



HELPLINE REPORT 2007

CONNECTICUT COUNCIL on
PROBLEM
GAMBLING

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2007 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 1,162 callers to the Helpline in 2007, 910 calls were either a call from Connecticut or a call about someone residing in Connecticut. Of those, 270 were unwilling to provide information for the survey. 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. The problem gamblers and significant others are not from the same families. Of the 640 Connecticut callers whose data are included in this report, 440 were problem gamblers and 200 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.

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HELPLINE CALLERS *

All Callers (N = 1,162):

State of Residence:

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Connecticut	78%	77%	80%
Massachusetts	14%	14%	14%
Rhode Island	4%	5%	3%
New York	1%	2%	1%
New Jersey	1%	1%	0%
Other States	2%	2%	2%

Connecticut Callers Only (N=910)

Top Five Cities of Residence Relative to Each City's Proportion of the State Population:

	<u>City % of Callers to the Helpline</u>	<u>City % of State Population</u>
Hartford	5.4%	3.0%
New Haven	4.9%	3.5%
Norwich	3.8%	1.0%
Waterbury	3.0%	3.0%
Waterford	2.8%	0.5%

- Four of the top five cities have a higher percentage rate of problem gamblers who called the Helpline than would be expected based on the population of these cities:
- Waterford - 5.6 times greater
 - Norwich - 3.8 times greater
 - Hartford -1.8 times greater
 - New Haven – 1.4 times greater
 - Waterbury's percentage rate of problem gamblers who called the Helpline is equal to the city percentage of the state population (3%).

*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.

PROBLEM GAMBLERS

Except for Table 1, all the other tables in this section describe the problem gambler. (N=640)

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

	<u>Total</u>	<u>Male</u>	<u>Female</u>
Called about own problem (problem gambler) (n=440)	69%	57%	43%
Called about Someone Else's Problem (SO) (n=200)	31%	38%	62%

- Of all callers, over two times as many were gamblers than significant others.
- Among significant others, there were almost two times as many females than males (62% vs. 38%)
- Among problem gamblers, there were more calls from males than females (57% vs. 43%)

2. Age of problem gamblers: (n=421)

	<u>Total</u>	<u>Males</u>	<u>Females</u>
10-19	2%	3%	2%
20-29	14%	19%	6%
30-39	17%	19%	15%
40-49	29%	27%	30%
50-59	21%	16%	25%
60-69	12%	10%	14%
70-79	3%	2%	4%
80-89	0%	0%	0%
Mean Age	45	42	48

- Male problem gamblers were younger than female problem gamblers: 32% of males and 22% of females were under 40 years old. The average age for males was 42 and the average age for females was 48.
- The gender difference was most evident in the following age ranges:
 Males: Ages 20-29: 19% males vs. 6% females
 Females: Ages 50-59: 25% females vs. 16% males

3. Ethnic/racial groups of problem gamblers: (n=205)

	<u>Total</u>	<u>Males</u>	<u>Females</u>	<u>CT Population</u>
Caucasian	74%	81%	67%	80%
African-American	16%	15%	17%	9.5%
Latino/Hispanic*	6%	3%	8	11.2%
Asian/Pacific Islander	5%	2%	9%	3.3%
Other	1%	3%	0%	5.2%

- The majority of problem gamblers identified their ethnicity as Caucasian (Males 81% vs. Females 67%)
- The percentage of problem gamblers combined for all other ethnic groups is higher for females than males (34% vs. 23%)

*Latino Hispanic figure includes one-race and 2-or-more races.

4. Religious affiliations of problem gamblers: (n=176)

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Catholic	45%	35%	55%
Protestant	28%	25%	30%
Jewish	2%	3%	0%
Others	5%	5%	7%
None	20%	28%	12%

Catholics had the highest representation (45 %).

5. Marital status of problem gamblers: (n=261)

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Married	37%	40%	32%
Single	35%	35%	35%
Divorced	13%	15%	12%
Co-habiting	7%	7%	7%
Separated	3%	3%	3%
Widowed	3%	2%	6%
Other	2%	2%	1%

- In comparison with the 2006 US Census data for CT (American Community Survey - ACS), the percentage of male problem gamblers who are divorced is higher than that of the general population (15% vs. 8%). The divorce rate for female problem gamblers is similar to the general population (12% vs. 11%).
- In comparison with the 2006 US Census data for CT (ACS), the percentage of female problem gamblers who are married is lower than that of the general population (32% vs. 49%) and the percentage of male problem gamblers who are married is also lower (40% vs. 54%).

