24-HOUR PROBLEM GAMBLING HELPLINE
1-888-ADMIT-IT
ANNUAL REPORT
(July 1, 2014 - June 30, 2015)

WHEN GAMBLING BECOMES A PROBLEM

888-ADMIT-IT

Florida Council on Compulsive Gambling www.gamblinghelp.org

July 2015

Florida Council on Compulsive Gambling, Inc.
121 East 1st Street
Sanford, FL 32771
24-Hour HelpLine: 888-ADMIT-IT
Office: 407-865-6200

Background and HelpLine Information

This report includes data from HelpLine contacts received from July 1st 2014 until June 30th 2015. Contacts are received via the 24-hour Helpline (1-888-ADMIT-IT), the FCCG website (www.gamblinghelp.org), the agency's e-mail address (fccg@gamblinghelp.org), live chat, and texting feature. The HelpLine is staffed around the clock to give supportive intervention and information to individuals who are adversely affected by a gambling problem. These individuals may include gamblers, spouses, children, relatives, co-workers, significant others, and anyone else seeking help, resources and information in regards to a gambling problem.

The FCCG also supplies help, information and training to state agencies, community organizations, treatment professionals, law enforcement officials, legal authorities, students, senior service providers, and any others who are interested in becoming educated and aware of the problems associated with a gambling addiction. The FCCG's programs and services are offered based on the needs of the individual or entity contacting the Council for assistance.

All agency personnel respond to contacts throughout the day and night. The afterhours HelpLine staff ensures that callers can receive help and resources at any time during the night, weekends, and on 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 after-hours staff is trained to handle all contacts. 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. HelpLine staff will provide resources needed to ensure appropriate assistance to each caller. This includes emailing resources and information if necessary (i.e. in case the person is driving and cannot write down information) and even texting resources through the text interface.

Staff Training

All agency personnel are trained on site to handle help and information contacts. Training includes extensive work on learning the agency's programs and services and knowledge of resources available and the ability to explain the benefits of such resources to contacts. Staff learns how to navigate the HelpLine database and collect valuable data, watches numerous documentary and docu-dramas relevant to compulsive gambling, takes shadowed calls to ensure competence and is involved in on-site and off-site trainings throughout the year. The training process is ongoing throughout the tenure of the employee.with very little turnover in this population. All FCCG employees are compassionate and understanding and are well equipped to make a significant difference in callers' lives.

HelpLine Manual

Hard copy HelpLine resource directories are supplied to staff members to be used in special circumstances (i.e. bad weather, power outages, computer problems, etc.). . Although after hours staff logs into the FCCG's database at night, on weekends and holidays, this manual is a mandatory tool for them to keep with them at all times. Each directory has all resources segregated by keyword (e.g. treatment providers, Gamblers Anonymous, legal aid, etc.) and listed by county for quick and easy reference.

HelpLine Data Entry and Analysis

The HelpLine database is an important tool utilized in the HelpLine process. The purpose is to collect data and information on all contacts, including emotional, financial, employment, demographic and other information, to ensure all information and problems associated the individual are addressed. This data helps specialists properly identify resources based on the need of the specific caller The data collected is also vital in order to show trends of gambling among Floridians, where new resources may be needed based on the contacts location and also determining where marketing efforts are successful or needed. New resources and information are added to the database throughout the year (i.e. new treatment providers or new meeting locations). Also, new data sets are added as well based on current events or new trends that have been identified. Further, the data is used to create population specific stat sheets throughout the year (i.e. older adults, suicidal callers, location specific data, etc.). While the FCCG realizes that not every caller will provide data on their circumstances due to embarrassment, shame or fear, the FCCG attempts to collect as much data as possible on all contacts.

Annual Call Data

During this past fiscal year (July 1st 2014 to June 30th 2015), the agency received 14,321 contacts of which 5,420 were classified as help or information contacts. The number of help and information calls received this fiscal year represents a 17.7% (+815) increase from fiscal year 2013/2014.

