



HELPLINE REPORT 2006

**CONNECTICUT COUNCIL on
PROBLEM
GAMBLING**

47 Clapboard Hill Road, Suite 6
Guilford, CT 06437

Office: 203-453-0138

Fax: 203-453-9142

Email: ccpg@ccpg.org

Website: www.ccp.org

Helpline: 1-800-346-6238 (1-800-34 NO BET)

Released: November, 2007

2006 PROBLEM GAMBLING HELPLINE REPORT

FOREWORD

The Connecticut Council on Problem Gambling (CCPG) operates a 24-hour Helpline service for callers seeking help with a gambling problem for themselves or someone they care about. Callers seeking more general information about problem gambling are referred to the CCPG office.

Annually, a report is compiled that reflects calls received by the Helpline in the prior year. The data on which this report is based only includes those calls that are specific requests for help with a gambling problem. Of the 862 callers to the Helpline in 2006, 513 calls were either a call from Connecticut or a call about someone residing in Connecticut. In order to provide a more accurate picture of the impact on problem gambling in the State of Connecticut, only Connecticut information is included in this report beyond Table 1.

In order to understand the similarities and differences of the impact of problem gambling on the gambler and significant others, this report is presented in two parts: data collected from problem gamblers and data from significant others. Of the 513 Connecticut callers whose data are included in this report, 316 were problem gamblers and 197 were significant others. At the end of this report, conclusions and recommendations are provided which relate to one or both groups.

Helpline data provide a valuable picture of the demographic characteristics, behavior patterns and gambling experiences of problem gamblers and their families across Connecticut.

Marvin A. Steinberg, Ph.D.
Executive Director

Mary A. Drexler, MSW
Assistant Director

TABLE OF CONTENTS

GENERAL HELPLINE INFORMATION

Foreword.....	2
Table of Contents.....	3
City and State of Residence	4

PROBLEM GAMBLER INFORMATION

Gender, Age, and Ethnicity of Problem Gamblers.....	5
Religious Affiliation, Marital and Family Status, Education.....	6
Occupation, Employment status and Income	7
Gambling Type and Problem Areas.....	8-9
Effects of the Problem Gambling	10
Family History, Ages of Gambling & Problem Gambling Initiation, Health Seeking Behaviors .	11
Financial Losses and Debts.....	12
Co-occurring Excessive Behaviors and History of Treatment.....	12-13
Sources of Helpline Number and Resources Given Problem Gamblers.....	13

SIGNIFICANT OTHER INFORMATION

Gender and Relationship to Gambler	14
Persons for Whom Help Sought and Persons Negatively Effected.....	14-15
Length of Time Aware of Problem and Age of Significant Other.....	15
Ethnicity, Religious Affiliation, Marital and Family Status.....	16
Education, Occupation and Income.....	17
Family effects of Problem Gambling and Risk of Injury at time of Call.....	18
Family Sources of Helpline number, History of Treatment, and Resources Given.....	19

CONCLUSIONS AND RECOMMENDATIONS.....	20-22
---	--------------

PUBLIC POLICY IMPLICATIONS.....	22-23
--	--------------

ACKNOWLEDGEMENTS.....	24
------------------------------	-----------

CCPG PROGRAMS AND SERVICES.....	25
--	-----------

HELPLINE CALLERS^{1, 2}

State of residence of all callers (n = 862):

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Connecticut	78%	79%	75%
Massachusetts	16%	14%	18%
Rhode Island	3%	4%	5%
New Hampshire	1%	1%	0.4%
New York	1%	1%	1%

Top 5 cities of residence of all Connecticut callers (n = 489):²

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Hartford	10%	9%	9%
Bridgeport	9%	9%	9%
New Haven	8%	10%	6%
Norwich	8%	11%	6%
Waterbury	6%	6%	7%

Note: Caution should be exercised in comparing percentages of Helpline problem gamblers across cities due to large differences in size of populations across cities. It would be expected that cities with higher populations would have a higher percentage of Helpline callers than cities with lower populations. However, this is not reflected in the data above for CT cities. For example, Bridgeport (121,578) has a much larger population than Norwich (36,117), but these two cities have almost the same percentage of callers to the Helpline (2000, U.S. Census). One possible conclusion is that a higher proportion of the population of Norwich has a gambling problem. This conclusion gains some support from national data which indicate that the closer a city is to a large casino, the higher the rate of problem gambling.