6. Percent of gamblers who have children under the age of 18 living with them: (n=205)

<u>Total</u>	<u>Males</u>	<u>Females</u>
34%	30%	39%

- 34% of problem gamblers have reported there were children under 18 living in the home.
- According to 2000 US Census, 32% of CT Households have children under 18 years of age residing in their homes.

7. Educational level of problem gamblers: (n=189)

	<u>Total</u>	<u>Males</u>	<u>Females</u>	<u>CT Census Data (2006)</u>
Less than high school	1%	0%	2%	6%
High School (No Diploma)	7%	9%	5%	10%
High school	38%	44%	32%	29%
Some college	25%	28%	23%	18%
Associates degree	7%	5%	9%	7%
Bachelor's degree	16%	16%	16%	16%
Master's degree or higher	4%	2%	7%	13%
Other	2%	2%	2%	

- The percentage of problem gamblers who were educated beyond a high school diploma was similar to the state population (52% vs. 54%). However, the percentage of problem gamblers that did not complete high school was less than those in the general population (8% vs. 16%).
- The percentage of females whose education was beyond a high school diploma was slightly more than males ((55% vs. 51%). Similarly, a greater percentage of females than males had earned a Bachelor's degree or higher (23% vs. 18%).

- While the percentages for the general population and problem gamblers who have a Bachelor's degree is the same (16%), the percentages of the general population who have a Masters degree or higher is greater than for problem gamblers (13% vs. 4%).

8. Occupations of problem gamblers: (n=236)

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Service	30%	22%	39%
Management/Professional	21%	15%	26%
Unemployed	9%	9%	9%
Sales/Office	7%	6%	9%
Construction/Extraction/Maint.	7%	13%	2%
Military (active duty)	7%	9%	4%
Self-Employed	5%	7%	2%
Retired	5%	6%	4%
Production/Transportation/Moving	4%	4%	4%
Veteran	2%	4%	0%
Student	1%	2%	0%
Farming/Fishing/Forestry	1%	2%	0%

- The occupations of service and management/professionals are the most prevalent occupations for both male and female gamblers. However, the prevalence of women in these occupations is more than double that of men.
- 9% of the individuals who called the Helpline stated they were unemployed compared with 4.2% across Connecticut (American Community Survey, 2006).

9. Income of problem gamblers: (n=176)

<u>Earnings</u>	<u>Total</u>	<u>Males</u>	<u>Females</u>
Less than \$25,000:	20%	13%	28%
\$25,000 - \$34,999:	13%	8%	18%
\$35,000 - \$49,999:	18%	15%	22%
\$50,000 - \$74,999:	28%	30%	23%
\$75,000 - \$99,999:	8%	5%	10%
\$100,000 – \$149,999:	12%	15%	8%
\$150,000 - \$199,999:	2%	2%	2%
\$200,000 – and more	2%	2%	2%

- Approximately 1 out of 5 (20%) earned less than \$25,000 a year; 1 out of 3 (33%) earned less than \$35,000.
- For income levels of \$50,000 and above, there were more males (54%) than females (45%) and for income levels less than \$50,000, there were more females (68%) than males (36%).

10. Supplemental income sources: (n=96)

<u>Earning type</u>	<u>Total</u>	<u>Males</u>	<u>Females</u>
Social Security	32%	28%	36%
Retirement	26%	18%	32%
Disability	23%	18%	28%
Unemployment Benefits	7%	5%	9%
SSI	7%	9%	5%
Workers Compensation	5%	0%	9%
Welfare	4%	4%	4%

10a. 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 number across the various sites at which gambling takes place. (N=268)

