Problem Gambling Helpline Report

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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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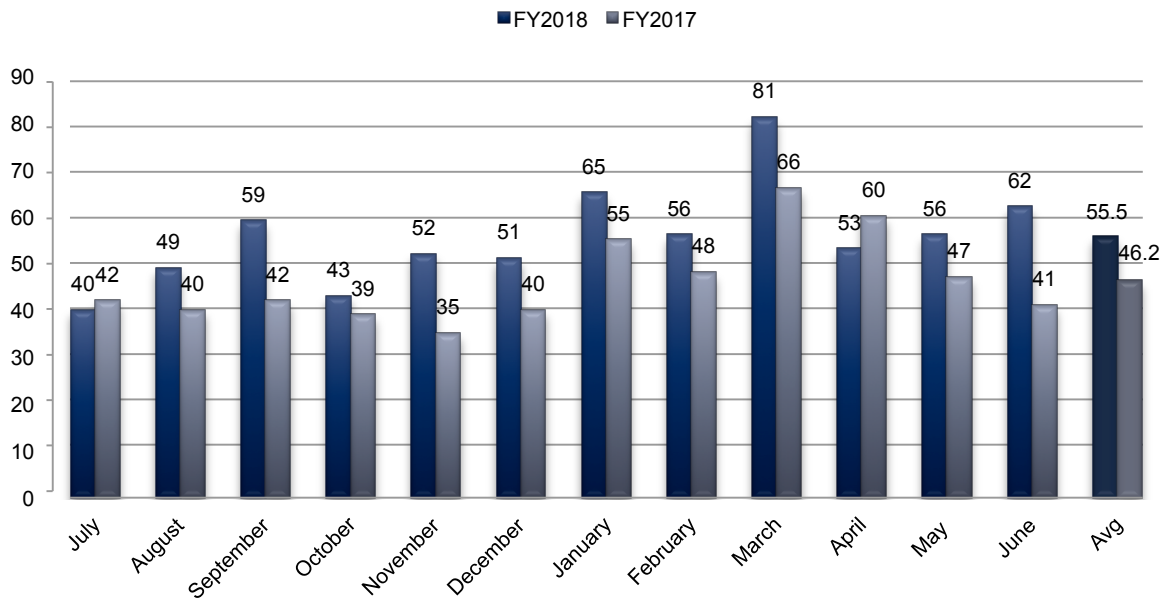
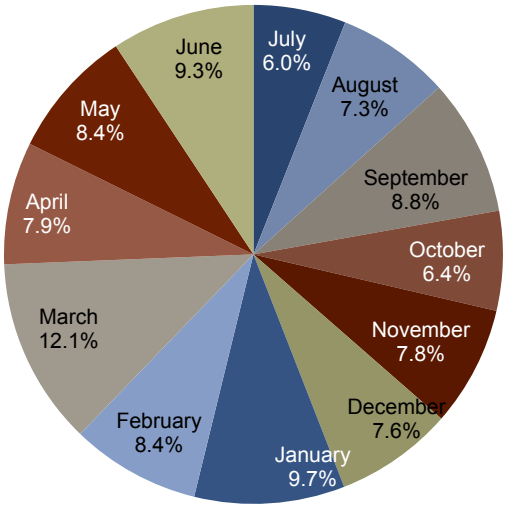
North Carolina Problem Gambling Help Line Statistics
July 2017 - June 2018

Monthly Intakes



FY2018 Monthly Intakes



North Carolina Problem Gambling Help Line Statistics
July 2017 - June 2018

Number of Intake/Clinical Calls	**667**
Calls Answered (Intake, Non-Intake & Prank)	**6133**
Non-Intake Calls (includes prank calls)	5466
Obvious Prank Calls	25

Clinical Calls by Shift (EST)

First Shift 11:00pm - 7:59am	Second Shift 8:00am - 4:59pm	Third Shift 5:00pm - 10:59pm
105	347	215
15.7%	52.0%	32.2%

Caller Type

Problem Gambler	564	84.6%	Person Affected by Problem Gambler	103	15.4%

Relationship to Problem Gambler

Child	12	11.7%	Sibling	9	8.7%	Spouse	24	23.3%
Parent	17	16.5%	Significant Other	10	9.7%	Other	31	30.1%

Caller Referral Source

Billboard	19	3.1%	NC Problem Gambling Website	41	6.6%	Radio Ad	16	2.6%
Indian Casino	36	5.8%	Newspaper Ad	5	0.8%	Relative/Friend	66	10.7%
Internet	141	22.8%	Other	77	12.4%	Support Group	6	1.0%
Lottery Ticket/Scratch Card	164	26.5%	Phone Book/Operator	7	1.1%	TV Ad	41	6.6%

Pandora/Spotify Referrals

(For Callers Who Indicated Internet or Radio Referral Source)

Pandora	5	62.5%	Spotify	3	37.5%

Caller Ethnicity

African American	300	50.3%	Caucasian	270	45.2%	Native American	1	0.2%
Asian American	7	1.2%	Hispanic	10	1.7%	Other Ethnicity	9	1.5%

