



**24-HOUR PROBLEM GAMBLING HELPLINE
ANNUAL REPORT
(July 1, 2010 - June 30, 2011)**

WHEN GAMBLING BECOMES A PROBLEM
888-ADMIT-IT



Florida Council on Compulsive Gambling

www.gamblinghelp.org

July 2011

Florida Council on Compulsive Gambling, Inc.
901 Douglas Avenue, Suite 200
Altamonte Springs, FL 32714
24-Hour HelpLine: 888-ADMIT-IT
Office: 407-865-6200

Background

This report shows data from the HelpLine contacts received from July 1st 2010 until June 30th 2011. Contacts are received via the 24 hour Helpline (1-888-ADMIT-IT), the FCCG website (www.gamblinghelp.org) and the agency's e-mail address (fccg@gamblinghelp.org). The HelpLine is staffed around the clock to give supportive intervention and information to persons who are adversely affected by a gambling problem.

The FCCG also supplies help and information to state agencies, community organizations, treatment professionals, law enforcement officials, legal authorities, students and others who are interested in becoming educated and aware of the problems associated with a gambling addiction.

Office Location, HelpLine Coverage and Access

The FCCG is headquartered at 901 Douglas Avenue, Suite 200 Altamonte Springs, Florida 32714. The hours of operation are Monday thru Friday 8:00am to 5:00pm. Agency personnel respond to a multitude of contacts throughout the day ranging from help and information calls to business contacts. The HelpLine is forwarded to the afterhour's staff at close of business each day. The afterhour's staff ensures that callers can receive help and resources any time during the night, weekends and holidays.

The HelpLine is equipped with multiple lines so that callers will not have to wait for assistance. Each person in the agency and the afterhour's staff is trained to handle calls. No matter what situation may arise (sick employee, bad weather, lunches and breaks, etc.), the HelpLine is always properly staffed. There are also bi-lingual staff members that handle the majority of Spanish speaking callers and the HelpLine is equipped with a translation service for all other languages.

Staff Training

All agency personnel are trained on site to handle help and information calls. The training process includes learning all aspects of the FCCG, resources offered and programs, by way of the HelpLine training manual, numerous documentary and docu-dramas relevant to compulsive gambling, learning the database used during calls, "mock" calls, phone shadowing, and finally live calls shadowed by the Director of HelpLine Operations. In addition, staff is exposed to new information by way of specialized trainings throughout the year, which include varying topics such as Domestic Violence, Baker Act procedures and the opportunity to hear about professional treatment plans and options offered to individuals that see our resource referrals. The training process is ongoing throughout the tenure of the employee. All FCCG employees have the knowledge to:

- Be supportive and compassionate to individuals contacting the HelpLine
- Have full knowledge of all agency programs and resources available
- Utilize the database which is used to collect information on each person that contacts the FCCG
- Be aware of any special services needed based on callers circumstances (i.e. language line, suicide intervention, etc.)
- Complete understanding of the problems caused by a gambling addiction
- Determine when new resources are needed based on contacts and their experiences
- Think outside the box when confronted with unusual circumstances (crisis calls, power outages, phone harassment, etc.)

All HelpLine staff is monitored closely to identify any areas of concern and additional training is provided to those that are experiencing difficulty in any area of their job.

HelpLine Manual

Hard copy HelpLine resources directories are supplied to all staff members to be used in special circumstances (i.e. bad weather, power outages, computer problems, etc.). These directories are updated as resources are updated to reflect the most accurate information available. Each directory has the resources segregated by keyword (e.g. treatment providers, Gamblers Anonymous, legal aid, etc.) and listed by county for quick and easy reference. All resource directories also have copies of all staff contact information and other helpful hints in addition to all afterhours staff information.

HelpLine Data Entry and Analysis

The HelpLine database is an important tool for staff to utilize. The purpose is to collect data and information on all contacts, including emotional, financial, employment, demographic and other information, to ensure a full picture of the individual and the problems experienced are clear. Once this is done, the specialists can be more confident about referring to resources based on the contacts circumstances. The data collected is vital in order to show trends of gambling among Floridians, where new resources may be needed based on contacts location and also helps in determining where marketing efforts are successful or needed. Moreover, the FCCG uses this data to determine programming efforts for specific populations (i.e. seniors, minorities, or gender specific, etc.). When the need arises, new information can be added to the database such as different types of data to collect or new resources when applicable. Further, the data is used to create population specific stat sheets throughout the year (i.e. older adults, suicidal callers, location specific data, etc...).