Non-Casino Gambling

	Total	Males	Females
Lottery – Scratch Off	34%	32%	36%
Lottery –Lotto	16%	16%	15%
Lottery –Powerball	16%	16%	15%
Lottery - Daily	16%	16%	16%
Cards	8%	11%	3%
Horse Racing	8%	11%	3%
Sports Betting	6%	10%	2%
Bingo	5%	5%	5%
Internet: Sports	3%	3%	2%
Internet: Blackjack	3%	2%	3%
Internet: Video Poker	3%	3%	3%
Internet: Live Poker	3%	3%	3%
Raffles	3%	3%	2%
Dog Racing	3%	3%	2%
Dice	3%	3%	2%
Internet (Other)	2%	2%	2%
Sweepstakes	1%	2%	0%

Casino Gambling

	Total	Males	Females
Slots	54%	31%	77%
Blackjack	26%	30%	21%
Poker	14%	19%	8%
Roulette	7%	11%	3%
Craps/Dice	7%	11%	3%
Video Poker	5%	5%	5%
Casino Other	4%	5%	3%
Bingo	3%	3%	3%
Horse Racing	3%	5%	2%
Keno	3%	2%	3%
Casino Dog Racing	3%	3%	2%
Baccarat	3%	2%	3%
Casino Jai Alai	2%	2%	2%

- Females far more often than males reported having a problem with slot machines (77% vs. 31%).
- Males more often than females reported having a problem with blackjack (30% vs.21%), poker (19% vs. 8%), roulette (11% vs. 3%), craps (11% vs. 3%), and casino and non-casino horse race betting (16% vs. 5%).
- Problem gambling in the lottery (instant scratch tickets, lotto, powerball, daily) is relatively equal for men and women.
- For the four types of lottery games, instant tickets by a 2 to 1 margin (34% vs. 16%), compared with each of the other three games, is the game which problem gamblers have the most difficulty.

10b. Top five rankings of all forms of gambling (n=268):

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Slots	54%	31%	77%
Lottery-Scratch off	34%	32%	36%
Blackjack	26%	30%	21%
Lottery Daily	16%	16%	16%
Lottery-Lotto	16%	16%	15%
Lottery- Powerball	16%	16%	15%

- The forms of gambling Helpline callers (male and female) have the most difficulty with are casino slots, lottery (primarily scratch tickets), and blackjack.
- The largest gender difference is for slots. 3 out of 4 women (77%) have a problem with slots and women are two and one-half times more likely to have a problem with slots than men.

11. Number of different areas of gambling in which problems were identified. (n=268)

<u>Number of areas</u>	<u>Total</u>	<u>Males</u>	<u>Females</u>
1	41%	37%	45%
2	23%	20%	26%
3	10%	12%	7%
4	10%	10%	10%
5	7%	7%	7%
6	3%	5%	2%
7	2%	3%	0%
8	2%	2%	2%
9	2%	2%	0%
10 or more	1%	0%	1%

- 41% of callers had a problem in one area of gambling and 59% had a problem in more than one area of gambling.
- Women were more likely to have a problem with one or two forms of gambling than men (71% vs. 57%), while the reverse was true for having a problem with 3 or more forms of gambling (women 29% vs. men 41%).

12. Average number of different types of gambling with which callers had a problem.

<u>Total</u>	<u>Males</u>	<u>Females</u>
2.6	2.8	2.4

- Overall, both men and women callers had a problem in more than two types of gambling.

13. The following problems are reported to have resulted from gambling: (n=418)

<u>Emotional:</u>	<u>Total</u>	<u>Males</u>	<u>Females</u>
Anxious/worried	38%	37%	40%
Depression	39%	37%	41%
Thoughts of suicide	9%	6%	12%
Suicide attempts	1%	0%	2%

<u>Substance Abuse:</u>	<u>Total</u>	<u>Males</u>	<u>Females</u>
Alcohol/Drug Abuse	6%	6%	6%

<u>Physical Health Problem:</u>	<u>Total</u>	<u>Males</u>	<u>Females</u>
	6%	6%	5%

<u>Interpersonal:</u>	<u>Total</u>	<u>Males</u>	<u>Females</u>
Family or spouse conflict	26%	24%	27%
Family neglect	8%	9%	6%
Family violence	2%	2%	2%

