

# CALIFORNIA COUNCIL ON PROBLEM GAMBLING

## HELP LINE STATISTICAL REPORT

JANUARY TO DECEMBER 2003

**Overview**

**Caller Statistics**

**Gambler/Non-Gambler Data**

**Quality Assurance**

*Services provided by Bensinger, DuPont & Associates*



# California Council on Problem Gambling 2003 Helpline Statistics

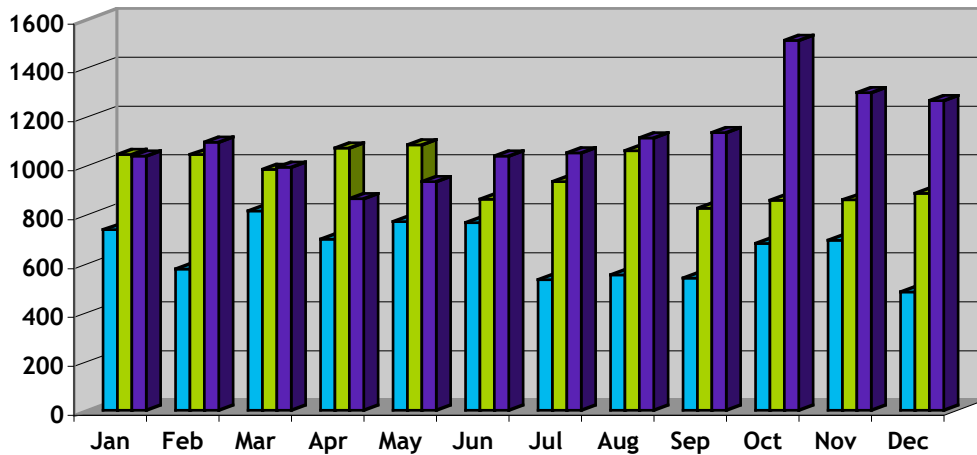
## 2003 Call Summary

2003 Calls (including Lottery Helpline)	13, 349
2003 Helpline Specific Calls (including Lottery Helpline)	2,800
2003 Calls Received other than Helpline Assistance (including Lottery Helpline)	10, 549

## 2003 Total Calls by Month (includes Lottery Helpline)

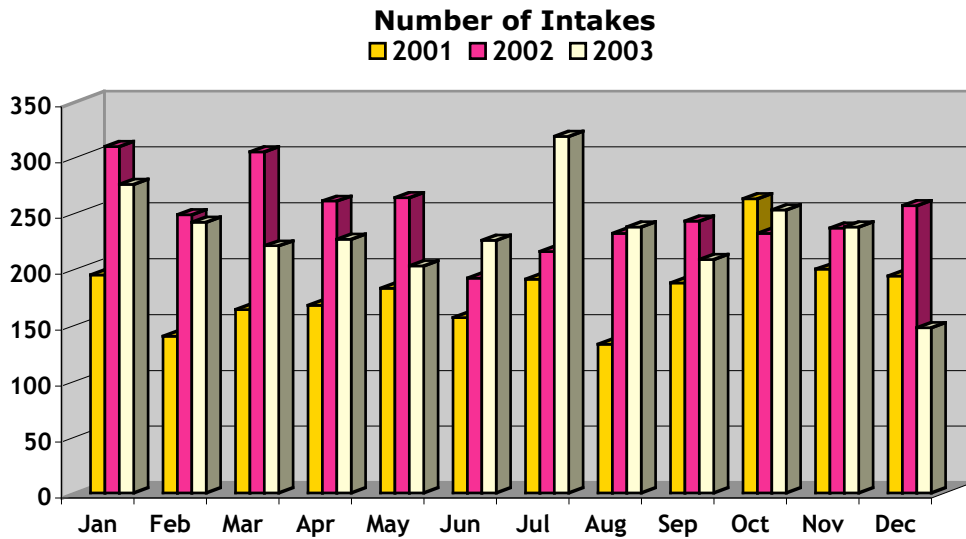
January	1040
February	1096
March	993
April	866
May	935
June	1039
July	1053
August	1114
September	1135
October	1513
November	1298
December	1267

