



California Council on Problem Gambling

Helpline Statistical Report

January to December 2005

- Section I** Overview
- Section II** Caller Statistics
- Section III** Gambler/Non-Gambler Data
- Section IV** Quality Assurance



California Council on Problem Gambling 2005 Helpline Statistics

2005 Call Summary

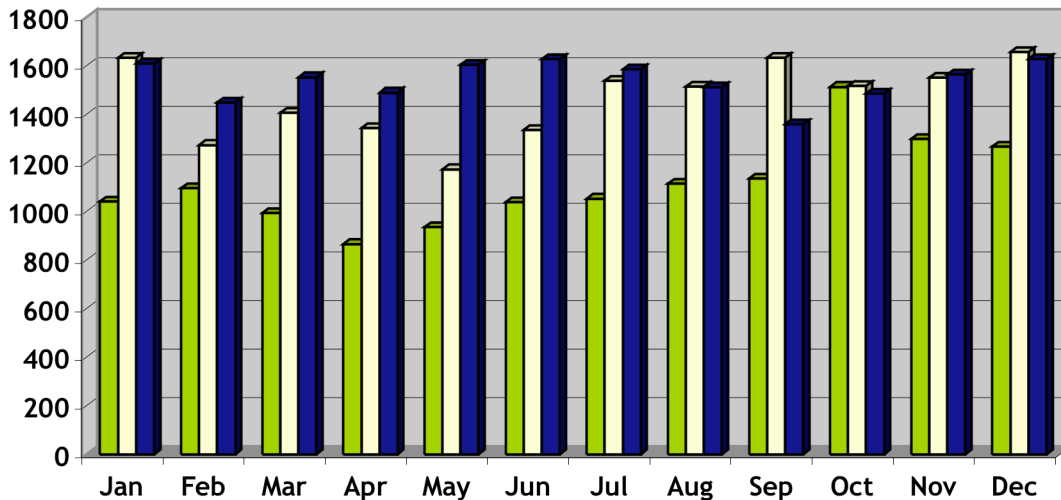
2005 Total Calls (including Lottery Helpline)	18,470
2005 Helpline Specific Calls (Including Lottery Helpline)	3,868
2005 Calls Received other than Helpline Assistance (including Lottery Helpline)	14,602

2005 Total Calls by Month (includes Lottery Helpline)

January	1610
February	1449
March	1553
April	1490
May	1604
June	1628
July	1586
August	1512
September	1360
October	1486
November	1564
December	1628
	18,470

Total Number of Calls

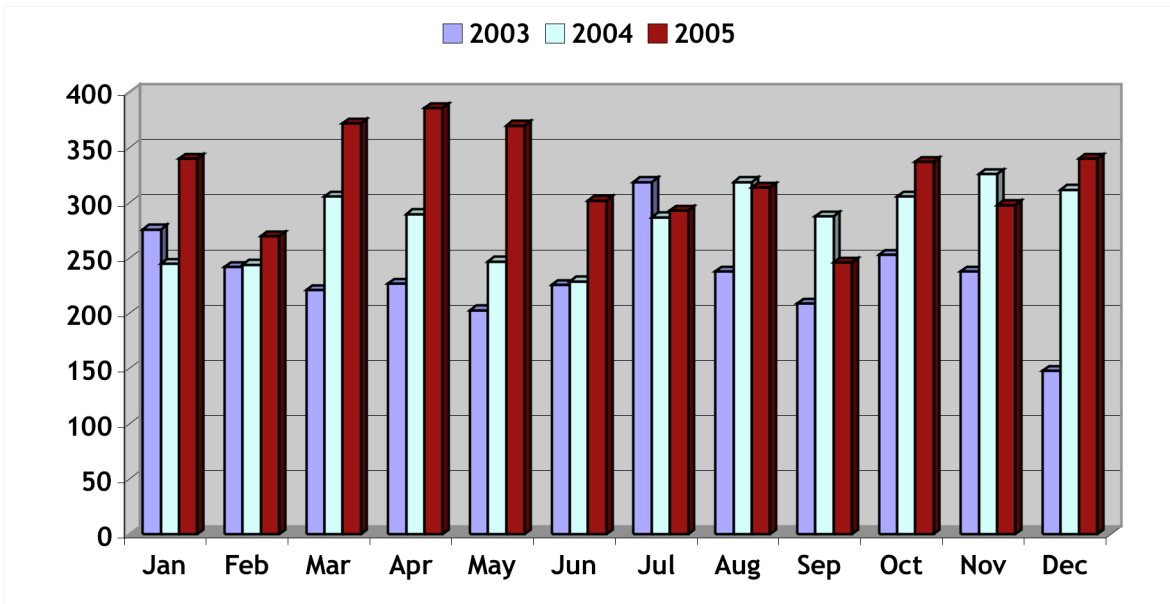
■ 2003
 ■ 2004
 ■ 2005



Cumulative Intakes by Month (includes Lottery Helpline)