<u>Financial:</u>	<u>Total</u>	<u>Males</u>	<u>Females</u>
Used savings	23%	21%	24%
Problems paying bills	33%	28%	39%
Borrowed money	21%	19%	22%
Bankruptcy (previous or pending)	5%	4%	6%
Eviction	4%	4%	4%
Other	2%	2%	2%

(n=344)

<u>Debt Owed To :</u>	<u>Total</u>	<u>Males</u>	<u>Females</u>
Credit Card	39%	36%	43%
Bank	22%	20%	23%
Family Members	17%	18%	17%
Friends	12%	9%	14%
Casino Credit Line	4%	3%	5%
Co-worker	3%	4%	1%
Bookie	1%	1%	1%
Other	4%	4%	4%

(n=214)

<u>Legal:</u>	<u>Total</u>	<u>Males</u>	<u>Females</u>
Arrested	3%	4%	2%
Jail or prison	2%	2%	2%

Serious consequences of problematic gambling are evident for both genders in the following areas: depression, anxiety, family/spousal conflict, and loss of financial resources/debts.

- Males and females were similar in most problem areas.
- Females reported more thoughts of suicide, difficulty paying household bills, and use of credit cards to gamble.

14. The following were reported by the gambler at the time of the initial Helpline call: (n=276)

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Danger of harming someone	2%	2%	2%
Danger of being harmed	2%	2%	3%
Danger of harming self	5%	3%	6%

- Female gamblers were at two times greater risk than male gamblers of harming themselves when they called the Helpline (6% vs.3%). See #13 for rates of suicidal thoughts and attempts.

15. In the family in which the problem gambler grew up, there was a history of the following problem behaviors: (n=201)

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Alcohol abuse	27%	22%	32%
Gambling problem	21%	22%	20%
Drug abuse	15%	15%	15%
Abusive behavior	18%	13%	24%

- Females reported a higher incidence than males in the areas of family history of alcohol abuse and abusive behavior in their families of origin.
- Male and female problem gamblers were similar in the problem behaviors of gambling and drug abuse in their families of origin.

16. Average age began gambling/average age when problem began/average age when Helpline was called: (n=207)

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Age began gambling	32 yrs	28 yrs	37 yrs
Age gambling began to be a problem	39 yrs	37 yrs	41 yrs
Age at which Helpline was called	45 yrs	42 yrs	48 yrs

- Other research studies have found that problem gamblers typically begin gambling in their teen years or earlier compared to between 28 and 37 years of age found for Helpline callers. There is a 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 an average of 9 years later than males (37 versus 28 years).
- After a problem developed, it took males 5 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	\$23,599	\$22,435	\$25,101
Money lost during lifetime	\$89,616	\$86,524	\$93,831
Current gambling debt	\$34,794	\$39,460	\$29,894

- The average losses in the past 12 months (\$23,599) are as high as the income of 13% of the male and 28% of the female problem gamblers (See Table 9).
- The average debt (\$34,794) is higher than the average income of 21% of male and 46% of female problem gamblers (See Table 9).

18. Reported other excessive behaviors of problem gamblers:

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Tobacco (n=213)	41%	35%	47%
Food (n=198)	13%	9%	18%
Work (n=197)	12%	13%	11%
Spending/Shopping (n=197)	12%	9%	16%
Alcohol (n=224)	6%	6%	8%
Drugs (n=219)	3%	2%	4%
Sex (n=197)	3%	2%	4%

- High rates of excessive use of tobacco (41%), food (13%), and work (13%) were found.
- Excessive behaviors related to tobacco, food, shopping/spending were reported more frequently for females.