The database is the lifeline of the FCCG as call files are followed up to various staff members for many purposes, including check in calls, literature requests and evaluation calls, amongst others. All HelpLine contacts are reviewed and analyzed for accuracy and areas of strengths and weaknesses on the part of the specialist who received the contact. Any areas of concern are brought to the attention of the agency so that the problem can be rectified.

Annual Call Data

During this past fiscal year (July 1st 2010 to June 30th 2011), the agency responded to 16,629 contacts, of which 5,848 were classified as help or information. The FCCG's 24 HelpLine received 3,303 while the remaining 2,545 made contact via e-mail, online or through the agency's forum. The number of help and information calls received this year represents an 18.6% (+919) increase over last year.

Table 1		
Total Contacts		
Period	All Contacts	Help & Info Contacts
July 1, 2010 – June 30, 2011	16,629	5,848

Call Origin by Region and County

- Of the 5,695 contacts that provided county and region, south Florida accounted for 43% of the help and information contacts received during the year.
- The largest change among regions was that northwest Florida increased by 3% over last year. The chart below outlines the regional totals.

Table 2		
County Origin of Call Grouped by Region		
Florida Regions	2009-2010	2010-2011
North Central Florida	846 (17%)	998 (17%)
Northeast Florida	265 (5%)	343 (6%)
Northwest Florida	510 (10%)	778 (13%)
South Central Florida	898 (18%)	1,136 (19%)
South Florida	2,225 (45%)	2,440 (42%)
Subtotal	4,744 (96%)	5,695 (97%)
County Unknown	185 (4%)	153 (3%)
TOTAL	4,929 (100%)	5,848 (100%)

- Overall, contact to the HelpLine was made by individuals from 57 counties across the state. Broward (17%) and Miami-Dade (15%) counties led the way as far as county totals based on contacts where location was provided. Leon accounted for 11% and Hillsborough had 8% of the total. The chart below shows a complete county by county breakdown.

See Chart on Next Page

Table 3
Total Calls by County
July 1, 2010 – June 30, 2011

County	Total	County	Total
Alachua	70 (1%)	Lee	109 (2%)
Baker	5 (0%)	Leon	654 (11%)
Bay	26 (0%)	Levy	2 (0%)
Bradford	1 (0%)	Liberty	0 (0%)
Brevard	61 (1%)	Madison	0 (0%)
Broward	964 (17%)	Manatee	37 (1%)
Calhoun	0 (0%)	Marion	33 (0%)
Charlotte	36 (1%)	Martin	15 (1%)
Citrus	7 (0%)	Monroe	18 (0%)
Clay	10 (0%)	Nassau	5 (0%)
Collier	41 (1%)	Okaloosa	25 (0%)
Columbia	3 (0%)	Okeechobee	9 (0%)
Dade	881 (15%)	Orange	396 (7%)
Desoto	3 (0%)	Osceola	69 (1%)
Dixie	0 (0%)	Palm Beach	373 (7%)
Duval	190 (3%)	Pasco	71 (1%)
Escambia	48 (1%)	Pinellas	246 (4%)
Flagler	8 (0%)	Polk	112 (2%)
Franklin	0 (0%)	Putnam	4 (0%)
Gadsden	0 (0%)	Santa Rosa	15 (0%)
Gilchrist	0 (0%)	Sarasota	57 (1%)
Glades	0 (0%)	Seminole	220(4%)
Gulf	1 (0%)	St Johns	37 (1%)
Hamilton	2 (0%)	St Lucie	43 (1%)
Hardee	1 (0%)	Sumter	9 (0%)
Hendry	3 (0%)	Suwannee	3(0%)
Hernando	16 (0%)	Taylor	3 (0%)
Highlands	8 (0%)	Union	2 (0%)
Hillsborough	475 (8%)	Volusia	102 (2%)
Holmes	1 (0%)	Wakulla	1 (0%)
Indian River	15 (0%)	Walton	4 (0%)
Jackson	3 (0%)	Washington	0 (0%)
Jefferson	0 (0%)	Sub Total	5,695 (97%)
Lafayette	1 (0%)	Not Recorded	153 (3%)
Lake	143 (2%)		
		TOTAL	5,848
		% Total	100%

Monthly Totals

- Below are the monthly totals for help and information contacts. The HelpLine received an average of 487 help and information contacts each month. The two busiest months were February and March with 635 and 586 contacts respectively.

