

CONNECTICUT COUNCIL on
PROBLEM
GAMBLING

Annual Helpline Report
2010

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.

Celebrating 30 Years Serving Connecticut Residents

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 for others who are negatively impacted by the problem gambler's behavior. 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 624 calls to the Helpline in 2010, data from **430**(69%) calls were obtained from Connecticut gamblers or significant others of gamblers and **194** (31%) were out-of state calls. 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 **430** Connecticut callers whose data are included in this report, **319** (74%) were problem gamblers and **114**(26%) were significant others.

At the end of this report, conclusions and recommendations are provided which relate to problem gamblers and/or significant others.

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HELPLINE CALLERS

State	Grand Total
CT	69.0%
Other States	31.0%
Grand Total	100.0%

II. Connecticut Callers Only (n= 430)

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

Type	Female (n= 189)	Male (n= 241)	Grand Total
Called about own problem PG (n= 316)	59.3%	84.6%	73.5%
Called about someone else's problem SO (n= 114)	40.7%	15.4%	26.5%
Grand Total	100.0%	100.0%	100.0%

- **Of all CT callers, approximately three times (2.8) as many were problem gamblers (PG's) than significant others (SO's) (73.5% vs. 26.5%).**
- **1.4 times more males than females called the Helpline about their own problem (84.6% vs. 59.3%).**
- **2.6 times more females than males called the Helpline about someone else's problem (40.7% vs. 15.4%).**

*** Tables throughout this report vary in the number of callers that are represented. Caution is warranted in interpreting the meaning of percentages when the number of callers utilized in calculating the percentages is small.**

A. Problem Gamblers (PG) n=319

The following tables contain information from problem gambler callers

1. Top Six Cities in Which PG's Live Related to Each City's Proportion of the State Population (n= 319)

City	City % of Callers to Helpline	City % of State Population**
New Haven	5.6%	3.5%
Waterbury	5.3%	3.0%
Norwich	3.8%	1.0%
Bridgeport	3.4%	3.9%
Hartford	3.4%	3.5%
New London	3.4%	.07%

<http://connecticut.hometownlocator.com/census/estimates/cities>

- **Four of the top six cities have higher percentages of problem gamblers who called the Helpline than would be expected based on the city population:**
 - **New London = 4.7 times greater**
 - **Norwich = 3.8 times greater**
 - **Waterbury = 1.8 times greater**
 - **New Haven = 1.6 times greater**

- **Norwich and New London disproportionately more often called the Helpline relative to the populations of these cities.**

2. Problem Gambler Caller Gender (n= 318)

Called about own problem	Female (n= 112)	Male (n= 206)	Grand Total
Problem Gambler Callers	35.2%	64.8%	100.0%

3. Age of Problem Gamblers (n= 300)

Age Group	Female (n=104)	Male (n= 196)	Grand Total
10-19	1.0%	1.0%	1.0%
20-29	6.7%	20.4%	15.7%
30-39	14.4%	20.4%	18.3%
40-49	30.8%	26.0%	27.7%
50-59	24.0%	14.3%	17.7%
60-69	16.3%	13.3%	14.3%
70-79	5.8%	4.1%	4.7%
80-89	1.0%	0.5%	0.7%
Grand Total	100.0%	100.0%	100.0%
Mean Age	49	43	45

- **Over the age of forty, more females (78%) than males (58%) called the Helpline. Under the age of forty, twice as many males (42%) than females (22%) called the Helpline.**
- **For 20-29 year olds males called the Helpline almost 3 times more than females.**
- **For 50-59 year olds, females called the Helpline 1.7 times more than males.**

4. Ethnic/Racial Groups of Problem Gamblers (n= 298)

Ethnicity	Female (n= 106)	Male (n= 192)	Grand Total	CT Population 2010 *
Caucasian	75.5%	77.1%	76.5%	70.9%
African American	12.3%	11.5%	11.7%	11.1%
Latino/Hispanic	7.5%	4.2%	5.4%	11.0%
Asian/Pacific Islander	2.8%	4.2%	3.7%	4.0%
Multi-Ethnic	0.9%	2.1%	1.7%	2.0%
Native American	0.9%	0.5%	0.7%	.5%
Other	0.0%	0.5%	0.3%	.5%
Grand Total	100.0%	100.0%	100.0%	100%