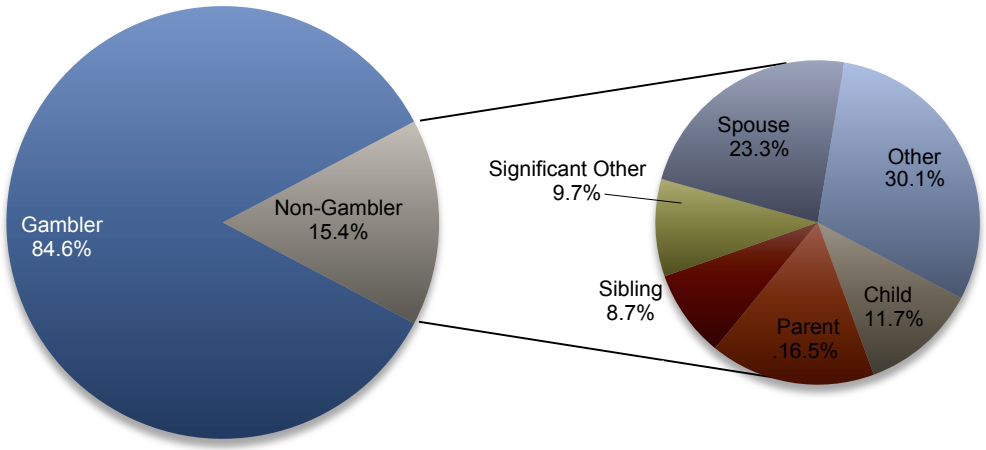
Caller Gender

Female	309	46.3%	Male	358	53.7%

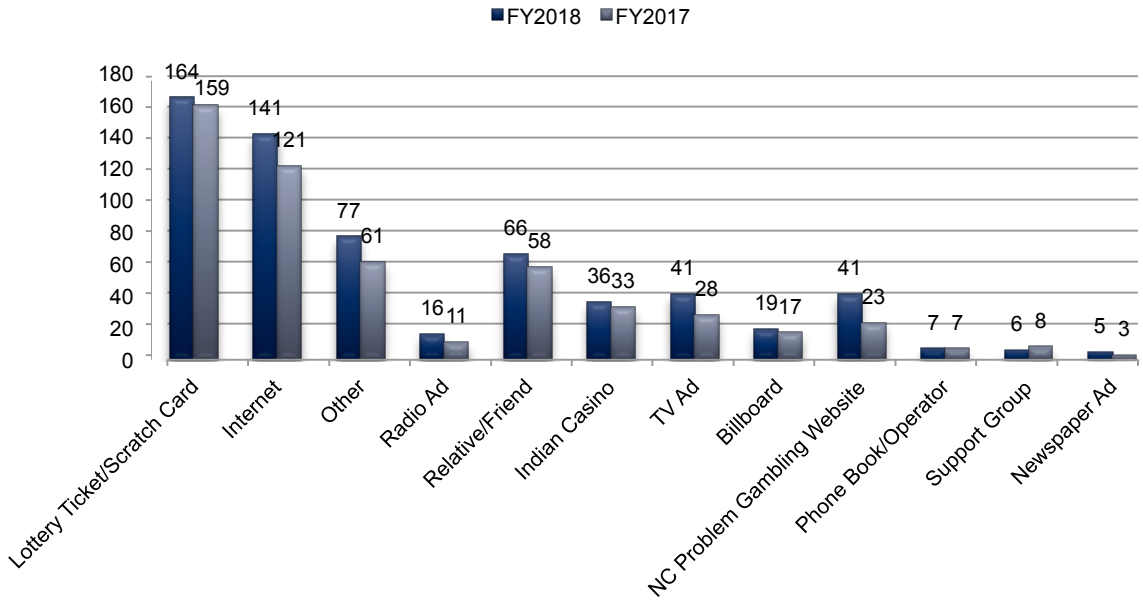
Primary Problem Gambling Activities

Bingo	6	1.0%	Keno	2	0.3%	Private Card Games	12	1.9%
Cherokee Casino	108	17.2%	Lottery	218	34.7%	Sports Betting	18	2.9%
Fantasy Sports	1	0.2%	Other	64	10.2%	Stock Market	5	0.8%
Horses/Dogs/Cock Fighting	0	0.0%	Out of State Casino	10	1.6%	Sweepstakes	154	24.5%
Internet Home Computer	30	4.8%						

