

CALIFORNIA COUNCIL ON PROBLEM GAMBLING

HELP LINE

STATISTICAL REPORT

Overview
Caller Statistics
Gambler/Non-Gambler Data
Quality Assurance

JANUARY TO DECEMBER 2002



Services provided by Bensinger, DuPont & Associates

2002 Call Summary

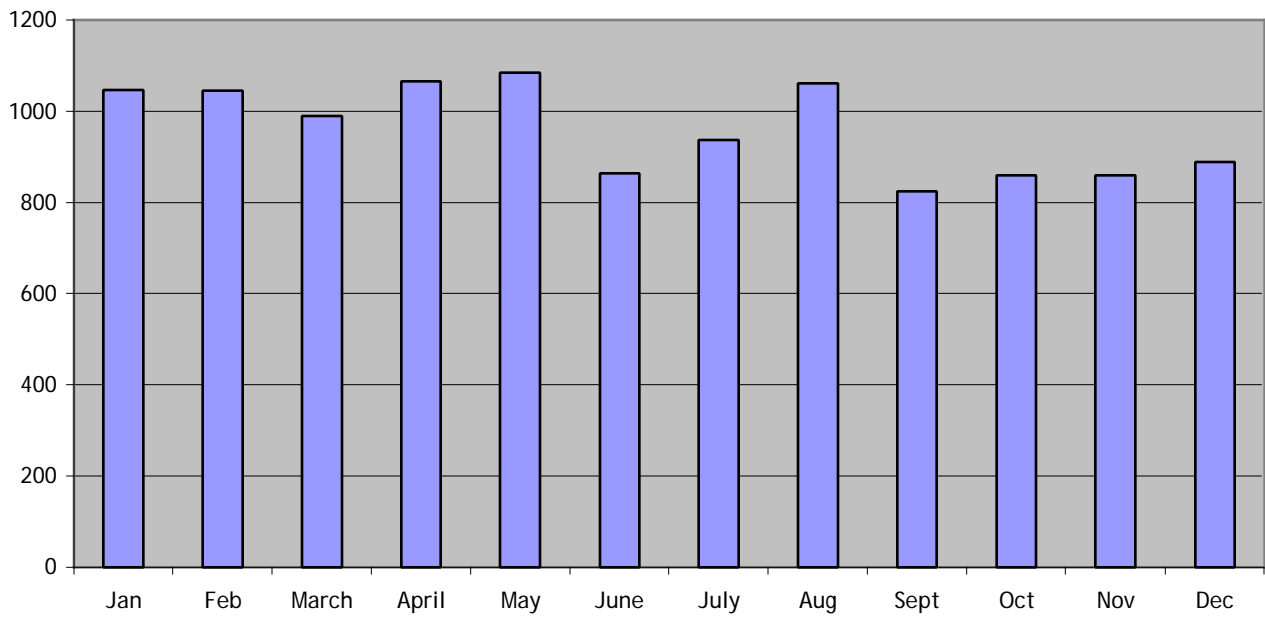
Total Number of 2002 Calls (including Lottery Help line)	11,527
Total Number of 2002 Help Line Specific Calls (including Lottery Help Line)	2,998
Total Number of 2002 Calls Received other than Help Line Assistance (including Lottery Help Line)	8,529

Total Intakes by Month

2002

January	1046
February	1045
March	985
April	1072
May	1085
June	864
July	936
August	1061
September	827
October	858
November	860
December	888