Table 1
Total Contacts

Period	All Contacts	Help & Info Contacts
July 1, 2014 – June 30, 2015	14,321	5,420

Call Origin by Region and County

- Of the 5,420 help and information contacts, 5,404 provided specifics on county and region. Data showed that South Florida accounted for 58% of the contacts.

- The largest change among regions was that South Florida increased by 8% over last year (50% in 2013/2014). Please see chart below for specifics.

Table 2
County Origin of Call Grouped by Region

Florida Regions	2014-2015
North Central Florida	852 (16%)
Northeast Florida	167 (3%)
Northwest Florida	429 (8%)
South Central Florida	809 (15%)
South Florida	3,147 (58%)
Subtotal	5,404 (100%)
County Unknown	16 (0%)
TOTAL	5,420 (100%)

- Overall, contact to the HelpLine was made by individuals from 55 counties across the state. Miami-Dade (32%) and Broward (19%) counties led the way as far as county totals. Other counties where significant contacts originated were Leon, Orange, Hillsborough, Palm Beach, and Seminole. Please see chart below for specifics.

See Chart on Next Page

Table 3
Total Calls by County
July 1, 2014 – June 30, 2015

County	Total	County	Total
Alachua	40 (1%)	Lee	79 (1%)
Baker	0 (0%)	Leon	344 (6%)
Bay	14 (0%)	Levy	3 (0%)
Bradford	1 (0%)	Liberty	0 (0%)
Brevard	130 (2%)	Madison	3 (0%)
Broward	1,010 (19%)	Manatee	49 (1%)
Calhoun	1 (0%)	Marion	24 (0%)
Charlotte	11 (0%)	Martin	11 (0%)
Citrus	9 (0%)	Monroe	18 (0%)
Clay	6 (0%)	Nassau	3 (0%)
Collier	40 (1%)	Okaloosa	17 (0%)
Columbia	5 (0%)	Okeechobee	1 (0%)
Dade	1,709 (32%)	Orange	337 (6%)
Desoto	2 (0%)	Osceola	34 (1%)
Dixie	0 (0%)	Palm Beach	267 (5%)
Duval	87 (2%)	Pasco	43 (1%)
Escambia	29 (1%)	Pinellas	172 (3%)
Flagler	2 (0%)	Polk	44 (1%)
Franklin	0 (0%)	Putnam	2 (0%)
Gadsden	4 (0%)	Santa Rosa	6 (0%)
Gilchrist	0 (0%)	Sarasota	36 (1%)
Glades	0 (0%)	Seminole	283(5%)
Gulf	1 (0%)	St Johns	14 (0%)
Hamilton	1 (0%)	St Lucie	28 (0%)
Hardee	0 (0%)	Sumter	9 (0%)
Hendry	2 (0%)	Suwannee	2(0%)
Hernando	16 (0%)	Taylor	0 (0%)
Highlands	6 (0%)	Union	0 (0%)
Hillsborough	298 (5%)	Volusia	54 (1%)
Holmes	0 (0%)	Wakulla	4 (0%)
Indian River	9 (0%)	Walton	8 (0%)
Jackson	1 (0%)	Washington	0 (0%)
Jefferson	0 (0%)	Sub Total	5,404 (100%)
Lafayette	1 (0%)	Not Recorded	16 (0%)
Lake	74 (1%)		
		TOTAL	**5,420**
		% Total	**100%**

Monthly Totals

- Below are the monthly totals for help and information contacts. The HelpLine received an average of 452 help and information contacts each month. The two busiest months were March and April, with 682 and 678 contacts respectively.

Table 4
Calls by Month

Period	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	TOTAL
14-15	350	427	358	537	356	534	367	440	682	678	240	451	5,420

CALLER DEMOGRAPHIC INFORMATION- Data from this point on is based on 1,959 Help contacts received throughout the year. It is important to note that not every contact answers or supplies information to all questions asked.

<u>Callers Gender, Age and Relationship to the Gambler</u>

- Data showing the gender of the caller revealed that 55% were male and 45% were female. Of the 1,328 callers that provided their age, 44% were between the ages of 31 and 49. Also, one in four (25%) of the callers were older adults (55+).