**Total Number of Calls**  
 ■ 2001 ■ 2002 ■ 2003



**Cumulative Intakes by Month (includes Lottery Helpline)**

	1998	1999	2000	2001	2002	2003
January		133	144	195	310	276
February		127	115	140	249	242
March		171	154	164	305	221
April		140	116	168	261	227
May		154	144	183	264	203
June	115	165	146	157	192	226
July	118	179	122	191	216	319
August	98	182	128	133	232	238
September	145	125	139	188	243	209
October	162	128	157	263	232	253
November	126	132	132	200	237	238
December	128	115	178	194	257	148
<b>TOTAL</b>	<b>892</b>	<b>1751</b>	<b>1675</b>	<b>2176</b>	<b>2998</b>	<b>2800</b>



*\*Caller Statistics, Gambler/Non-Gambler Data and Quality Assurance sections exclude CA Lottery Help Line Data*

**Time of Call**

9 PM-6:30 AM	287	11.5%
6:30 AM-2:30 PM	1601	63.9%
2:30 PM-9 PM	616	24.6%

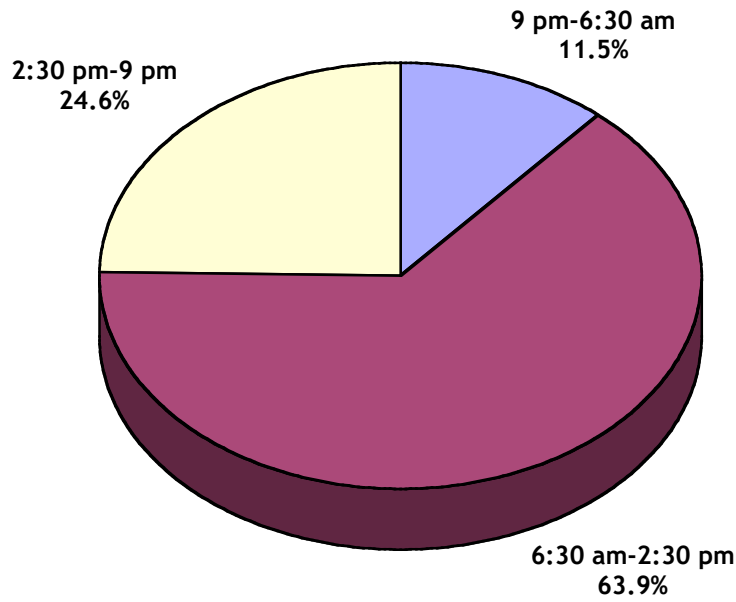
**Caller Profile**

Gambler	1866	74.5%
Spouse	262	10.5%
Friend	121	4.8%
Child	71	2.8%
Sibling	66	2.6%
Parent	59	2.4%
Other	35	1.4%
Therapist	21	0.8%
Employer	3	0.1%