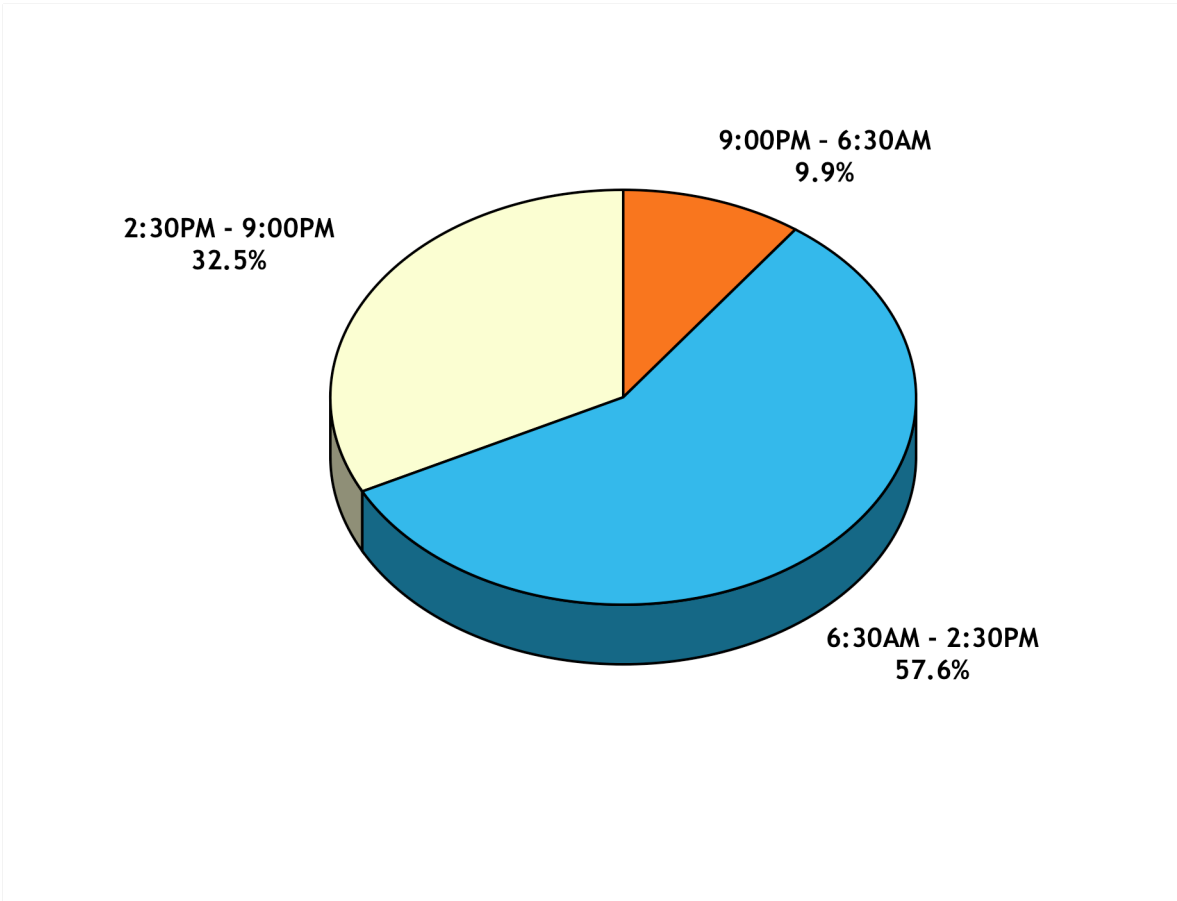
	1998	1999	2000	2001	2002	2003	2004	2005
January		133	144	195	310	276	245	340
February		127	115	140	249	242	244	270
March		171	154	164	305	221	306	372
April		140	116	168	261	227	290	386
May		154	144	183	264	203	247	370
June	115	165	146	157	192	226	229	302
July	118	179	122	191	216	319	287	293
August	98	182	128	133	232	238	319	314
September	145	125	139	188	243	209	288	246
October	162	128	157	263	232	253	306	337
November	126	132	132	200	237	238	326	298
December	128	115	178	194	257	148	312	340
TOTAL	892	1751	1675	2176	2998	2800	3399	3868

Number of Intakes



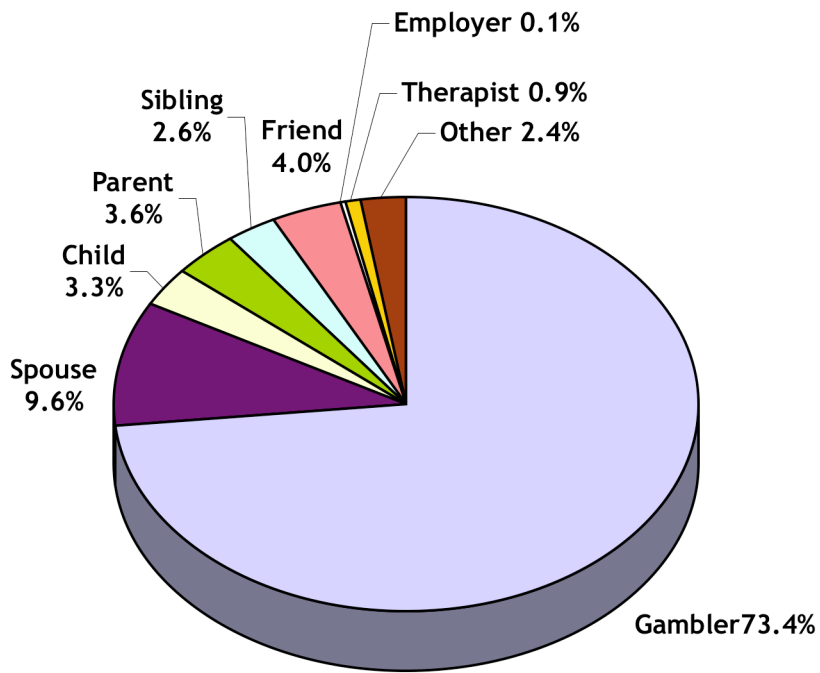
Time of Call

9:00 PM - 6:30 AM	347	9.9%
6:30 AM - 2:30 PM	2009	57.6%
2:30 PM - 9:00 PM	1134	32.5%



Caller Profile

Gambler	2561	73.4%
Spouse	335	9.6%
Child	114	3.3%
Parent	125	3.6%
Sibling	92	2.6%
Friend	141	4.0%
Employer	5	0.1%
Therapist	32	0.9%
Other	85	2.4%