Table 4
Calls by Month

Period	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	TOTAL
10-11	364	456	435	430	560	413	571	635	586	534	455	409	5,848

CALLER DEMOGRAPHIC INFORMATION

Callers Gender, Age and Repeat Caller Status

- Of the 2,014 callers that provided their age and gender, we see that 54% were male and 45% were between the ages of 31 and 49. Further, 23% were seniors (55+) and 77% were reaching out to the FCCG for the first time. It is important to note that the gamblers themselves made the contact 74% of the time.

Table 5
Callers Age

Age	Total (N=2,014)
Under 18	2 (0%)
18 – 20	33 (2%)
21 – 25	152 (8%)
26 – 30	196 (10%)
31 – 39	356 (18%)
40 – 49	551 (27%)
50 – 54	270 (13%)
55 – 60	195 (10%)
61 – 64	91 (5%)
65+	169 (8%)
TOTAL	2,014 (100%)

Precipitating Event Leading to Call

- The top reason for making contact with the HelpLine was relationship problems with 33%. Substantial loss accounted for 21% and 17% claimed difficulty paying bills. The chart below provides full specifics.

Table 6
Precipitating Event for Making Contact

Precipitating Event Leading to Call	Total (N=2,820)
Committed Illegal Act	50 (2%)
Difficulty Paying Bills	485 (17%)
Education/Research	0 (0%)
Lawyer Advised	8 (0%)
Legal Problems	80 (3%)
Media Request	0 (0%)
Overextended Debt	284 (10%)
Relationship Problems	925 (33%)
School Related Difficulties	4 (0%)
Substantial Loss	584 (21%)
Suicidal Ideation/Attempt	14 (0%)
Threatened (verbal, physical, emotional)	4 (0%)
Training	0 (0%)
Treatment Referral/ Information	365 (13%)
Work Related Difficulties	14 (0%)
Other	3 (0%)

GAMBLER DEMOGRAPHIC INFORMATION

Gamblers Gender and Age

- In all, 2,799 callers identified the gender of the gambler, which showed that 60% were male and 40% were female. However, when looking specifically at the gender among the older adult population (55+) only, females accounted for a significantly higher percentage of seniors than males (31% to 18% respectively).
- The breakdown of callers that specified both age and gender of the gambler showed that 27% of the gamblers were between 40 and 49 years of age. The table below outlines the totals for each age group by gender.

Table 7
Gambler's Age by Gambler's Gender

Age	Female		Male		Total (N=2,301)	
Under 18	0	0%	3	0%	3	0%
18 – 20	4	0%	31	1%	35	2%
21 – 25	20	1%	159	7%	179	8%
26 – 30	54	2%	165	7%	219	10%
31 – 39	131	6%	275	12%	406	18%
40 – 49	281	12%	345	15%	626	27%
50 – 54	150	7%	152	7%	302	13%
55 – 60	130	6%	88	4%	218	9%
61 – 64	51	2%	63	3%	114	5%
65+	104	5%	95	4%	199	9%
Total	925	40%	1,376	60%	2,301	100%

Gamblers Ethnicity

- Based on 2,254 respondents, Caucasians accounted for 54% of the gamblers, while Black/African Americans accounted for 22% and Latino/Hispanics accounted for 19%. The chart below outlines the breakdown of ethnicity of the gambler.

Table 8
Ethnicity of Gambler

Ethnicity	Total (N = 2,254)
Asian/Pacific Islander	62 (3%)
Black/African American	496 (22%)
Caucasian	1,221 (54%)
Latino-Hispanic	430 (19%)
Native American	4 (0%)
*Other	41 (2%)
Total	2,254 (100%)

*Other- mixed race, Arab or Middle Eastern

Gamblers Military Experience

- Based on 2,826 respondents, 199 (7%) stated the gambler was either active military, retired military or had past military experience. The FCCG understands that this is a highly vulnerable population for gambling problems and continues to collect this data in order to provide the necessary resources for this population.

Gamblers Religion

- Of the 1,408 callers who identified the religious background of the gambler, the most popular response was Catholic as stated by 31%. This was followed by no affiliation with 28%. The chart below outlines complete specifics.

