

**CALIFORNIA COUNCIL ON
PROBLEM GAMBLING**

HELP LINE REPORT

JUNE 1998 TO DECEMBER 2000



Services provided by Bensinger, DuPont & Associates
1-800-227-8620

**CALIFORNIA COUNCIL ON PROBLEM GAMBLING
HELP LINE REPORT
JUNE 1998 TO DECEMBER 2000
SERVICES PROVIDED BY BENSINGER, DUPONT & ASSOCIATES**

SECTION ONE**C
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Total Number Of Calls (including Lottery Help line)	19,527
Total Number Of Helpline Specific Calls (including Lottery Help Line)	4,318
Total Number of Calls Received other than Helpline Assistance (including Lottery Help line)	15,209

TOTAL CALLS BY MONTH

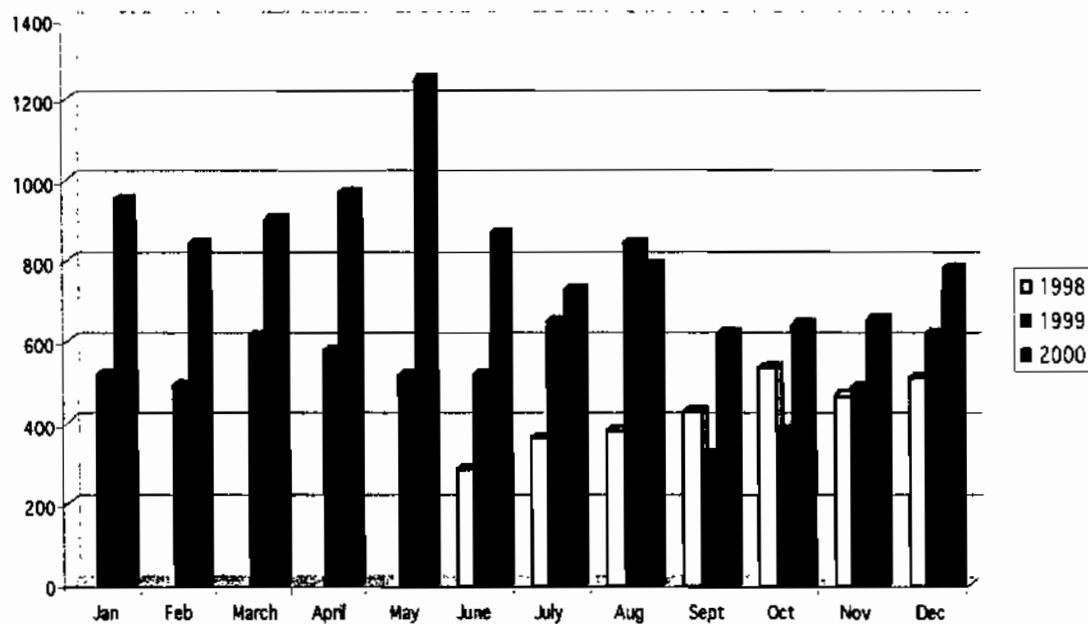
	1998	1999	2000
January		521	952
February		497	845
March		613	901
April		581	968
May		521	1248
June 1998	286	521	870
July	363	650	731
August	381	842	787
September	429	323	619
October	539	384	643
November	469	491	655
December	513	621	783
Total	2980	6565	10,002

Data
from
April-
Dec
2000
Includes
Lottery
Help
Line
Intakes

SECTION ONE

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Total Number of Calls 1998-2000