*<http://quickfacts.census.gov>

Comparison Within the Caller group:

- **3 out of 4 callers were Caucasian (76.5%), with similar representation by males and females.**
- **For the Latino/Hispanic population, females called the Helpline slightly more often than males (7.5% vs. 4.2%). The gender difference for Caucasian is 1.6% while the gender difference for Latinos is 3.3%.**

Comparisons Between Callers and CT Population:

- **Caucasians are overrepresented compared to the CT population (76.5% vs. 70.9%).**
- **Latinos have a slightly lower rate of problem gambling than Latino representation in CT (5.4% vs. 11%).**

5. Marital and Family Status of Problem Gamblers (n= 313)

Marital Status	Female (n= 110)	Male (n= 203)	Grand Total	CT Population*
Married	28.2%	42.9%	37.7%	50%
Never married	25.5%	29.1%	27.8%	25.9%
Divorced	13.6%	9.9%	11.2%	10.4%
Cohabiting	10.9%	8.9%	9.6%	6.0%
Widowed	12.7%	1.0%	5.1%	6.2%
Separated	5.5%	3.4%	4.2%	1.5%
Refused	3.6%	3.4%	3.5%	0.0%
Don't know	0.0%	1.0%	0.6%	0.0%
Other	0.0%	0.5%	0.3%	0.0%
Grand Total	100.0%	100.0%	100.0%	100%

*<http://factfinder2.census.gov>

Comparisons within Caller Group:

- A higher percentage of males than females were married (42.9% vs. 28.2%).
- A higher percentage of females than males were widowed (12.7% vs. 1%)

Comparisons between Callers and CT Population:

- The percentage of females who were married is much lower than the general population (28.2% vs. 50.0%).
- The percentage of callers who were married is less than the CT population (37.7% vs. 50%).
- Compared to the general CT population, females had a higher divorce rate (13.6% vs. 10.4%) and females had a higher widowed rate (12.7% vs. 6.2%).

6. Percent of gamblers who have children under the age of 18 living with them (n=288)

Children under 18 living with you	Female (n=103)	Male (n= 185)	Grand Total	*Connecticut Population
Children under 18 living with you	34.0%	29.2%	30.9%	30%

* <http://factfinder2.census.gov/>

Comparisons within Caller Group:

- A moderately higher percentage of female than male problem gamblers had children under 18 living with them (34.0% vs. 29.2%).

Comparison Between Callers and CT Population:

- An equal percentage of problem gamblers reported children under 19 living with them as the CT population.

Occupations of Problem Gamblers (n= 286)

Occupation Gambler	Female (n= 100)	Male (n= 186)	Grand Total	Connecticut Population
Service	20.0%	26.9%	24.5%	17.9%
Unemployed	29.0%	19.9%	23.1%	7.4%
Management/Professional	25.0%	17.2%	19.9%	11.2%
Retired	12.0%	5.9%	8.0%	17.8%
Sales/Office	8.0%	6.5%	7.0%	24.0%
Construction/Extraction/Maintenance	1.0%	8.6%	5.9%	5.5%
Self-employed	3.0%	6.5%	5.2%	6.7%
Production, Transportation & Materials Moving	1.0%	5.4%	3.8%	9.5%
Grand Total	100.0%	100.0%	100.0%	100%

* <http://factfinder2.census.gov/>

Comparison within Caller Group:

- Areas in which PG callers had a higher percentage than were Service (24.5% vs. 17.9%), Unemployed (23.1% vs. 7.4%) and Management/Professional (19.9% vs. 11.2%).
- Close to half (47.6%) of the gamblers who called were either unemployed or in the services field.