-
1. Numerical Information in tables prepared by Yale University, Department of Psychiatry. Summaries and interpretation of data were written by CCPG staff. As no tests for significance were conducted, all comparisons between categories in this report represent apparent trends.
 2. In many tables in this report, columns do not sum to 100%, as the number of respondents who answered each question varied.

PROBLEM GAMBLERS

Except for Table 1, all the other tables in this section describe the problem gambler.

1. Gender of callers to the Helpline and whether they called about their own gambling problem or that of a significant other:

	<u>Total</u>	<u>Male</u>	<u>Female</u>
Called about own problem (problem gambler)	62%	53%	47%
Called About Someone Else's Problem (significant other)	38%	38%	62%

- Of all callers, one and a half as many were gamblers than significant others.
- Among significant others there were many more females (62% than males (38%).
- Among problem gamblers, there was only a small difference in the number of male (53%) than female (47%) callers.

2. Age of problem gamblers:

	<u>Total</u>	<u>Males</u>	<u>Females</u>
10-19	1%	2%	0%
20-29	13%	17%	8%
30-39	23%	28%	18%
40-49	25%	24%	26%
50-59	20%	15%	25%
60-69	11%	8%	13%
70-79	3%	2%	3%
80-89	0%	0%	0%
Mean Age	44	41	47

- Male problem gamblers were younger than female problem gamblers: 47% of males and 26% of females were under 40 years old. The average age for males was 41 and the average age for females was 47.
- The gender difference was most evident in the following age ranges:
 Age 20-29: 17% males vs. 8% females
 Age 30-39: 28% males vs. 18% females
 Age 50-59: 15% males vs. 25% females

3. Ethnic/racial groups of problem gamblers:

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Caucasian	74%	77%	70%
African-American	13%	13%	13%
Latino/Hispanic	6%	6%	4%
Asian/Pacific Islander	3%	3%	3%
Other	4%	3%	4%

- With the exception of Caucasians, the percent of problem gamblers among African-Americans (13%), equals the sum of all other ethnic groups combined (13%).
- The percentages for problem gamblers for males and females were similar across ethnic groups.

4. Religious affiliations of problem gamblers:

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Catholic	47%	50%	44%
Protestant	20%	20%	20%
Jewish	2%	2%	2%
Muslim	1%	2%	0%
None	25%	25%	27%
Others	5 %	2%	9%

- Catholics had the highest representation (47%).

5. Marital status of problem gamblers:

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Married	36%	41%	33%
Single	35%	40%	32%
Divorced	15%	10%	20%
Co-habiting	5%	5%	6%
Separated	4%	5%	4%
Widowed	3%	2%	4%
Other	1%	1%	0%

- In comparison with the 2005 US Census data for CT (American Community Survey - ACS), the percentages of male and female problem gamblers who are divorced are higher than that of the general population (Males: 10% vs. 7 %) & (Females: 20% vs. 11%).
- In comparison with the 2005 US Census data for CT (ACS), the percentage of problem gamblers who are married is significantly lower for both males and females (Males: 41% vs. 57%) & (Females: 33% vs. 52%).

6. Percent of gamblers who have children under the age of 18 living with them:

<u>Total</u>	<u>Males</u>	<u>Females</u>
38%	35%	41%

- 62% of callers to the Helpline reported there were no children living in the home.

7. Educational level of problem gamblers:

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Less than high school	7%	8 %	5%
High school	36%	41%	30%
Some college	26%	20%	33%
Associates degree	8%	11%	7%
Bachelor's degree	18%	21%	15 %
Master's Degree or Higher	3%	3%	3%
Other	2%	2%	2%

- 43% of gamblers had a high school diploma or less education while 55% had a minimum of some college education. According to the 2005 US Census data (ACS), 42% of the general population had a high school diploma or less education and 59% had at least some college education.

8. Occupations of problem gamblers:

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Service	28%	22%	32%
Unemployed	21%	21%	21%
Management/Professional	18%	18%	18%
Sales/Office	11%	8%	13%
Self-Employed	7%	11%	1%
Construction/Extraction/Maint.	5%	11%	0%
Production/Transportation/Moving	5%	8%	1%
Retired	3%	3%	3%
Student	2%	3%	1%
Farming/Fishing/Forestry	0%	0%	0%

- Both male and female problem gamblers reported rates of unemployment at 21% in comparison to the 4% unemployment rate for the general CT population in 2005 (US Census data; ACS).