19. 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 (n=219)	24%	20%	28%
Ever attended Gamblers Anonymous (n=261)	13%	17%	8%
Ever received professional gambling treatment (n=263)	9%	10%	8%
Ever received professional substance abuse treatment (n=224)	9%	10%	8%
Ever attended a 12-step group for alcohol or drugs (n=223)	6%	6%	6%

- The primary gender difference is that a greater percent of women (28%) has sought mental health treatment than men (20%).
- The percentage of male gamblers who attended GA is twice that of female gamblers. (17% vs. 8%)

20. Sources where the Helpline number was found: (n=283)

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Lottery point of purchase	16%	17%	13%
Mohegan Sun	16%	14%	19%
Foxwoods Resort Casino	15%	11%	22%
Telephone book	10%	9%	11%
Internet	5%	5%	3%
Friend	4%	6%	3%
Television	4%	6%	2%
2-1-1 Infoline	4%	3%	5%
Brochure	3%	3%	4%
Treatment Professional	2%	2%	2%
Newspaper/Magazine	1%	1%	1%
Workplace	1%	1%	1%

- The casinos and lottery point of purchase are the most common sources (48%) noted by respondents for accessing the Helpline number.
- For male gamblers the lottery point of purchase was their #1 source (17%), while for female gamblers the #1 source was Foxwoods Resort Casino (22%).
- Women found the Helpline number at the two casinos (41%) more than men (25%)

21. Resources recommended to callers by the Helpline: (n=440)

	<u>Total</u>	<u>Males</u>	<u>Females</u>
State Sponsored Treatment Programs	62%	59%	65%
Gamblers Anonymous (GA)	49%	49%	49%
Peer Counseling	24%	23%	25%
Literature	33%	31%	34%
Call Helpline Again	24%	26%	22%
Other Resources	8%	7%	9%

- Other resources included crisis intervention and other social service agencies providing basic needs assistance.
- The profile of resources recommended to men and women was similar.

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: (n=200)**

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Called about someone else's problem	31%	37%	63%

- Approximately 3 out of every 10 people who called the Helpline were concerned about someone else, and 7 out of 10 were calling because of the effects of the problem on self and others.
- More females (63%) versus males (37%) called with concerns resulting from another person's gambling problem.

2. **Relationship to problem gambler: (n=138)**

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Spouses of the problem gambler	30%	16%	39%
Friends of the gambler	19%	25%	15%
Parent of the gambler	18%	22%	16%
Adult children of gambler	9%	8%	10%
Sibling of gambler	9%	12%	7%
Employer of gambler	1%	2%	0%
Other relationship to gambler	14%	15%	13%

- The percentage of females (72%) who called specifically about a family member's problem was greater than the percentage of males (58%). However, more males called about a friend's problem gambling than did females (25% vs. 15%).

3. **Callers were asked for which person(s) they were seeking assistance*: (n=156)**

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Person calling	35%	25%	40%
Adult child	17%	15%	18%
Spouse/Live-In partner	16%	9%	19%
Friend	8%	13%	6%
Parent	6%	6%	6%
Sibling	4%	8%	3%
Other Relative	3%	6%	2%
Youth under 18 years of age	2%	2%	2%
Co-worker	1%	0%	1%
Employee	0%	0%	0%
Employer	0%	0%	0%
Other	8%	8%	8%

*Callers could answer with more than one response

- 35% of the SO's called for help for themselves. Females (40%) sought help for themselves about one and one-half times more often than did males (25%).
- When asked if the caller wanted help to deal with the effects of the problem gambling whether or not the gambler seeks help, 33% 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	1.4

- Forty Seven (47%) percent of SO's who responded stated the problem gambler did not know a call to the Helpline was being placed and only 7% of these 47% planned on telling the gambler about the call.

5. Significant others who are reported to be negatively affected by the gambling*: (n=178)

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Spouse of gambler	23%	24%	23%
Youth (under 18) of gambler	14%	8%	17%
Parent of gambler	20%	20%	19%
Adult child of gambler	9%	8%	9%
Relative of gambler	8%	10%	8%
Friend of gambler	8%	10%	8%
Sibling of gambler	11%	17%	8%
Employer of gambler	1%	2%	0%
Co-worker of gambler	1%	0%	1%
Employee of Gambler	1%	0%	1%
Other	4%	0%	6%

6. Length of time significant others have known about the gambling problem (n=200)

<u>Total</u>	<u>Males</u>	<u>Females</u>
8 yrs.	9 yrs.	7 yrs.