Table 9
Religion of Gambler

Religion	Total (N = 1,408)
Catholic	432 (31%)
Islam/Muslim	21 (1%)
Judaism	84 (6%)
Protestant	93 (7%)
Other	381 (27%)
None	397 (28%)
Total	1,408 (100%)

Relationship Status of Gambler and Children of Minor Age Living at Home with Gambler

- Of the 2,266 callers citing the relationship status of the gambler, 41% were married and 23% were never married. Relationship status is an important piece of data to collect as it helps to identify possible domestic problems that are being experienced (i.e. family conflict, neglect, abuse or violence).

Table 10
Relationship Status of Gambler

Relationship Status	Total (N = 2,266)
Cohabiting	208 (9%)
Divorced	398 (18%)
Married	929 (41%)
Never Married	531 (23%)
Separated	119 (5%)
Widowed	81 (4%)
Total	2,266 (100%)

- Based on 2,207 responses, children under the age of 18 were present in 33% of the gamblers' households. Again, this data is important as it can reveal child neglect and/or abuse so that specialists are able to refer to crisis and social services that can assist the family or to state hotlines where abuse can be reported.

Age of Gambling Onset and When it Became a Problem

- The data on the age at which gambling began and when it became a problem showed that 43% started before the age of 25, 12% before the legal age of 18. Twenty-six percent (26%) stated it became a problem between the ages of 40 and 49. The chart below outlines specifics.

(See chart on next page)

Table 11
Age Gambling Started and Became a Problem

Age	Age Started Gambling (N = 1,967)		Age Became Problem (N = 2,108)	
Under 18	231	12%	27	1%
18 – 20	305	16%	104	5%
21 – 25	318	16%	219	10%
26 – 30	218	11%	255	12%
31 – 39	305	16%	406	19%
40 – 49	323	16%	539	26%
50 – 54	109	6%	232	11%
55 – 60	94	5%	157	7%
61 - 64	26	1%	69	3%
65+	38	2%	100	5%

Primary Gambling Problem by Gender and Ethnicity and Secondary Problem

- The primary gambling problems most often cited were; slot machines (46%), cards (33%) and lottery games (11%). Lottery games (57%) proved to be the biggest secondary problem for those engaged in one or more gambling types. The charts below show full specifics. ***Note: the secondary problems are based on the 1,029 contacts that stated the gambler was involved in one or more gambling types. Multiple answers were permitted.**

Table 12
Primary Gambling Problem

Primary Problem	Total (N = 2,395)	%
Animal Fights	2	0%
Arcade/Video Games	4	0%
Bingo	21	1%
Cards	789	33%
Dice	9	0%
Dog Racing	26	1%
Dominoes	1	0%
Games of Skill	1	0%
Horse Racing	37	2%
Jai-Alai	2	0%
Lottery	262	11%
Slot Machines/VLTs/EGMs	1,097	46%
Sports Betting	90	4%
Stock Market/Business Risks	24	1%
Sweepstakes	4	0%
Table Games	23	1%
Other	3	0%

Table 13
Secondary Gambling Problem

Secondary Problem	Total* (N = 1,386)	%
Animal Fights	2	0%
Arcade/Video Games	6	1%
Bingo	32	3%
Cards	266	26%
Dice	23	2%
Dog Racing	46	4%
Dominoes	2	0%
Games of Skill	15	1%
Horse Racing	57	6%
Jai-Alai	5	0%
Lottery	587	57%
Slot Machines/VLTs/EGMs	201	20%
Sports Betting	81	8%
Stock Market/Business Risks	12	1%
Sweepstakes	0	0%
Table Games	45	4%
Other	6	1%

- When looking at the primary gambling choices, within different lottery games, scratch-off tickets were preferred 87% of the time. With card games, Poker and Texas hold 'em were favored 55% over other card games.

- When looking at the primary gambling problem by gender, females preferred slot machines over lottery 75% to 11%, and males preferred cards over slot machines 49% to 26%. Another note of importance is that 100% of gamblers wagering on horses and sporting events were male. Please see the chart below for full specifics.

