

CONNECTICUT COUNCIL on
PROBLEM
GAMBLING

Annual
Helpline
Report

2008

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. Annually, a report is compiled that reflects calls received by the Helpline in the prior year. The data on which this report is based includes only those calls that are specific requests for help with the caller's own gambling problem or the effects of someone else's problem on the caller.

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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 these 1023 calls to the Helpline in 2008, data from 696 calls were obtained from Connecticut gamblers or significant others of gamblers; 175 were out-of state calls; and data from 152 callers were insufficient or unavailable.

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. 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 696 Connecticut callers whose data are included in this report, 448 were problem gamblers and 248 were significant others. At the end of this report, conclusions and recommendations are provided which relate to one or both groups.

Helpline data provide the most comprehensive and current source of information about the demographic characteristics, behavior patterns and gambling experiences of problem gamblers and significant others (primarily family) across Connecticut.

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TABLE OF CONTENTS

GENERAL HELPLINE INFORMATION

Foreword	1
Table of Contents	2
State of Residence/CT Population	3

PROBLEM GAMBLER INFORMATION

Gender, Age and Ethnic/Racial Groups	4-5
Religious Affiliation, Marital and Family Status, Education, Occupation	5-6
Income	7
Income	8
Identified Areas of Problem Gambling	9
Top 8 Rankings of Gambling	10
Issues Resulting from Problem Gambling	12
Family History	12
Ages of Gambling & Problem Gambling Initiation	13
Financial Losses and Debts	13
Co-occurring Excessive Behaviors and	14
History of Treatment and Help Seeking Behaviors	14-15
Sources of Helpline Number and Resources Given Problem Gamblers	15

SIGNIFICANT OTHER INFORMATION

City of Residence	16
Gender and Relationship to Gambler	17
Persons for Whom Help Sought	17
Persons Negatively Affected	18
Length of Time Aware of Problem and Age of Significant Other	19
Ethnic/Racial Groups, Religious Affiliation, Marital and Family Status	20
Education, Occupation and Income	21-22
Family effects of Problem Gambling and Risk of Injury at Time of Call	23-24
History of Treatment	24
Family Sources of Helpline number	25
Resources Given	26

CONCLUSIONS AND RECOMMENDATIONS	28-32
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ACKNOWLEDGEMENTS	33
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CCPG PROGRAMS AND SERVICES	34
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HELPLINE CALLERS*

I. All Callers (n=1023):

State of Residence	Total	Males	Females
Connecticut	73.6%	70.8%	77.7%
Massachusetts	15.7%	16.7%	14.3%
New York	4.4%	5.4%	2.9%
Rhode Island	3.6%	4.4%	2.6%
Other States	2.9%	2.9%	2.7%

II. Connecticut Callers Only (N= 696)

Gender of callers and whether they called about their own gambling problem or someone else's problem

N=696	Total	Males	Females
Called about own problem (PG) (n=448)	64%	56%	44%
Called about someone else's problem (SO) (n=248)	36%	32%	68%

- Of all CT callers, approximately two times (1.8) as many were gamblers than significant others.
- Among problem gamblers, 1.3 times as many males called the Helpline as females (56% vs.44%).
- Among significant others, approximately two times (2.3) as many females called the Helpline than males (68% vs. 32%).

A. Problem Gamblers (PG) n=448

The following tables contain information from problem gambler callers

1. Top Six 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	5.5%	3.4%
Norwich	4.8%	1.0%
East Hartford	3.9%	1.4%
New Haven	3.4%	3.5%
New London	3.4%	.7%
Bridgeport	3.2%	3.9%

- 4 of the top six cities have higher percentages of problem gamblers who called the Helpline than would be expected based on the city population:
 - Norwich = 4.8 times greater
 - New London = 4.8 times greater
 - East Hartford = 2.8 times greater
 - Hartford = 1.6 times greater
 - New Haven = 1.0 times less
 - Bridgeport = 1.2 times less

2. Age of Problem Gamblers

	N=413	Total	Males (236)	Females (177)
10-19		1.5%	2.5%	0%
20-29		17.4%	23.3%	9.6%
30-39		20.1%	20.3%	19.8%
40-49		29.8%	27.1%	33.3%
50-59		18.2%	15.7%	21.5%
60-69		11.1%	9.3%	13.6%
70-79		1.5%	.8%	2.3%
80-89		.5%	.8%	0%
Mean Age		43	41	46

- Approximately (39%) of problem gamblers were under the age of 40 and approximately (61%) were over age 40.
- Under age 40: male problem gamblers were 1.6 times younger than female problem gamblers: males 46.1 % vs. females 29.4 %.
- Forty or older: female gamblers were 1.3 times older than male gamblers: females 70.7% versus males 53.7%.

*Numerical Information in tables was prepared by Yale University, Department of Psychiatry. As no tests of significance were conducted for data in this Helpline Report, all comparisons across data represent only apparent trends.

Summaries and interpretations of data were written by CCPG .

**US CT Census Data Quick Facts, 2007 (ACS)

3. Ethnic/Racial Groups of Problem Gamblers

	N=200	CT Population*	Total	Males (105)	Females (95)
Caucasian		74.4%	72.0%	63.0%	74.0%
African-American		10.3%	14.0%	14.0%	15.0%
Latino/Hispanic		11.5%	7.0 %	5.3%	8.4%
Asian/Pacific Islander		3.4%	3.0%	3.8%	2.1%
Native American		.4%	.5%	0%	1.0%
Multi-Ethnic		1.5%	.5%	0%	1.0%
Other		0%	4.0%	5.0%	3.4%

- The majority of problem gamblers identified their ethnicity as Caucasian (Males 63% vs. Females 74%)
- African Americans have a 1.4 times higher rate of problem gambling than would be expected based on African-American representation in CT.
- Latinos have a 1.6 times lower rate of problem gambling than that which would have been expected based on the CT population statistics.
- For Caucasians, African-Americans, and Latinos/Hispanics, females called more often than males, while the reverse was true for the Asian/Pacific Islander population.

4. Religious Affiliation of Problem Gamblers

	N=164	Total	Males (82)	Females (82)
Catholic		45.7%	50.0%	41.5%
Protestant		22.6%	18.3%	26.8%
Jewish		2.4%	3.7%	1.2%
Others		5.5%	6.1%	4.9%
None		23.2%	20.7%	25.6%

- Representation from Catholics is close to half of those reporting their affiliation. Combined representation of other religious affiliations covers the remaining reported affiliations. (Catholics 45.7% vs. Other Religious Affiliations 53.7%).