9. Income of problem gamblers:

<u>Earnings</u>	<u>Total</u>	<u>Males</u>	<u>Females</u>
Less than \$25,000:	29%	29%	29%
\$25,000 - \$34,999:	13%	7%	18%
\$35,000 - \$49,999:	16%	16%	16%
\$50,000 - \$74,999:	21%	21%	22%
\$75,000 - \$99,999:	7%	7%	7%
\$100,000 – \$149,999:	9%	13%	5%
\$150,000 - \$199,999:	3%	2%	3%
\$200,000 – and more	2%	4%	0%

- Approximately 3 out of 10 (29%) earned less than \$25,000 a year and 4 out of 10 (42%) earned less than \$35,000.
- For income levels of \$50,000 and above, there were more males (47%) than females (37%) and for income levels less than \$50,000, there were more females (63%) than males (52%).

10. Supplemental income sources (Based on the respondents who reported income sources):

<u>Earning type</u>	<u>Total</u>	<u>Males</u>	<u>Females</u>
Social Security	10%	11%	8%
Unemployment Benefits	2%	3%	0%
Workers Compensation	1%	1%	0%

10.a. Areas of gambling in which problems were identified

A number of respondents selected more than one type of gambling.

Percentages below may be affected by the extent of differences in availability of the Helpline phone number across the various sites at which gambling takes place.

Non-Casino Gambling

	Total	Males	Females
Lottery – Scratch Off	28%	29%	27%
Lottery –Lotto	13%	16%	11%
Lottery –Powerball	13%	15%	11%
Lottery - Daily	13%	14%	11%
Cards	8%	11%	3%
Horse Racing	5%	9%	0%
Sports Betting	4%	8%	0%
Internet: Sports	4%	8%	0%
Internet: Blackjack	4%	7%	1%
Internet: Video Poker	4%	7%	1%
Internet: Live Poker	4%	7%	1%
Bingo	4%	4%	3%
Internet (Other)	3%	2%	3%
Raffles	3%	5%	0%
Dog Racing	3%	5%	1%
Dice	3%	4%	1%
Stock/Financial Markets	1%	1%	1%
Sweepstakes	1%	1%	1%
Business Speculation	0.3%	1%	0%

Casino Gambling

	Total	Males	Females
Slots	47%	33%	62%
Blackjack	23%	30%	14%
Poker	9%	14%	3%
Roulette	8%	13%	2%
Video Poker	8%	8%	8%
Craps/Dice	7%	11%	2%
Bingo	4%	3%	4%
Horse Racing	4%	7%	0%
Keno	3%	4%	1%
Casino Dog Racing	3%	5%	0%
Baccarat	2%	4%	1%
Casino Jai Alai	2%	4%	0%

- Females far more often than males reported having a problem with slot machines (62% vs. 33%).
- Males far more often than females reported having a problem with blackjack (30% vs. 14%), sports betting, including Internet sports betting (16% vs. 0%), poker (14% vs. 3%), Roulette (13% vs. 2%), craps (11% vs. 2%), and casino and non-casino horse race betting (16% vs. 0%).

10.b. Top five rankings of all forms of gambling:

<u>Total</u>	<u>Males</u>	<u>Females</u>
1. 47% Slots	1. 33% Slots	1. 62% Slots
2. 28% Lottery-Scratch off	2. 30% Blackjack	2. 27% Lottery -Scratch off
3. 23% Blackjack	3. 29% Lotto- Scratch Off	3. 14% Blackjack
4. 13% Lottery-Lotto	4. 16% Lottery Lotto	4. 11% (Lotto, Daily, & Powerball)
5. 13% Lottery- Powerball	5. 15% Lottery -Powerball	5. 8% Video Poker

- The forms of gambling Helpline callers (male and female) have the most difficulty with are casino slots and blackjack and the lottery (primarily scratch tickets).

11. Number of different areas of gambling in which problems were identified.

<u>Number of areas</u>	<u>Total</u>	<u>Males</u>	<u>Females</u>
1	45%	42%	49%
2	24%	24%	25%
3	10%	9%	10%
4	5%	6%	4%
5	8%	8%	8%
6	1%	2%	0%
7	4%	6%	1%
8	3%	1%	3%

- Of the callers who responded to this question, almost half the callers (45%) had a problem in one area of gambling and over half (55%) had a problem in more than one area of gambling.

12. Average number of different types of gambling problems identified by callers.

<u>Total</u>	<u>Males</u>	<u>Females</u>
2.8	3.4	2.2

- Overall, men had one more type of problem gambling activity than women.