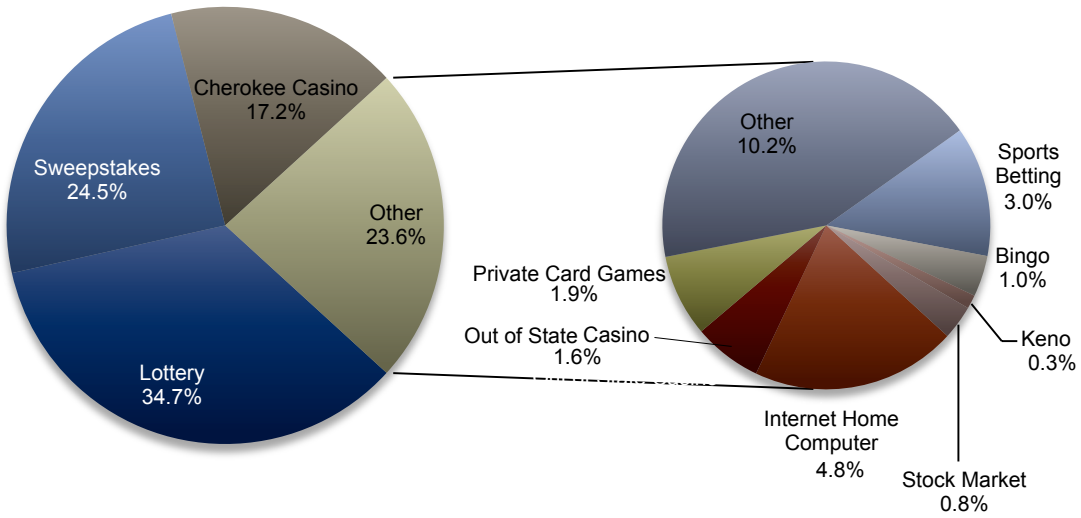
Caller Type



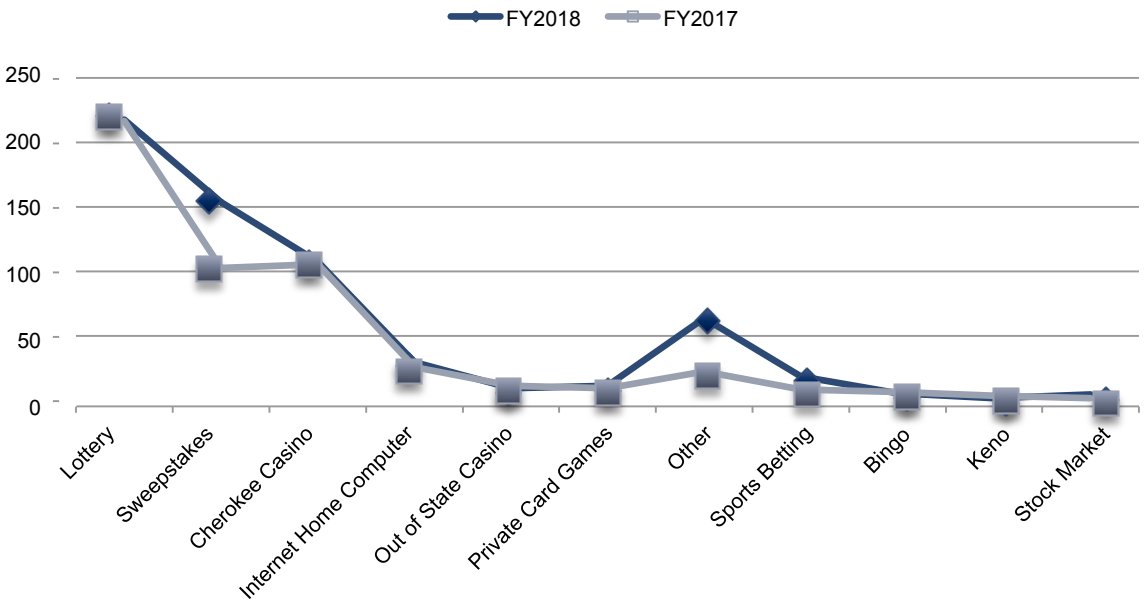
Caller Referral Source



Primary Game of Choice*



Primary Game of Choice



*From page 2, Fantasy Sports entry (1, .2%) was added to Sports Betting (18, 2.9%), increasing Sports Betting to 19 entries and 3.0% for chart clarity purposes.

Total Number of Gambler Callers

564

Secondary Problem Gambling Activities

(Multiple Answers)

Bingo	4	Keno	2	Private Card Games	8
Cherokee Casino	40	Lottery	70	Sports Betting	11
Horses/Dogs/Cock Fighting	3	Other	15	Stock Market	4
Internet Home Computer	16	Out of State Casino	12	Sweepstakes	53

Lottery Game Preference

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

Drawings	23.3%	Scratch/Instant	76.7%

Casino Game Preference

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

Machines	74.8%	Table Games	25.2%

Percentage of Gamblers Playing Fantasy Sports

Yes	4.4%	No	95.6%

Type of Fantasy Sports

Same Day	39.3%	Weekly	25.0%	Season Long	35.7%

Gambler Military History

Never Active	96.2%	Currently Reserve	0.2%
Currently Active	0.0%	Veteran	3.6%

Personal Life Impact

(Multiple Answers)

Alienation of family	108	Lost job	11	Suicidal attempts	1
Jail/Arrest	1	Physical health	18	Suicidal thoughts	14
Loss of primary relationship	97	Stress/Depression/Anxiety	342	Unknown	46