2002 Total Number of Calls

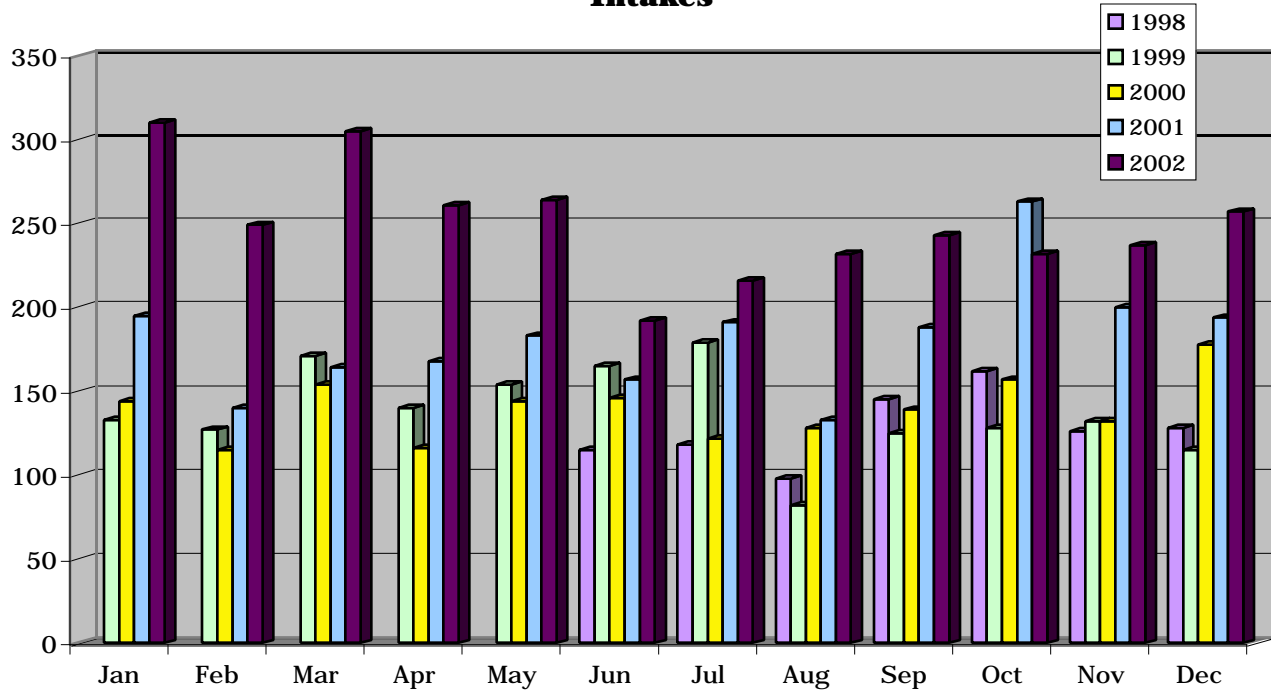


*Indicates compilation of both 800-GAMBLER & LOTTERY Help Line Calls

Total Intakes by Month

	1998	1999	2000	2001	2002
January		133	144	195	310
February		127	115	140	249
March		171	154	164	305
April		140	116	168	261
May		154	144	183	264
June	115	165	146	157	192
July	118	179	122	191	216
August	98	182	128	133	232
September	145	125	139	188	243
October	162	128	157	263	232
November	126	132	132	200	237
December	128	115	178	194	257
TOTAL	892	1751	1675	2176	2998

Intakes



Time of Call

9 PM-6:30 AM	170	6.4%
6:30 AM-2:30 PM	1610	61.0%
2:30 PM-9 PM	861	32.6%

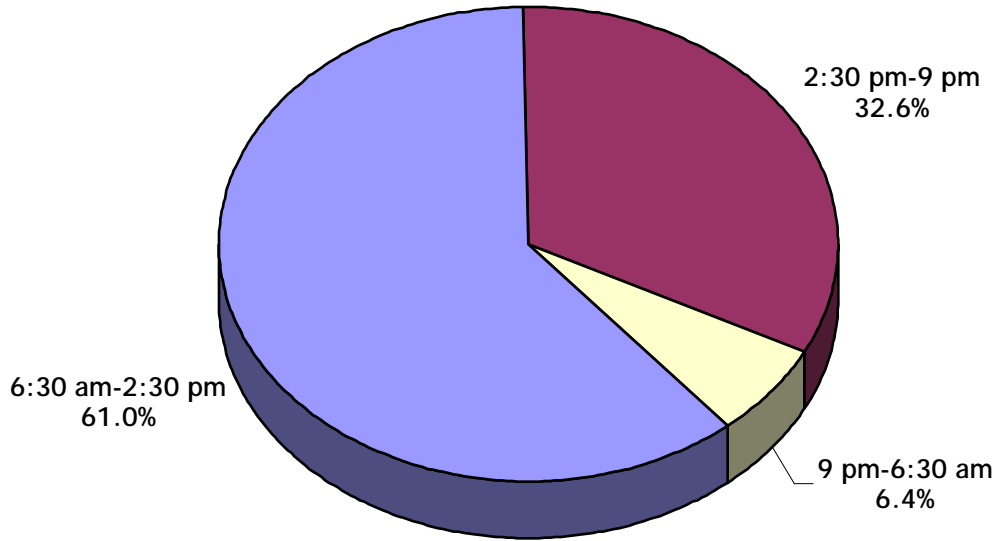
Caller Profile

Gambler	1945	73.6%
Spouse	302	11.4%
Child	81	3.1%
Parent	82	3.1%
Sibling	55	2.1%
Friend	114	4.3%
Employer	6	0.2%
Therapist	26	1.0%
Other	30	1.1%