Table 14
Gender of Gambler by Primary Gambling Problem

Primary Gambling Problem	Females (N = 959)	Males (N = 1,436)	Total (N = 2,395)
Animal Fights	0 (0%)	2 (0%)	2 (0%)
Arcade/Video Games	2 (0%)	2 (0%)	4 (0%)
Bingo	20 (1%)	1 (0%)	21 (1%)
Cards	89 (4%)	700 (29%)	789 (33%)
Dice	0 (0%)	9 (0%)	9 (0%)
Dog Racing	2 (0%)	24 (1%)	26 (1%)
Dominoes	0 (0%)	1 (0%)	1 (0%)
Games of Skill	0 (0%)	1 (0%)	1 (0%)
Horse Racing	0 (0%)	37 (2%)	37 (2%)
Jai-Alai	1 (0%)	1 (0%)	2 (0%)
Lottery	110 (5%)	152 (6%)	262 (11%)
Slot Machines/VLTs/EGMs	716 (30%)	381 (16%)	1,097 (46%)
Sports Betting	0 (0%)	90 (4%)	90 (4%)
Stock Market/Business Risks	12 (1%)	12 (1%)	24 (1%)
Sweepstakes	2 (0%)	2 (0%)	4 (0%)
Table Games	3 (0%)	27 (1%)	23 (1%)
Other	2 (0%)	1 (0%)	3 (0%)
TOTAL	959 (40%)	1,436 (60%)	2,395 (100%)

- When looking at the ethnicity of the gambler and the primary gambling problem, the biggest differential in primary problem percentages among different ethnicities were among Latino/Hispanics where slots were favored over cards 61% to 28% respectively. Conversely, the smallest gap was among Caucasians, where slots were favored over cards 41% to 34% respectively. Further, Asian/Pacific Islanders and other ethnicities were the only ethnic groups to favor cards over all other types of gambling.

Top Three Primary Gambling Problems by Region

- North central Florida was the only region where cards were favored over other types of gambling. In fact, slot machines were the number one primary problem in all other regions of Florida. With the increased amount of Internet Gambling Centers around the state, Floridians that may have normally not had access to slot machine gambling are finding it right in their hometown as hundreds of these establishments have been opened in the last year.

Table 15
Top Three Gambling Problems by Region

North Central Florida	Cards	117
	Slot Machines	106
	Lottery	60
Northeast Florida	Slot Machines	54
	Cards	41
	Lottery	26
Northwest Florida	Slot Machines	36
	Lottery	26
	Cards	24
South Central Florida	Slot Machines	248
	Cards	183
	Lottery	60
South Florida	Slot Machines	648
	Cards	419
	Lottery	85

Primary Gambling Location

- Of the 2,422 respondents, 58% stated that land based casinos were the primary gambling location. Convenience stores were second with 11%, while racetracks ranked third with 6%. As data shows, Internet Café Centers (122 contacts and 5% of total) had a significant increase in both percentage and raw numbers over last year (68 contacts and 3% of the total in 2009/2010).

Table 16
Primary Gambling Location

Location	Total (N = 2,422)
Day/Floating Casino	5 (0%)
Landbased Casino	1,394(58%)
Racino	125 (5%)
Jai-Alai	18 (1%)
Racetrack	215 (9%)
Convenience Store	267 (11%)
Friend's Home	18 (1%)
Home	13 (1%)
Internet	144 (6%)
Bars/Club	19 (1%)
Bingo Hall	18 (1%)
Bookies	57 (2%)
Internet Café/Centers	122 (5%)
*Other	7 (0%)

Financial and Employment Status of Gambler

Income of Gambler and Money Lost Due to Gambling

- Almost one third (32%) of the gamblers cited an income range of \$25,000 to \$45,000, with 12% earning \$15,000 or less, which for most families barring the number of children in the household is below poverty level in Florida. A significant amount of gamblers (27%) cited lifetime gambling losses of \$90,000 or more (514 of 1,875 respondents). The chart below outlines the income of the gambler.

Table 17
Income of Gambler

Income	Total (N = 1,357)
Up to \$2,499	4 (0%)
\$2,500- \$2,999	0 (0%)
\$3,000- \$4,999	9 (1%)
\$5,000- \$9,999	54 (4%)
\$10,000- \$14,999	101 (7%)
\$15,000- \$24,999	215 (16%)
\$25,000- \$34,999	231 (17%)
\$35,000- \$44,999	207 (15%)
\$45,000- \$59,999	181 (13%)
\$60,000- \$89,999	183 (13%)
\$90,000- \$124,999	96 (7%)
\$125,000- \$149,999	9 (1%)
\$150,000- \$174,999	22 (2%)
Over \$175,000	45 (3%)

Amount of Debt Owed and to Whom the Debt is Owed

- Based on 1,046 respondents, 21% of the gamblers owed between \$10,000 and \$25,000 due to their gambling, and 20% owed \$60,000 or more. The average debt of the gambler was \$42,471. The most common source of debt was credit cards as cited by 64%, followed by family with 33%. The charts below outlines the amount of debt owed and to whom it is owed.