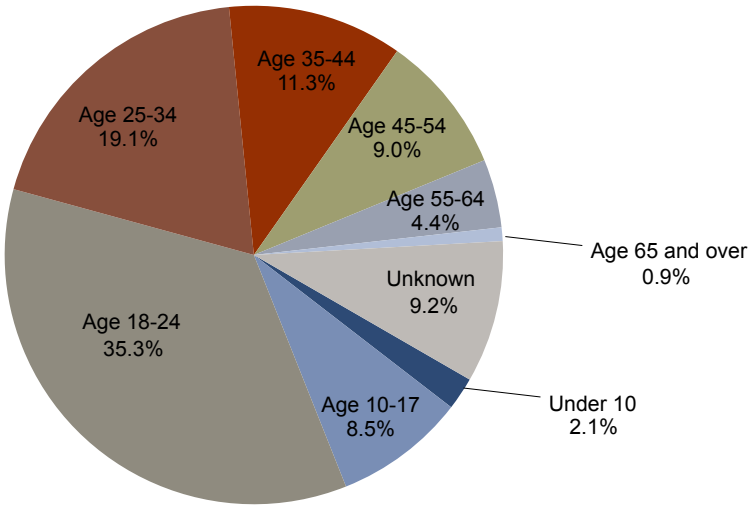
Financial Impact

(Multiple Answers)

Borrowing from family/friends	164	Paying household bills	224	Written bad checks	14
Credit card debt	159	Stealing	9	None	65
Embezzlement	1	Using equity or savings	42	Unknown	51

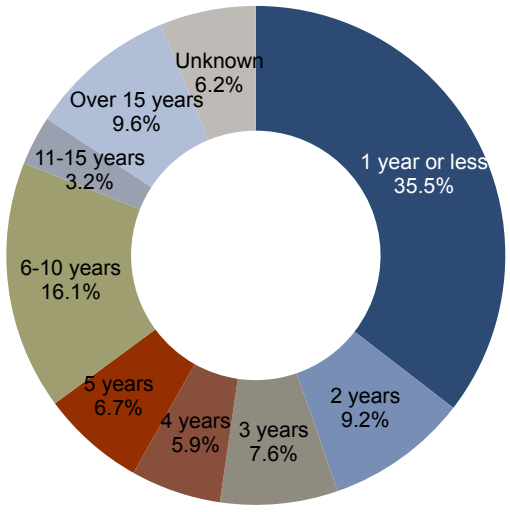
Age First Gambled

Under 10	12	2.1%	Age 25-34	108	19.1%	Age 55-64	25	4.4%
Age 10-17	48	8.5%	Age 35-44	64	11.3%	Age 65 and over	5	0.9%
Age 18-24	199	35.3%	Age 45-54	51	9.0%	Unknown	52	9.2%



Length of Gambling Problem

1 year or less	200	35.5%	4 years	33	5.9%	11-15 years	18	3.2%
2 years	52	9.2%	5 years	38	6.7%	Over 15 years	54	9.6%
3 years	43	7.6%	6-10 years	91	16.1%	Unknown	35	6.2%



Other Addictive Behaviors

(Multiple Answers)

Alcohol	51	None	302
Drugs	25	Unknown	96

Harm Status

Considered Suicide	22	3.9%	Attempted Suicide	1	0.2%
Planned Suicide	1	0.2%	No Ideation/Plan/Attempt	540	95.7%

Past Treatment Experience

Gamblers Anonymous	17	3.0%	Professional Gambling Tx	17	3.0%	Substance Abuse Tx	18	3.2%
Mental Health Tx	35	6.2%	Self-Ban Program	1	0.2%	None	476	84.4%

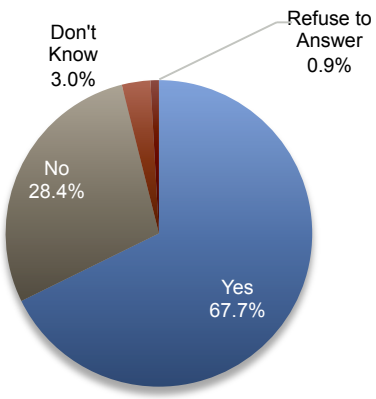
Current Treatment Experience

Gamblers Anonymous	11	2.0%	Professional Gambling Tx	2	0.4%	Substance Abuse Tx	4	0.7%
Mental Health Tx	19	3.4%	Self-Ban Program	0	0.0%	None	528	93.6%

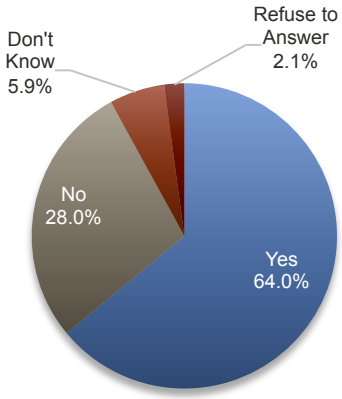
State Diagnosis Questions

	Yes	No	Don't Know	Refused to Answer
Tried to cut down gambling?	382	160	17	5
Lied about Gambling?	361	158	33	12
Spent two weeks thinking about future gambling?	302	215	40	7

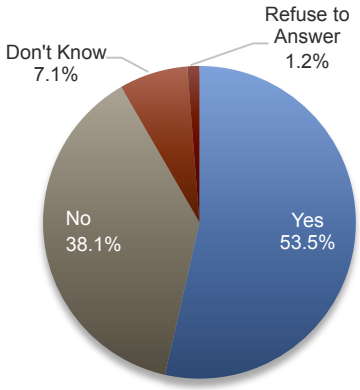
Loss of Control?