*US CT Census Data Quick Facts, 2007 (ACS)

5. Marital and Family Status of Problem Gamblers

N=276	CT Population		Total	Males	Females
	Males	Females		(150)	(126)
Married	53.6%	48.1%	37.3%	40.7%	33.3%
Single	34.4%	28.9%	35.9%	36.0%	35.7%
Cohabiting			12.0%	10.7%	13.5%
Divorced	8.1%	11.0%	9.4%	8.0%	11.1%
Separated	1.3%	1.8%	2.5%	2.0%	3.2%
Widowed	2.7%	10.2%	2.4%	2.0%	2.4%
Other			.8%	.7%	.8%

- A higher percentage of males than females were married (40.7% vs. 33.3%)
- A higher percentage of females than males were divorced (11.1% vs. 8.0%)
- The percentage of female problem gamblers who are married is lower than females in the general population (33.3% vs. 48.1%) and the percentage of male problem gamblers who are married is also lower (40.7% vs. 53.6%).
- The percentage of male problem gamblers who are divorced the same as that of the general population (8.0% vs. 8.1%). The divorce rate for female problem gamblers is also the same as that of the general population (11.1% vs. 11.0%).

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

N=184	CT Population		Total	Males	Females
				(91)	(93)
	31.8%		35.3%	39.0%	31.2%

- A higher percentage of male than female (39.0% vs. 31.2%) problem gamblers had children under 18 living with them.
- 31.8% of the CT population has children under the age of 18 living with them, while for problem gamblers the percentage is higher at 35.3%.

*US CT Census Data Quick Facts, 2007 (ACS)

7. Education Level of Problem Gamblers

	N=164	CT Population*	Total	Males (83)	Females (81)
Less than high school		6.5%	2.4%	2.4%	2.5%
High School (No Diploma)		9.5%	7.9%	9.6%	6.2%
High school		30%	29.3%	32.5%	25.9%
Some college		19.6%	26.2%	28.9%	23.5%
Associates degree		7.4%	15.2%	12.0%	18.5%
Bachelor's degree		17.1%	11.0%	10.8%	11.1%
Master's degree or higher		9.9%	4.9%	2.4%	7.4%
Other			3.0%	1.2%	4.9%

- The percentage of problem gamblers who were educated beyond a high school diploma was greater than that of the state population (57.3% vs.54%). The percentage of problem gamblers that did not complete high school was less than those in the general population (10.3% vs.16%).
- The percentage of females whose education was beyond a high school diploma was slightly more than males (60.5% vs. 54.1%).

8. Occupations of Problem Gamblers

	N=238	CT Population*	Total	Males (138)	Females (100)
Service		16.0%	25.2	21.0%	31%
Management/Professional		39.0%	19.7	17.4%	23%
Unemployed		5.7%	18.5	16.7%	21%
Sales/Office		26.0%	9.7%	7.2%	13%
Construction/Extraction/Maintenance		8.0%	4.6%	6.5%	2%
Military (active duty)		6.5%	4.6%	6.5%	2%
Self-Employed		3.7%	7.1%	10.1%	3.0%
Retired		13.7%	4.0%	4.0%	4.0%
Production/Transportation/Moving		11.0%	1.7%	2.9%	0%
Farming/Fishing/Forestry		.2%	.4%	2.0%	0%
Student			.4%	.7%	0%
Veteran		9.0%	3.8%	6.5%	0%

- The occupations of service and management/professionals (44.9%) are the most prevalent occupations for both male and female gamblers. However, the prevalence of women in these occupations is more than one third higher than that of men (54.0% vs.38.4%).
- 18.5% of the individuals who called the Helpline stated they were unemployed compared with 6.3% across Connecticut.*

*US CT Census Data Quick Facts, 2007 (ACS)

9. Annual Household Income of Problem Gamblers

N=154	CT Population*	Total	Males (78)	Females (76)
Less than \$25,000	21.7%	22.6%	20.5%	25.0%
\$25,000 - \$34,999	10.1%	13.0%	10.3%	15.8%
\$35,000 - \$49,999	14.4%	11.7%	9.0%	14.5%
\$50,000 - \$74,999	20.4%	25.3%	29.5%	21.1%
\$75,000 - \$99,999	13.3%	7.1%	10.3%	3.9%
\$100,000 - \$149,999	11.7%	13.0%	11.5%	14.5%
\$150,000 - \$199,999	3.7%	4.5%	6.4%	2.6%
\$200,000 plus	4.7%	2.6%	2.6%	2.6%

- Slightly more than 1 out of 5 (22.6%) callers earned less than \$25,000 a year; approximately 1 out of 3 (35.6%) earned less than \$35,000. These statistics for the general population of CT are slightly lower for incomes under \$25,000 (21.7%) and incomes under \$35,000 (31.8%).
- For income levels of \$50,000 and above, there were more males (60.3%) than females (44.7%) and for income levels less than \$50,000, there were more females (55.3%) than males (39.8%).
- The pattern of percentages across the income categories was similar for the callers and the CT population.

10. Supplemental Income Sources of Problem Gamblers**

Earning Type

N=83	Total	Males (35)	Females (48)
Social Security	33.7%	37.1%	31.3%
Retirement	24.1%	25.7%	22.9%
Welfare	4.8%	2.9%	6.3%
Unemployment	6.0%	8.6%	4.2%
SSI	2.4%	0%	4.2%
Workers Compensation	2.4%	5.7%	0%
Disability	26.5%	20%	31.3%

*US CT Census Data Quick Facts, 2007 (ACS)

** US Census CT data unavailable

11. 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.