13. The following problems are reported to have resulted from gambling:

<u>Emotional:</u>	<u>Total</u>	<u>Males</u>	<u>Females</u>
Anxious/worried	57%	52%	61%
Depression	56%	52%	60%
Thoughts of suicide	12%	13%	11%
Suicide attempts	3%	2%	4%

<u>Interpersonal:</u>	<u>Total</u>	<u>Males</u>	<u>Females</u>
Family or spouse conflict	36%	34%	39%
Family neglect	10%	14%	6%
Family violence	2%	1%	3%

<u>Financial:</u>	<u>Total</u>	<u>Males</u>	<u>Females</u>
Used savings	29%	25%	35%
Problems paying bills	42%	37%	49%
Borrowed from credit cards	36%	34%	40%
Borrowed from family	19%	18%	20%
Borrowed from friends	13%	16%	10%
Bankruptcy (previous or pending)	14%	11%	17%
Eviction	7%	4%	9%
Debt owed to bookies	3%	4%	1%

<u>Substance Abuse:</u>	<u>Total</u>	<u>Males</u>	<u>Females</u>
Alcohol/Drug Abuse	14%	19%	9%

<u>Physical Health Problem:</u>	<u>Total</u>	<u>Males</u>	<u>Females</u>
	16%	15%	17%

<u>Legal:</u>	<u>Total</u>	<u>Males</u>	<u>Females</u>
Arrested	3%	5%	1%
Jail or prison	2%	2%	1%

Serious consequences of problematic gambling are evident for both genders in the following areas: depression, anxiety, family/spousal conflict, debts/bankruptcy, substance abuse, and deterioration of physical health.

- Males reported more issues with alcohol/drug abuse, family neglect, and debt owed to friends.
- Females reported more issues of anxiety and depression, inability to pay household bills, difficulty with use of savings and credit cards, and bankruptcy.

14. The following were reported by the gambler at the time of the initial Helpline call:

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Danger of harming someone	0.3%	1%	0%
Danger of being harmed	0.3%	1%	0%
Danger of harming self	3%	1%	5%

- Female gamblers were at a greater risk than male gamblers of harming themselves when they called the Helpline (5% vs.1%).

15. In the family in which the problem gambler grew up, there was a history of the following problem behaviors:

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Alcohol abuse	38%	29%	49%
Gambling problem	30%	30%	31%
Drug abuse	26%	24%	30%
Abusive behavior	25%	18%	35%

- Females reported a higher incidence than males in all of the above listed problem behaviors in their families of origin.

16. Average age began gambling/average age when problem began/average number of years before called Helpline:

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Age began gambling	32 yrs	28 yrs	36 yrs
Age gambling began to be a problem	38 yrs	35 yrs	43 yrs
Age at which Helpline called	45 yrs	42 yrs	49 yrs
Years of problem gambling before calling Helpline	7 yrs	7 yrs	6 yrs

- Other research studies have found that problem gamblers typically begin gambling in their teen years or earlier compared to between 28 and 36 years of age indicated in this data. There is likelihood that many of the callers misunderstood the question to be referring to when they started gambling in the area(s) in which they currently have a problem.
- Females began gambling 8 years later than males (36 versus 28 years).
- After starting gambling, both females and males developed a problem an average of seven years later.
- After a problem developed, it took males 6 years and females 7 years to call the Helpline.

17. Average financial losses and debt of problem gamblers:

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Money lost last 12 months	\$29,263	\$30,484	\$27,929
Money lost during lifetime	\$156,375	\$208,629	\$83,221
Current gambling debt	\$36,143	\$38,590	\$33,106

- The average gambling losses within the past 12 months and the average current gambling debt are extremely high relative to the income of the problem gamblers (see #9 above). The average losses (\$29,263) are as high as the income of 29% of the male and 19% of the female problem gamblers.
- The average debt (\$36,143) is higher than the average income of 36% of the male and 47% of the female problem gamblers.

18. Persons or institutions to which gambling debts are owed:

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Owed to credit cards	36%	34%	40%
Owed to banks	20%	21%	18%
Owed to family	19%	18%	20%
Owed to friends	13%	16%	10%
Owed to casinos – credit line	4%	2%	5%
Owed to bookies	3%	4%	1%
Owed to co-workers	1%	1%	1%

- Females more than males owed credit card gambling debt (40% vs. 34%)
- Males more than females owed gambling debts to friends (16% vs. 10%).