*Indicates compilation of both 800-GAMBLER & LOTTERY Help Line calls

SECTION ONE

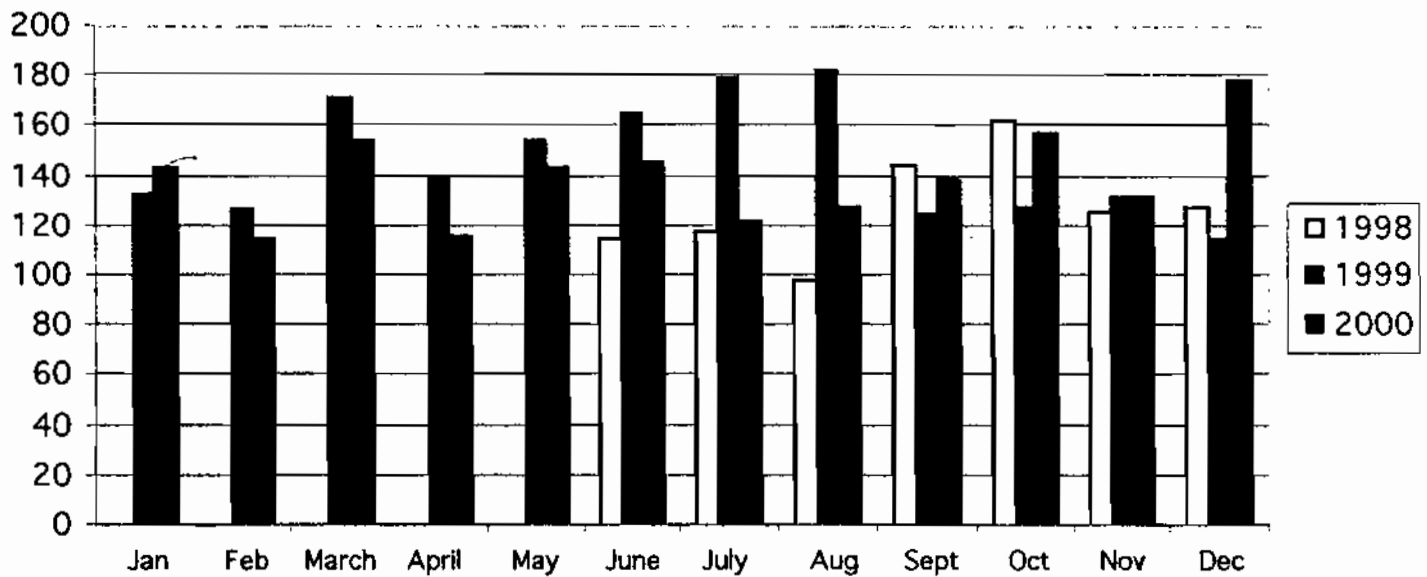
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TOTAL INTAKES BY MONTH

	1998	1999	2000
January		133	144
February		127	115
March		171	154
April		140	116
May		154	144
June	115	165	146
July	118	179	122
August	98	182	128
September	145	125	139
October	162	128	157
November	126	132	132
December	128	115	178
Total	892	1751	1675

Data from April-Dec 2000 Includes Lottery Help Line Intakes

TOTAL INTAKES BY MONTH



SECTION ONE

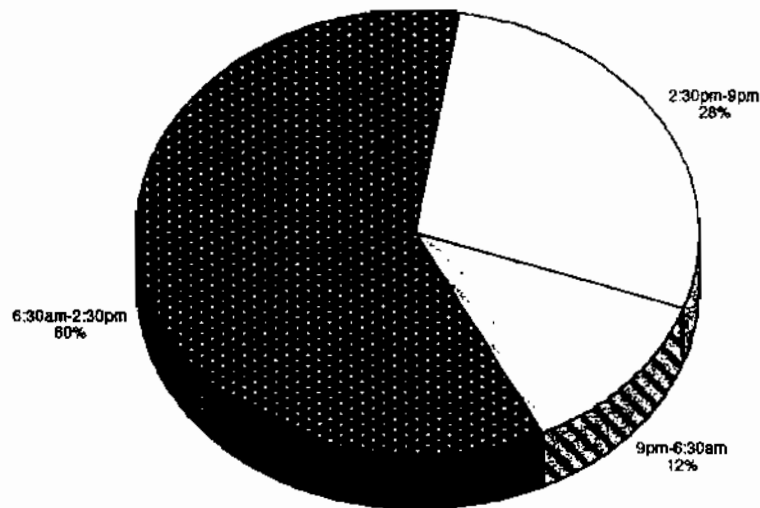
TIME OF CALL

(Data Excludes California Lottery Help Line Calls)

Shift	PST	# Calls	
Daytime	6:30AM - 2:30PM	2,439	59.6%
Evening	2:30 PM - 9 PM	1,150	28.1%
Night	9 PM - 6:30AM	503	12.3%

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Time of Call



SECTION ONE**HELP LINE SPECIFIC CALLS BY AREA CODE***

(Data Excludes California Lottery Help Line Calls)