Table 5
Callers Age

Age	Total (N=1,328)
Under 18	3 (0%)
18 – 20	17 (1%)
21 – 25	92 (7%)
26 – 30	131 (10%)
31 – 40	279 (21%)
41 – 49	310 (23%)
50 – 54	168 (13%)
55 – 60	127 (10%)
61 – 64	87 (7%)
65+	114 (9%)
TOTAL	**1,328 (100%)**

- Data on the relationship of the caller to the gambler showed that 75% of the contacts were by the gambler, 6% were spouses, 4% were parents, 3% were friends, 3% were children, 2% were significant others, 2% were siblings, 2% were relatives, and 1% were treatment providers. Others that made contact but did not make up a significant percentage included co-workers, employers, community organizations, employees and legal professionals.

<u>Precipitating Event Leading to Call</u>

- The top reasons for making contact with the HelpLine was relationship problems (28%), followed by substantial loss (21%). Please see chart below for specifics.

Table 6
Precipitating Event for Making Contact

Precipitating Event Leading to Call	Total (N=1,937)
Committed Illegal Act	40 (2%)
Difficulty Paying Bills	210 (11%)
Lawyer/Court Ordered	4 (0%)
Legal Problems	34 (2%)
Overextended Debt	293 (15%)
Relationship Problems	539 (28%)
School Related Difficulties	1 (0%)
Substantial Loss	402 (21%)
Suicidal Ideation/Attempt	11 (1%)
Threatened (verbal, physical, emotional)	6 (0%)
Treatment Referral/ Information	371 (19%)
Work Related Difficulties	5 (0%)
Other	21 (1%)

GAMBLER DEMOGRAPHIC INFORMATION

Gamblers Gender and Age

- In all, 1,939 contacts identified the gender of the gambler, which showed that 64% were male and 36% were female.

- The breakdown of 1,546 contacts that specified age and gender of the gambler showed that 44% of the gamblers were between 31 and 49 years of age, and 25% were older adults (55+). 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=1,546)	
Under 18	0	0%	2	0%	2	0%
18 – 20	1	0%	21	1%	23	1%
21 – 25	13	1%	97	6%	110	7%
26 – 30	21	1%	135	9%	156	10%
31 – 40	95	6%	218	14%	313	20%
41 – 49	132	9%	234	15%	366	24%
50 – 54	86	6%	98	6%	184	12%
55 – 60	78	5%	79	5%	157	10%
61 – 64	52	3%	51	3%	103	7%
65+	68	4%	65	4%	133	9%
Total	**546**	**35%**	**1,000**	**65%**	**1,546**	**100%**

Gamblers Ethnicity

- Data on the ethnic background of the gambler showed that Caucasians accounted for 52% of the gamblers while Latino/Hispanics were second with 21%. Please see chart below for specifics.

Table 8
Ethnicity of Gambler

Ethnicity	Total (N = 1,485)
Asian/Pacific Islander	31 (2%)
Black/African American	298 (20%)
Caucasian	778 (52%)
Latino-Hispanic	317 (21%)
Middle Eastern	28 (2%)
Mixed Race	18 (1%)
Native American	1 (0%)
Other	14 (1%)
Total	**1,485 (100%)**

Gamblers Military Experience

- Based on 1,959 help contacts, 194 (10%) stated the gambler was either active military, retired military or had past military experience. The FCCG is fully aware that this is a high risk population for developing a gambling addiction and has programs specific to military treatment professionals and literature for military personnel and their families.

Gamblers Religion

- Of the 1,003 callers who identified the religious background of the gambler, the most popular response was Christian- Non-denominational (29%). Please see chart below for specifics.

Table 9
Religion of Gambler

Religion	Total (N = 1,003)
Baptist	124 (12%)
Catholic	204 (20%)
Christian (ND)	288 (29%)
Islam/Muslim	19 (2%)
Judaism	70 (7%)
Protestant	84 (8%)
None	179 (18%)
Other	35 (3%)
Total	**1,003 (100%)**

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

- Data on the relationship status of the gambler showed that 41% were married and 27% were never married/single. When assisting gamblers in need, it is important to provide resources that can help family members and children as well. The wide reaching effects of a gambling addiction are not limited to the gambler and supports are available to help loved ones.