7. Age of the significant others: (n=165)

	<u>Total</u>	<u>Males</u>	<u>Females</u>
10-19	4%	9%	2%
20-29	16%	26%	10%
30-39	18%	18%	19%
40-49	28%	14%	36%
50-59	21%	16%	24%
60-69	8%	11%	7%
70-79	4%	7%	3%
80-89	0%	0%	0%
Mean Age	43	40	45

8. Ethnic/racial groups of significant others: (n=77)

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Caucasian	77%	86%	73%
African-American	10%	9%	11%
Multi-Ethnic	3%	0%	4%
Asian/Pacific Islander	1%	0%	2%
Other	9%	5%	11%

- Catholics had the highest representation (56%)

9. Religious affiliations of significant others: (n=77)

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Catholic	56%	56%	56%
Protestant	23%	22%	23%
Jewish	2%	0%	2%
Muslim	0%	0%	0%
Other	6%	8%	2%
None	14%	22%	10%

10. Marital status of significant others: (n=66)

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Married	60%	66%	58%
Single	18%	24%	15%
Divorced	7%	10%	6%
Cohabiting	7%	0%	11%
Separated	2%	0%	3%
Widowed	4%	0%	6%
Other	1%	0%	1%

- In comparison with the 2006 US Census data for CT (ACS) the percentage of Female SOs who are married is higher than that of the general population (58% vs. 49%) as are the male SOs (66% vs. 54%). The opposite was found for problem gamblers.

11. Significant others' report of children living with significant others (n=69); signs of child Distress (n=63) and whether the child is receiving assistance: (n=61)

- Seventeen percent (17%) reported children under the age of 18 living at home with the significant other.

<u>Total</u>	<u>Males</u>	<u>Females</u>
17%	8%	24%

- Three percent (3%) stated that children under 18 in the household were showing signs of stress or distress due to the gambling.
- Zero percent (0%) reported that the children under 18 with signs of distress or stress were receiving outside assistance for this stress/distress caused by the gambling.

12. Educational level of significant others (n=68):

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Less than high school	8%	16%	2%
High school	37%	39%	36%
Some college	10%	11%	10%
Associates degree	9%	7%	10%
Bachelor's degree	25%	12%	31%
Master's degree or higher	10%	16%	8%
Other	1%	0%	2%

- The percentage of SOs whose education was beyond high school was the same as the state population (54%)
- The percentage of women whose education was beyond high school was greater than men (59% vs. 46%).

13. Occupations of significant others (n=78):

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Management/Professional	32%	36%	30%
Service	24%	23%	25%
Construction/Extraction/Maint.	9%	11%	5%
Unemployed	6%	5%	7%
Sales/Office	6%	5%	7%
Veteran	5%	8%	4%
Military Active Duty	5%	5%	5%
Self-Employed	5%	0%	8%
Student	3%	5%	2%
Production/Transportation/Moving	3%	8%	0%
Retired	1%	0%	2%
Farming/Fishing/Forestry	0%	0%	0%

14. Reported Income of significant others (n=58):

<u>Earnings</u>	<u>Total</u>	<u>Males</u>	<u>Females</u>
less than \$25,000:	16%	24%	12%
\$25,000 - \$34,999:	3%	6%	2%
\$35,000 - \$49,999:	16%	12%	18%
\$50,000 - \$74,999:	26%	24%	27%
\$75,000 - \$99,999:	12%	6%	15%
\$100,000 and more:	28%	30%	27%

- Of those who responded, 35% earned less than \$50,000. A higher percent of females (69%) than males (60%) earned incomes of \$50,000 or more.
- Compared to problem gamblers, more SOs had an income of \$50,000+ (66% vs. 52%).

15. **Reported supplemental income sources (n=30):**

<u>Earning type</u>	<u>Total</u>	<u>Males</u>	<u>Females</u>
Social Security	47%	53%	40%
State Assistance (Welfare)	3%	0%	7%
Unemployment	7%	0%	13%
Retirement	30%	40%	20%
Disability	10%	0%	20%
SSI	3%	7%	0

16. **The following problems of significant others are reported to have resulted from the gambling (n=200):**

Emotional:

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Anxious/worried	36%	23%	43%
Depression	23%	12%	30%
Thoughts of suicide	3%	3%	2%
Suicide attempts	3%	4%	2%

Interpersonal:

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Family or spouse conflict	33%	23%	39%
Family neglect	13%	8%	15%
Family violence	5%	0%	7%

Financial:

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Problems paying bills	26%	19%	30%
Borrowed money	22%	17%	25%
Used savings	22%	17%	25%
Bankruptcy (previous or pending)	6%	8%	5%
Eviction	3%	4%	2%

Substance Abuse: (n=80)

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Alcohol	22%	31%	18%
Drug Abuse	13%	13%	13%

Serious consequences of problematic gambling are more evident for females in most areas relating to emotional, interpersonal and financial well-being.