AREA CODE	CALLS	
909/949	589	15.9%
619	348	9.4%
310	304	8.2%
760	283	7.7%
916	195	5.3%
714	183	5%
818	179	4.8%
213	169	4.6%
530	159	4.3%
415	157	4.3%
209	154	4.2%
510	143	3.9%
626	132	3.6%
562	131	3.5%
805	117	3.2%
707	102	2.8%
408	95	2.6%
559	68	1.8%
323	49	1.3%
650	49	1.3%
925	43	1.2%
661	30	0.8%
831	12	0.3%

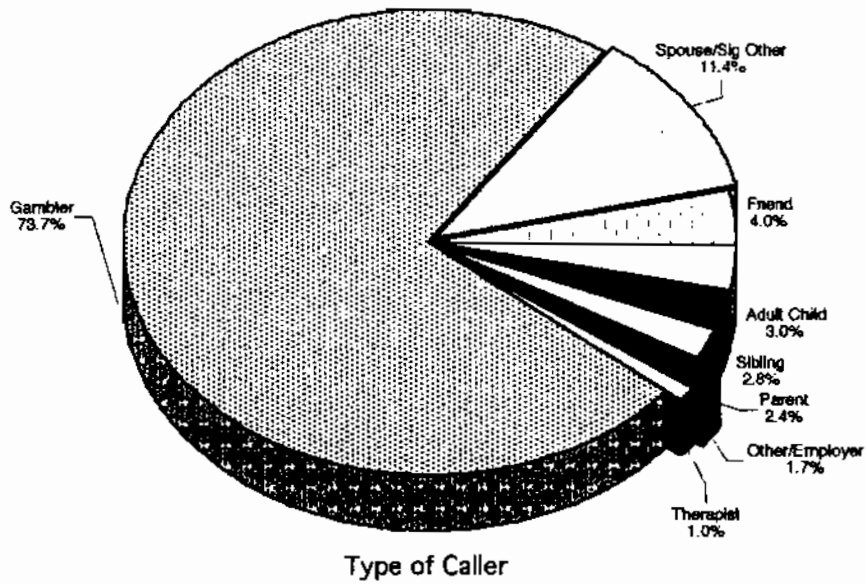
*Data is based on caller willingness to disclose information.

SECTION TWO

CALLER PROFILE

(Data Excludes California Lottery Help Line Calls)

Gambler	3,018	73.7%
Spouse /Significant Other	468	11.4%
Friend	162	4%
Adult Child	122	3%
Sibling	115	2.8%
Parent	98	2.4%
Other/Employer	69	1.7%
Therapist	40	1%



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SECTION TWO

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CALLER GENDER

(Data Excludes California Lottery Help Line Calls)

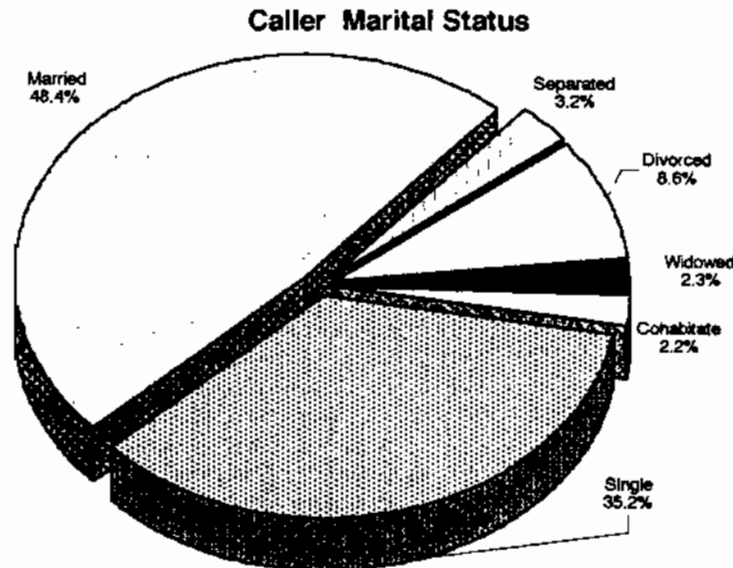
Male	2,305	56.3%
Female	1,787	43.7%

CALLER MARITAL STATUS*

(Data Excludes California Lottery Help Line Calls)

Married	1,359	48.4%
Single	989	35.2%
Divorced	243	8.6%
Separated	91	3.2%
Widowed	66	2.3%
Cohabitate	62	2.2%

*Data is based on caller willingness to disclose information.