19. Reported other excessive behaviors of problem gamblers:

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Tobacco	35%	33%	37%
Alcohol	21%	24%	18%
Drugs	12%	16%	8%
Work	12%	13%	11%
Food	11%	8%	13%
Spending/Shopping	9%	8%	9%
Sex	6%	7%	5%

- High rates of use of tobacco (35%), alcohol (21%), and drugs (12%) were found.
- Excessive behaviors related to tobacco and foods were reported more frequently for females, while males more frequently reported excessive alcohol/drug use.

20. Ever received help for a gambling, substance or other mental health problem:

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Ever received treatment for mental health problems	22%	17%	29%
Ever attended Gamblers Anonymous	12%	10%	12%
Ever received professional gambling treatment	9%	10%	7%
Ever attended a 12-step group for alcohol or drugs	9%	12%	5%
Ever received professional substance abuse treatment	8%	10%	5%

- The primary gender difference is that a greater percent of women (29%) has sought mental health treatment than men (17%).
- Only one out of eleven problem gamblers have ever received assistance for a gambling or alcohol/drug problem.

21. Sources where the Helpline number was found:

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Mohegan Sun	14%	9%	19%
Telephone book	10%	10%	10%
Foxwoods Resort Casino	10%	9%	12%
Lottery point of purchase	9%	11%	7%
Internet	6%	8%	3%
Brochure	3%	4%	2%
Television	3%	3%	3%
Treatment Professional	3%	4%	2%
Friend	3%	4%	1%
2-1-1 Infoline	2%	1%	3%
Other Sources	15%	15%	15%

- Females and males both found the Helpline number at the casinos or in the phone book. However, in addition, males often found the number at Lottery point of purchase

22. Resources recommended to callers by the Helpline:

	<u>Total</u>	<u>Males</u>	<u>Females</u>
State Sponsored Treatment Programs	79%	79%	79%
Gamblers Anonymous (GA)	55%	55%	56%
Literature	48%	50%	46%
Call Helpline Again	30%	29%	31%
Other Resources	28%	18%	39%

- Other resources included crisis intervention, legal services, hospital and other social service agencies providing basic needs assistance.

SIGNIFICANT OTHERS (SO)

The following tables represent information gathered from concerned significant others regarding the effects of another person's gambling problem upon the callers.

1. **Significant other callers to the Helpline:**

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Called about someone else's problem	38%	38%	62%

- Approximately 4 out of every 10 people who called the Helpline were concerned about someone else, and 6 out of 10 were calling because of the effects of the problem on self and others.
- More females (62%) versus males (38%) called with concerns resulting from another person's gambling problem.

2. **Relationship to problem gambler:**

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Spouses of the problem gambler	29%	27%	30%
Friends of the gambler	20%	16%	22%
Parent of the gambler	16%	16%	16%
Adult children of gambler	14%	15%	14%
Sibling of gambler	6%	5%	7%
Other relatives of the gambler	6%	9%	4%
Child of gambler under 18	1%	1%	1%
Employer of gambler	0%	0%	0%
Other relationship to gambler	7%	9%	7%

- The percentage of females and males who called (72% vs. 73%) specifically about a family member's problem was quite similar. However, more females called about a friend's problem gambling than did males (22% vs. 16%).

3. **Callers were asked for which person(s) they were seeking assistance*:**

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Person calling	32%	23%	37%
Spouse	14%	18%	13%
Adult child	13%	18%	12%
Parent	12%	15%	10%
Friend	10%	8%	9%
Sibling	5%	1%	5%
Other Relative	4%	8%	3%
Youth under 18 years of age	2%	5%	2%
Employee	0%	0%	0%
Co-worker	0%	0%	0%
Employer	0%	0%	0%
Other	7%	7%	9%

*Some callers desired assistance for more than one person.

- 32% of the SO's called for help for themselves. Females (37%) sought help for themselves one and one half times more than did males (23%).
- When asked if the caller wanted help to deal with the effects of the problem gambling whether or not the gambler seeks help, 35% said yes.
- Only 2% of callers sought help for someone under the age of 18.
- Average number of people for whom SO's were seeking assistance:

<u>Total</u>	<u>Males</u>	<u>Females</u>
1.3	1.3	1.3

4. Gambler awareness that SO was calling for assistance:

- Seventy-nine (79%) percent of SO's who responded stated the problem gambler did not know a call to the Helpline was being placed and only 49% of these 79% planned on telling the gambler about the call.