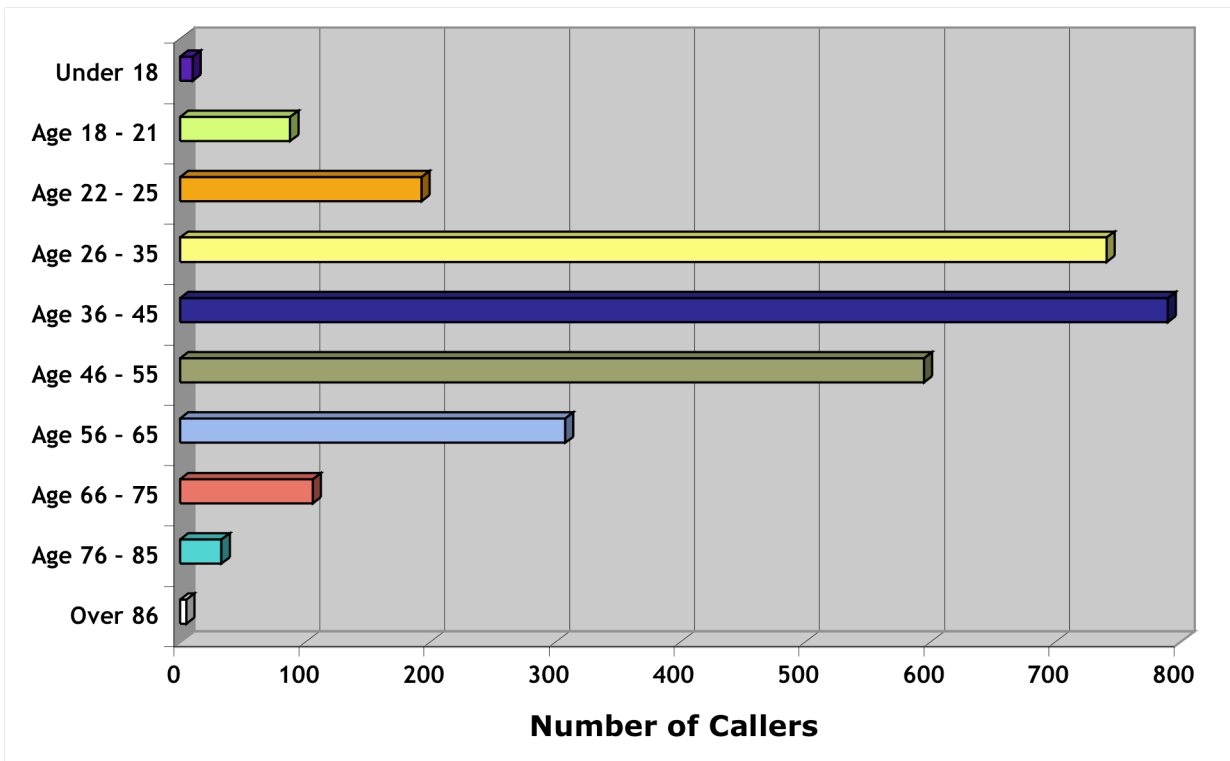
Caller Area Code		
(209)	97	3.1%
(213)	48	1.5%
(310)	170	5.4%
(323)	98	3.1%
(408)	88	2.8%
(415)	72	2.3%
(510)	104	3.3%
(530)	121	3.8%
(559)	87	2.8%
(562)	107	3.4%
(619)	308	9.8%
(626)	105	3.3%
(650)	54	1.7%
(661)	51	1.6%
(707)	148	4.7%
(714)	164	5.2%
(760)	250	7.9%
(805)	82	2.6%
(818)	115	3.6%
(831)	21	0.7%
(858)	77	2.4%
(909)	221	7.0%
(916)	222	7.0%
(925)	76	2.4%
(949)	74	2.3%
(951)	192	6.1%