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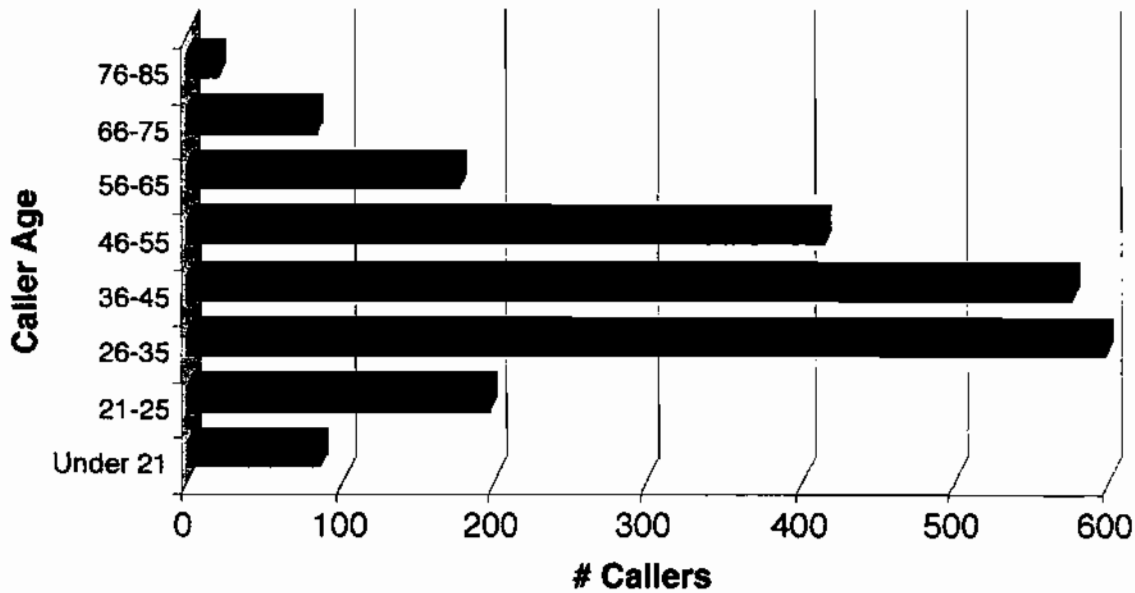
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CALLER AGE*

(Data Excludes California Lottery Help Line Calls)

Under 21	85	4%
21-25	196	9.1%
26-35	597	27.8%
36-45	576	26.8%
46-55	414	19.3%
56-65	176	8.2%
66-75	83	3.9%
76-86	19	0.9%

*Data is based on caller willingness to disclose information.



SECTION TWO

CALLERS ANSWERING THE QUESTION

"What effect has gambling had on your personal life?"

Creditor Problems	869
Stress/Depression/Anxiety	600
Alienation of Family	407
Loss of Primary Relationship	242
Loss of Home	122
Lost Job	84
Jail/Arrest	39
Deterioration of Physical Health	40