Comparison Between Callers and CT Population:

- Areas in which the state population had a higher percentage were retired (17.8% vs. 8.0%) and Sales/Office (24% vs. 7%).

- Almost twice as many CT Helpline callers (19.9%) were in management/professional fields as compared to the CT state statistics for management/professionals (11.2%). For sales/office CT Helpline callers were approximately one-third of the state population.

7. Annual Household Income of Problem Gamblers (n= 243)

Household Income	Female (n= 83)	Male (n= 158)	Grand Total	CT population*
\$0 to \$24,999	25.3%	22.8%	23.7%	19.2%
\$25,000 to \$34,999	19.3%	13.9%	15.8%	8.2%
\$35,000 to \$49,999	13.3%	15.8%	14.9%	12.4%
\$50,000 to \$74,999	18.1%	20.9%	19.9%	17.0%
\$75,000 to \$99,999	10.8%	8.2%	9.1%	13.3%
\$100,000 to \$149,999	7.2%	9.5%	8.7%	15.6%
\$150,000 or more	6.0%	8.9%	7.9%	14.3%
Grand Total	100.0%	100.0%	100.0%	100%

Source: U.S. Census Bureau, 2010 American Community Survey

Comparison within Caller Group:

- No major differences existed across income categories for male and female callers.
- Females more than males earned less than \$35,000 (44.6% vs. 36.7%) and males more than females earned \$100,000 or more (18.4% vs. 13.2%).

Comparison between Callers and CT Population:

- PG callers more than the state population earned less than \$35,000 (39.5% vs. 27.4%) and the state population more than the PG callers earned \$100,000 or more (29.6% vs. 16.6%).

8. Areas of non-casino and casino gambling in which problems were identified n= 316 (# responses= 736)

Type of Gambling	Casino = (C)	Non-Casino = (NC)	Female (n= 112)	Male (n= 204)	Total
Slots (C)			66.1%	29.4%	42.4%
Lottery Scratch-off (NC)			34.8%	30.4%	32.0%
Black Jack (C)			12.5%	35.8%	27.5%
Poker (C)			7.1%	24.5%	18.4%
Lottery Lotto (NC)			14.3%	15.7%	15.2%
Lottery Daily (NC)			17.0%	13.2%	14.6%
Lottery Powerball(NC)			14.3%	13.2%	13.6%
Roulette (C)			8.0%	10.3%	9.5%
Craps Dice (C)			4.5%	9.8%	7.9%
Sports Betting Bookie (NC)			0.0%	10.3%	6.6%
Cards (NC)			4.5%	4.9%	4.7%
Internet: Live Poker Games (NC)			1.8%	6.4%	4.7%
Horse Racing (NC)			1.8%	5.9%	4.4%
Video Poker (C)			2.7%	4.9%	4.1%
Internet Sports Betting (NC)			0.0%	6.4%	4.1%
Horse Racing Racebook (C)			3.6%	3.9%	3.8%
Video Poker (NC)			0.9%	5.4%	3.8%
Bingo (C)			3.6%	2.0%	2.5%
Dog Racing Racebook (C)			1.8%	2.0%	1.9%
Black Jack (NC)			1.8%	2.0%	1.9%
Jai Alai Racebook (C)			2.7%	1.0%	1.6%
Keno (C)			0.9%	2.0%	1.6%
Dog Racing (NC)			0.9%	2.0%	1.6%
Bingo (NC)			3.6%	0.0%	1.3%
Internet: Other (NC) (Specify)			1.8%	1.0%	1.3%
Baccarat (C)			1.8%	0.5%	0.9%
Dice (NC)			0.9%	1.0%	0.9%

- **Women gamble 2.2 times more on slots (66.1%) versus men (29.4%). Men gamble 2.8 times more on Blackjack (35.8%) versus women (12.5%).**
- **For men and women combined, the forms of gambling reported to be most related to the gambling problem are slots (42.4%), lottery scratch-offs (32.0%) and blackjack (27.5%).**
- **The top three types of gambling for women are slots, scratch-off tickets, and daily lottery (66.1%, 34.8%, and 17.0%).**
- **The top three types of gambling for men are Blackjack, lottery scratch-off tickets, and slots (35.8%, 30.4%, and 29.4%).**