#of responses=386			
Non-Casino Gambling	Total	Males	Females
Lottery – Scratch Off	22.5%	18.5%	31.9%
Lottery –Lotto	13.5%	13.0%	14.7%
Lottery - Daily	12.7%	11.9%	14.7%
Lottery –Powerball	11.9%	11.9%	12.1%
Sports Betting	5.4%	7.4%	.9%
Horse Racing	4.9%	6.3%	1.7%
Internet: Video Poker	4.1%	4.1%	4.3%
Cards	3.9%	3.7%	4.3%
Internet: Live Poker	3.6%	4.1%	2.6%
Internet: Sports	3.4%	4.4%	.9%
Internet: Blackjack	2.6%	2.6%	2.6%
Dog Racing	2.6%	3.3%	.9%
Non-Casino-Internet other	1.8%	1.9%	1.7%
Bingo	1.6%	1.1%	2.6%
Dice	1.6%	1.9%	.9%
Raffles	1.0%	.7%	1.7%
Stock/Financial Markets	.5%	.7%	0%
Dog/Cock Fighting	.3%	0%	.9%
Sweepstakes	0%	0%	0%
Other	2.1%	2.6%	.9%
# of Responses=406			
Casino Gambling	Total	Males	Females
Slots	34.5%	19.7%	54.3%
Blackjack	20.7%	25.3%	14.5%
Poker	13.5%	18.0%	7.5%
Roulette	8.1%	10.3%	5.2%
Video Poker	5.9%	6.4%	5.2%
Craps/Dice	5.4%	6.9%	4.6%
Bingo	3.2%	3.0%	3.5%
Horse Racing	2.0%	3.0%	.6%
Keno	2.0%	2.6%	1.2%
Casino Dog Racing	.7%	1.3%	0%
Baccarat	.7%	.9%	.6%
Casino Jai Alai	.5%	.9%	0%
Casino Other	2.2%	2.9%	1.7%

- Males more often than females reported having a problem with blackjack (25.3% vs.14.5%), poker (18% vs. 9%), roulette (10.3% vs. 5.2%), and craps (6.9% vs. 4.6%).
- The largest gender difference is for slots; Women are almost 3 times (2.8) more likely to have a problem with slots than men (54.3% vs. 19.7%)
- The percentages for males and females are similar for Lotto, Daily, and Powerball, but a higher percentage of females have a problem with scratch tickets (31.9% vs.18.5%)

12. Top Eight Areas in which Problem Gambling Was Identified

N=448	Total	Males	Females
Slots	34.5%	19.7%	54.3%
Lottery-Scratch off	22.5%	18.5%	31.9%
Blackjack	20.7%	25.3%	14.5%
Casino Poker	13.5%	18.0%	7.5%
Lottery Lotto	13.5%	13.0%	14.7%
Lottery- Daily	12.7%	11.9%	14.7%
Lottery Powerball	11.9%	11.9%	12.1%
Roulette	8.1%	10.3%	5.2%

- Four of the top eight forms of gambling reported by problem gamblers were casino games and four were lottery games.
- For men, three of the top four areas were casino games, while for women three out of the top four were lottery tickets.

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

N = 270	Total	Males (148)	Females (122)
1	42.2%	33.8%	52.5%
2	23.3%	26.4%	19.7%
3	9.3%	10.8%	7.4%
4	5.2%	4.1%	6.6%
5	5.6%	5.4%	5.7%
6	5.9%	6.8%	4.9%
7	1.5%	2.7%	0.0%
8	1.9%	2.0%	1.6%
9	1.5%	2.0%	.8%
10 or more	3.7%	6.1%	.8%
Average #	1.5%	3.4	2.3

- 4 out of 10 callers (42.1%) had a problem in one area of gambling; 6 out of 10 (57.9%) had a problem in two or more areas of gambling and 1 out of 3 (34.6%) had a problem in three or more areas.
- Women were more likely than men to have a problem with one or two forms of gambling (72.2% vs. 60.2%), while the reverse was true for having a problem with 3 or more forms of gambling (women 27.8% vs. men 39.9%).
- Overall, gamblers had a problem in 3 (2.9) forms of gambling.

14. The following problems are reported to have resulted from gambling

447 Responses	Total	Males	Females
Emotional/Physical:			
Anxious/Worried	36.2%	30.6%	43.4%
Depression	35.0%	31.3%	39.8%
Thoughts of Suicide	11.4%	9.5%	13.8%
Suicide Attempts	2.0%	1.6%	2.6%
Physical Health Problem	7.6%	5.6%	10.2%
Substance Abuse	5.1%	5.2%	5.1%
Other	2.5%	3.5%	1.5%
Family Issues:			
523 Responses	Total	Males	Females
Problem Paying Bills	31.9%	28.2%	36.7%
Family or Spousal Conflict	23.0%	22.6%	23.5%
Borrowed money	22.5%	23.8%	20.9%
Used savings/equity	21.2%	19.8%	23.0%
Family neglect	7.1%	8.3%	5.6%
Bankruptcy (previous or pending)	5.4%	4.4%	6.6%
Eviction	4.0%	3.6%	4.6%
Other	1.1%	1.2%	1.0%
Family violence	.4%	.8%	0%
Legal:			
	Total	Males	Females
Fraud(n=194)	9.3%	8.0%	10.6%
Embezzlement (n=194)	6.2%	7.0%	5.3%
Arrested (n=182)	4.9%	7.8%	2.2%
Robbery (n=194)	3.6%	5.0%	2.1%
Probation (n=179)	2.2%	3.4%	1.1%
Jail or prison (n=180)	.6%	1.1%	0.0%

- Serious consequences of problematic gambling are evident for both genders in the following areas: depression, anxiety, family/spousal conflict, loss of financial resources/debts, and legal issues.
- Females reported more feelings of anxiety and depression, thoughts of suicide, and physical health problems than males.
- In regard to family issues, males and females were similar in most problem areas.
- Females committed fraud more often than males (10.6% vs. 8.0%).
- Males more often than females committed embezzlement (7.0% vs. 5.3%) and robbery (5.0% vs. 2.1%) and had a higher rate of consequences from the criminal justice system (12.3% vs. 3.3%).

15. Concern about possible harm reported by the gambler at the time of the initial Helpline call

	Total	Males	Females
Danger of harming someone (n=289)	2.1%	3.1%	0.8%
Danger of harming self (n=280)	3.9%	4.4%	3.3%
Danger of being harmed (n=278)	1.1%	2.0%	0.0%

- Male gamblers were at greater risk than female gamblers of harming someone else, harming themselves, or being harmed when they called the Helpline. However, rates of suicidal thoughts and attempts were higher for females (See # 15).

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

	Total	Males	Females
Alcohol abuse (n=177)	30.5%	28.1%	33%
Gambling problem (n=174)	29.9%	27.6%	32.2%
Drug abuse (n=175)	10.9%	10.1%	11.6%
Abusive behavior (N=176)	20.5%	12.4%	28.7%

- Overall, females reported a higher incidence than males in all the areas of family history of problem behaviors.
- Female problem gamblers reported more than two times the amount of abusive behavior within the family than did male problem gamblers (28.7% vs. 12.4%).