- Females, much more often than males reported depression, family neglect, conflict and violence, as well as financial difficulty.
- Males much more often reported abusing alcohol than females (31% vs. 18%).

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

(n=96)	<u>Total</u>	<u>Males</u>	<u>Females</u>
Caller in danger of being harmed by gambler	3%	4%	3%
Caller in danger of being harmed by someone to whom a debt is owed	2%	4%	1%
Caller in danger of being harmed by self	1%	0%	1%
(n=89)			
Gambler in danger of being harmed by self	8%	8%	8%
Gambler in danger of being harmed by someone to whom a debt is owed	1%	0%	2%
(n=89)			
Gambler in danger of harming caller	1%	0%	2%
Gambler in danger of harming someone to whom a debt is owed	1%	0%	2%

18. Significant others that have ever received help for the effects of the gambling Problem (n=98):

	<u>Total</u>	<u>Males</u>	<u>Females</u>
Ever received professional gambling treatment	5%	4%	6%
Ever attended a 12-step program	9%	0%	12%

19. Sources where the Helpline number was found (n=119):

	<u>Total</u>	<u>Males</u>	<u>Females</u>
2-1-1 Infoline	16%	18%	15%
Telephone book	13%	5%	18%
Internet	11%	18%	8%
Mohegan Sun	10%	8%	11%
Television	8%	3%	10%
Foxwoods	8%	13%	6%
Lottery/Point of Purchase	7%	10%	5%
Friend	5%	5%	5%
Newspaper/Magazine	3%	1%	3%
Treatment/Professional	3%	3%	3%
GA/Gam-Anon	3%	4%	0%
Bus Advertising	1%	3%	1%
DMV	1%	0%	1%
Relative	1%	0%	1%
Poster	1%	0%	1%
Workplace	1%	3%	0%

- Men more than women found the Helpline number through:
 - Internet 18% vs. 8%
 - Foxwoods 13% vs. 6%
 - Lottery 10% vs. 5%
- Women more than men found the Helpline number through:
 - Telephone Book 18% vs. 5%
 - Television 10% vs. 3%

20. Resources recommended to significant others for themselves by the Helpline *(200):

	<u>Total</u>	<u>Males</u>	<u>Females</u>
State Sponsored Treatment Programs	58%	51%	59%
Literature	28%	20%	33%
Gam-Anon	21%	13%	26%
GA	19%	20%	18%
Call Helpline again	19%	13%	22%
Peer Counselors	1%	0%	1%
Other Resources:	8%	4%	9%

*Callers could receive more than one referral source

- Of the 58% referred to the State Sponsored Treatment Programs, twelve (12%) percent of callers agreed to a follow-up call from the treatment program.
- Overall, a higher percentage of female than male significant others were given recommendations for resource assistance.

21. Resources recommended by the Helpline to significant others for the gambler (n=128):

	<u>Total</u>	<u>Males</u>	<u>Females</u>
State Sponsored Treatment Programs	43%	36%	46%
GA	32%	41%	29%
Call Helpline again	11%	11%	11%
Literature	3%	7%	1%
Other	11%	5%	13%

2007 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:

- a. Problem Gamblers: Eighty-seven percent (87%) had not attended Gamblers Anonymous, and 90% had not received professional treatment for a gambling problem.
- b. Significant Others: Ninety percent (90%) had never attended Gam-Anon, and ninety-four percent (94%) had not received professional treatment for the gambling problem's effects on them.

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 others at risk for developing a gambling problem.

2. DISTANCE FROM CASINOS

Conclusion: The residents of cities closest to the casinos may be at greater risk for problem gambling than residents of cities at greater distance from the casinos.

