# Minnesota Problem Gambling Help Line Statistics
## December 2019

Services provided by Morneau Shepell

| Total Number of Intake Calls | 130 |
|---|---|
| Total Number of Problem Gambling Help Line Specific Calls | 20 |
| Total Number of Calls Received Other Than Help Line Assistance | 110 |

### Calls By Shift

| | | |
|---|---|---|
| First Shift (11:00pm-8:00am) | 5 | 25.0% |
| Second Shift (8:00am-5:00pm) | 12 | 60.0% |
| Third Shift (5:00pm-11:00pm) | 3 | 15.0% |

### Caller

| | | |
|---|---|---|
| Gambler | 16 | 80.0% |
| Husband | 0 | 0.0% |
| Wife | 0 | 0.0% |
| Significant Other | 2 | 10.0% |
| Parent | 0 | 0.0% |
| Child | 0 | 0.0% |
| Sibling | 0 | 0.0% |
| Friend | 1 | 5.0% |
| Employer | 0 | 0.0% |
| Relative | 0 | 0.0% |
| Coworker | 0 | 0.0% |
| Professional | 0 | 0.0% |
| Other | 1 | 5.0% |

### Caller Gender

| | | |
|---|---|---|
| Female | 9 | 45.0% |
| Male | 11 | 55.0% |

### Ethnicity

| | | |
|---|---|---|
| African American | 2 | 10.0% |
| Asian American | 0 | 0.0% |
| Caucasian | 13 | 65.0% |
| Hispanic | 0 | 0.0% |
| Native American | 0 | 0.0% |
| Other | 5 | 25.0% |
| Unknown | 0 | 0.0% |

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## Caller Referral Source

| | | |
|---|---|---|
| Casino | 9 | 45.0% |
| TV | 0 | 0.0% |
| Radio | 0 | 0.0% |
| Facebook | 1 | 5.0% |
| Newspaper | 0 | 0.0% |
| Relative | 0 | 0.0% |
| Billboard | 1 | 5.0% |
| Friend | 0 | 0.0% |
| Internet | 6 | 30.0% |
| Lottery/Vendor | 0 | 0.0% |
| Previous Call | 0 | 0.0% |
| Professional | 0 | 0.0% |
| Phone Book | 0 | 0.0% |
| Pull-tab Booth | 0 | 0.0% |
| Help Line Literature | 1 | 5.0% |
| Race Track | 0 | 0.0% |
| Clergy | 0 | 0.0% |
| Other | 2 | 10.0% |

## *Primary Problem Gambling Activities

| | | |
|---|---|---|
| Casino- Slots | 11 | 68.8% |
| Casino - Cards | 0 | 0.0% |
| Casino - Bingo | 0 | 0.0% |
| Bingo Non-Casino | 0 | 0.0% |
| Card Room | 2 | 12.5% |
| Horses | 0 | 0.0% |
| Internet | 1 | 6.3% |
| Pull-tabs | 4 | 6.3% |
| Lottery | 1 | 6.3% |
| Sporting Betting | 0 | 0.0% |
| Stock Market | 0 | 0.0% |
| Other | 1 | 6.3% |

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

| | |
|---|---|
| Inpatient | 1 |
| State-Approved | 11 |
| Crisis Intervention | 0 |
| GA | 11 |
| GamAnon | 1 |
| Did Not Want Referral | 3 |

*Gambler callers only, percentages were figured for 16 callers (one caller indicated 2 primary activities)

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| *Gambler Gender | | |
|---|---|---|
| Female | 6 | 37.5% |
| Male | 10 | 62.5% |

| *Emotional Problems *(Multiple answers)* | |
|---|---|
| Depression | 8 |
| Suicide | 0 |
| Bi-Polar | 0 |
| Anxiety | 12 |
| None | 0 |
| Unknown | 0 |

| *Other Current Dependencies *(Multiple answers)* | |
|---|---|
| Alcohol | 2 |
| Drugs | 0 |
| Prescription Drugs | 0 |
| None | 12 |
| Unknown | 2 |
| Smoking | 1 |

| *Harm Status | | |
|---|---|---|
| Considered Suicide | 0 | 0.0% |
| Suicide Planned | 0 | 0.0% |
| Attempted Suicide | 0 | 0.0% |
| No Suicidal Ideation/Plan/Attempt | 16 | 100.0% |

| *Past Treatment Experience | | |
|---|---|---|
| Professional Gambling TX | 0 | 0.0% |
| Mental Health Treatment | 0 | 0.0% |
| Gamblers Anonymous | 1 | 6.3% |
| Self-Ban Program | 1 | 6.3% |
| Past Substance Abuse TX | 0 | 0.0% |
| None | 14 | 87.4% |

| *Current Treatment Experience | | |
|---|---|---|
| Professional Gambling TX | 0 | 0.0% |
| Mental Health Treatment | 0 | 0.0% |
| Gamblers Anonymous | 1 | 6.3% |
| Self-Ban Program | 0 | 0.0% |
| Current Substance Abuse TX | 1 | 6.3% |
| None | 10 | 62.5% |
| Unknown | 4 | 24.9% |

*Gambler callers only

# Minnesota Problem Gambling Help Line Statistics
## County Report
## December 2019

| Caller County | |
|---|---|
| Anoka | 2 |
| Carlton | 2 |
| Hennepin | 6 |
| Mcleod | 1 |
| Ramsey | 1 |
| Saint Louis | 1 |
| Scott | 1 |
| Sibley | 1 |
| Unknown | 4 |
| Washington | 1 |
| | 20 |

# Minnesota Problem Gambling Helpline Statistics
## Incoming Text & Chat
## December 2019

| | |
|---|---|
| **Text Subscriptions** | **0** |

| | |
|---|---|
| **Number of Text Conversations** | **0** |

| | |
|---|---|
| **Number of Chat Conversations** | **7** |

| | | |
|---|---|---|
| Gambler | 2 | 28.6% |
| Non-Gambler | 5 | 71.4% |
| Not Specified | 0 | 0.0% |