9. Number of different areas of gambling in which problems were identified (n=316)

Number	Female (n= 112)	Male (n= 204)	Grand Total
1	50.0%	34.0%	39.7%
2	23.6%	28.9%	27.0%
3	10.4%	17.5%	15.0%
4	4.7%	10.3%	8.3%
5	3.8%	2.6%	3.0%
6	2.8%	3.6%	3.3%
7	0.9%	0.5%	0.7%
8	1.9%	0.0%	0.7%
9	0.0%	0.5%	0.3%
10 or more	1.9%	2.1%	2.0%
Average	2.3	2.6	2.5
Grand Total	100.0%	100.0%	100.0%

- **1 out of 2 women callers (50.0%) had a problem in one area of gambling; for men 10 out of 3 had a problem with one type of gambling (34.0%).**
- **Women were 1.2 TIMES more likely than men to have a problem with one or two forms of gambling (73.6% vs. 62.9%); while men were 1.6 times more likely to have a problem with 3 or more forms of gambling (37.1% vs. 23.6%).**
- **The average number of areas of problem gambling was 2.5 and for men 2.6 and women 2.2.**

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

Emotional/Physical # responses 519	Female (n=110)	Male (n= 203)	Total (n= 313)
Depression	65.5%	52.7%	57.2%
Anxiety	55.5%	45.3%	48.9%
Anger	31.8%	24.1%	26.8%
Alcohol abuse Behavior:	10.9%	17.7%	15.3%
Physical health problems	17.3%	13.8%	15.0%
Clinical: Other	3.6%	2.0%	2.6%
Family issues # responses 887	Female (n= 109)	Male (n= 195)	Total (n= 304)
Family spouse conflict	67.0%	57.9%	61.2%
Family violence	51.4%	46.7%	48.4%
Family neglect	36.7%	46.2%	42.8%
Children change in behavior	46.8%	35.4%	39.5%
Financial impact			
Difficulty paying bills	28.4%	30.3%	29.6%
Using equity savings	34.9%	25.1%	28.6%
Borrowed money	7.3%	14.9%	12.2%
Bankruptcy	11.9%	8.7%	9.9%
Decrease your income	2.8%	5.6%	4.6%
Decrease in total family income	3.7%	4.6%	4.3%
Loss of your job	3.7%	4.6%	4.3%
Renter eviction	3.7%	1.5%	2.3%
Homeowner foreclosure	2.8%	2.1%	2.3%
Financial: other	0.9%	2.6%	2.0%
Legal # responses 34	Female (n= 108)	Male (n= 192)	Total (n= 300)
Fraud	5.6%	3.1%	4.3%
Embezzlement	2.8%	1.6%	2.0%
Robbery	1.9%	1.0%	1.7%
Other criminal acts	0.0%	0.0%	1.3%
Arrest Legal:	1.9%	1.0%	1.0%
Jail prison	0.0%	0.0%	0.7%
probation Legal	0.0%	0.0%	0.3%

- Depression (57.2%) and anxiety (48.9%) were the most frequently reported emotional responses for both females and males.
- Family/spousal conflict (61.2%) and family violence (48.4%) were the most frequent family issues cited by both females and males.
- Family neglect (42.8%) and children change in behavior (39.5%) were also frequent family issues reported by both females and males.