Relative to their populations, the two cities near the two casinos, Norwich and Waterford, had the highest rates of callers to the Helpline than the three large cities located much further from the casinos.

Recommendation:

Provide a greater concentration of information regarding the availability of the Helpline and treatment services to residents in cities closest to the casinos.

3. GENDER

Conclusion: There are gender differences in the number of men and women who called the Helpline.

- a. Problem Gamblers: More men (57%) than women (43%) called the Helpline.
- b. Significant Others: A higher percentage of women (62%) than men (38%) called the Helpline.

Recommendation:

- a. Since women less often than men called the Helpline (43% vs. 57%), 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 with 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.
- b. Since men (38%) dealing with a family member's problem gambling reach out less than women (62%) who are in this situation, public awareness messages should depict men as the significant other.

4. FINANCIAL CONSEQUENCES

Conclusion: Problem gambling has serious financial consequences.

- a. The average gambling loss in the last 12 months was \$23,599 and the average gambling debt in the last 12 months was \$34,794.
- b. Female gamblers have a higher average gambling loss in the past 12 months than men (\$25,101 vs. \$22,435); however, male gamblers have higher average gambling debts (\$39,460 vs. \$29,894).

Recommendation:

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

5. LOW-INCOME

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

- a. Twenty percent (20%) of the problem gamblers earned less than \$25,000, and thirty-three percent (33%) earned less than \$35,000 a year.
- b. The percentage of female problem gamblers earning under \$25,000 was more than double that of males (28% vs. 13%); the same is true for female gamblers earning less than \$35,000 (46% vs. 21%).

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. Women who have low income are especially vulnerable to developing a gambling problem.

6. 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 (2%) and significant others (4%) between the ages of 10 and 19 compared to the percentage of this group (13%) in the general Connecticut population (CT Census data, 2006). National and local research shows that high school and college students have problem gambling rates 2-3 times higher than adult rates.
- b. Youth who have families in which problem gambling occurs are emotionally, behaviorally and socially adversely affected and are at higher risk for developing a gambling or other problems if they gamble.

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. Community organizations serving children, teens and young adults should address the special needs of those who are negatively impacted by the gambling problem of a parent, other family member or close friend.

7. 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 types of gambling that male and female gamblers engage in and in which they develop problems.

- a. Women have a problem with the slot machines two and half times more than men (77% vs.31%).
- b. Men have a problem with blackjack one third more than women (30% vs. 21%).
- c. Women and men are similar in the percentage of each that have a problem in each of the four types of lottery games However, for both genders twice as many problem gamblers have difficulty with instant tickets than each of the other games (34% vs. 16%).

Recommendation:

Continue to target casino and lottery gamblers at gambling sites and through the media. Prevention and education messages (visual, verbal, print) should refer to or depict men and women in the gambling settings in which they have a higher rate of problem.

8. CO-OCCURRING DISORDERS

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

Significant rates of emotional distress caused by gambling (especially anxiety and depression) and other emotional and interpersonal issues were identified by male and female problem gamblers and significant others of problem gamblers.

- a. Rates of anxiety were similar for both gamblers and significant others (38% vs. 36%), while gamblers reported a higher level of depression than significant others (39% vs. 23%).
- b. Significant Others: Females were more than twice as likely to experience anxiety and depression as compared to males (30% and 43% vs. 23% and 12%).
- c. Problem Gamblers: Anxiety and depression were relatively equal for men (37% and 37%) and women (40% and 41%).

Recommendation:

- a. Public awareness information should emphasize the relationship between problem gambling and mental 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 disorders should be alerted that problem gambling may co-exist with the disorder being treated. If the active gambling problem is not identified and treated, it is likely that it will prevent a positive outcome for the disorder being treated e.g., alcohol dependence. Screening for problem gambling and staff training in the diagnosis and treatment of this disorder should be implemented.
- c. School curricula that address substance abuse and verbal/physical abuse should include gambling and problem gambling education components.

9. FAMILY OF ORIGIN ADDICTIONS/ABUSE

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

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

Recommendation:

Provide public awareness information with family themes; provide information to family counseling, medical family practice and other agencies serving families.

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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.problemgambling.org or contact our office 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.