Table 10
Relationship Status of Gambler

Relationship Status	Total (N = 1,461)
Cohabitating	115 (8%)
Divorced	268 (18%)
Married	594 (41%)
Never Married/S	394 (27%)
Separated	47 (3%)
Widowed	41 (3%)
Refused	2 (0%)
Total	**1,461 (100%)**

- Based on 1,340 responses, children under the age of 18 were present in 35% of the gamblers' households. HelpLine specialists are delicate but forward in asking about effects the children may be experiencing due to a parent who has a gambling problem (i.e. neglect or abuse).

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 49% started before the age of 25, and 12% before the legal age of 18. One in four (25%) stated gambling became a problem between the ages of 31 and 40. Please see chart below for specifics.

(See chart on next page)

Table 11
Age Gambling Started and Became a Problem

Age	Age Started Gambling (N = 1,338)		Age Became Problem (N = 1,325)	
Under 18	157	12%	30	2%
18 – 20	200	15%	68	5%
21 – 25	300	22%	161	12%
26 – 30	167	12%	140	11%
31 – 40	235	18%	334	25%
41 – 49	143	11%	267	20%
50 – 54	61	5%	124	9%
55 – 60	36	3%	111	8%
61 - 64	20	1%	40	3%
65+	19	1%	50	4%

Primary Gambling Problem and Secondary Problem

- The primary gambling problems most often cited were; slot machines (43%), cards (29%) and lottery games (13%). Lottery games (55%) were the biggest secondary problem for those engaged in one or more gambling types. Please see chart below for specifics.***Note: the secondary problems are based on the 654 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 = 1,576)	%
Animal Fights	0	0%
Arcade/Video Games	10	1%
Bingo	9	1%
Cards	456	29%
Dice	5	0%
Dog Racing	9	1%
Dominoes	0	0%
Games of Skill	1	0%
Horse Racing	25	2%
Jai-Alai	0	0%
Lottery	208	13%
Slot Machines/VLTs/EGMs	685	43%
Sports Betting	77	5%
Stock Market/Business Risks	19	1%
Sweepstakes/Scams	9	1%
Table Games	51	3%
Other	6	0%
Didn't Know	6	0%

Table 13
Secondary Gambling Problem

Secondary Problem	Total* (N = 883)	%
Animal Fights	1	0%
Arcade/Video Games	7	1%
Bingo	16	2%
Cards	173	26%
Dice	14	2%
Dog Racing	19	3%
Dominoes	3	0%
Games of Skill	6	1%
Horse Racing	25	4%
Jai-Alai	8	1%
Lottery	357	55%
Slot Machines/VLTs/EGMs	114	17%
Sports Betting	68	10%
Stock Market/Business Risks	4	0%
Sweepstakes/Scams	4	0%
Table Games	44	7%
Other	8	1%
Didn't Know	0	0%

- When looking at the primary gambling choices within different lottery games, scratch-off tickets were preferred 93% of the time over other lottery games and Poker accounted for 64% of those that stated card games as a primary problem.

- When looking at the primary gambling problem broken down by gender, females preferred slot machines over lottery 71% to 16%, and males preferred cards over slot machines 41% to 27%. Please see chart below for specifics.