17. Average age began gambling/average age when problem began/average age when Helpline was called

	Total	Males	Females
Age began gambling (n=168)	29	27	32
Age gambling began being problem (n=166)	38	36	40
Years from start of gambling to Problem Gambling	8.2	8.4	7.9
Average age at which Helpline was called	43	46	41
Years from start of gambling until Helpline called	5	10	1

- Other research studies have found that problem gamblers typically begin gambling in their teen years or earlier compared to between 27 and 32 years of age found for Helpline callers. There is a likelihood that at least some of the callers reported the age at which they began gambling in the area in which they now have a problem, instead of the age they gambled for the first time.
- Females began gambling an average of 5 years later than males (32 versus 27 years).
- Males called the Helpline at an older age than females (46 vs. 41).
- Females called the Helpline ten times sooner than males regarding their gambling problems in relation to the onset of the gambling problem (1 year vs. 10years).
- The number of years from the start of gambling to when it becomes a problem is similar for men and women (8.4 vs. 7.9).

18. Average financial losses and debt of problem gamblers

	N=246	Total	Males	Females
Money lost last 12 months		\$33,970.	\$43,141.	\$18,226.
Money lost during lifetime		\$225,495.	\$317,817.	\$68,297.
Current gambling debt		\$36,463.	\$42,517.	\$25,271.

- Money lost (12 months and lifetime) and gambling debts are much greater for men than women.
- Since 39.8% of the men and 55.3% of the women have household incomes under \$50,000/year (See Table 10), for many of the male and female problem gamblers, the level of losses in the last 12 months (\$43,141 for men and \$18,226 for women) and the level of current debt (\$42,517 for men and \$25,271 for women) is a serious financial burden.

19. Reported other excessive behaviors of problem gamblers

	Total	Males	Females
Tobacco (n=176)	56.8%	53.9%	59.8%
Alcohol (n=199)	23.1%	23.1%	23.1%
Spending/Shopping (n=177)	18.1%	20.0%	16.0%
Food (n=178)	15.7%	12.1%	19.5%
Drugs (n=203)	14.2%	14.9%	13.6%
Work (n=173)	12.1%	11.7%	12.6%
Sex (n=173)	5.7%	4.6%	6.8%

- The top three excessive behaviors were tobacco use (56.8%), alcohol use (23.1%), and Spending/Shopping (18.1%).
- The top three excessive behaviors for men were tobacco use (53.9%), Alcohol use (23.1%), and drug use (20%), while for women it was tobacco use (59.8%), alcohol use (23.1%), and food consumption (19.5%).

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

	Total	Males	Females
Ever received treatment for mental health problems (n=197)	29.9%	17.0%	43.3%
Ever attended Gamblers Anonymous (n=261)	11.1%	12.7%	9.2%
Ever received professional gambling treatment (n=261)	8.4%	11.9%	4.2%
Ever received professional substance abuse treatment (n=201)	9.0%	10.7%	7.1%
Ever attended a 12-step group for alcohol or drugs (n=200)	11.0%	12.7%	9.2%

- The primary gender difference is that more than twice as many women had sought mental health treatment than men (43.3% vs.17%).
- The percentage of male gamblers who received professional gambling treatment is almost 3 times that of female gamblers (11.9% vs.4.2%).
- Overall, males more than females sought assistance for gambling (26.6% vs.13.4%) and substance problems (23.4% vs. 16.3%).

21. Sources where the Helpline number was found (n=306)

	Total	Males (175)	Females (131)
Mohegan Sun	17.6%	16.6%	19.1%
Lottery Point of Purchase	14.4%	12.6%	16.4%
Foxwoods Resort Casino	12.4%	8.0%	18.3%
Internet	10.8%	12.0%	9.2%
Telephone Book	10.5%	12.6%	7.6%
Friend	4.6%	4.6%	4.6%
Relative	4.6%	3.1%	5.7%
2-1-1 Infoline	3.9%	5.7%	1.1%
Billboard	3.3%	3.4%	3.1%
Treatment Professional	2.3%	2.3%	2.3%
Newspaper/magazine	2.0%	1.1%	3.1%
Television	1.6%	2.9%	0.0%
GA/Gam-Anon	1.3%	.6%	2.3%
Radio	1.0%	1.7%	0%
Other	9.9%	10.2%	9.1%

- The two casinos and lottery point of purchase are the most common sources (totaling 44.4%) noted by respondents accessing the Helpline number.
- For male and female problem gamblers the Mohegan Sun was their #1 source for Helpline information (Males 16.6% and Females 19.1%).
- Men more than women found the Helpline number through the telephone book (12.6% vs. 7.6%), 2-1-1 (5.7% vs. 1.1%), tv/radio (4.6% vs.0%).
- Women more than men found the Helpline number at the two casinos (totaling 37.4% vs. 24.6%) and at the lottery point of purchase (16.4% vs. 12.6%).

22. Resources recommended to callers by the Helpline (n=448)

1020 resources given	Total	Males	Females
State Sponsored Treatment Programs(Bettor Choice)	66.4%	63.6%	69.9%
Gamblers Anonymous (GA)	50.2%	47.6%	53.6%
Peer Counseling	41.1%	40.1%	42.3%
Literature	33.0%	32.1%	34.2%
Call Helpline Again	29.9%	31.7%	27.6%
Other Resources	3.9%	2.8%	5.1%
Gam-Anon	3.1%	4.4%	1.5%

- The profile of resources recommended to men and women was similar.
- Callers were given an average of more than two resources during their call to the Helpline.*

* Callers could receive more than one referral source.

B. Significant Others (SO) N=248

The following tables represent information gathered from concerned significant others regarding the effects of another person's gambling problem upon the callers and/or others. These significant other callers are not the problem gambler callers in this report.

1. Top Six 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>
Bridgeport	3.6%	3.9%
Hartford	3.2%	3.4%
New Haven	3.2%	3.5%
Norwich	3.2%	1.0%
Stamford	2.8%	1.9%
Waterbury	2.4%	2.9%

- Only two of the top six cities (Norwich and Stamford) have higher percentages of significant others who called the Helpline than would be expected based on the populations of these cities.
 - Norwich = 3.2 times greater
 - Stamford = 1.5 times greater
 - Hartford = 1.1 times less
 - New Haven = 1.1 times less
 - Bridgeport = 1.1 times less
 - Waterbury = 1.2 times less

- Four out of the top six cities from which significant others called are in the top six cities from which gambler calls were received: Bridgeport, Hartford, New Haven, and Norwich.