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SECTION THREE

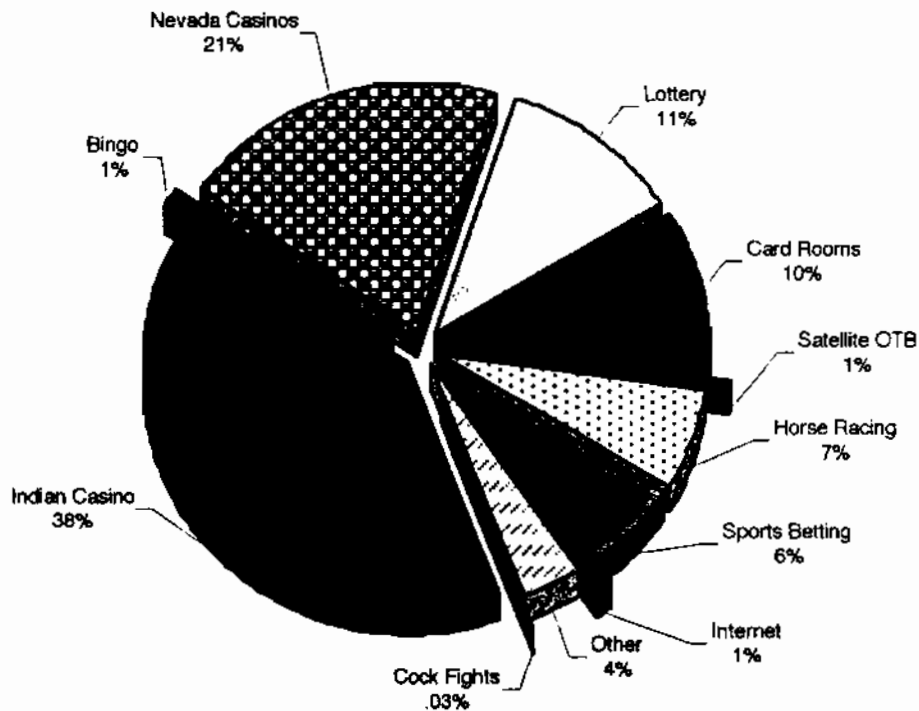
PRIMARY GAMBLING PREFERENCE

Not all Callers identify gambling preference

Indian Casino	1,221	38.8%
Nevada Casinos	646	20.5%
Lottery	348	11.1%
Card Rooms	328	10.4%
Horse Racing	212	6.7%
Sports Betting	189	6%
Other	112	3.6%
Bingo	44	1.4%
Internet	32	1%
Satellite OTB	16	0.5%
Cock Fights	1	.03%

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SECTION THREE

OTHER GAMBLING ACTIVITIES IDENTIFIED BY CALLER***Some callers identify multiple gambling activities*

Lottery	441	32.3%
Nevada Casinos	271	19.9%
Indian Casinos	248	18.1%
Horse racing	70	5.1%
Sports Betting	71	5.2%
Video Poker	60	4.4%
Card Rooms	60	4.4%
Other	41	3%
Cards (private)	25	1.8%
Bingo	27	2%
Stocks/Commodities	28	2%
Dice	19	1.4%
Cock Fights	3	0.2%

LOTTERY GAME PREFERENCE IDENTIFIED BY CALLER***Some callers may have multiple game preferences*

Scratch-offs	291	45.8%
Super Lotto Plus	204	32.1%
Pick 3	68	10.7%
Fantasy 5	53	8.3%
Daily Derby	19	3%

CALLERS WHO PLAY LOTTERY

Yes	51.7%
No	48.3%

SECTION THREE

INDIAN CASINO OF CHOICE*	NUMBER OF CALLS
San Manuel	77
Pechanga	46
Moronggo	45
Viejas	39
Barona	33
Jackson	28
Soboba	23
Table Mountain	22
Spa	22
Sycuan	21
Fantasy Springs	17
Cache Creek	16
Spotlight 29	12
Win River	10
Santa Ynez	9
Gold Country	6
Feather Falls	5
Chumash	5
Chicken Ranch	3
Eagle Mountain	3
Palace	2
Twin Pines	2
Susanville	2
Colusa	1
Elk Valley	1
Robinson	1