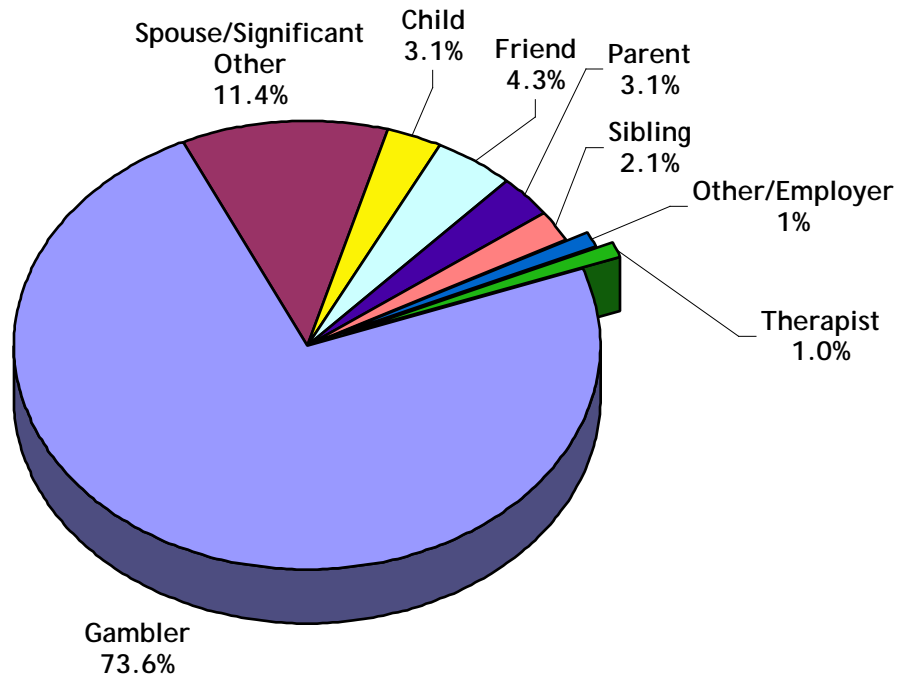
Caller Area Code

(209)	54	2.5%
(213)	43	2.0%
(310)	166	7.7%
(323)	56	2.6%
(408)	30	1.4%
(415)	74	3.4%
(510)	73	3.4%
(530)	67	3.1%
(559)	55	2.6%
(562)	52	2.4%
(619)	337	15.7%
(626)	52	2.4%
(650)	38	1.8%
(661)	30	1.4%
(707)	51	2.4%
(714)	90	4.2%
(760)	166	7.7%
(805)	52	2.4%
(818)	72	3.4%
(831)	10	0.5%
(909)	379	17.7%
(916)	134	6.2%
(925)	33	1.5%
(949)	33	1.5%