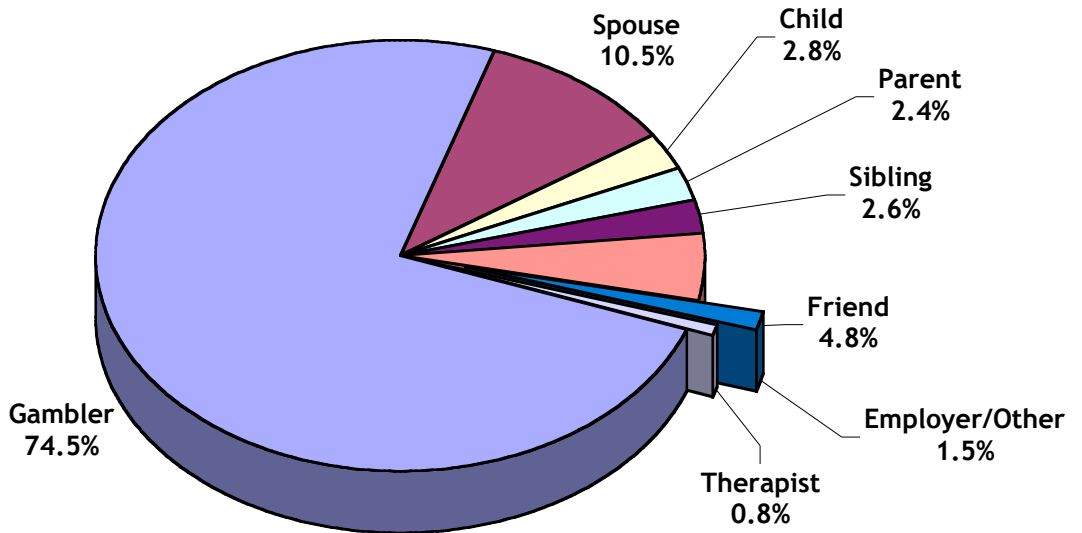
**Caller Area Code**

(209)	73	3.3%
(213)	31	1.4%
(310)	105	4.8%
(323)	57	2.6%
(408)	62	2.8%
(415)	60	2.7%
(510)	79	3.6%
(530)	111	5.0%
(559)	65	2.9%
(562)	64	2.9%
(619)	208	9.4%
(626)	64	2.9%
(650)	33	1.5%
(661)	40	1.8%
(707)	87	3.9%
(714)	92	4.2%
(760)	227	10.3%
(805)	38	1.7%