Table 18
Debt Owed Due to Gambling

Income	Calls by Gambler (N= 864)		Calls by Non-Gambler (N = 182)		Total Calls (N = 1,046)	
Up to \$2,499	172	16%	34	3%	206	20%
\$2,500- \$2,999	15	1%	4	0%	19	2%
\$3,000- \$4,999	72	7%	14	1%	86	8%
\$5,000- \$9,999	128	12%	28	3%	156	15%
\$10,000- \$14,999	85	8%	22	2%	107	10%
\$15,000- \$24,999	84	8%	25	2%	109	10%
\$25,000- \$34,999	64	6%	10	1%	74	7%
\$35,000- \$44,999	28	3%	4	0%	32	3%
\$45,000- \$59,999	38	4%	11	1%	49	5%
\$60,000- \$89,999	59	6%	9	1%	68	7%
\$90,000- \$124,999	67	6%	7	1%	74	7%
\$125,000- \$149,999	4	0%	1	0%	5	0%
\$150,000- \$174,999	8	1%	0	0%	8	1%
Over \$175,000	40	4%	13	1%	53	5%
TOTAL	864	83%	182	17%	1,046	100%

Table 19
To Whom Debt is Owed

To Whom Debt Owed	(N=2,111)		Other Sources (N=342)	
Bank/Credit Union	355	30%	Car Payment	33 (10%)
Bookie	29	2%	Mortgage	156 (46%)
Credit Card	763	64%	Utilities	49 (14%)
Family	397	33%	Child Support	1 (0%)
Friend	258	22%	Other	103 (30%)
Loan Company	309	26%		
Other	0	0%		
TOTAL	2,111	100%	TOTAL	342 (100%)

Percentages for Whom Debt is Owed are based on 1,190 respondents- Multiple Answers Permitted

Employment Status of Gambler

- Based on 2,299 responses regarding employment status, 57% were full time employees, 19% were unemployed and 9% were retired. The chart below outlines the breakdown of the employment status of the gamblers.

(See chart on next page)

Table 20
Employment Status

Type of Employment	Total (N = 2,299)	
Disabled/Workers-Comp.	129	6%
Full-Time at One Job	1,274	55%
Full-Time More Than One Job	34	2%
Part-Time	125	5%
Part-Time More Than One Job	6	0%
Retired	193	8%
Retired Plus Job	15	1%
Student - Full-time	36	2%
Student - Full-Time Plus Job	19	1%
Student - Part-Time	1	0%
Student – Part-Time Plus Job	7	0%
Homemaker	16	1%
Unemployed	442	19%
Other	2	0%
Total	2,299	100%

- Retired individuals were asked if their gambling intensified after they stopped working and 50% answered affirmative. The FCCG understands that this is a major significant life event that can trigger gambling problems. Retirees often find themselves with too much time on their hands, bored or widowed, and often turn to gambling or increase their gambling habits to deal with their emotions or social situations.

Gamblers Occupation

- The most popular occupation for employed gamblers was service industry as stated by 13%, followed by sales positions (12%), business owners (10%) and skilled workers (9%). The most common job held for males was sales positions (13%), while for females it was the service industry 15%. The chart below outlines specifics.

Table 21
Gambler's Occupation

Occupation	Females (N = 522)		Males (N = 885)		Total (N = 1,407)	
Accounting/Bookkeeping	16	3%	8	1%	24	2%
Banking/Stock Market	12	2%	15	2%	27	2%
Business Owner	37	7%	107	12%	144	10%
Educator/Teacher	32	6%	23	3%	55	4%
Farming/Agriculture	0	0%	2	0%	2	0%
Gaming Industry	6	1%	12	1%	18	1%
Laborer	10	2%	106	12%	116	8%
Law Enforcement	12	2%	17	2%	29	2%
Legal Professional	14	3%	19	2%	33	2%
Manager	23	4%	49	5%	72	5%
Medical Professional	67	13%	23	3%	90	6%
Military	3	0%	7	1%	10	1%
Other Professional	25	5%	63	7%	88	6%
Retail Services	36	7%	29	3%	65	5%
Sales	55	10%	118	13%	173	12%
Secretarial/Assistant	33	6%	7	1%	40	3%
Service Industry	80	15%	109	12%	189	13%