Time of Call



Caller Profile



Number of Calls by Gender

Male	1386	52.5%
Female	1255	47.5%

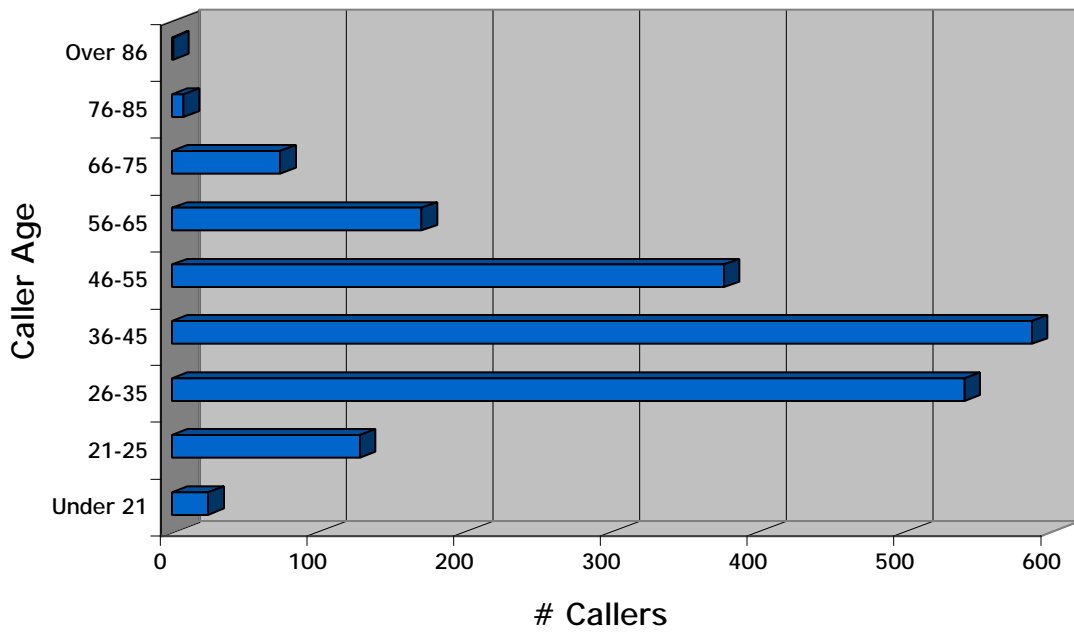
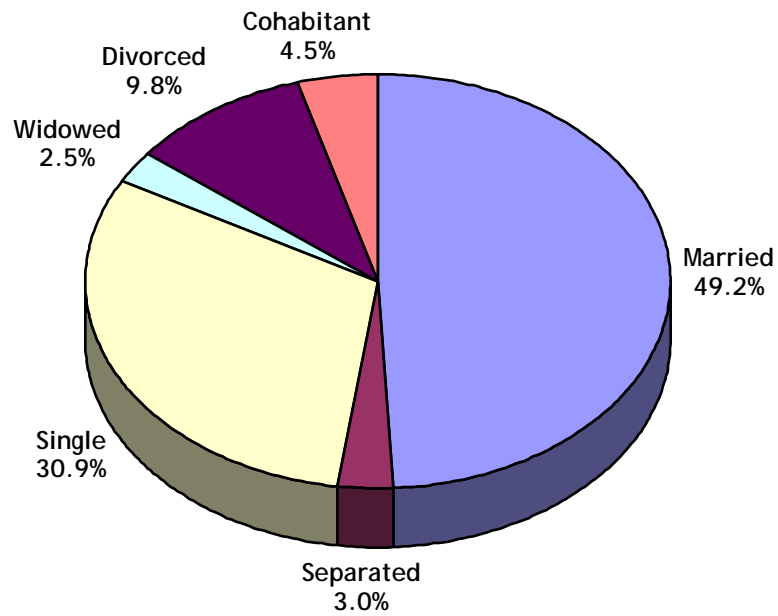
Caller Marital Status

Married	1084	49.2%
Single	681	30.9%
Divorced	216	9.8%
Seperated	66	3.0%
Widowed	56	2.5%
Cohabitant	100	4.5%

Caller Age

Under 21	25	1.3%
Age 21...25	128	6.7%
Age 26...35	540	28.3%
Age 36...45	586	30.7%
Age 46...55	376	19.7%
Age 56...65	170	8.9%
Age 66...75	74	3.9%
Age 76...85	8	0.4%
Age over 86	1	0.1%