2. Gender of Significant Others

	Total	Males (80)	Females (168)
Called about Someone Else's Problem (SO) (n=248)	36%	32%	68%

- Thirty Six out of every hundred people who called the Helpline were concerned about the negative effects of someone else's gambling problem.

3. Relationship to Problem Gambler

	N=203*	Total	Males (64)	Females (139)
Spouses of the problem gambler		27.6%	20.3%	30.9%
Friends of the gambler		18.7%	26.6%	15.1%
Parent of gambler		15.7%	15.6%	15.8%
Adult children of gambler		11.3%	14.1%	10.1%
Other Relative		7.9%	10.9%	6.5%
Sibling of gambler		7.4%	6.3%	7.9%
Other		11.3%	6.3%	13.7%

- The percentage of females (71.2%) who called specifically about a family member's problem was slightly higher than the percentage of males (67.2%).
- Males called more often regarding a friend than females (26.6% vs. 15.1%), while females more often than males called regarding their spouse (30.9% vs. 20.3%).

*There were no calls to the Helpline from employers, employees or co-workers on behalf of the gambler in 2008.

4. Person(s) for whom the Callers were Seeking Assistance*

	N=248	Total	Males (80)	Females (168)
Person calling		30.2%	26.3%	32.1%
Adult child		13.7%	11.3%	14.9%
Spouse/Live-in partner		13.3%	8.8%	15.5%
Friend		12.5%	12.5%	12.5%
Parent		6.5%	6.3%	6.5%
Sibling		3.6%	2.5%	4.2%
Other relative		3.6%	2.5%	4.2%
Youth under 18 years of age		2.0%	1.3%	2.4%
Other		5.2%	5.0%	5.4%

- A higher percentage of females than males sought help for themselves (32.1% vs. 26.3%) and for their spouses/live-in partners (15.5% vs. 8.8%)
- Only 2% of callers sought help for someone under the age of 18.
- Average number of people for whom SO's were seeking assistance:

Total	Males	Females
1.5	1.5	1.5

- 76.3% percent of significant others who responded stated the problem gambler did not know a call to the Helpline was being placed and 88.5% of these 76.3% planned to tell the gambler about the call.

*Callers could answer with more than one response

5. Significant Others who reported they were Negatively Affected by the Gambling

	N=248	Total	Males (80)	Females (168)
Spouse of gambler		22.2%	16.3%	25.0%
Parent of gambler		15.3%	11.3%	17.3%
Adult child of gambler		7.3%	6.3%	7.0%
Under 18yo child of gambler		6.9%	3.8%	8.3%
Sibling of gambler		7.3%	5.0%	8.3%
Friend of gambler		6.5%	3.8%	7.7%
Other relative of gambler		6.0%	5.0%	6.5%
Employer of gambler		2.0%	1.3%	2.4%
Co-worker of gambler		0.4%	0.0%	0.6%
Other		4.0%	1.3%	5.4%

- For both male and female significant others, the spouse and/or parent were the most negatively impacted by the problem gambler. However, for females, spouses and parents of problem gamblers (42.3%) were impacted more than they were for males (27.6%).

6. Length of Time Significant Others have Known about the Gambling Problem

	Total	Males	Females
	6 Yrs.	6.4 Yrs.	5.8 Yrs.

- It took females six months less time to call the Helpline than males.

7. Age of Significant Others

	N=187	Total	Males (61)	Females (126)
10-19		3.2%	4.9%	2.4%
20-29		17.6%	21.3%	15.9%
30-39		15.5%	13.1%	16.7%
40-49		28.9%	23.0%	31.7%
50-59		18.2%	26.2%	14.3%
60-69		12.3%	4.9%	15.9%
70-79		3.2%	4.9%	2.4%
80-89		1.1%	1.6%	.8%
Mean Age		44	43	44

- There were slightly more males than females under the age of forty who called the Helpline (39.3% vs. 35.0%); over the age of forty, there were more females than males (65.1% vs.60.6%).

8. Racial Groups of Significant Others

	N=70*	CT Population		Males	Females
		Total		(23)	(47)
Caucasian		74.4%	78.6%	82.6%	76.6%
African-American		10.3%	11.4%	4.8%	14.9%
Asian/Pacific Islander		3.5%	2.9%	8.7%	0.0%
Other**		11.5%	5.7%	0.0%	8.5%

9. Religious Affiliations of Significant Others

	N=65	Total		Males	Females
		Total		(18)	(47)
Catholic		57.1%	66.7%	51.1%	
Protestant		22.2%	16.7%	23.4%	
Jewish		3.2%	11.1%	0.0%	
Other		6.3%	5.6%	6.4%	
None		11.1%	0.0%	14.9%	

- Of the significant others who responded, Catholics (57.1%) had the greatest percentage than all other religions combined.

10. Marital and Family Status of Significant Others

	N=143	CT Population***		Total	Males	Females
		Males	Females		(39)	(104)
Married		53.6%	48.1%	60.8%	53.8%	63.5%
Single		34.4%	28.9%	18.9%	25.6%	16.3%
Cohabiting				11.2%	5.1%	13.5%
Divorced		8.1%	11.0%	5.6%	10.3%	3.8%
Separated		1.3%	1.8%	1.4%	2.6%	1.0%
Widowed		2.7%	10.2%	.7%	0.0%	1.0%
Other				1.4%	2.6%	1.0%

- The percentage of female SOs who were married is higher than that of the general population (63.5% vs. 48.1%).

* Only 70 callers chose to share their race out of 248 significant others.