- **Difficulty paying bills (29.6%) and using equity/savings (28.6%) were the most frequently reported financial issues for both females and males.**
- **Fraud and embezzlement rank highest on illegal activity related to problem gambling for both females and males**

11. In the family in which the problem gambler grew up, there was a history of the following problem behaviors (n=91)

family history Behavior:	Female (n= 37)	Male (n= 54)	Grand Total
Alcohol abuse	43.2%	53.7%	49.5%
Gambling problem	40.5%	35.2%	37.4%
Drug abuse	16.2%	9.3%	12.1%
Abusive behaviors	0.0%	1.9%	1.1%
Grand Total	100.0%	100.0%	100.0%

- **Females as compared to males reported that in their families of origin there was a higher frequency of drug abuse and gambling problems; males as compared to females reported a higher frequency of alcohol abuse.**

12. Average financial losses and debt of problem gamblers

	Female	Male	Total
Average of 12 Months Loss (209)	\$16,943	\$32,767	\$27,342
Average of Life Time Loss (159)	\$57,957	\$193,139	\$143,827
Average of Current Debt (153)	\$11,765	\$40,051	\$28,974

- **Average losses for males are greater than for females over the past 12 months (\$16,943 vs. \$32,767).**
- **Current debt for males (\$40,051) is 3.4 for times greater than that for females (11,765).**

13. Reported other excessive behaviors of problem gamblers

Excessive Behavior	Female	Male	Total
Tobacco (n= 288)	6.9%	11.1%	18.1%
Alcohol (n= 301)	4.0%	12.0%	15.9%
Shopping (n= 290)	3.1%	3.1%	6.2%
Food (n= 290)	3.1%	1.4%	4.5%
Work (n= 288)	2.4%	1.4%	3.8%
Sex (n= 290)	0.3%	2.8%	3.1%
Other (n=289)	0.3%	1.7%	2.1%

- The top 2 excessive behaviors were tobacco use (18.1%) and alcohol use (15.9%).
- The largest gender discrepancy was 8.0% (men 12.0% vs. women 4.0 %) for alcohol.

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

Gambler	Female Yes	Male Yes	Total Yes
12 step/ substance abuse Treatment: (n= 300)	11.7%	14.7%	26.3%
GA: (n= 301)	5.6%	9.6%	15.3%
Professional Gambling TX (n= 302)	4.3%	8.3%	12.6%
Treatment: Other (n= 284)	0.7%	1.8%	2.5%

- Substance abuse treatment had been received by approximately 1 out of 4 PG's (26.3).
- A higher percentage of men than women had received previous professional gambling treatment (8.3% vs. 4.3%) and a higher percentage of men accessed GA (9.6% vs. 5.6%).

15. Sources where the Helpline number was found (n= 233)

Sources	Female (n= 82)	Male (n= 151)	Grand Total
Lottery Point of Purchase	17.1%	24.5%	21.9%
Mohegan Sun Casino (Specify below)	32.9%	11.9%	19.3%
Internet/Website (Specify below)	4.9%	13.2%	10.3%
Foxwoods Resort Casino (Specify below)	8.5%	8.6%	8.6%
Phone Book	8.5%	7.9%	8.2%
Relative	7.3%	7.9%	7.7%
Friend	4.9%	5.3%	5.2%
Other	3.7%	5.3%	4.7%
Brochure (Specify below)	3.7%	2.6%	3.0%
TX Professional/Social Service Agency	2.4%	2.6%	2.6%
TV (Specify below)	0.0%	2.6%	1.7%
211 Infoline	1.2%	2.0%	1.7%
Radio (Specify below)	2.4%	0.7%	1.3%
Poster	1.2%	1.3%	1.3%
Billboard (Specify below)	1.2%	0.7%	0.9%
Bus Advertising (Specify below)	0.0%	1.3%	0.9%
Magazine/Newspaper	0.0%	1.3%	0.9%
Grand Total	100.0%	100.0%	100.0%

- **The lottery point of purchase (21.9%) Mohegan Sun (19.3%), and the internet (10.3%) are the most frequent sources of the Helpline number.**
- **Men more than women found the Helpline number at lottery point of purchase (24.5% vs. 17.1%), and on the internet (13.2% vs.4.9%), while women found the number almost 3 times more than men at Mohegan Sun (32.9% vs. 11.9%).**
- **Print, radio and TV advertising appear to be least effective means for advertising the Helpline number.**