Number of Calls by Gender

Male	1799	51.5%
Female	1691	48.5%

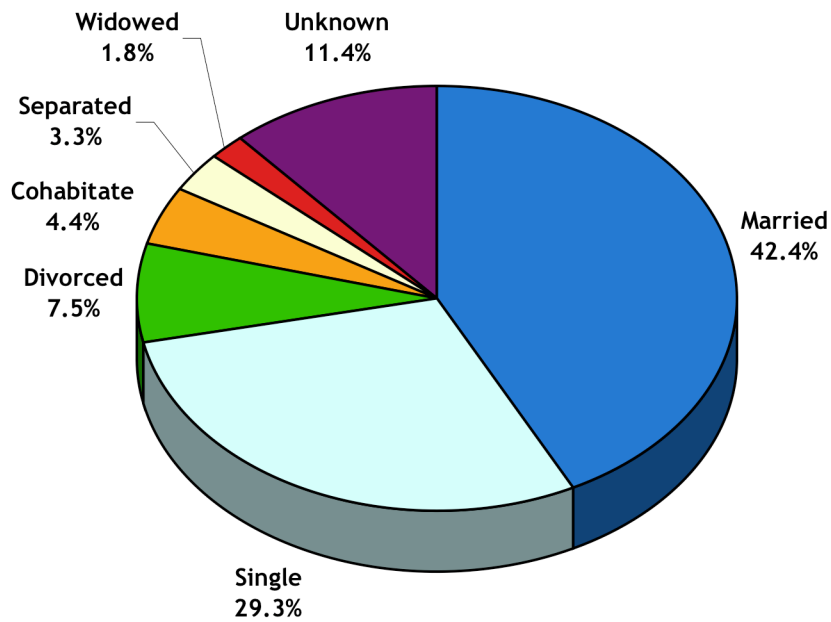
Caller Age

Under 18	10	0.3%
Age 18 - 21	88	2.5%
Age 22 - 25	195	5.6%
Age 26 - 35	742	21.3%
Age 36 - 45	790	22.6%
Age 46 - 55	596	17.1%
Age 56 - 65	307	8.8%
Age 66 - 75	106	3.0%
Age 76 - 85	33	0.9%
Over 86 years	2	0.1%
Unknown	621	17.8%



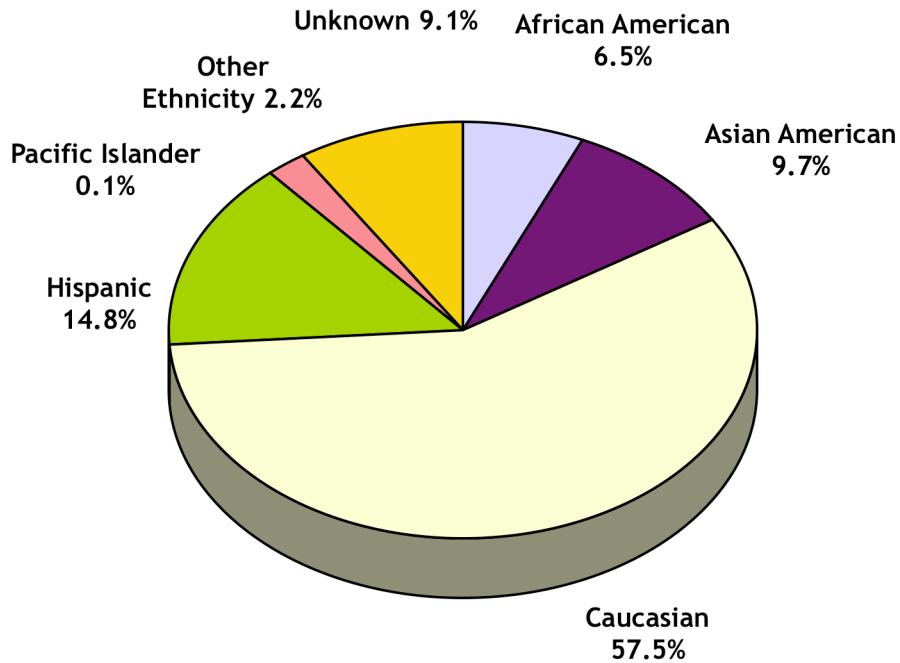
Caller Marital Status

Married	1480	42.4%
Single	1021	29.3%
Divorced	261	7.5%
Cohabitate	115	3.3%
Separated	63	1.8%
Widowed	152	4.4%
Unknown	398	11.4%