Gambler Lying?



Gambler Preoccupation?



Total Number of Non-Gambler Callers

103

Non-Gambler Impact

(Multiple Answers)

I worry about it sometimes	87	It is hard to talk to anyone about it	22	I am still paying for it financially	30
It is affecting my health	9	I am concerned about my/others safety	16	It doesn't affect me anymore	5

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

(Multiple Answers)

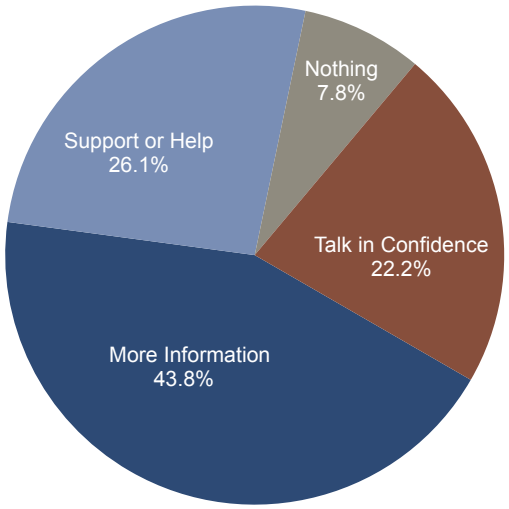
I would like more information	67			I would like support or help	40
I would like to talk in confidence	34			Nothing at this stage	12

Sources of Assistance for Caller

(Multiple Referrals Possible)

State Funded Treatment	321	Family C2C	8	LME/Crisis Services	0
C2C	180	GA/GamAnon	130	Did Not Want Referral	185