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SECTION FOUR

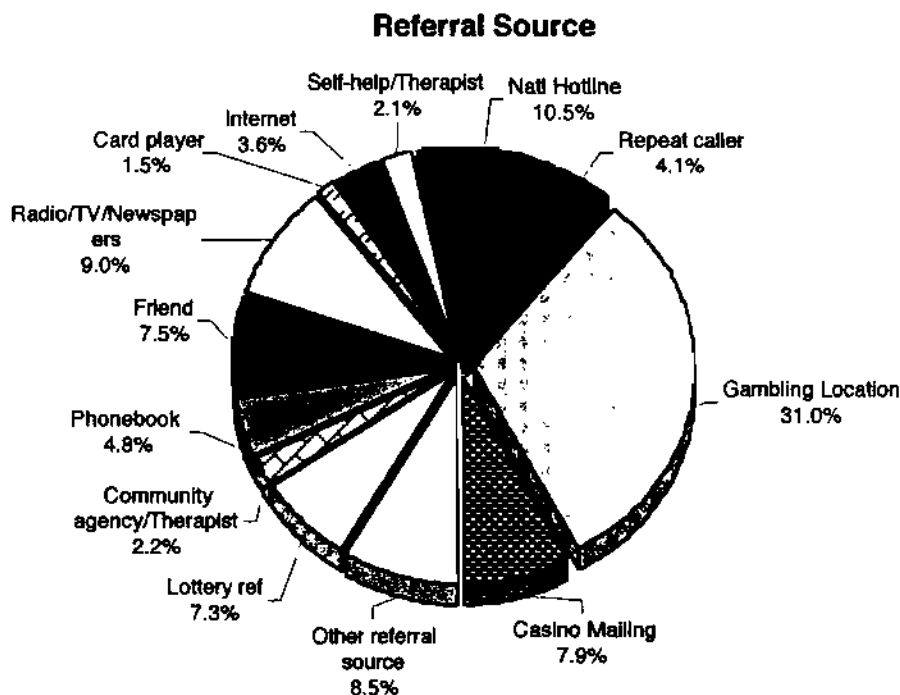
REFERRAL ORIGIN

CALLER REFERRAL SOURCE*

(Data Excludes California Lottery Help Line Calls)

Gambling Location	866	31%
National Hotline	292	10.5%
Other	237	8.5%
Casino Mailing	220	7.9%
Friend/Family	209	7.5%
Lottery Referral	205	7.3%
Television	135	4.8%
Phonebook	134	4.8%
Repeat Caller	114	4.1%
Internet	100	3.6%
Newspaper	91	3.3%
Community Agency	62	2.2%
Card Player Magazine	43	1.5%
Self Help Group	35	1.3%
Radio	24	0.9%
Therapist	23	0.8%

*Data is based on caller willingness to disclose information.



SECTION FIVE**REFERRAL RESOURCES****Some callers may have multiple referrals*

Gamblers Anonymous	3,622
GAMANON	441
Private Practitioner	460
Does not want referral	169
Inpatient Gambling Treatment	137
Outpatient Gambling Treatment	49
Other self help	54
Outpatient Mental Health	36
Chemical Dependency Treatment	8

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SECTION SIX

GAMBLER DATA

GAMBLER GENDER*

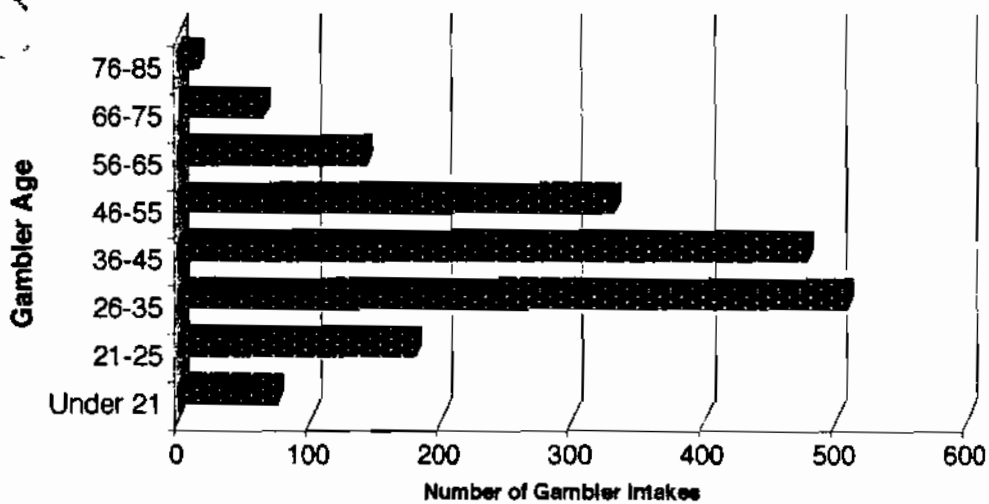
Male	1,968	65.2%
Female	1,049	34.8%

NON-GAMBLER GENDER*

Male	337	31.4%
Female	738	68.6%

GAMBLER AGE*

Under 21	75	4.2%
21-25	181	10%
26-35	510	28.3%
36-45	479	26.6%
46-55	333	18.5%
56-65	144	8%
66-75	65	3.6%
76-85	16	0.9%



*Data is based on caller willingness to disclose information.

