
FY2019	4	2	3	3	2	3	3	6	5	11	9	5	4.7	56
FY2018	1	3	4	2	2	2	5	3	7	7	7	6	4.1	49



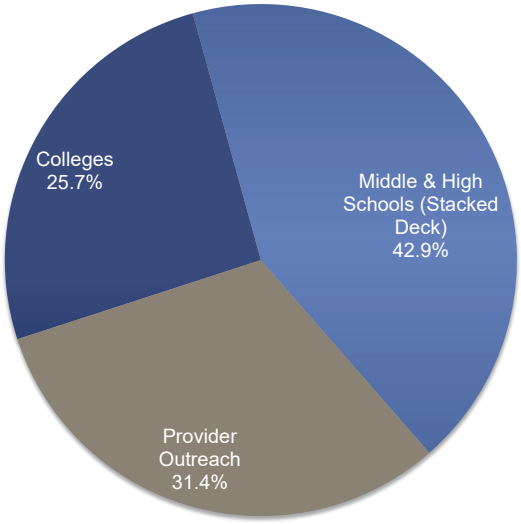
Completed Sessions

	Initial	Session 1	Session 2	Session 3	Session 4	Session 5	TOTAL
FY2019	56	32	26	20	15	9	158
FY2018	48	28	25	19	15	10	145

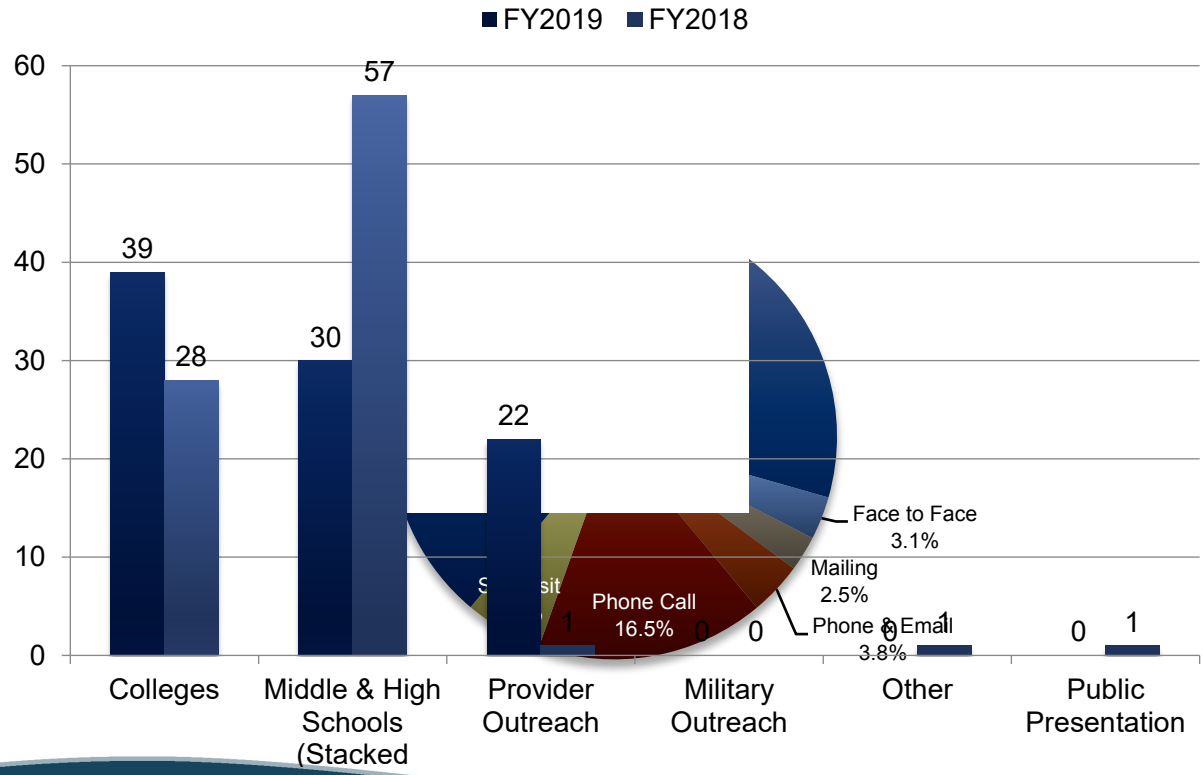


Prevention Projects

Colleges	18	25.7%
Middle & High Schools (Stacked Deck)	30	42.9%
Public Presentation	0	0.0%
Provider Outreach	22	314.%
Military	0	0.0%
Other	0	0.0%



Annual Comparison



North Carolina Problem Gambling Help Line - Quality Assurance Statistics

July 2018 - June 2019

Total Number of Intakes

595

Quality Assurance

Total Number of QA Survey Attempts	135*	Percentage of Survey Completions/Intakes (n=595)	4%
Percentage of Total Number of Intakes/Attempts (n=595)	23%	Percentage of Survey Completions/Attempt (n=135)	17%
Total Number of QA Surveys Completed	23		

Survey Respondents

Problem Gambler	22	Person Affected by Problem Gambler	1

Survey Questions

	Yes		No	
Were you able to speak to a help line counselor immediately?	18	(78%)	5	(22%)
Did you think the help line counselor what understanding? (n=22)	18	(82%)	4	(18%)
Did you receive a referral to a counselor/mental health agency?	15	(65%)	8	(35%)
If yes, did you make an appointment with a counselor/agency? (n=15)	11	(73%)	4	(27%)
Did you meet with a counselor about the problem?	7	(39%)	14	(61%)
Did you think that calling the 800# helped you to recognize the extent of your/someone else's gambling problem?	17	(74%)	6	(26%)
If you called re: your own gambling problem, are you still gambling? (n=22)	9	(41%)	13	(59%)
Would you recommend the 800# to someone with a gambling problem?(n=22)	19	(86%)	3	(14%)

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

Total Accepted State Funded Treatment

229

Quality Assurance

Total Number of QA Survey Attempts	171*	Percentage of Total Number of Intakes/Survey Completions (n=229)	6%
Percentage of Total Number of Intakes/Attempts (n=229)	75%	Percentage of Total Number of Survey Attempts/Completions (n=229)	8%
Total Number of QA Surveys Completed	14**		

Survey Respondents

Problem Gambler	13	93%	Person Affected by Problem Gambler	1	7%

Survey Questions

	Yes		No	
1. Did you meet with a provider?	8	(57%)	6	(43%)
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=8)	8	(100%)	0	(0%)
3. If yes (#1), during your initial session/visit, did the provider conduct a gambling assessment? (n=8)	8	(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=8)	8	(100%)	0	(0%)
5. If yes (#1), was the provider's office setting comfortable and professional? (n=8)	8	(100%)	0	(0%)
6. If yes (#1), did you find your session(s) helpful? (n=8)	8	(100%)	0	(0%)
7. If yes (#1), would you recommend the provider to other help line callers? (n=8)	8	(100%)	0	(0%)

***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).**