16. Resources recommended to callers by the Helpline (n= 297)

Source Helpline (844 resources given)	Female (n= 106)	Male (n= 191)	Total
State Sponsored Treatment (Problem Gambling Services& Bettor Choice)	92.5%	87.4%	89.2%
Gamblers Anonymous (GA)	85.8%	86.4%	86.2%
Peer Counselor	57.5%	45.0%	49.5%
Call the Helpline Again	25.5%	26.7%	26.3%
Literature	22.6%	16.2%	18.5%
Gam-Anon	13.2%	13.6%	13.5%
Other Resources	1.9%	0.5%	1.0%

- **Callers were given an average of 3 resources during their calls to the Helpline.**
- **State Sponsored Treatment was the top referral for both females (92.5%) and males (87.4%), followed by Gamblers Anonymous (females 85.8% vs. males 86.4%).**

B. 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 and/or others. These significant other callers are not related to the problem gambler callers in this report.

II. Connecticut Callers Only SO (N= 114)

Caller	Female (77)	Male (37)	Total
Called about someone else's problem SO (n= 114)	67.5%	32.5%	100.0%

- Women called the Helpline with concern over the negative effects of someone else's gambling problem on them more than twice as often as men (67.5% vs. 32.5%).

1. Top Six Cities of Residence Relative to Each City's Proportion of the State Population (n=114)

City	Female (n= 77)	Male (n= 36)	Grand Total	City* pop
FAIRFIELD	2.6%	8.3%	4.4%	1.6%
NORWICH	3.9%	5.6%	4.4%	1.0%
HARTFORD	3.9%	5.6%	4.4%	3.5%
WALLINGFORD	2.6%	5.6%	3.5%	0.5%
TRUMBULL	1.3%	8.3%	3.5%	1.0%
WEST HAVEN	3.9%	2.8%	3.5%	1.6%

[*http://www.citypopulation.de/USA-Connecticut.html](http://www.citypopulation.de/USA-Connecticut.html)

- All top six cities have higher percentages of significant others who called than would be expected based on the populations of these cities.
 - Fairfield= 2.8 times greater
 - Norwich = 4.4 times greater
 - Hartford = 1.3 times greater
 - Wallingford = 7 times greater
 - Trumbull = 3.5 times greater
 - West Haven = 2.2 times greater

2. Relationship to Problem Gambler (n=92)

Relationship	Female (n= 62)	Male (n= 30)	Total (n= 92)
Friend	17.7%	46.7%	27.2%
Spouse	29.0%	16.7%	25.0%
Parent	22.6%	6.7%	17.4%
Sibling	12.9%	16.7%	14.1%
Adult Child	9.7%	10.0%	9.8%
Co-worker	4.8%	3.3%	4.3%
Others	3.2%	0.0%	2.2%
	100.0%	100.0%	100.0%

- Women called almost 2 times more often than men regarding a spouse (29.0% vs. 16.7%) and more than 3 times more often regarding a parent (22.6% vs. 6.7%) with a gambling problem. Males called 6 times more often about a friend (46.7% vs. 17.7%).

3. Person(s) for whom the Callers were Seeking Assistance (n= 113)

Whom Seeking for Help	Female (n= 76)	Male (n= 37)	Total
My Spouse	23.3%	17.5%	21.4%
My Friend	14.0%	30.0%	19.0%
My Adult Child	19.8%	7.5%	15.9%
Sibling	9.3%	15.0%	11.1%
My Parent	12.8%	5.0%	10.3%
Other	10.5%	5.0%	8.7%
My Child under 18	7.0%	10.0%	7.9%
Myself	1.2%	7.5%	3.2%
My co-worker	2.3%	2.5%	2.4%
	100.0%	100.0%	100.0%

- Men sought help for themselves 6 times more than women (7.5% vs. 1.2%).
- Women sought help for their spouses 1.3 times more than men (23.3% vs. 17.5%).
- Women sought help for an adult child 2.6 times more than men (19.8% vs. 7.5%).
- Men sought help for their child(ren) under 18 slightly more than women (10.0% vs. 7.0%).
- Women called more than twice as often for a parent as men (12.8% vs. 5.0%).
- Men called 2 times more than women for a friend (30.0% vs. 14.0%).