(818)	81	3.7%
(831)	13	0.6%
(858)	70	3.2%
(909)	310	14.0%
(916)	162	7.3%
(925)	42	1.9%
(949)	35	1.6%

### Time of Call



### Caller Profile



**Number of Calls by Gender**

Male	1230	49.1%
Female	1274	50.9%

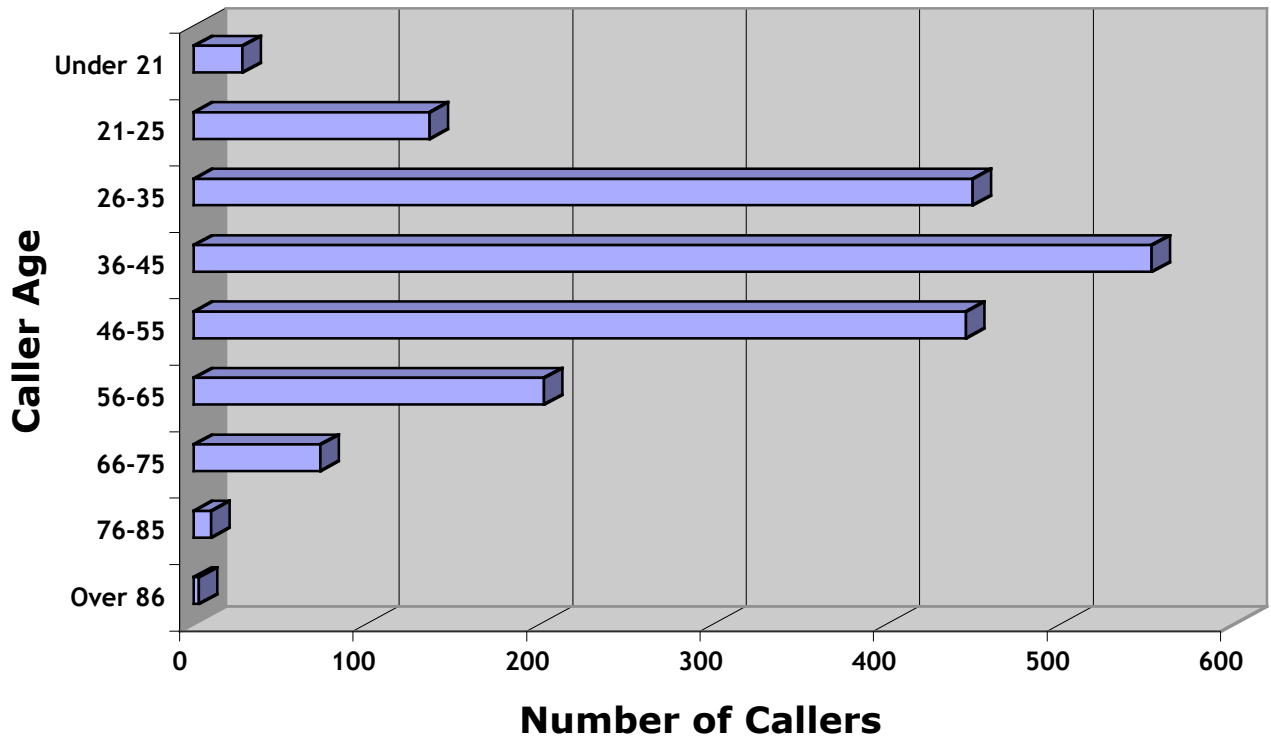
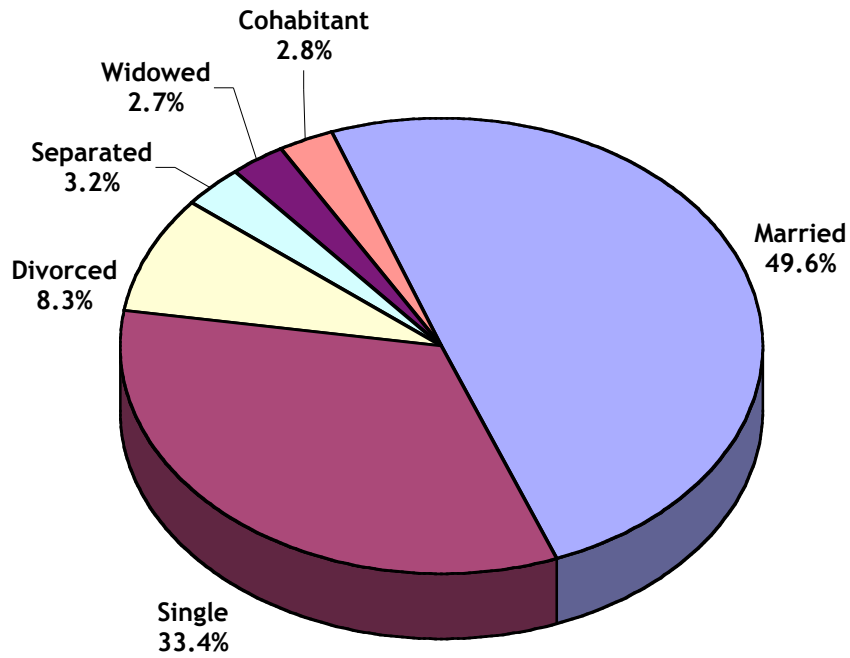
**Caller Marital Status**