5. Significant others who are reported to be negatively affected by the gambling:

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Spouse of gambler	26%	26%	26%
Youth (under 18) of gambler	15%	14%	17%
Parent of gambler	14%	11%	14%
Adult child of gambler	13%	14%	12%
Relative of gambler	10%	17%	8%
Friend of gambler	8%	5%	10%
Sibling of gambler	8%	6%	8%
Employer of gambler	1%	5%	0%
Co-worker of gambler	0%	0%	0%
Employee of Gambler	0%	0%	0%
Other	5%	8%	4%

- Some callers identified more than one person.

6. Length of time significant others have known about the gambling problem

<u>Total</u>	<u>Males</u>	<u>Females</u>
7 yrs.	6 yrs.	7 yrs.

7. Age of the significant others:

	<u>Total</u>	<u>Males</u>	<u>Females</u>
10-19	5%	8%	4%
20-29	15%	23%	13%
30-39	24%	31%	22%
40-49	19%	11%	23%
50-59	19%	17%	20%
60-69	9%	8%	10%
70-79	7%	2%	9%
80-89	0%	0%	0%
Mean Age	43	39	45

8. Ethnic/racial groups of significant others:

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Caucasian	70%	87%	64%
African-American	13%	10%	13%
Latino/Hispanic	10%	0%	13%
Asian/Pacific Islander	3%	3%	2%
Other	5%	0%	7%

9. Religious affiliations of significant others:

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Catholic	46%	43%	49%
Protestant	14%	5%	18%
Jewish	0%	0%	0%
Muslim	3%	5%	3%
Other	11%	5%	12%
None	25%	43%	18%

10. Marital status of significant others:

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Married	61%	59%	65%
Single	17%	24%	12%
Divorced	7%	5%	9%
Cohabiting	9%	9%	11%
Separated	2%	0%	2%
Widowed	2%	2%	0%
Other	2%	0%	2%

11. Significant others' report of children living with significant others; signs of child distress and whether the child is receiving assistance:

- Sixty-two percent (62%) reported children under the age of 18 living at home with the significant other.

<u>Total</u>	<u>Males</u>	<u>Females</u>
62%	51%	70%

- Eighteen percent (18%) stated that children under 18 in the household were showing signs of stress or distress due to the gambling.
- Ninety Seven percent (97%) reported that the children under 18 with signs of distress or stress were not receiving outside assistance for this stress/distress caused by the gambling.

12. Educational level of significant others:

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Less than high school	12%	17%	24%
High school	28%	30%	27%
Some college	13%	13%	13%
Associates degree	9%	4%	11%
Bachelor's degree	19%	30%	13%
Master's Degree or Higher	16%	4%	18%
Other	4%	13%	0%

13. Occupations of significant others:

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Management/Professional	32%	23%	37%
Service	19%	13%	21%
Self-Employed	14%	17%	12%
Unemployed	11%	17%	7%
Sales/Office	8%	13%	7%
Construction/Extraction/Maint.	8%	13%	7%
Student	0%	0%	0%
Production/Transportation/Moving	3%	0%	5%
Retired	3%	3%	2%
Farming/Fishing/Forestry	3%	0%	2%

14. Reported supplemental income sources:

<u>Earning type</u>	<u>Total</u>	<u>Males</u>	<u>Females</u>
Social Security	4%	1%	5%
State Assistance (Welfare)	2%	3%	2%
Unemployment	1%	0%	1%

15. Reported Income of significant others:

<u>Earnings</u>	<u>Total</u>	<u>Males</u>	<u>Females</u>
less than \$25,000:	17%	14%	18%
\$25,000 - \$34,999:	11%	14%	9%
\$35,000 - \$49,999:	17%	14%	18%
\$50,000 - \$74,999:	17%	23%	14%
\$75,000 - \$99,999:	13%	18%	9%
\$100,000 and more:	26%	18%	32%

- Of those who responded, 42% of males and 45% of females earned less than \$50,000. Approximately the same percent of males and females (59% vs. 55%) earned incomes above \$50,000.

16. The following problems of significant others are reported to have resulted from the gambling:

<u>Emotional:</u>	<u>Total</u>	<u>Males</u>	<u>Females</u>
Anxious/worried	34%	21%	42%
Depression	17%	13%	20%
Thoughts of suicide	3%	4%	2%
Suicide attempts	0%	0%	0%

<u>Interpersonal:</u>	<u>Total</u>	<u>Males</u>	<u>Females</u>
Family or spouse conflict	35%	24%	41%
Family neglect	10%	9%	10%
Family violence	3%	4%	3%

<u>Financial:</u>	<u>Total</u>	<u>Males</u>	<u>Females</u>
Problems paying bills	25%	23%	27%
Borrowed money	19%	17%	20%
Used savings	17%	13%	19%
Bankruptcy (previous or pending)	4%	4%	4%
Eviction	2%	3%	2%