Caller Marital Status



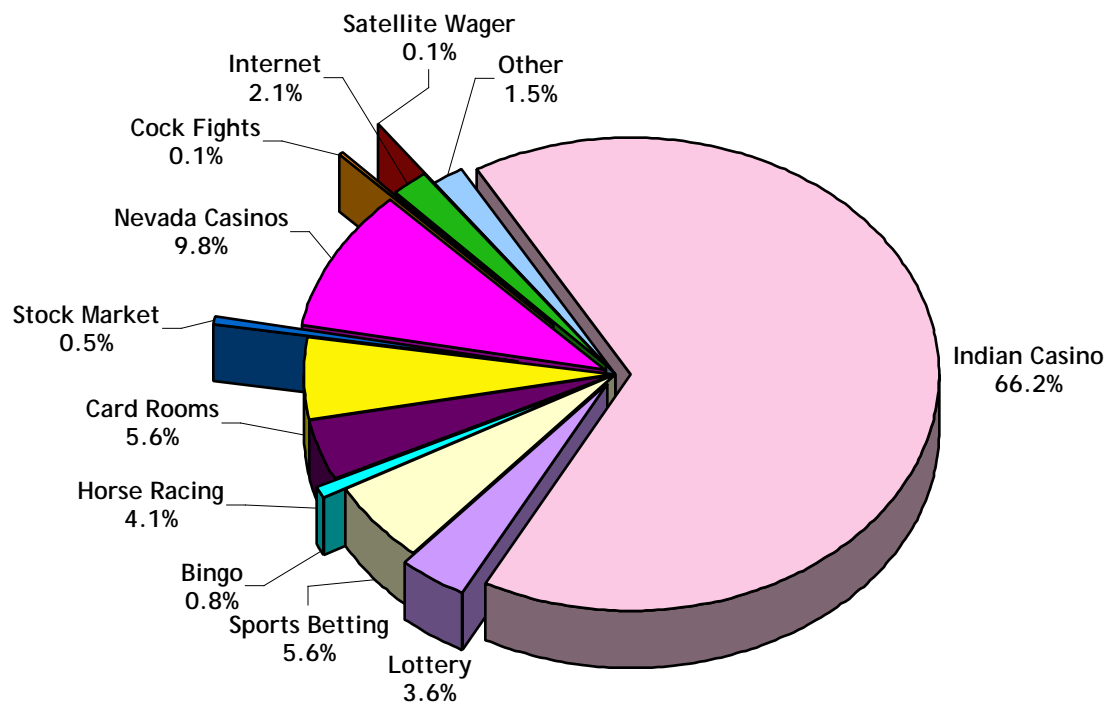
Primary Gambling Preference

Indian Casino	1558	66.2%
Lottery	84	3.6%
Horse Racing	97	4.1%
Sports Betting	133	5.6%
Stock Market	12	0.5%
Card Rooms	132	5.6%
Nevada Casinos	230	9.8%
Cock Fights	3	0.1%
Internet	49	2.1%
Satellite Wager	3	0.1%
Bingo	18	0.8%
Other	36	1.5%

Secondary Gambling Preference

Indian Casino	121	12.7%
Nevada Casinos	249	26.1%
Out of State Casino (<i>Other</i>)	21	2.2%
Lottery	250	26.2%
Horse Racing	52	5.4%
Sports Betting	71	7.4%
Video Poker	37	3.9%
Card Rooms	38	4.0%
Card (Private)	35	3.7%
Dice (Non-Boat)	4	0.4%
Stockmarkets	9	0.9%
Bingo	19	2.0%
Sweepstakes	11	1.2%
Games of Skill	12	1.3%
Daily Number	3	0.3%
Dog Racing	5	0.5%
Cock Fights	1	0.1%
Other	17	1.8%

Primary Gambling Preference



Lottery Game Preference

Pick 3	67
Fantasy 5	48
Super Lotto	263
Daily Derby	16
Scratch Offs	254

Callers Who Play Lottery

Yes	43.6%
No	56.4%

Indian Casino of Choice

Agua Caliente	5
Black Bart	2
Barona	44
Cache Creek	46
Chicken Ranch	0
Chumash	14
Colusa	1
Crystal Mountain	2
Elk Valley	2
Eagle Mountain	11
Fantasy Springs	10
Feather Falls	2
Gold Country	7
Golden Acorn	2
Jackson	25
Morongo	31
Pala Casino	14
Palace	0
Pechanga	42
Robinson	1
Rolling Hills	2
Rincon	1
San Manuel	46
Soboba	22
Spa	0
Spotlight 29	0
Susanville	2
Sycuan	27
Table Mountain	7
Twin Pines	3
Viejas	0