Skilled	18	1%	106	12%	124	9%
State/Government	20	4%	21	2%	41	3%
*Other	11	2%	22	2%	33	2%
Didn't Know	0	0%	3	0%	3	0%
Refused	12	2%	19	2%	31	2%
TOTAL	522	100%	885	100%	1,407	100%

Bankruptcy

- Many times gamblers turn to bankruptcy as a means of seeking relief from accumulated debt due to gambling losses. Bankruptcy is not, however, encouraged as simply a way out of trouble for those with continued betting as this could result in recurrences or relapses at latter points in time. However, sometimes it is necessary if the family is at risk of being without food, water, electricity or a place to live as a result of the gambling.
- Of the 1,692 respondents, 236 (14%) advised that the gambler had either gone through bankruptcy or it was pending at this time.

Illegal Acts, Types and Actions

- Problem and compulsive gamblers will often commit illegal acts in order to obtain money to gamble with once they have depleted their funds. It can start out with bouncing a few checks, but can quickly turn to larceny, embezzlement, selling drugs, and even prostitution.
- Based on 2,108 respondents, 734 (35%) stated that the gambler had, in fact, committed illegal acts to finance their gambling problem. The most common acts committed were fraud (bad checks, forgery, etc.) and larceny/theft.

Table 22
Illegal Acts Committed by Gambler

Illegal Acts	Total (N = 734)
Embezzlement	75 (10%)
Fraud (bad checks, forgery, etc.)	481 (66%)
Larceny/Theft	179 (24%)
*Other	57 (8%)
Total	792 (100%)

***Other is selling drugs, prostitution, booking, illegal gambling activities**
Multiple answers are permitted

- Callers are also asked if the gambler has been subject to legal action due to their gambling. Of 2,016 respondents, 400 (20%) stated that they had been subject to legal action. The most common legal actions enacted against the gambler were civil actions (81%). Civil actions encompass a multitude of legal actions such as divorce, foreclosure, lawsuits for non-payment of credit cards or deriving from casinos (i.e. bad markers which can also be criminal actions as well). The chart below outlines specifics on 392 of the 400 that cited a legal action.

Table 23
Types of Legal Actions Gamblers have been Subject to

Legal Actions	Total (N = 392)
Arrest	28 (7%)
Arrest and Jail/Prison	18 (5%)
Arrest and Probation	12 (3%)
Arrest, Jail/Prison and Probation	13 (3%)
Civil Actions	318 (81%)
Other	3 (1%)

Emotional, Domestic and Related Difficulties Caused by Gambling

Problems Caused by Gambling

- Problem and compulsive gambling has a negative effect on many areas of life. Finances are affected, family problems are evident, relationships with friends and co-workers break down and can lead to severe neglect, physical abuse and suicide. The chart below outlines the emotional, domestic and other financial problems caused by this addiction and experienced by the gambler.

Table 24
Difficulties Caused by Gambling

Type of Difficulty	Respondents	
Anxiety	1,648 of 2,135	77%
Depression	1,634 of 2,129	77%
Suicidal Ideations/Attempts	335 of 2,089	16%
Family Conflict	1,519 of 2,185	70%
Family Neglect	1,272 of 2,051	62%
Family Violence	62 of 1,978	3%
Problems at School	29 of 44	66%
Problems at Work	518 of 1,273	41%
Difficulty Paying Household Bills	1,550 of 2,129	73%
Gambled Away Savings, Equity, Retirement	914 of 1,796	51%
Sold or Pawned Assets	718 of 1,765	41%

- Callers are also asked if the gambler has any neurological disorders such as Parkinson's, Restless Leg Syndrome, Dementia, Bi-Polar disorder, Multiple Sclerosis or other. These types of disorders are often treated with medications called Dopamine Agonists such as Requip or Mirapex. These medications have been proven to cause compulsive disorders such as gambling in some individuals who take them. More seriously, the physician prescribing them often times does not educate the patient on its possible side effects. Based on 1,801 respondents, 114 or 6% of the gamblers were afflicted with a neurological disorder.

Gamblers Who Sought Help for Gambling, Type of Help Sought and Family of Origin

- Based on 2,138 respondents, 476 or 22% of the gamblers had sought help before. The majority had tried self-help groups (68%), other, such as clergy, self help books, etc. (31%), and counseling/private therapy (25%). Inpatient and outpatient programs had also been tried by some of the gamblers (5%).
- People contacting the HelpLine are also asked if there is any family history of gambling problems. Of 1,586 respondents, 584 or 37% stated there were gambling problems within the immediate family.