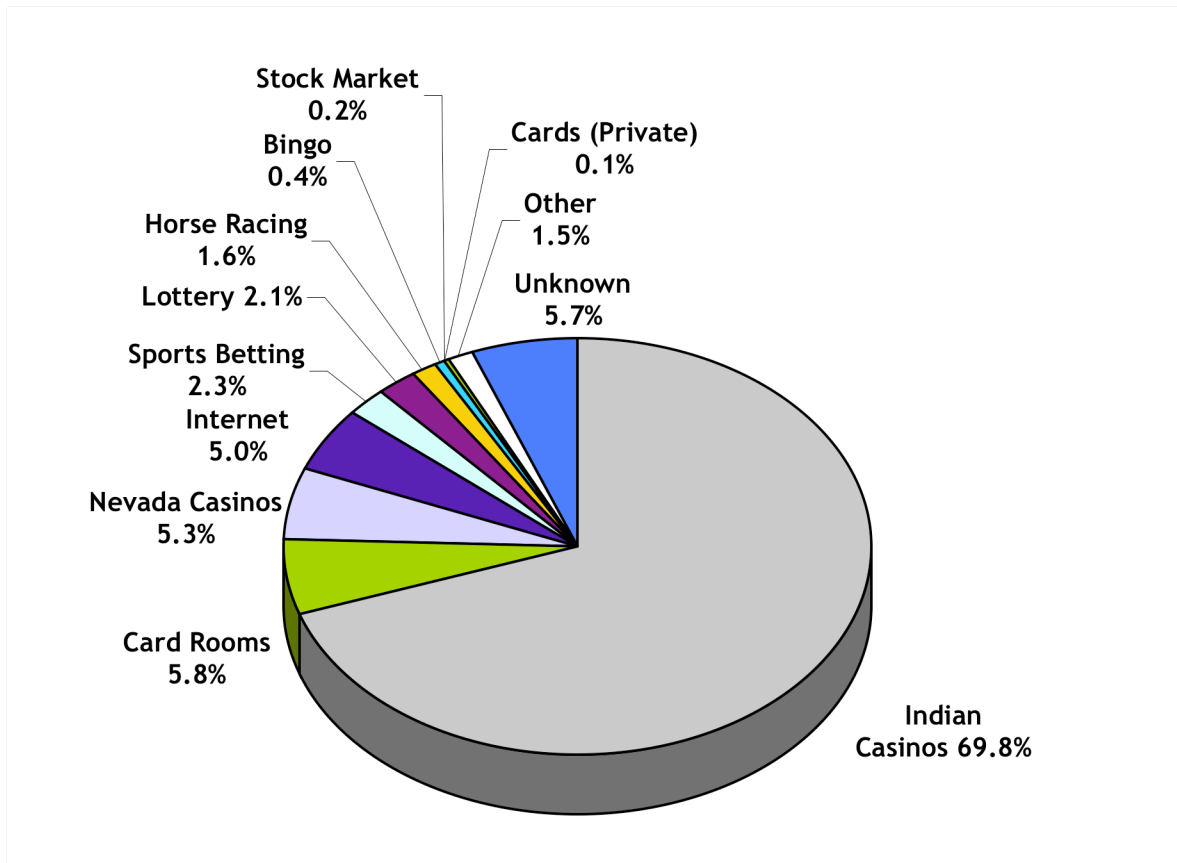
Caller Ethnicity

African American	228	6.5%
Asian American	338	9.7%
Caucasian	2008	57.5%
Hispanic	515	14.8%
Pacific Islander	5	0.1%
Other Ethnicity	77	2.2%
Unknown	319	9.1%



Primary Gambling Preference

Indian Casinos	2437	69.8%
Card Rooms	204	5.8%
Nevada Casinos	186	5.3%
Internet	175	5.0%
Sports Betting	81	2.3%
Lottery	73	2.1%
Horse Racing	57	1.6%
Bingo	13	0.4%
Stock Market	6	0.2%
Cards (Private)	4	0.1%
Other	54	1.5%
Unknown	200	5.7%



Secondary Gambling Preference

Lottery	794	42.7%
Nevada Casinos	331	17.8%
Indian Casinos	230	12.4%
Sports Betting	125	6.7%
Card Rooms	103	5.5%
Cards (Private)	73	3.9%
Horse Racing	48	2.6%
Bingo	39	2.1%
Stock Market	12	0.6%
Internet	8	0.4%
Other	97	5.2%

Callers Who Play Lottery

Yes	33.7%
No	66.3%

Lottery Game Preference

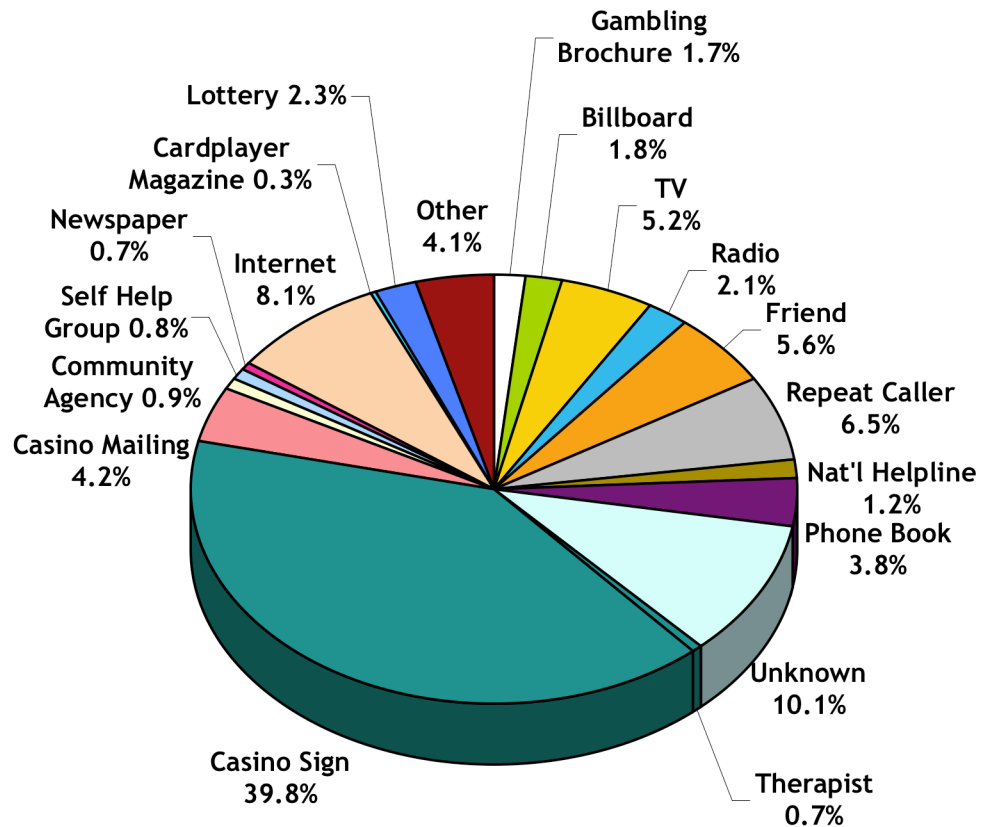
Daily 3	76
Daily Derby	32
Fantasy 5	46
Scratchers	465
Super Lotto	512

Indian Casino of Choice

Agua Caliente	24	Lucky Bear	4
Augustine	1	Lucky Seven	11
Barona Valley	68	Mono Win	3
Black Bart	4	Paiute Palace	2
Black Oak	9	Pala Casino	52
Blue Lake	19	Palace	22
Cache Creek	106	Paradise	5
Cahuilla Creek	6	Pechanga	192
Casino Morongo	65	Pit River	1
Casino Pauma	10	Red Fox	4
Casino San Pablo	8	River Rock	37
Chicken Ranch	2	Robinson	1
Chukchansi Gold	10	Rolling Hills	5
Chumash	32	San Manuel	113
Colusa	9	Shodokai	4
Desert Rose	1	Soboba	42
Diamond Mountain	7	Spa	21
Eagle Mountain	12	Sycuan	42
Fantasy Springs	9	Table Mountain	19
Feather Falls	10	Thunder Valley	105
Gold Country	3	Trump 29	8
Golden Acorn	2	Twin Pine	4
Harrah's Rincon	46	Valley View	15
Hopland Sho-Ka-Wah	1	Viejas	57
Jackson	34	Win-River	8
Konocti Vista	3		