Married	1075	49.6%
Single	723	33.4%
Divorced	180	8.3%
Seperated	69	3.2%
Cohabitant	61	2.8%
Widowed	59	2.7%

**Caller Age**

Under 21	28	1.5%
Age 21...25	136	7.2%
Age 26...35	449	23.7%
Age 36...45	552	29.1%
Age 46...55	445	23.4%
Age 56...65	202	10.6%
Age 66...75	73	3.8%
Age 76...85	10	0.5%
Age over 86	3	0.2%

### Caller Marital Status



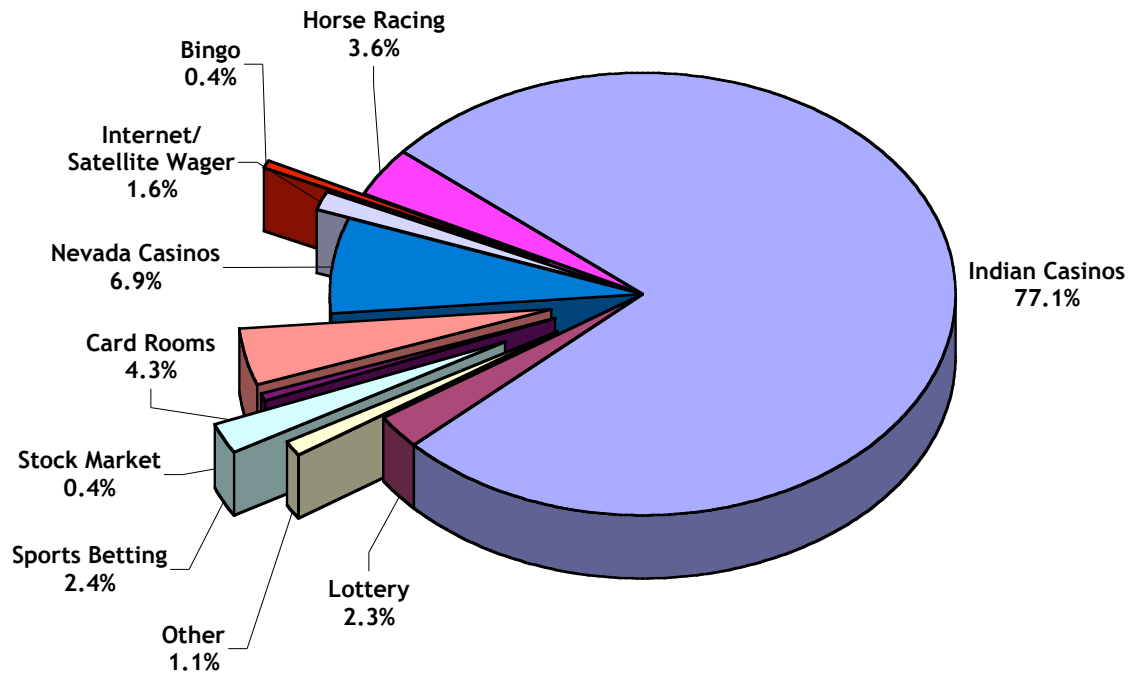
**Primary Gambling Preference**

Indian Casinos	1792	77.0%
Nevada Casinos	160	6.9%
Card Rooms	100	4.3%
Horse Racing	84	3.6%
Sports Betting	55	2.4%
Lottery	54	2.3%
Internet	37	1.6%
Other	25	1.1%
Bingo	10	0.4%
Stock Market	9	0.4%
Satellite Wager	1	0.0%

**Secondary Gambling Preference**

Lottery	531	50.2%
Indian Casino	146	13.8%
Nevada Casinos	126	11.9%
Sports Betting	58	5.5%
Card Rooms	47	4.4%
Horse Racing	42	4.0%
Card (Private)	35	3.3%
Video Poker	19	1.8%
Bingo	17	1.6%
Other	11	1.0%
Dice	9	0.9%
Games of Skill	7	0.7%
Stock Market	5	0.5%
Dog Racing	4	0.4%
Sweepstakes	1	0.1%

### Primary Gambling Preference



**Callers Who Play Lottery**

Yes	45.7%
No	54.3%

**Lottery Game Preference**

Super Lotto	440
Scratch Offs	330
Pick 3	84
Fantasy 5	33
Daily Derby	18

**Indian Casino of Choice**

Agua Caliente	26	Pala Casino	33
Barona	47	The Palace	7
Black Bart	16	Pechanga	79
Cache Creek	55	Rincon	7
Cahuilla	10	River Rock	18
Chicken Ranch	3	Robinson	2
Chumash	18	Rolling Hills	5
Colusa	7	San Manuel	63
Crystal Mountain	2	Shodakai	4
Eagle Mountain	6	Singing Hills	2
El Cajon	2	Soboba	22
Elk Valley	1	Spa	17
Fantasy Springs	2	Syucan	26
Feather Falls	6	Table Mountain	13
Gold Country	16	Thunder Valley	41
Golden Acorn	6	Trump 29	9
Havasu Landing	9	Twin Pine	1
Jackson	22	Valley View	7
Lucky 7	7	Viejas	30
Morongo	51	Win-River	8
Paiute Palace	4		