Non-Gambler Action Requested

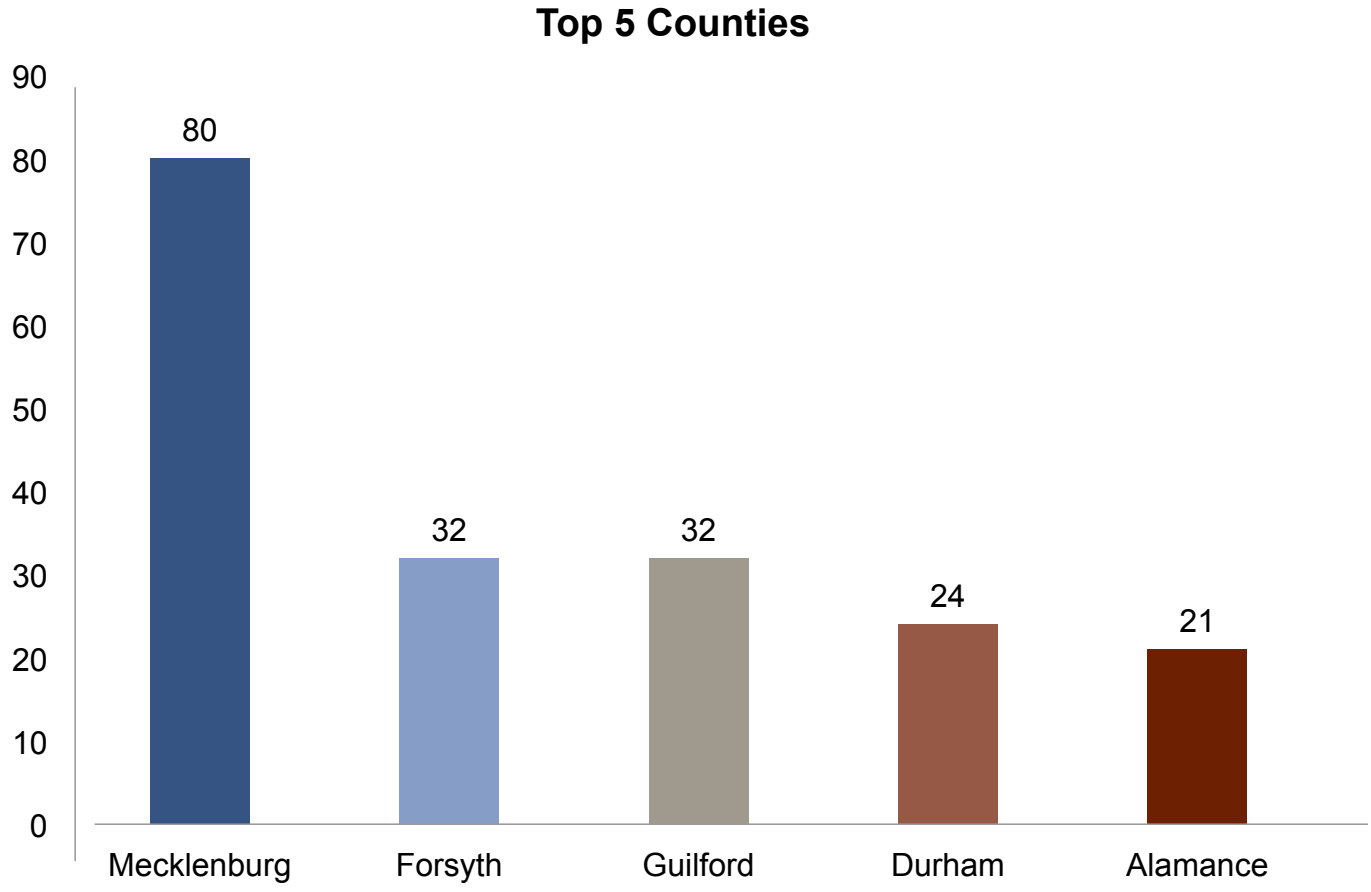


Number of Callers Per County

Alamance	21	Hertford	1
Anson	1	Iredell	6
Ashe	3	Jackson	1
Bertie	3	Johnston	4
Bladen	2	Lenoir	4
Brunswick	2	Lincoln	2
Buncombe	14	Martin	1
Burke	5	Mecklenburg	80
Cabarrus	12	Montgomery	1
Caldwell	3	Moore	3
Camden	1	Nash	10
Carteret	4	New Hanover	8
Caswell	1	Northampton	1
Catawba	5	Onslow	6
Chatham	1	Orange	1
Cherokee	1	OUT OF STATE	22
Cleveland	4	Pasquotank	4
Craven	4	Pender	5
Cumberland	10	Pitt	10
Dare	4	Randolph	7
Davidson	8	Richmond	18
Davie	2	Robeson	9
Durham	24	Rockingham	15
Edgecombe	7	Rowan	4
Forsyth	32	Rutherford	1
Franklin	3	Sampson	2
Gaston	11	Scotland	2
Granville	6	Stanly	2
Guilford	32	Stokes	4
Halifax	7	Surry	5
Haywood	3	Tyrrell	1
Henderson	4	Union	5

Number of Callers Per County

Rowan	4
Rutherford	1
Sampson	2
Scotland	2
Spartanburg	1
Stanly	2
Stokes	4
Surry	5
Tyrrell	1
Union	5
UNKNOWN	61
Unknown	1
Vance	5
Wake	84
Washington	1
Watauga	1
Wayne	11
Wilkes	3
Wilson	6
Yadkin	2
Yancey	1
York	3
	667


Top 5 Counties
90
80
70
60
50
40
30
20
10
0
80
32
32
24
21
Mecklenburg
Forsyth
Guilford
Durham
Alamance

Total Text Subscriptions	**180**
Total Number of Gambler Intakes	564
Percent of Total Gamblers Enrolled	32%
Number of Gambler with Phone	423
Percent of Gamblers with Phone Enrolled	43%

Gambler Gender

Female	89	49.4%	Male	91	50.6%

Gambler Age

Under 18	5	2.7%	Age 35-44	45	24.7%	Age 65 and over	8	4.4%
Age 18-24	17	9.3%	Age 45-54	38	20.9%			
Age 25-34	40	22.0%	Age 55-64	23	12.6%			

Stage of Change

Pre-contemplation	20	11.2%	Action	4	2.2%
Contemplation	89	50.0%	Maintenance	0	0.0%
Preparation	65	36.5%	Recycling	0	0.0%

Number of Text Conversations	**50**

Texting Result

Request for Info/No Referral	**19**
Transferred to Phone Intake	**2**
Referrals provided in Text	**1**
Text Terminated Prematurely	**23**