Table 14
Gender of Gambler by Primary Gambling Problem

Primary Gambling Problem	Females (N = 575)	Males (N = 1,001)	Total (N = 1,576)
Animal Fights	0 (0%)	0 (0%)	0 (0%)
Arcade/Video Games	1 (0%)	9 (1%)	10 (1%)
Bingo	8 (1%)	1 (0%)	9 (1%)
Cards	49 (3%)	407 (26%)	456 (29%)
Dice	0 (0%)	5 (0%)	5 (0%)
Dog Racing	2 (0%)	7 (0%)	9 (1%)
Dominoes	0 (0%)	0 (0%)	0 (0%)
Games of Skill	1 (0%)	0 (0%)	1 (0%)
Horse Racing	1 (0%)	24 (2%)	25 (2%)
Jai-Alai	0 (0%)	0 (0%)	0 (0%)
Lottery	91 (6%)	117 (7%)	208 (13%)
Slot Machines/VLTs/EGMs	411 (26%)	274 (17%)	685 (43%)
Sports Betting	0 (0%)	77 (5%)	77 (5%)
Stock Market/Business Risks	2 (0%)	17 (1%)	19 (1%)
Sweepstakes/Scams	2 (0%)	7 (0%)	9 (1%)
Table Games	4 (0%)	47 (3%)	51 (3%)
Other	1 (0%)	5 (0%)	6 (0%)
Didn’t Know	2 (0%)	4 (0%)	6 (0%)

Primary Gambling Location

- Data on the primary gambling location cited by callers showed that 56% stated land based casinos, 14% claimed convenience stores, and racinos were third with 10%. (Percentages may exceed 100% due to rounding)

Table 15
Primary Gambling Location

Location	Total (N = 1,588)
Day/Floating Casino	15 (1%)
Landbased Casino	888 (56%)
Racino	153 (10%)
Jai-Alai	13 (1%)
Racetrack	77 (5%)
Convenience Store	216 (14%)
Friend’s Home	5 (1%)
Home	17 (1%)
Internet	128 (8%)
Bars/Club	14 (1%)
Bingo Hall	8 (1%)
Bookies	29 (2%)
Internet Café/Centers	17 (1%)
Other	8 (1%)

Financial and Employment Status of Gambler

Income of Gambler and Money Lost Due to Gambling

- The average household income of the gambler was $56,296 and 26% earned between $25,000 and $45,000. The average amount of lifetime gambling losses was over $179,000 with 43% stating the gambler lost $60,000 or more. Please see chart below for specifics on the income of the gambler.

Table 16
Income of Gambler

Income	Total (N = 841)
Up to $2,499	36 (4%)
$2,500- $4,999	1 (0%)
$5,000- $9,999	35 (4%)
$10,000- $14,999	49 (6%)
$15,000- $24,999	118 (14%)
$25,000- $34,999	110 (13%)
$35,000- $44,999	107 (13%)
$45,000- $59,999	110 (13%)
$60,000- $89,999	156 (19%)
$90,000- $124,999	61 (7%)
$125,000- $149,999	9 (1%)
$150,000- $174,999	14 (2%)
Over $175,000	35 (4%)

Amount of Debt Owed and to Whom the Debt is Owed

- The average gambling debt of the gambler was $49,677. More than one in five (22%) stated a debt of $60,000 or greater. As far as to whom the debt was owed, almost half cited credit cards and 39% claimed bank/credit union. Please see chart below for specifics.

Table 17
To Whom Debt is Owed

To Whom Debt Owed	(N=2,029)	
Bank/Credit Union	352	39%
Bookie	19	2%
Casino	32	4%
Credit Card	441	49%
Family	274	30%
Friends	242	27%
IRS	35	4%
Loan Company	283	31%
Rent/Mortgage	161	18%
Utilities	134	15%
TOTAL	**2,029**	**100%**

Percentages for To Whom Debt is Owed are based on 902 respondents- Multiple Answers Permitted

Employment Status of Gambler

- Data regarding the employment status of the gambler showed that more than 60% were full time employees and 15% were unemployed. Please see chart below for specifics.

Table 18
Employment Status

Type of Employment	Total (N = 1,395)	
Disabled/Workers-Comp.	63	5%
Full-Time	848	61%
Full-Time More Than One Job	21	2%
Part-Time	79	6%
Part-Time More Than One Job	15	1%
Retired	106	8%
Retired Plus Job	12	1%
Student	17	1%
Student - Plus Job	13	1%
Homemaker	9	1%
Unemployed	207	15%
Other	5	0%
Total	**1,395**	**100%**

Gamblers Occupation

- The most popular occupation for employed gamblers was sales as stated by 18%. This was followed by laborer (15%) and service industry (12%). Please see chart below for specifics.