<u>Substance Abuse/ Problem Gambling:</u>	<u>Total</u>	<u>Males</u>	<u>Females</u>
Problem gambling	3%	5%	1%
Alcohol and other drug abuse	2%	0%	3%

17. The following were reported by the significant other at the time of the initial Helpline call:

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Caller in danger of being harmed by gambler	1%	0%	1%
Caller in danger of being harmed by someone to whom a debt is owed	0%	0%	0%
Caller in danger of being harmed by self	0%	0%	0%
Gambler in danger of being harmed by self	2%	3%	1%
Gambler in danger of being harmed by someone to whom a debt is owed	1%	1%	1%
Gambler in danger of harming caller	0%	0%	0%
Gambler in danger of harming someone to whom a debt is owed	2%	4%	1%

18. Significant others that have ever received help for the effects of the gambling problem:

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Ever received professional gambling treatment	4%	0%	6%
Ever attended a 12-step program	2%	0%	4%

19. Sources where the Helpline number was found:

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Telephone book	33%	37%	30%
Television	11%	11%	10%
Mohegan Sun	11%	7%	13%
2-1-1 Infoline	9%	0%	13%
Foxwoods	9%	17%	5%
Internet	9%	9%	8%
Lottery/Point of Purchase	5%	4%	8%
Other	13%	15%	12%

- Male callers used the telephone book more often than female callers to locate the Helpline number (37% vs. 30%). Only female callers used 2-1-1 as a means to connect to Helpline services (13% vs. 0%).

20. Resources recommended to significant others by the Helpline:

	<u>Total</u>	<u>Males</u>	<u>Females</u>
State Sponsored Treatment Programs	38%	29%	43%
Literature	32%	20%	39%
Call Helpline again	22%	16%	25%
Gam-Anon	21%	11%	27%
Other Resources:	18%	12%	21%

- Of the 38% referred to the State Sponsored Treatment Programs, fourteen (14%) percent of callers agreed to a follow-up call from the program.
- A higher percentage of female than male significant others were referred to the above forms of help.

2006 Helpline Report Conclusions and Recommendations

1. Previously Unserved

Conclusion: The Helpline is successful in reaching unserved problem gamblers and their families.

Most identified problem gamblers and significant others had not previously received help related to the gambling problem: Eighty-eight percent (88%) of problem gamblers had not attended Gamblers Anonymous, and 91% had not received professional treatment for a gambling problem. Ninety-nine percent (99%) of significant others had never attended Gam-Anon, and ninety-eight percent (98%) had never received professional treatment for a gambling problem.

Recommendation:

Continue efforts to publicize the Helpline number in the media and provide problem gambling information to various segments of the community in order to reach unserved problem gamblers, their families, and those at risk for developing gambling problems.

2. Low-Income

Conclusion: People with low income are at special risk for gambling problems.

Twenty-nine percent (29%) of the problem gamblers earned less than \$25,000, and forty-two percent (42%) earned less than \$35,000 a year.

Recommendation:

Since families with low-income are most seriously economically impacted when a family member has a gambling problem, substantial resources are needed to reach low-income families and the organizations that serve them.

3. Gender

Conclusion: Problem gambling occurs equally among men and women Helpline callers, but a higher percentage of women significant others than men significant others called the Helpline.

Since forty seven percent (47%) of the identified problem gamblers are female and the negative consequences for female problem gamblers are as serious as for males, female problem gamblers should be equally targeted as males. Additionally, sixty-two percent (62%) of significant others were female.

Recommendation:

Educational efforts directed towards women should focus on the communication media that target women and the human service providers that primarily serve women, especially those of low-income. Gender-specific messages should be created to reach women gamblers, as women are typically less represented in treatment programs and in Gamblers Anonymous.

Since Men dealing with a family member's problem gambling reach out less than women who are in this situation, public awareness messages should equally depict men and women in a family context

4. Under Age 20

Conclusion: Problem gamblers and significant others under age 20 rarely call the Helpline.

- a) There was an under-representation of problem gamblers under the age of 20 (1%) compared to the percentage of this group in the general Connecticut population (23.8% are under age 18; Census, 2005). National and local research shows that youth problem gambling rates are 2-3 times higher than adult rates.
- b) Youth under 20 also represented five percent (5%) of the significant others who called the Helpline out of concern for a family member or friend.