Gamblers with Alcohol/Substance Abuse Problems and Family of Origin

- It is not uncommon for a problem gambler to have co-disordering addictions such as alcohol or substance abuse along with gambling. Based on 1,825 respondents, 433 or 24% of the gamblers also had an alcohol and/or substance abuse problem.
- Again, when asked about family history and based on 1,441 respondents, 389 or 27% stated that the family had a history of alcohol and/or substance abuse.

Point of Contact with the HelpLine Number

How Callers Learned of the HelpLine

- In order to gauge how successful the FCCG's marketing efforts are around the state, callers are asked where they heard of the FCCG and its 24-hour HelpLine. The most popular ways callers became aware of the services the FCCG offers was through gambling facility advertising (24%) and billboards (21%). These were followed by Internet and phone book. The chart below outlines full specifics.

Table 25
How Callers Learned About the HelpLine

How Heard	Total (N = 2,035)	
Billboard	431	21%
Bus	12	1%
Bus bench/shelter	2	0%
Clergy	1	0%
Community Organization	11	1%
EAP/Employer	3	0%
Family	100	5%
Friend	61	3%
GA/Gam-Anon	80	4%
Gambling Facility	490	24%
Health Care Provider	18	1%
Information/Crisis Line	71	3%
Internet	355	17%
Lottery Point of Purchase	133	6%
NCPG/Affiliate	4	0%
Newspaper/Magazine	8	0%
Other Self-Help	9	0%
Phone Book	117	6%
Poster/Brochure	13	1%
Promotional Item	6	0%
Radio	41	2%
School	1	0%
Taxi	13	1%
Television	23	1%
Treatment Provider	53	3%
Other	18	1%
Total	2,074	100%

Actions Recommended to Callers

- In order to properly supply resources to individuals contacting the HelpLine, FCCG HelpLine specialists gather detailed information regarding the problems experienced by the gambler and/or loved one. With a wide variety of resources available pending location of the person reaching out, it is important for specialists to engage the caller in a way that makes them feel at ease and allows them to feel safe to share sometimes private and sensitive information. Resources can range from self-help to private counseling and from legal services to financial credit counseling. The chart below shows the resources supplied to callers. Throughout the 2010/2011 fiscal year, 85% of callers were supplied with Gamblers Anonymous and/or Gam-Anon groups, 72% were referred to certified

treatment professionals and 66% were given supplied with information regarding self-exclusion. The chart below shows a breakdown of services recommended.

Table 26
Actions Recommended to Caller

Action(s) Recommended	Total	
Celebrate Recovery	556	21%
Counseling	1,920	72%
Crisis Line	330	12%
FCCG Website	293	11%
Financial Services	1,593	60%
GA/Gam-Anon	2,262	85%
Legal Services	290	11%
Literature	1,651	62%
Mental Health Services	75	3%
NCPG Affiliate	20	1%
Self-Exclusion	1,772	66%
Social Services	223	8%
Veterans Administration	49	2%
*Other	835	31%

***Other includes special programs like Peer Connect, Gamblock or alternative self help groups.**

Summation

- The FCCG continues to be a valuable resource for Floridians experiencing significant to severe problems due to a gambling addiction. Agency staff are understanding, compassionate and specially trained to make individuals contacting the HelpLine feel at ease, help them understand that they are not alone and that there is help available for them through a variety of public and private resources. The FCCG continues to stay on the forefront of problem and compulsive gambling and all the issues surrounding this devastating problem, which allows them to be confident in the effectiveness of the 24-hour HelpLine.

- To recap some significant findings from this year's statistics, data showed that:

Help and information contacts to the HelpLine increased 18.6% over the last year.

The percentage of gamblers with suicidal ideations increased from 11% in 2009/2010 to 16% this year.

The percentage of gamblers who are also dealing with an alcohol and/or substance abuse problem in addition to the gambling increased from 17% in 2009/2010 to 24% this year.

The amount of older adult gamblers (55+) accounted for 23% of the total.

The FCCG saw a significant increase in callers citing Internet Sweepstakes Centers as the primary gambling location. The numbers increased from 68 contacts (3%) in 2009/2010, to 122 contacts (5%) this year. With hundreds of new centers opened in 2010/2011, the FCCG feels this number will continue to increase and cause serious negative consequences to gamblers and loved ones.