** Latino/Hispanic callers were included in the "other" category.

*** US CT Census Data Quick Facts, 2007 (ACS).

11. Significant Others' report of children under the age of 18 living with them and Signs of Child Distress

	CT Population*	Total	(14) Males	(49) Females
Children under age of 18 living with SO(n=82)	31.8%	48.8%	22.2%	56.3%
Signs of child distress(n=56)		1.6%	0.0%	3.2%
Child receiving assistance for distress(n=51)		0.0%	0.0%	0.0%

- 48.8% reported children under the age of 18 living at home with the significant other as compared to 31.8% of the CT population.
- Zero percent (0%) reported that the children under 18 with signs of distress or stress (1.6%) were receiving outside assistance for this stress/distress caused by the gambling

12. Education Level of Significant Others

	N=63	CT Population*	Total	Males (17)	Females (46)
Less than high school		16.0%	8.0%	5.9%	8.7%
High School		28.5%	27.0%	35.3%	23.9%
Some college		17.5%	17.5%	11.8%	19.6%
Associates degree		6.6%	7.9%	0.0%	10.9%
Bachelor's degree		18.2%	20.6%	29.4%	17.4%
Master's degree or higher		13.3%	17.5%	17.6%	17.4%
Other			1.6%	0.0%	2.2%

- A lower percentage of significant others than the state population did not finish high school (8% vs. 16%)
- The percentage of SOs whose education was beyond high school (63.5%) was higher than that of the state population (55.6%)
- The percentage of women (65.3%) whose education was beyond high school was greater than men (58.8%).

*US CT Census Data Quick Facts, 2007 (ACS)

13. Occupations of Significant Others

	N=65	CT Population*	Total	Males (17)	Females (48)
Management/Professional		39.0%	32.3%	35.3%	31.3%
Service		16.0%	27.7%	23.5%	29.2%
Unemployed		5.7%	13.8%	11.8%	14.6%
Sales/Office		26.0%	7.7%	11.8%	6.3%
Retired		13.7%	6.2%	11.8%	4.2%
Self-Employed		3.7%	4.6%	0.0%	6.3%
Military (active duty)		6.5%	1.5%	2.1%	0.0%
Production/Transportation/Moving		11.0%	1.5%	0.0%	2.1%
Student		10.0%	1.5%	0.0%	2.1%
Veteran		9.0%	1.5%	2.1%	0.0%

- Significant others' unemployment rate is more than two times (2.4 times) that of the general CT population.
- Significant others' representation in the Service occupations is almost two times (1.7 times) that of the general CT population.
- In comparison to the CT general population, callers were 7.3 times under-represented in production/transportation/moving, 6 times under-represented for veterans, 3.4 times under-represented in sales/office, and 2.2 times under-represented for retired people.

14. Annual Household Income of Significant Others:

	N=39	CT Population*	Total	Males (15)	Females (24)
Less than \$25,000		21.7%	15.5%	13.4%	16.7%
\$25,000 - \$34,999		10.1%	2.6%	6.7%	0.0%
\$35,000 - \$49,999		14.4%	28.2%	26.7%	29.2%
\$50,000 - \$74,999		20.4%	23.1%	20.0%	25.0%
\$75,000 - \$99,999		13.3%	5.1%	6.7%	4.2%
\$100,000 - \$149,999		11.7%	20.5%	26.7%	16.7%
\$150,000 - \$199,999		3.7%	2.6%	0.0%	4.2%
\$200,000 plus		4.7%	2.6%	0.0%	4.2%

- Significant other callers and the CT population were equal in the percentage of households that earned less than \$50,000 (46.3% vs. 46.2%). However, at the lowest income levels, the CT population had a higher percentage of households compared to the callers that earned less than \$35,000 (31.8% vs. 18.1%).

*US CT Census Data Quick Facts, 2007 (ACS)

15. Supplemental Income Sources of Significant Others (*Earning Type*)

	N=34	Total	Males (7)	Females (27)
Retirement		35.3%	28.6%	37.0%
Social Security		29.4%	14.3%	33.3%
Disability		14.7%	14.3%	14.8%
Welfare		5.9%	14.3%	3.7%
Unemployment Benefits		5.9%	0.0%	7.4%
SSI		5.9%	14.3%	3.7%
Workers Compensation		2.9%	14.3%	0.0%

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

Emotional/Physical: 135 Responses		Total	Males (12)	Females (39)
Anxious/Worried		48.9%	41.7%	50.5%
Depression		32.6%	33.3%	32.4%
Substance Abuse		5.2%	8.3%	4.5%
Physical Health Problem		4.4%	4.2%	4.5%
Thoughts of Suicide		1.5%	4.2%	0.9%
Suicide Attempts		0.7%	0.0%	0.9%
Other		7.4%	8.3%	6.3%
Family Issues: 212 Responses		Total	Males	Females
Family or Spousal Conflict		31.1%	31.7%	31.0%
Problem Paying Bills		22.2%	26.8%	21.1%
Used savings/equity		15.1%	19.5%	14.0%
Borrowed money		14.6%	12.2%	15.2%
Family neglect		7.5%	0.0%	9.4%
Eviction		3.3%	2.4%	3.5%
Bankruptcy (previous or pending)		2.8%	2.4%	2.9%
Family violence		0.9%	0.0%	1.2%
Other		2.4%	4.9%	1.8%

- Females more often than males reported anxiety and family neglect as serious consequences of problem gambling.
- Males reported abusing substances more often than females (8.3% vs. 4.5%) and were more likely to engage in suicidal thoughts and attempts than females (4.2% vs. 1.2%). Of 51 significant others, there was only one suicidal attempt (.9%).
- Of the five financial issues resulting from problem gambling, males were affected more than females (63.3% vs. 56.7%).

17. Concerns about possible harm reported by the significant others at the time of the initial Helpline call

	Total	Males	Females
Caller in danger of being harmed by gambler (n=115)	0.0%	0.0%	0.0%
Caller in danger of being harmed by someone to whom a debt is owed (n=117)	0.0%	0.0%	0.0%
Caller in danger of being harmed by self (n=117)	0.0%	0.0%	0.0%
Gambler in danger of being harmed by self (n=109)	2.8%	0.0%	3.8%
Gambler in danger of being harmed by someone to whom a debt is owed (n=105)	0.9%	0.0%	1.2%
Gambler in danger of harming someone to whom a debt is owed (n=91)	0.0%	0.0%	0.0%

- Only women reported the gambler was in danger of harming self (3.8%) and the gambler was in danger of being harmed by someone to whom a debt was owed (1.2%).
- No significant other reported being concerned about being harmed by the gambler.

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

	N=121		
	Total	Males	Females
Ever received professional gambling related treatment	0.8%	0.5%	1.2%
Ever attended a 12-Step program	1.7%	3.5%	1.0%

- Overall, less than 1% of significant others received professional treatment for the effects of someone else’s gambling problem and less than 2% ever attended a 12-Step program as a way to deal with someone else’s gambling problem.