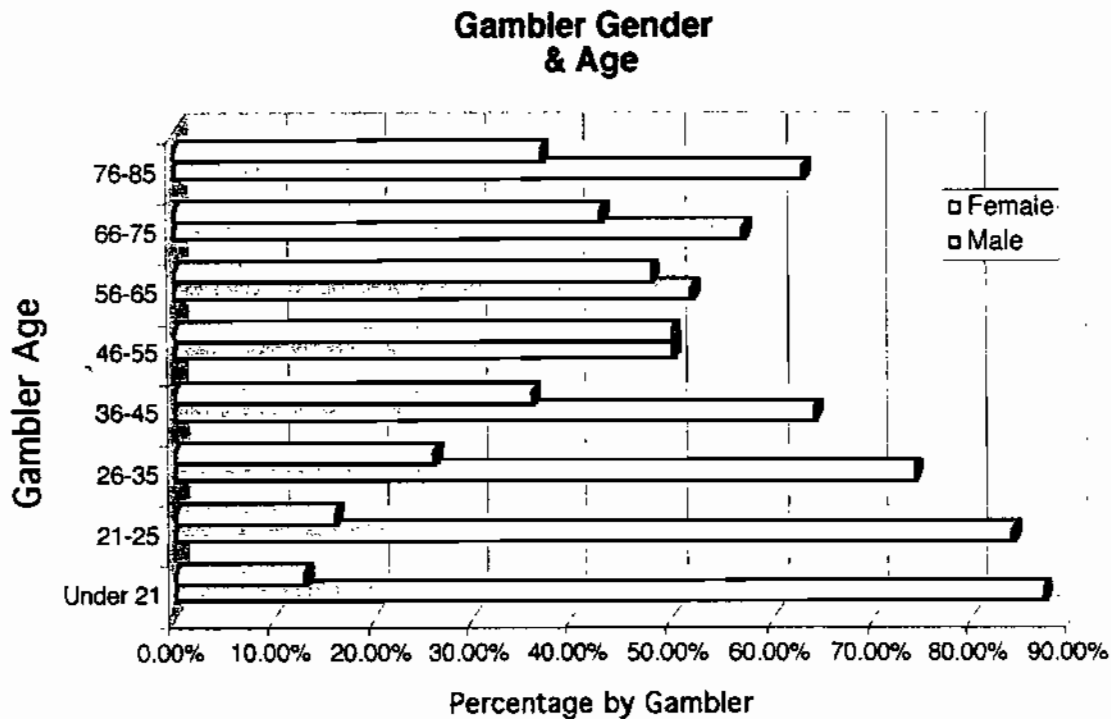
SECTION SIX

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GAMBLER AGE & GENDER COMPARISON

	Male	Female
Under 21	87%	13%
21-25	84%	16%
26-35	74%	26%
36-45	64%	36%
46-55	50%	50%
56-65	52%	48%
66-75	57%	43%
76-85	63%	37%



*Data is based on caller willingness to disclose information.

SECTION SIXG
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A**PRIMARY GAMBLING PREFERENCE IDENTIFIED BY GAMBLER AND GENDER***Not all Callers identify gambling preference*

	Male	Female
Indian Casino	31.9%	48.5%
Nevada Casinos	20.4%	25.0%
Lottery	11.6%	11.9%
Card Rooms	13.1%	4.7%
Horse Racing	9.5%	1.6%
Sports Betting	8.7%	0.4%
Other	3.8%	3.5%
Bingo	0.4%	2.8%
Internet	0.6%	1.7%

GAMBLER'S USE OF MONEY*

	Yes	No
Use Credit Cards to finance gambling	62.1%	37.9%
Report Credit Cards are Maxed Out	55.6%	44.4%

GAMBLER INDEBTEDNESS* (N=872)

Average Debt	\$25,458
Mode Debt	\$5,000
Total Debt	\$22,200,200

GAMBLER'S SPENDING* (N=373)

Average Spent per Year on	\$29,756
Total Spent per Year	\$11,099,105

*Data is based on caller willingness to disclose information.

SECTION SEVEN

Total Number of Quality Assurance Surveys Requests	867
Percentage of Total Intakes	21.2%
Total Number of Quality Assurance Surveys Received	146
Percentage of Total Number of Intakes (n=3354)	3.6%
Percentage of Total Number of Survey Requests	16.8%

SURVEY QUESTIONS	Yes	No
Were you able to speak to a Helpline counselor immediately?	97%	3%
Did you think that the Counselor was understanding?	99%	1%
Did you receive a referral to Gamblers Anonymous or GAMANON?	92%	8%
Did you attend the GA or GAMANON meeting?	36%	64%
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?	85%	15%
Would you recommend the 800 number to someone with a gambling problem?	95%	5%

*Data is based on caller willingness to disclose information.