Caller Referral Source

Casino Sign	1390	39.8%
Internet	283	8.1%
Repeat Caller	227	6.5%
Friend	196	5.6%
TV	180	5.2%
Casino Mailing	147	4.2%
Phone Book	134	3.8%
Lottery Referral	81	2.3%
Radio	73	2.1%
Billboard	62	1.8%
Gambling Brochure	60	1.7%
National Hotline	42	1.2%
Community Agency	31	0.9%
Self Help Group	29	0.8%
Newspaper	25	0.7%
Therapist	24	0.7%
Cardplayer Magazine	11	0.3%
Other	144	4.1%
Unknown	351	10.1%



Gambler Gender

Male	1457	56.9%
Female	1104	43.1%

Non-Gambler Gender

Male	342	36.8%
Female	587	63.1%

Gambler Age

Under 18	5	0.2%
Age 18 - 21	60	2.3%
Age 22 - 25	159	6.2%
Age 26 - 35	581	22.7%
Age 36 - 45	614	24.0%
Age 46 - 55	442	17.3%
Age 56 - 65	218	8.5%
Age 66 - 75	71	2.8%
Age 76 - 85	16	0.6%
Over 86 years	0	
Unknown	395	15.4%

Gambler 's Primary Gambling Preference

Indian Casinos	1855	72.4%
Card Rooms	146	5.7%
Nevada Casinos	139	5.4%
Internet	111	4.3%
Lottery	60	2.3%
Sports Betting	58	2.3%
Horse Racing	41	1.6%
Bingo	9	0.4%
Stock Market	3	0.1%
Cards (Private)	3	0.1%
Other	8	0.3%
Unknown	128	5.0%

Gambler's Use of Money**

	<u>Yes</u>	<u>No</u>
Uses Credit Cards to Finance Gambling	54.7%	45.2%
Reports Credit Cards are Maxed Out	76.4%	23.5%

Gambler's Spending**

Average Spent Per Year on Gambling	\$35,293
Total Spent Per Year on Gambling	\$66,950,370

Gambler's Indebtedness**

Average Debt	\$24,351
Mode Debt	\$1,898
Total Debt Reported	\$55,222,670

Gambler's Average Debt by Age**

<u>Gambler's Age</u>	<u>Average Debt</u>
Under 21 years	\$6,289
Age 21 - 25	\$31,761
Age 26 - 35	\$22,806
Age 36 - 45	\$22,587
Age 46 - 55	\$30,529
Age 56 - 65	\$23,521
Age 66 - 75	\$19,498
Age 76 - 85	\$4,246
Over 86 years	\$0

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

Quality Assurance

Total Number of Quality Assurance Survey Requests	1033
Percentage of Total Intakes	30%
Total Number of Quality Assurance Surveys Received	108
Percentage of Total Number of Intakes (n=3490)	3%
Percentage of Total Number of Survey Requests	10%

Survey Questions

	<u>Yes</u>	<u>No</u>
Were you able to speak to a Helpline counselor immediately?	100%	0%
Did you think that the Counselor was understanding?	100%	0%
Did you receive a referral to GA or GAMANON?	98%	2%
Did you attend the GA or GAMANON meeting?	33%	67%
Are you still gambling?	48%	52%
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?	99%	1%

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

Sample Presenting Problems

Wife made over 10 withdrawals this weekend and emptied out all their savings-wife has split and won't say where she is, just calls and talk for a few minutes-married 20 years- divorce may be next-she is lying to the kids and family and friends

Caller began gambling 8 months ago and it has gotten out of hand. Caller has bounced checks and needs to file bankruptcy. Caller is very upset because she has lost her entire savings.

Calling from car for "help and advice." Plays blackjack "everywhere." meaning Indian Casinos. Says he is in \$400,000 debt and has no job. Describes himself as in "deep trouble."

Reports that his wife is gambling out of control and is causing him a lot of anxiety. Reports that she has destroyed the good credit that she had two years ago.

Caller reports his ex-wife has been gambling 5 months and is using drugs. The gambling has become a serious problem for her, so he called the casino to have her excluded, and he was referred to this help line. Caller states his ex-wife makes good money. Ex-wife has been prostituting for an escort service and she lives out of a rental car. Ex-wife has been borrowing money and her safety may be at risk. Caller has sole custody of their child, but he wants to see her have a better life.

Caller spent the rent money on scratch tickets. Wants to know if she can claim the loss on her taxes.

Mother borrowed close to \$10,000 from her in the past 3 months. mother refinanced her home for a 3rd time to pay off all her gambling debts. Caller states she is worried because her mother has spent all of her retirement savings and is backing herself into a very bad financial situation.

Caller saw the TV movie "Going for Broke" and decided to call. Stated she was very nervous about calling this first time.

Caller is married and both he and his wife gamble. Caller has been playing slots / video poker machines and for six months. It has become a problem for him in the last two months, his wife denies she has a problem. Caller recently spent \$1000 and realizes things are getting out of control. Caller is only behind on a few bills. Caller got the hotline number off of his ATM receipt. Caller seeks treatment options for himself.