19. Sources where the Helpline number was found:

	N=165	Total	Males (48)	Females (117)
Internet		23.0%	12.5%	27.4%
Telephone Book		18.2%	18.8%	17.9%
Lottery point of purchase		9.7%	10.4%	9.4%
Mohegan Sun		7.3%	4.2%	8.5%
Foxwoods Resort Casino		6.1%	8.3%	5.1%
Treatment Professional		6.1%	8.3%	5.1%
2-1-1 Infoline		6.7%	4.2%	7.7%
Friend		4.8%	10.4%	2.6%
GA/Gam-Anon		3.6%	0.0%	5.1%
Relative		3.0%	0.9%	8.3%
Television		1.8%	2.1%	1.7%
Brochure		1.8%	4.2%	0.9%
Radio		1.2%	0.0%	1.7%
Workplace		1.2%	4.2%	0.0%
Newspaper/Magazine		0.6%	0.0%	0.9%
Poster		0.6%	0.0%	0.9%
Other State Helpline		0.6%	0.0%	0.9%
Other		3.6%	4.2%	3.4%

➤ Men more than women found the Helpline number through:

Telephone Book:	18.8% vs. 17.9%
Friend:	10.4% vs. 2.6% *
Lottery Point of Purchase:	10.4% vs. 9.4%
Foxwoods Resort & Casino:	8.3% vs. 5.1%
Treatment professional:	8.3% vs. 5.1%
Brochures:	4.2% vs. 0.9%
Workplace:	4.2% vs. 0.0% *

➤ Women more than men found the Helpline number through:

Internet:	27.4% vs. 12.5% *
Mohegan Sun:	8.5% vs. 4.2% *
Relative:	8.3% vs. 0.9% *
2-1-1 Infoline:	7.7% vs. 4.2%
GA/Gam-Anon:	5.1% vs. 0.0% *
Radio:	1.7% vs. 0.0%

*Large gender differences

20. Resources recommended to Significant Others for themselves*

N = 507 Referrals	Total	Males (80)	Females (168)
State Sponsored Treatment Programs (Bettor Choice)	54.3%	43.9%	59.7%
State Sponsored Peer Counseling	37.9%	32.5%	40.5%
Literature	30.2%	20.0%	35.1%
Gam-Anon	27.4%	21.3%	30.4%
Call Helpline Again	25.0%	25.0%	25.0%
Gamblers Anonymous (GA)	12.9%	16.3%	11.3%
Other Resources	4.8%	6.0%	2.6%

* Callers could receive more than one referral source or no referral

- 54.3% of callers were referred to the State Sponsored Treatment Programs; 3.6% agreed to a follow-up call from the treatment program (5% females vs. 3% males)
- Overall, a higher percentage of female than male significant others were given recommendations for resource assistance.

21. Resources recommended to Significant Others for the gambler*

N = 211 Referrals	Total	Males (80)	Females (168)
State Sponsored Treatment Programs (Bettor Choice)	25.0%	28.8%	23.2%
Peer Counseling	17.3%	13.8%	19.0%
Other Resources	4.4%	4.2%	6.0%
Literature	1.2%	3.8%	0.0%
Call Helpline Again	12.9%	12.5%	13.1%
Gamblers Anonymous (GA)	22.2%	17.5%	24.4%

- Female significant others received more referrals for the gambler to peer counselors, GA, and other resources, while male significant others received more referrals for the gambler to treatment programs and literature.

*Callers could receive more than one referral source or no referral

Helpline Report Conclusions and Recommendations

1. NUMBER OF PROBLEM GAMBLERS VERSUS NUMBER OF SIGNIFICANT OTHERS

Conclusion:

Significant others are under-represented.

Although significant others far outnumber problem gamblers in the population, there were almost 2 times (1.8) as many gamblers as significant others who called the Helpline.

Recommendation:

Publicity about the Helpline should depict a variety of relationships between problem gamblers and significant others in order to expand the range of significant others who call the Helpline. Workplace situations should be depicted to encourage employers and co-workers to call the Helpline when someone they work with has a gambling problem.

Increase the information flow across Connecticut with the message that when significant others call the Helpline for themselves and other family members, they will receive the needed support and options for dealing with the crisis. In addition, seeking such help increases the likelihood that the problem gambler will decide to access help.

2. PREVIOUSLY UNSERVED

Conclusion:

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

Most problem gamblers and significant others had not previously received help related to the gambling problem:

- a. Problem Gamblers: 88.9% had not attended Gamblers Anonymous and 91.6% had not received professional treatment for a gambling problem.
- b. Significant Others: 98.3% had never attended Gam-Anon and 99.2% had not received professional treatment for the effects of the gambling problem on them.

Recommendation:

Continue efforts to expand dissemination of the Helpline number through 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.

3. GENDER DIFFERENCES

Conclusion:

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

- a. Problem Gamblers: More men (56%) than women (44%) called the Helpline.
- b. Significant Others: A higher percentage of women (68%) than men (32%) called the Helpline.

Recommendation:

- a. Since women problem gamblers (44%) called the Helpline less often than men (56%), gender-specific messages should continue to be created to reach women gamblers, as women are typically less represented in treatment programs and in Gamblers Anonymous. Educational efforts directed toward women should focus on the communication media that target women and the human service providers that primarily serve women, especially those with low income.
- b. Since men (32%) dealing with a significant other's gambling problem reach out less than women (68%) who are in this situation, public awareness messages should be developed to depict men as the significant other.
- c. For both men and women significant others, it should be emphasized that whether or not the gambler is receptive to help, the significant other should call for himself/herself when feeling unable to cope with the situation. 30.2% of the significant others specifically asked for assistance for themselves.

4. FINANCIAL CONSEQUENCES

Conclusion:

Problem gambling has serious financial consequences.

- a. The average gambling loss in the last 12 months was \$33,970. and the average gambling debt was \$36,463.
- b. Male as compared to female gamblers have higher average gambling losses in the past 12 months (\$43,141 vs. \$18,226) and have higher average gambling debts (\$42,517 vs. \$25,271).
- c. The results of a telephone survey in a recent CT study also illustrate the relationship between problem gambling and losses and debts. Some of these data include: 62% of problem gamblers surveyed gambled until their last dollar was gone compared to 29% of non-problem gamblers; 29% gambled to pay off debts compared to 4% for non-problem gamblers; 13% sold possessions to finance gambling compared to 1% for non-gamblers; and 26% borrowed to finance gambling compared to 1% for non gamblers.