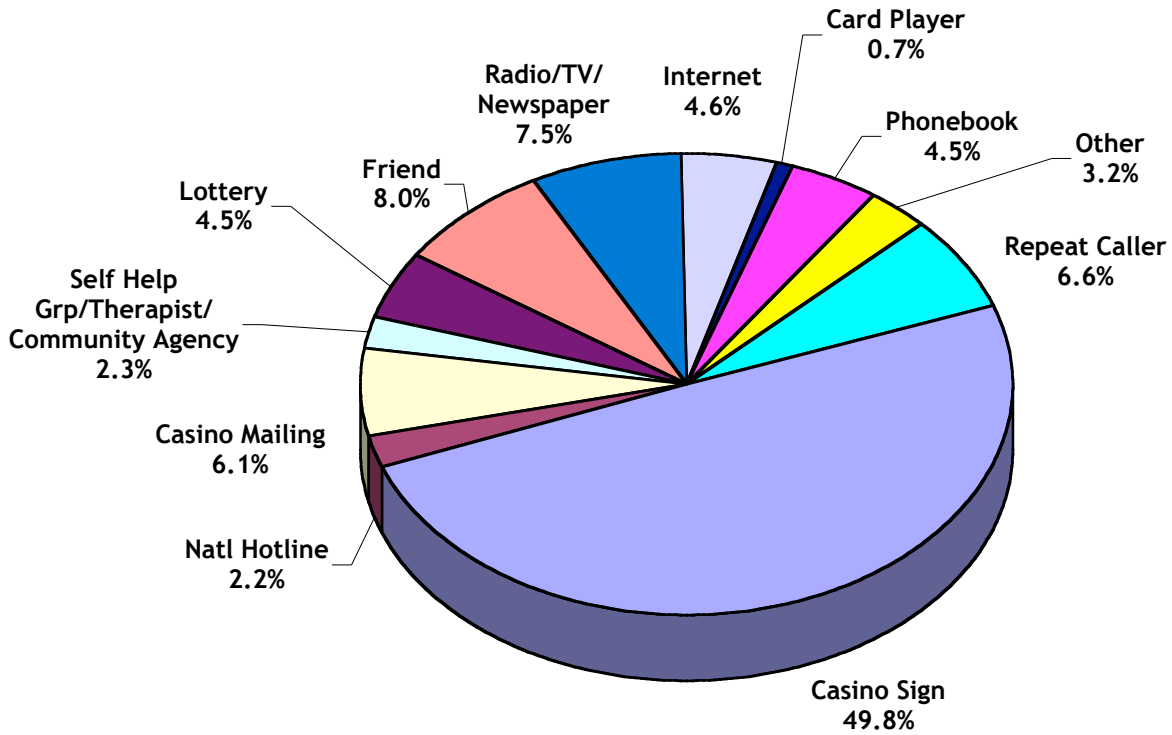
### Caller Referral Source

Casino Sign	1150	49.8%
Friend	184	8.0%
Repeat Caller	153	6.6%
Casino Mailing	141	6.1%
Internet	107	4.6%
Lottery	105	4.5%
Phonebook	104	4.5%
Television	74	3.2%
Other	73	3.2%
Radio	73	3.1%
National Hotline	51	2.2%
Newspaper	27	1.2%
Therapist	21	0.9%
Community Agency	18	0.8%
Card Player Magazine	16	0.7%
Self Help Group	14	0.6%

### Callers Referred To

Gamblers Anonymous	2089
Private Practitioner	509
Gamanon	293
Inpatient Gam TX	120
Outpatient Gam TX	85
Other Self Help	16
Outpatient MH TX	31
Substance Abuse TX	5
Narcotics Anonymous	1
Alcoholics Anonymous	0
ALANON	0
ACOA	0
Debtors Anonymous	0
Doesn't want referral	172

### Referral Source



**Non-Gambler Gender**

Male	202	31.7%
Female	436	68.3%

**Gambler Gender**

Male	1028	55.1%
Female	838	44.9%

**Gambler Age**

Under 21	21	1.4%
Age 21...25	97	6.7%
Age 26...35	344	23.6%
Age 36...45	434	29.8%
Age 46...55	337	23.1%
Age 56...65	158	10.8%
Age 66...75	60	4.1%
Age 76...85	5	0.3%
Age over 86	1	0.1%

**Gambler's Primary Gambling Preference**

Indian Casino	1372	78.2%
Nevada Casinos	121	6.9%
Card Rooms	69	3.9%
Horse Racing	61	3.5%
Lottery	43	2.5%
Sports Betting	43	2.5%
Internet	19	1.1%
Other	12	0.7%
Stock Market	7	0.4%
Bingo	6	0.3%
Satellite Wager	1	0.1%

**Gambler's Use of Money\***

	<u>Yes</u>	<u>No</u>
Use Credit Cards to finance gambling	62.4%	37.6%
Reports Credit Cards are maxed out	60.5%	39.5%

**Gambler's Indebtedness\***

Average Debt	\$33,735
Mode Debt	\$5,000
Total Debt Reported	\$40,583,111

**Gambler's Spending\***

Average Spent per year on gambling	\$29,681
Total Spent per year on gambling	\$35,260,442

*\*Data is based on caller's willingness to disclose information.*

**Quality Assurance**

Total Number of Quality Assurance Survey Requests	881
Percentage of Total Intakes	35%
Total Number of Quality Assurance Surveys Received	79
Percentage of Total Number of Intakes (n=2504)	3%
Percentage of Total Number of Survey Requests	9%

**Survey Questions**

	<u>Yes</u>	<u>No</u>
Were you able to speak to a Helpline counselor immediately?	98%	2%
Did you think that the Counselor was understanding?	98%	2%
Did you receive a referral to GA or GAMANON?	98%	2%
Did you attend the GA or GAMANON meeting?	52%	48%
Are you still gambling?	45%	55%
Do you think that calling the 800# helped you recognize the extent of your or someone else's gambling problem?	96%	4%
Would you recommend the 800# to someone with a gambling problem?	98%	2%

*\*Data is based on caller's willingness to disclose information.*