Caller states she is in a bind- just maxed her credit cards-just got married 2 weeks ago- has been working over a hundred hours a week- needs to change her lifestyle- (caller sounded hypomanic)

A concerned mother called and discussed a lengthy conversation about her son. He has some sort of mood disorder, not diagnosed and not medicated. She thinks it may be bipolar, and he's being evaluated by a psychiatrist. In the meantime, he's 25 and has racked up 15,000 in credit card debt playing internet poker. He wants to borrow the money from her to pay his card off.

Sample Presenting Problems

Caller has been gambling for 8 years, but it only became a problem 5 years ago. Caller gambles at the casinos, online and on sports. Caller gambles sporadically. Caller likes excitement and when bored he finds himself placing a bet. Four years ago, caller filed bankruptcy, but things are getting out of control again. Caller wants GA meetings only..

Caller lost \$5000 last night and states that she can't stop gambling. Caller has kids and is worried that it will affect her kids. Caller wants someone to "fix her" and became agitated during intake. Caller does not want to attend GA, individual tx, or receive literature. Caller hung up.

Therapist looking for Cambodian GA meetings-gave her referrals in area of therapists who could assist her-and other meetings-she doesn't have any financial information

Caller states she needed a loan- asked employer- this is the third time she has asked employer for a loan. Caller states her employer gave her this number and said she needed to reach out for help/treatment before they would consider any other financial support

Caller is a former marine and has always been disciplined and hardworking. can't understand why he's throwing away everything on gambling. He's close to losing his wife and house.

Caller won 40,000 in Nov and Dec. Now lost it all and now the mortgage money. (3000.00) Has stayed out all night gambling but goes to work. Husband lost job and she thought she could win money to pay bills.

Caller spent \$30,000 tonight. Caller drinks alot, but does not feel he is an alcoholic. Caller likes blackjack and goes to Las Vegas every two weeks. Caller does not want to disclose information about his finances. Caller does not want a return call.

Caller just discovered that his sixteen year old son has been gambling over the internet & writing checks out of his checking account- wants to know about treatment options and other interventions to keep him from doing this again

Caller has been playing table games at Indian Casinos. She's not sure that she has a problem, but she feels terrible after she's gambled, the way she used to feel when she drank too much.

Caller has been gambling for seven years, but is has been a problem for two years. Caller's wife visited friends for a few days. Tonight, when the caller came home, the house was empty and he received the legal separation papers. Caller admits his bills are paid late and his car was repossessed last year. Caller's wife had been asking him to get help, but he did not understand the severity of the problem until this occurred. Caller wants treatment options so that he can save his marriage.

Caller began gambling in card rooms due to boredom and lack of time with his significant other. Caller began gambling daily; he seldom goes to the casino. Caller has taken a leave of absence from work to accommodate his gambling. Caller is in debt and no longer finds gambling fun. Caller seeks treatment options.

Sample Presenting Problems

Today is my one year GA anniversary. Are they going to have a party for me?

Caller has an IQ of 145, and has an compulsive personality. Caller enjoys gambling, but feels he can quit whenever he pleases. Caller plays blackjack, poker, and gambles online. Caller is going through a divorce due to his gambling.

Calling about husband's gambling. They have been married 12 years. He has gambled during most of that time but it is getting worse. Worried about family finances. Husband gets angry when she tries to talk to him about it.

Caller has an emerging gambling problem. She used to go with friends and gamble maybe \$20. Last Friday she went alone and lost \$700.

Looking for help, jailed for internet gambling, court mandated to go to and make restitution for \$11,000.

College student, 18 yrs., stated he went through his college money gambling at Indian Casinos. Stated his parents opened an account for him and he has already gone through the money. States he will most likely have to drop out and move back home.

Caller is a senior citizen that has been gambling 16 years. Caller is a dealer in the casinos . Caller's best friend recently got a boyfriend, so caller is spending more time alone. Caller has began playing the slots more in the past year and is now about \$45,000 in debt. Caller is ready to retire, but her addiction prevents her from doing so. Caller wants referral for treatment in her area.

Caller is in casino and is tearful about gambling. Caller has lost her house and has been struggles for ten years. Caller has been in counseling for a few years and has also "tried" going to GA. Caller directed to go back to meetings and also to be honest w/counselor about how she is doing.

Caller gambled for 20 years then stopped for 5 years. 1 month ago, caller began gambling again. Caller does not want to think about how much money she has lost or the amount of her debt. Caller went to GA in the past and wants inpatient treatment. Caller received information in the past and does not want it again, nor does she want a follow up call.

Caller is 17 years old and reports her father gambles online, at casino and at work. Caller does not know the extent of his gambling because her father constantly denies the problem. The father is self-employed and lies about his income. The father refuses to help pay bills so that he has more money to gamble.

Caller is 51 years old and has been gambling since he was a pre-teenager. Caller recently went to the casino for 12 days and his family was unaware of his whereabouts; he lost \$7000.00. Caller's daughter went and found him. Caller is ready for treatment. Caller attended GA meeting for 15 years, and has a listing of meeting locations. Caller has not been going to GA lately. Caller wants referral for inpatient hospitalization in his area.

Sample Presenting Problems

Caller buying junk hoping she can make money off it. Spends hours a day buying, storing, and selling junk. Wonders if it is gambling. (Started when bought two goblets, and turned out they were Tiffany, caller made \$2400.)