Table 19
Gambler's Occupation

Occupation	Total (N = 984)	
Accounting/Bookkeeping	16	2%
Banking/Stock Market	15	2%
Business Owner	68	7%
Educator/Teacher	20	2%
Gaming Industry	7	1%
Laborer	143	15%
Law Enforcement	9	1%
Legal Professional	29	3%
Manager	56	6%
Medical Professional	49	5%
Military	8	1%
Other	55	6%
Other Professional	56	6%
Retail Services	46	5%
Sales	174	18%
Secretarial/Assistant	34	3%
Service Industry	120	12%
Skilled	58	6%
State/Government	21	2%
TOTAL	**984**	**100%**

Illegal Acts, Types and Actions

- Illegal acts had been committed by 32% of the gamblers in order to finance their addiction. The most common acts committed were fraud (bad checks, forgery, etc.) and larceny/theft.

Table 20
Illegal Acts Committed by Gambler

Illegal Acts	Total (N = 445)
Embezzlement	59 (15%)
Fraud (bad checks, forgery, etc.	255 (65%)
Larceny/Theft	106 (27%)
Prostitution	2 (1%)
Selling Drugs	8 (2%)
*Other	15 (4%)
Total	**445 (100%)**

***Other encompasses booking, and illegal gambling activities**
Multiple answers are permitted; percentages are based on 392 contacts that provided specifics on illegal acts committed

- Problem gamblers often are faced with in legal ramifications due to their gambling. More than one in four (26%) stated the gambler had encountered legal problems. Legal actions ranged from civil actions to criminal (arrest, jail and probation). Civil actions were most commonly cited.

Table 21
Types of Legal Actions Gamblers have been Subject to

Legal Actions	Total (N = 254)
Arrest and Jail/Prison	32 (13%)
Arrest and Probation	20 (8%)
Arrest, Jail/Prison and Probation	9 (4%)
Civil Actions/Suits	142 (60%)
Divorce	6 (3%)
Foreclosure/Eviction	33 (14%)
Vehicle Repossession	12 (5%)

Multiple answers permitted. Percentages are based on 238 contacts that provided specifics on legal actions the gambler was facing.

- Further data regarding legal actions and financial problems revealed that 18% of the gamblers had either a bankruptcy pending or enacted bankruptcy at least once in their lifetime.

Emotional, Domestic and Related Difficulties Caused by Gambling

Problems Caused by Gambling

- The range of problems that follow problem gamblers and loved ones are not limited to finances but also include emotional difficulties and domestic problems. One in four (25%) of the gamblers were experiencing suicidal ideations and almost three quarters (73%) of the gamblers felt depressed due to gambling. Please see chart below for specifics.

Table 22
Difficulties Caused by Gambling

Type of Difficulty	Respondents	
Anxiety	1,023 of 1,313	78%
Depression	964 of 1,315	73%
Suicidal Ideations/Attempts	294 of 1,165	25%
Family Conflict	950 of 1,322	72%
Family Neglect	767 of 1,194	64%
Family Violence	41 of 998	4%
Problems at School	19 of 37	51%
Problems at Work	448 of 942	47%
Difficulty Paying Household Bills	921 of 1,248	74%
Gambled Away Savings, Equity, Retirement	591 of 990	60%
Sold or Pawned Assets	580 of 1,153	50%

- When loved ones contact the HelpLine they are asked not only information regarding the gambler, but also of themselves in regards to emotional and domestic problems they may be experiencing. Data on loved ones showed that 73% felt anxious, 39% cited depression, 92% stated there was family conflict due to the gambling problem and 10% said they were having problem at work.

- People suffering from Neurological disorders can be susceptible to compulsive gambling behaviors based on the medications they are placed on to treat their illness. Medications such as Mirapex and Requip have been known to cause compulsive behaviors in people. Disorders such as Parkinson's, Restless Leg Syndrome, MS, and Schizophrenia are treated using dopamine agonists which can cause compulsive gambling. Specialists are sure to inform individuals of this fact and encourage them to inform their prescribing doctor of their problem so medications can be changed or adjusted. Based on 886 respondents, 98 or 11% of the gamblers were afflicted with a neurological disorder.