Number of Chat Conversations	**40**

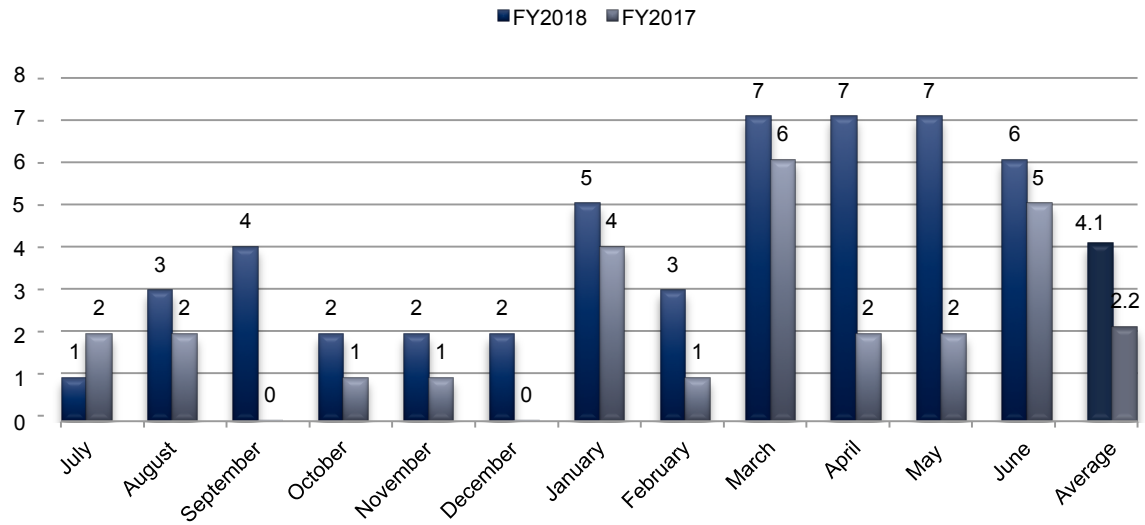
Chat Info

Gambler	**6**
Non-Gambler	**5**
Not.Indicated	29

North Carolina Problem Gambling Call 2 Change (C2C) Statistics
July 2017 - June 2018

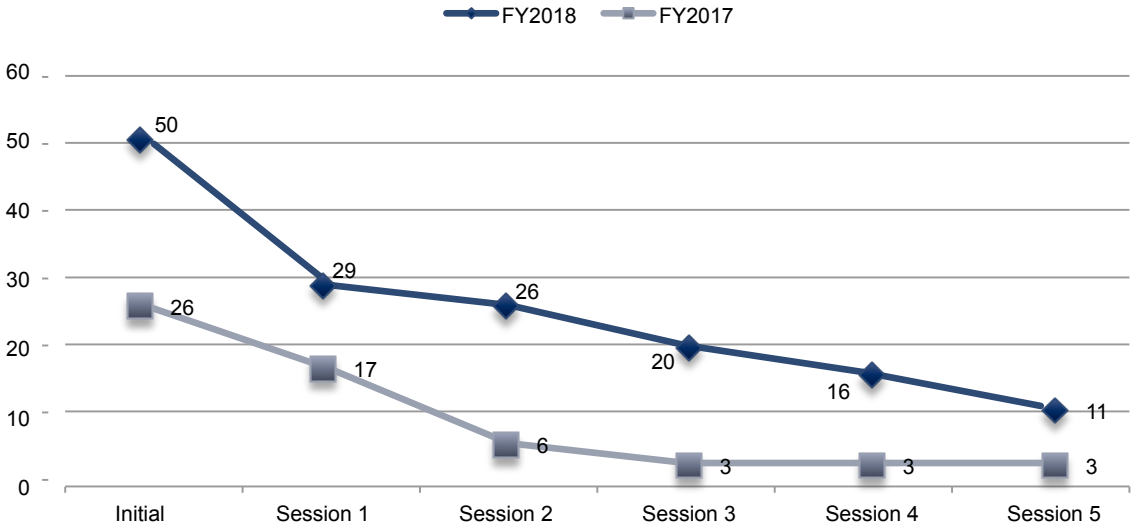
New C2C Cases by Month

	July	August	September	October	November	December	January	February	March	April	May	June	AVG	TOTAL
FY2018	1	3	4	2	2	2	5	3	7	7	7	6	4.1	49
FY2017	2	2	0	1	1	0	4	1	6	2	2	5	2.2	26



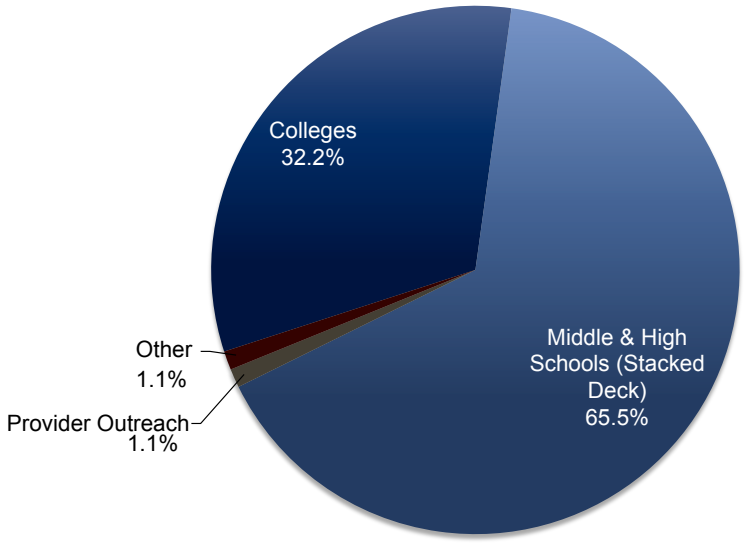
Completed Sessions

	Initial	Session 1	Session 2	Session 3	Session 4	Session 5	TOTAL
FY2018	50	29	26				
FY2017	26	17	6	3	3	3	58