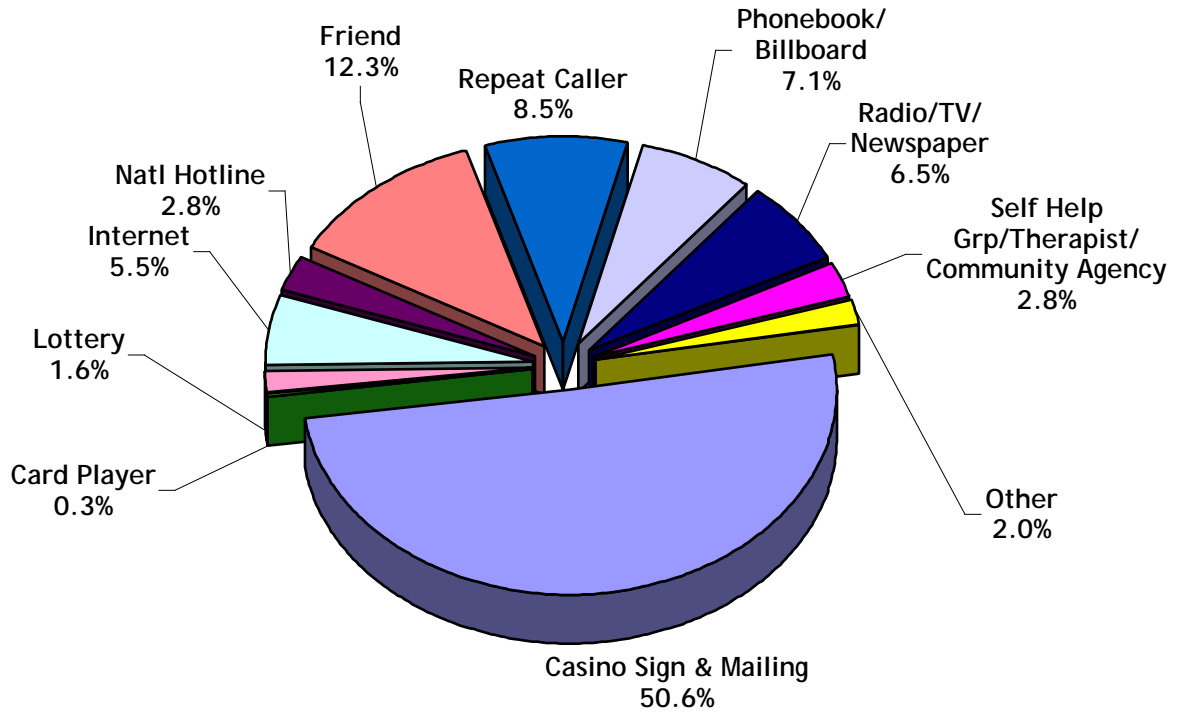
Caller Referral Source

Casino Sign	831	44.1%
Casino Mailing	123	6.5%
Lottery	30	1.6%
Friend	232	12.3%
Internet	103	5.5%
National Hotline	53	2.8%
Repeat Caller	160	8.5%
Therapist	18	1.0%
Community Agency	26	1.4%
Billboard	42	2.2%
CardPlayer Magazine	5	0.3%
Phonebook	91	4.8%
Newspaper	15	0.8%
Television	29	1.5%
Radio	79	4.2%
Self Help Group	9	0.5%
Other	38	2.0%

Callers Referred To

Gamblers Anonymous	2204
Gamanon	328
Private Practitioner	784
Outpatient Gam TX	115
Inpatient Gam TX	86
Outpatient MH TX	19
Substance Abuse TX	6
Alcoholics Anonymous	0
Cocaine Anonymous	1
Narcotics Anonymous	0
Debtors Anonymous	0
ALANON	1
ACOA	2
Other Self Help	21
Doesn't want referral	319

Referral Source



Non-Gambler Gender

Male	240	34.4%
Female	456	65.5%

Gambler Gender

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Female	1255	47.5%

Gambler Age

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Primary Gambling Preference (Gambler)

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Gambler's Use of Money*

	Yes	No
Use Credit Cards to finance gambling	65%	35%
Report Credit Cards are Maxed Out	55%	45%

Gambler's Indebtedness*

Average Debt	\$26,228.45
Mode Debt	\$ 5,000.00
Total Debt	\$2,546,787

Gambler's Spending*

Average Spent per Year on	\$31,218
Total Spent per Year	\$22,664,580

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

Quality Assurance Surveys

Total Number of Quality Assurance Surveys Requests	511
Percentage of Total Intakes	20%
Total Number of Quality Assurance Surveys Received	41
Percentage of Total Number of Intakes (n=2641)	2%
Percentage of Total Number of Survey Requests	8%

Survey Questions

	Yes	No
Were you able to speak to a Helpline counselor immediately?	98%	2%
Did you think that the Counselor was understanding?	100%	
Did you receive a referral to Gamblers Anonymous or GAMANON?	100%	
Did you attend the GA or GAMANON meeting?	58%	42%
Are you still gambling?	54%	45%
Do you think that calling the 800# helped you recognize the extent of your or someone else's gambling problem?	95%	5%
Would you recommend the 800 number to someone with a gambling problem?	100%	

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