- Questions were also asked about physical problems the gambler may be experiencing. Of the 239 gamblers that did admit to having these types of problems due to their gambling addiction, 88% claimed having problems sleeping, 21% cited physical aches and pains, and 15% stated a loss of appetite.

Gamblers with Alcohol/Substance Abuse Problems and Family History

- Due to the high rate of co-occurring disorders among problem gamblers, the FCCG asks if the gambler has ever had or is currently having problems with alcohol and/or substance abuse. Based on 844 respondents, 241 or 29% of the gamblers affirmed a past or present substance abuse problem.

- Data on family history showed that 41% of the gamblers came from a family that had a history of gambling problems and 37% stated that alcohol and/or substance abuse was a problem within the family.

How Callers Learned of the HelpLine

- How callers hear of the 888-ADMIT-IT HelpLine and the services offered is an important way for the FCCG to track the success of the advertising plans that are put in place each year. Internet and Gambling facility were the top two cited methods of how the caller learned of the HelpLine this fiscal year. Please see chart below for specifics.

Table 23
How Callers Learned About the HelpLine

How Heard	Total (N = 1,409)	
Billboard	180	13%
Bus	5	0%
Bus bench/shelter	1	0%
Clergy	0	0%
Community Organization	4	0%
EAP/Employer	3	0%
Family	40	3%
Friend	36	3%
GA/Gam-Anon	70	5%
Gambling Facility	281	20%
Health Care Provider	15	1%
Information/Crisis Line	45	3%
Internet	489	35%
Lottery Point of Purchase	52	4%
NCPG Affiliate	2	0%
Newspaper/Magazine	5	0%
Other Self-Help	3	0%
Phone Book	22	2%
Players Club Card	16	1%
Poster/Brochure	5	0%
Promotional Item	7	0%
Radio	36	3%
School	0	0%
Taxi	2	0%
Television	10	1%
Treatment Provider	41	3%
Other	32	2%
Didn’t Know	7	0%

Actions Recommended to Callers

- Based on callers input, data and experiences, the FCCG provides resources to assist them. A wide assortment of supports is available to callers which range from private counseling referrals and self-help groups to legal aid and financial counseling. There are also specialized programs such as peer connect which are made available anyone interested. The chart below shows the range of resources provided to individuals who connected to the FCCG.

Table 24
Actions Recommended to Caller

Action(s) Recommended	Total	
Alternative Support Groups	13	1%
Celebrate Recovery	339	18%
Counseling	1,188	64%
Crisis Line	208	11%
FCCG Website	764	41%
Financial Services	276	15%
GA/Gam-Anon	1,568	84%
Legal Services	241	13%
Literature	521	28%
Mental Health Services	11	1%
NCPG Affiliate	27	1%
Peer Connect	610	33%
Self-Exclusion	811	44%
Social Services	44	2%
STEP	403	22%
Veterans Administration	12	1%
Web Blockers	61	3%
Women Helping Women	247	13%
*Other	41	2%

***Other includes resources like Gov't hotlines or non-gambling related resources**

Summation

- The 888-ADMIT-IT HelpLine is an ever evolving resource for Floridians to take advantage of. The FCCG takes information from data collected and supplied by contacts to assist in the development of programs and additional services. Additional data sets are added to the database based on what is heard from people contacting the HelpLine. Further, comparing previous years reports shows significant trends and changes in the landscape of Florida's gambling environment.

- Some of the most notable statistics from this year's data revealed the following:

    - Help and information contacts to the HelpLine increased 17.7% (+815) over 2013/2014.

    - One in four (25%) gamblers experienced suicidal ideations which is an increase of 3% over last year (22% in 2013/2014).

    - The percent of gamblers who committed acts of embezzlement increased from 11% in 2013/2014 to 15% in 2014/2015.

    - The average gambling debt of the gambler was almost $50,000, and almost half owed money to credit cards.

    - One in four gamblers were either unemployed or on disability.