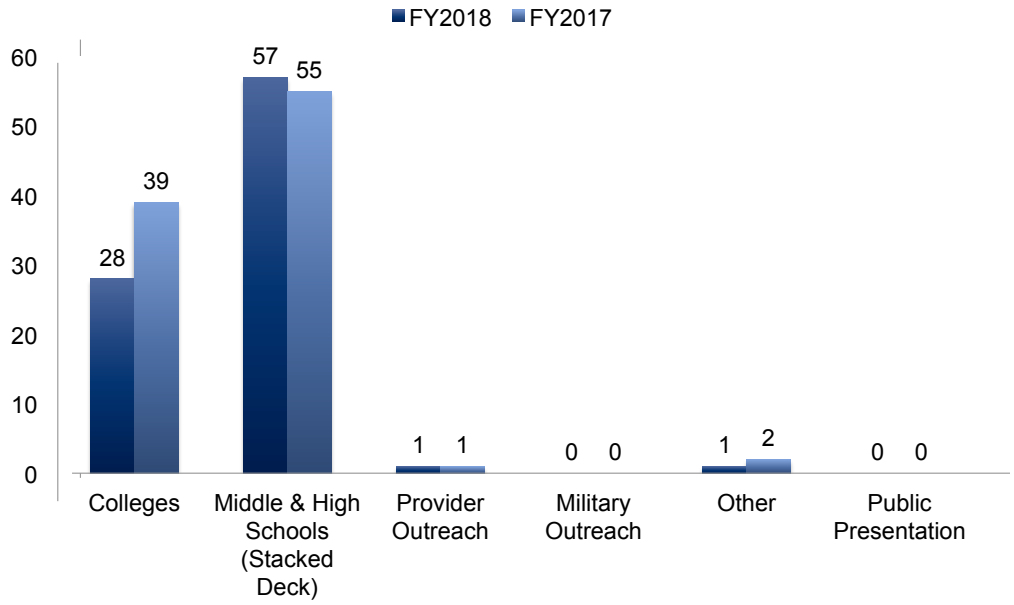


Prevention Projects

Colleges	28	32.2%
Middle & High Schools (Stacked Deck)	57	65.5%
Public Presentation	0	0.0%
Provider Outreach	1	1.1%
Military	0	0.0%
Other	1	1.1%



Annual Comparison



North Carolina Problem Gambling Help Line - Quality Assurance Statistics

July 2017 - June 2018

Total Number of Intakes

667

Quality Assurance

Total Number of QA Survey Attempts	185*	Percentage of Survey Completions/Intakes (n=667)	2%
Percentage of Total Number of Intakes/Attempts (n=667)	28%	Percentage of Survey Completions/Attempt (n=184)	6%
Total Number of QA Surveys Completed	11		

Survey Respondents

Problem Gambler	10	Person Affected by Problem Gambler	1

Survey Questions

	Yes		No	
Were you able to speak to a help line counselor immediately?	9	(82%)	2	(18%)
Did you think the help line counselor what understanding?	10	(91%)	1	(9%)
Did you receive a referral to a counselor/mental health agency?	8	(73%)	3	(27%)
If yes, did you make an appointment with a counselor/agency? (n=8)	6	(75%)	2	(25%)
Did you meet with a counselor about the problem?	4	(36%)	7	(64%)
Did you think that calling the 800# helped you to recognize the extent of your/someone else's gambling problem?	9	(82%)	2	(18%)
If you called re: your own gambling problem, are you still gambling? (n=5)	6	(55%)	5	(45%)
Would you recommend the 800# to someone with a gambling problem?	9	(82%)	2	(18%)

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

Total Accepted State Funded Treatment

244

Quality Assurance

Total Number of QA Survey Attempts	25*	Percentage of Total Number of Intakes/Survey Completions (n=244)	1%
Percentage of Total Number of Intakes/Attempts (n=244)	10%	Percentage of Total Number of Survey Attempts/Completions (n=244)	12%
Total Number of QA Surveys Completed	3		

Survey Respondents

Problem Gambler	3	100%	Person Affected by Problem Gambler	0	0%

Survey Questions

	Yes		No	
1. Did you meet with a provider?	1	(33.3%)	2	(66.7%)
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=1)	1	(100%)	0	(0%)
3. If yes (#1), during your initial session/visit, did the provider conduct a gambling assessment? (n=1)	1	(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=1)	1	(100%)	0	(0%)
5. If yes (#1), was the provider's office setting comfortable and professional? (n=1)	1	(100%)	0	(0%)
6. If yes (#1), did you find your session(s) helpful? (n=1)	1	(100%)	0	(0%)
7. If yes (#1), would you recommend the provider to other help line callers? (n=1)	1	(100%)	0	(0%)

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

North Carolina Problem Gambling Help Line - Follow Up Statistics
July 2017 - June 2018

Follow Up Attempts

159*

Initial Follow Up Results

No Answer	28	18%
Left Message	77	48%
Wrong Number	19	12%
Call Answered/Call Refused	11	7%
Made Contact With Client	24	15%

Follow Up Contacts

Problem Gambler	149	94%
Person Affected by Problem Gambler	10	6%

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