*Spectrum Gaming Study, "Gambling in Connecticut, Analyzing the Economic and Social Impacts", released June 22, 2009

Recommendation:

Increase problem gambling information to financial lending institutions, credit unions, financial consultants/counselors, and accountants. PSA's for radio/TV should stress the financial devastation of gambling losses.

5. LOW-INCOME**Conclusion:**

Families with low income are most negatively affected by a gambling problem.

- a. The pattern of annual household income levels for problem gambler callers and the Connecticut population is similar.*
- b. The percentage of female problem gamblers earning under \$25,000 was 1.2 times that of males (25% vs. 20.8%); female gamblers earning less than \$35,000 was 1.3 times that of male gamblers (40.8% vs. 30.8%).
- c. The primary difference between the income levels of problem gamblers and significant others is that a much higher percentage of problem gamblers than significant others have a household income of less than \$35,000 (35.6% vs. 18.1%).

Recommendation:

Since families with low-income are most seriously economically impacted when a family member has a gambling problem, additional resources are needed to reach out to low income communities, both directly to families (especially to those in which the income of women is relied upon) and the organizations that serve them.

6. CO-OCCURRING DISORDERS**Conclusion:**

Problem gambling typically occurs in the context of other related disorders.

High 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.

- a. Reports of anxiety by significant others (48.9%) were 1.3 times greater than reports of anxiety by problem gamblers (36.2%). Rates of depression were similar for gamblers (35%) and significant others (32.6%).
- b. Significant Others: Females reported more problems with anxiety and depression than males (83% and 75%).
- d. Problem Gamblers: Anxiety and depression were higher for men than women (83% and 62%).

Recommendation:

Public awareness information should continue to emphasize the relationship between problem gambling and other mental disorders, and should also address the cumulative impact of these interacting disorders upon gamblers, their families and friends, the workplace and the larger community.

Agencies which provide services for addictions and other mental disorders should be regularly 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. The same applies for an undetected substance problem during treatment of a gambling problem.

Clinical staff should be trained in the diagnosis and treatment of a gambling disorder and screening for problem gambling should be part of the routine intake process.

School curricula that address health and wellness, including substance abuse and physical/emotional abuse, should include problem gambling educational components.

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 (especially instant tickets) 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 slot machines 2.8 times greater than men (54.3% vs.19.7%).
- b. Men have a problem with blackjack 1.7 times greater than women (25.3% vs. 14.5%).
- c. Women and men are similar in the percentage of each that has a problem in three types of lottery games (Lotto, Daily, & Powerball). However females as compared to males have 1.7 times greater problem with instant tickets (31.9% vs.18.5%).

***Note: Among the different legal and illegal forms of gambling available in Connecticut, the Helpline number is primarily found at lottery retailers and the two casinos. Therefore, compared to problem gamblers in the community at large, there is probably an under-representation of Helpline callers who have a problem in other forms of gambling, e.g., sports betting.**

Recommendation:

Prevention and education messages (visual, verbal, print) should refer to or depict men and women in a wide variety of gambling settings.

8. 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 New London, had higher rates of callers to the Helpline than four other large cities located much further from the casinos.

Recommendation:

Continue to provide concentrated information regarding the availability of the Helpline and treatment services to residents in cities closest to the casinos.

9. UNDER AGE 20**Conclusion:**

Problem gamblers and significant others under age 20 rarely call the Helpline and significant others under the age of 18 rarely receive help for a gambling problem in the family.

- a. There was an under-representation of problem gamblers (1.5%) and significant others (3.2%) between the ages of 10 and 19 compared to the percentage of this group (23.4%) in the general Connecticut population.* National and Connecticut 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 problem. Although 48.8% of significant others reported living with youth under age 18, only 6.9% of the significant others reported that someone under the age of 18 was negatively affected by the gambling problem and only 2% was seeking help for someone under 18. None of the 1.6% children who were exhibiting signs of distress were receiving assistance for the distress. Consistent with these data are the results of a Connecticut study which found that very few teens and children who are problem gamblers or live in homes where there is problem gambling are being treated in child and family agencies across Connecticut.***

*American Community Survey, CT Census, 2007.

**Youth Gambling in CT 2008: Status and Challenges Special Report

***CCPG Study (MS will find reference)

Recommendation:

Since youth are vulnerable to developing a gambling problem and rarely directly reach out for help, target schools and agencies that serve youth with information on problem gambling and how to access help. In addition, the use of the Internet and text messaging to reach youth needs further investigation.

Reach a variety of significant others with information that encourages them to seek help for children in distress due to gambling.

10. FAMILY OF ORIGIN ADDICTIONS/ABUSE

Conclusion:

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

Alcohol (30.5%) and other drug abuse (10.9%), problem gambling (29.9%), and abusive behavior (20.5%) were reported to have been present in the homes in which problem gamblers grew up.

Recommendation:

Disseminate public awareness information with family themes. Provide information to family counseling, medical family practice and other agencies serving families about problem gambling and related disorders in families, emphasizing current and long term negative effects, especially for females.

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CCPG

PROGRAMS AND SERVICES

- **PROBLEM GAMBLING HELPLINE:** Confidential, toll-free Helpline available 24 hours per day for problem gamblers and others who are negatively impacted by problem gambling in Connecticut, Massachusetts and Rhode Island. **1-800-346-6238**
- **PUBLIC AWARENESS AND PREVENTION EDUCATION:** Reach the general population, especially at-risk groups, with the signs of problem gambling, guidelines for responsible gambling, and the availability of treatment.
- **RESOURCES:** Support the development of effective prevention programs and initiatives through partnership with community/state/private organizations and through dissemination of problem gambling materials.
- **PROFESSIONAL AND EDUCATIONAL TRAINING:** Educational opportunities in Problem Gambling Prevention available to health and human service professionals, educators, staff of Employee Assistance Programs and other groups through CCPG conferences, workshops and presentations at conferences held by a variety of other organizations.
- **LEGISLATIVE AND PUBLIC POLICY ADVOCACY:** Collaborate with other local and statewide organizations to advocate for legislation which funds problem and underage gambling programs. Advocate for the creation of public policies aimed at minimizing problem and underage gambling in Connecticut.
- **RESEARCH AND EVALUATION:** Conduct and collaborate on research studies relating to problem gambling, as well as evaluate programs.
- **CORPORATE SERVICES:** Education and consultation services to the gambling industry and various other corporations and businesses across Connecticut.

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 or e-mail to ccpg2@ccpg.org.