Caller is co-worker and close friends with gambler- wants to help him find treatment. in just the last 2 days friend spent \$10,000 playing slots. caller states friend says he is depressed and is using gambling to try and deal with things. Caller states she believes her friend will get help if she reaches out to him

Caller states he was laid off from his job a few years ago and ended up taking an early retirement. ever since he has been using gambling as a way to deal with all the free time. Caller states he already filed for bankruptcy in 2002. now the debt is creeping back up again & wife doesn't know

Caller has lost \$200,000. Caller lives off of her trust fund and cannot stop gambling. Seeks GA and support.

Caller states he is primarily gambling over the internet- really hooked into the "Texas hold-em " games. Parents do not know about the gambling and the credit damage he has incurred.

Caller stated that he wants inpatient services so that he can disappear, owes people about \$30,000, owns a company that he can't even pay the rent or his staff. Caller states that his only way out is to kill himself- 4th attempt- lives in Irvine- police were contacted , able to trace the cell phone, would do a wellness check
Irvine Police dept. -949-689-8867

Boyfriend is gambler, caller states he spends hundreds on lottery tickets, believes they will be evicted soon. Crying throughout the call, possibly drinking. Seeking Gam-Anon but stated she is disabled and unable to get to meetings. Refused phone number and address.

Caller has been playing penny slots at the casinos for a few years. Caller is retired and on a fixed income. Tonight, caller spent the money she took to the casino, wrote a check and took out a cash advance. Caller is ready for help before things become unmanageable.

Caller won \$100,000 on a scratch off ticket three years ago. Caller has spent all that money plus an additional \$50,000 gambling. Caller has filed bankruptcy, but continues to gamble. Caller wants help because he feels he cannot control his impulse to gamble.

Very depressed 30 yr. old Chinese man seeking help to quit gambling. Caller reports gambling for more than two years, unable to stop. Caller experiencing shame, cannot talk to parents about his problem (he lives with them). Caller stated he lives near a hospital and will go to the ER if depression gets worse, will go to GA on Monday eve.

Caller states that she can't stop. Lost lot of money. \$10,000 this year. is broke. Wont answer phone as collectors are calling. behind in house payment. Takes husband's money and goes to the casino when he is sleeping.

Sample Presenting Problems

Caller gambled the family's last \$300. Doesn't know how they'll make it to payday. She works part-time and is finishing an internship. They have 3 children. Her husband is disabled. He is paying child support to a twenty year old. they want to fight it but can't afford an attorney. I gave her a GA hotline number, legal aid number and two social service numbers. The family already receives food stamps and state-funded health insurance.

Caller goes every day to casino since her 29 yo son died in an accident in Indianapolis. Pawning her jewelry. Now wrote bad checks.

A physician calling about his step mother who is \$180,000 in debt from her gambling and is writing bad checks at the Indian Casinos where she gambles. Asking about resources. Intervention discussed.

Caller states her probation officer has mandated that she attend GA meetings- caller states she got into legal trouble due to writing bad checks and stealing- caller did not want tx referrals, says only GA to meet probation officer request

Caller expressed hopelessness at gambling problem that has persisted over the last few months. He stated that he attended GA meeting prior and was not gambling for a while. He stated that he stopped attending meetings and started gambling again. Caller is on disability and is having financial problem.

Caller speaks very little English- thinks her gambling is starting to become a problem, started going to the casinos about a year and a half ago- spent \$300 more than what she should have- has never mishandled her bill money before- wants to find Spanish speaking support services

Caller states her spouse is a compulsive gambler. Tonight, he spent \$30,000 of their daughter's college saving playing blackjack. Spouse's entire family are compulsive gamblers. Caller wants to remain anonymous because spouse would be upset if he knew she called. Caller does not want to receive written materials or have a follow up call.

Caller states that when he gambles he chases losses .The last few times he hasn't won. Gave back \$28,000 this week. Does not want to harm family with his gambling. Caller is a financial planner.

Caller requested GA meeting in area for gambling addiction. He stated that he frequents card rooms and was caught by wife just 15 minutes ago. He recently told her that he was no longer going to gamble. Caller stated that wife threaten to leave him if he lost any more money to card rooms. He returned home and the wife and kids were not home.

Caller states he has placed wagers on sports since he was a teenager-in the past several years he realized his gambling was a problem- he also admits that the gambling has stressed his marriag. Caller states he tries over and over to stop, goes for a period of time, then ends up gambling again- feels bad about the gambling, also feels it is in conflict with his religious beliefs

Caller has been going to the casino for a couple years, but the amount spent and frequency has increased during the last six months. Caller worked for a company for 33 years and was forced to take a buy out / early retirement and does not want to be off work. Caller feels this stress combined with menopause has caused her to become depressed and increase her playing at the slot machines. Caller is ready for treatment.

Sample Presenting Problems

Quit gambling for 6 months, then recently started again. Two weeks ago went back, spent a few hundred. Caller said she was trying to cut her wrist with a razor blade tool. Counselor called police...they arrived while I was online with Caller.

Caller states he started gambling last fall & stopped gambling this April after making a very bad decision- Caller states he spent part of his student loan on gambling and will not be allowed to continue studies without documentation that he has gotten help and no longer gambles

Caller reports her son is a compulsive gambler that owes a payday loan company. Caller is unaware of any of the specifics of his problem, but is fearful that he will lose his job if the bill is not paid. Caller wants to know if she should pay his debt. Caller is not interested in any services including GA meetings or Gam-anon meetings for family.

Looking for Professional in area to say he is Not a problem gambler, years ago asked Harrahs not to increase his credit limit-and now all of Harrah's casinos have excluded him-told he needs to see a professional counselor in his area for evaluation.