Recommendation:

- a) Since youth are vulnerable to developing a gambling problem and rarely directly reach out for help, target schools and agencies that serve young adults and younger age groups with information on gambling and problem gambling and how to access help.
- b) Youth who have families in which problem gambling occurs are emotionally, behaviorally and socially adversely affected and are at higher risk for developing gambling and other problems if they engage in the behavior themselves. Families, schools, and other community organizations serving children and youth should address the special needs of children who are negatively impacted by the gambling problem of a parent, other family member or close friend.

5. Gambling Type

Conclusion: Casino slots, blackjack and lottery instant tickets are the areas most often reported as problems.

The areas of gambling in which problem gamblers were reported to have the most difficulty were slot machines, lottery games and blackjack. There are gender differences in the type of gambling that male and female gamblers engage in and in which they develop problems.

Recommendation:

Continue to target casino and lottery gamblers at gambling sites and through the media. Prevention and education messages should be framed in a gender appropriate manner.

6. Financial Consequences

Conclusion: Problem gambling has serious financial consequences.

The average gambling loss in the last 12 months was \$29,263. and the average gambling debt in the last 12 months was \$36,143.

Recommendation:

Provide problem gambling information to financial lending institutions, company credit unions, financial consultants/counselors, accountants, and IRS agents.

7. Co-Occurring Disorders

Conclusion: Problem gambling occurs in the context of other related disorders.

Significant rates of emotional distress (especially anxiety and depression) and other emotional and interpersonal issues were identified by gamblers and the significant others of gamblers.

Recommendation:

- a) Public awareness information should emphasize the relationship between problem gambling and mental health disorders, and should also address the impact of these disorders upon gamblers and their families, friends, and the workplace.
- b) Agencies which provide services for addictive and other mental health disorders should be alerted that problem gambling may co-exist with the disorder being treated. If the gambling problem is not identified and treated, it is likely that an out of control gambling problem will prevent a positive outcome for the disorder being treated (e.g., alcohol dependence).

8. Family of Origin Addictions/Abuse

Conclusion: Problem gambling is traceable to problem gambling and other dysfunctional behaviors in the family of origin.

Alcohol, gambling problems, drug abuse, and abusive behavior were reported to have been present in the homes in which problem gamblers grew up.

Recommendation:

- a) Provide public awareness information with family themes; provide more information to family counseling, medical family practice and other agencies serving families.
- b) School curricula that address substance abuse and verbal and physical abuse should include gambling and problem gambling education components.

ACKNOWLEDGEMENTS

Many thanks to the dedicated frontline Helpline staff who respond to callers in need

Thanks as well to Sarah McClure, CCPG's Prevention Educator, for her work coordinating CCPG's data collection and data organization. We would like to also thank Christopher Armentano, Director of Problem Gambling Services (DMHAS), Barbara Raimundo and Walter Miller for their ongoing collaboration in the effort to rapidly link callers to treatment services.

Appreciation is due Dr. Marc Potenza and colleagues at Yale University's School of Medicine, Department of Psychiatry. The research collaboration with CCPG to conduct studies derived from Helpline data has resulted in publications which have added to the body of knowledge in the problem gambling field.

Finally, we are very grateful to the funding sources that have made the Helpline possible: the Mashantucket Pequot and Mohegan Tribal Nations and the Department of Mental Health and Addiction Services.

For more information about the Helpline and to learn more about problem and pathological gambling, or to become involved with CCPG's activities, please visit our website at: www.ccpog.org, or contact our offices at (203) 453-0138.

CCPG PROGRAMS AND SERVICES

- **PROBLEM GAMBLING HELPLINE:** confidential, toll-free Helpline available 24 hours per day for problem gamblers and their families in Connecticut, Massachusetts and Rhode Island. **800-346-6238**
- **PUBLIC AWARENESS AND PREVENTION EDUCATION:** information provided to all media outlets; lectures and seminars available for a variety of community groups.
- **INFORMATION CLEARINGHOUSE:** education and research materials for family members, at-risk groups and professionals.
- **PROFESSIONAL TRAINING:** training for human service providers on prevention, intervention, and treatment of problem gambling.
- **LEGISLATIVE AND PUBLIC POLICY ADVOCACY:** coordination and liaison with state officials, professional associations, and educational institutions to develop policies and expand funding.
- **RESEARCH:** research studies conducted on critical issues and with high-risk populations, e.g., adolescents, senior citizens, women and substance abusers.
- **CORPORATE SERVICES:** educational and programmatic services for the public and private gambling industry and for a variety of for-profit and not-for-profit corporations.