4. Length of Time Significant Others have Known about the Gambling Problem (n= 64)

Length (years)	Female (40)	Male (24)	Total (64)
Average of length	11.0	10.3	10.8

- The length of time significant others have known about the gambling problem was similar for men and women, 11 and 10.3 years, respectively.

5. Age of Significant Others (n= 92)

Caller Age Group	Female (n= 62)	Male (n= 30)	Grand Total
10-19	1.6%	3.3%	2.2%
20-29	8.1%	6.7%	7.6%
30-39	22.6%	23.3%	22.8%
40-49	30.6%	13.3%	25.0%
50-59	21.0%	33.3%	25.0%
60-69	12.9%	13.3%	13.0%
70-79	3.2%	6.7%	4.3%
Grand Total	100.0%	100.0%	100.0%
Mean Age	45	50	47

- The age ranges that had the major gender differences are: greater representation for women for 40-49 (30.6% vs. 13.3%) and greater representation for men for 50-59 (33.3% vs. 21.0%).
- Women were an average of 5 years younger than men (45 vs. 50).

6. Racial Groups of Significant Others (n= 91)

Ethnicity	Female (n= 65)	Male (n= 26)	Grand Total
Caucasian	83.1%	69.2%	79.1%
African American	10.8%	0.0%	7.7%
Asian/Pacific Islander	3.1%	7.7%	4.4%
Latino/Hispanic	1.5%	11.5%	4.4%
Other	0.0%	11.5%	3.3%
Native American	1.5%	0.0%	1.1%
Grand Total	100.0%	100.0%	100.0%

*<http://factfinder.census.gov/>

- **Both women and men were predominantly Caucasian, but more so for women (83.1% and 69.2%).**
- **Of those who stated their ethnicity, only women identified as African American (10.8%); 7.7 times more Latino/Hispanic men than women called the Helpline (11.5% vs. 1.5%); for the Asian population more than twice as many men called as women (7.7% vs. 3.1%).**

7. Marital Status	Female (n= 63)	Male (n= 27)	Grand Total	CT population
Married	52.4%	48.1%	51.1%	48.5%
Single	27.0%	37.0%	30.0%	33.0%
Divorced	7.9%	7.4%	7.8%	10.9%
Separated	6.3%	0.0%	4.4%	1.5%
Widowed	3.2%	0.0%	2.2%	6.1%
Other	0.0%	3.7%	1.1%	0.0%
Grand Total	100.0%	100.0%	100.0%	100.0%

<http://factfinder2.census.gov/>

Comparison within Caller Group:

- 1.3 times as many men than women were single (37.0% vs. 27.0%) and 1.4 times as many women than men were widowed (3.2% vs. 0.0%).
- The divorce rate for both men and women was very similar (7.9% vs. 7.4%).

Comparisons Between Callers and CT Population:

- The percentage of significant other females who were married was 1.1 times greater than females in the CT population (51.1% vs. 48.5%). Male significant others were almost equal to that of the CT population (48.1% vs. 48.5%).
- Women who identified as separated were 4.2 times greater than that of the Ct population (6.3% vs. 1.5%).

8. Annual Household Income of Significant Others: (n= 47)

Group Income	Female (n= 38)	Male (n= 9)	Grand Total	CT Population
\$0- \$24,999	13.2%	0.0%	10.6%	19.2%
\$25,000 to \$34,999	18.4%	11.1%	17.0%	8.2%
\$35,000 to \$49,999	10.5%	11.1%	10.6%	12.4%
\$50,000 to \$74,999	28.9%	55.6%	34.0%	17.0%
\$75,000 to \$99,999	10.5%	11.1%	10.6%	13.3%
\$100,000 to \$149,999	10.5%	0.0%	8.5%	15.6%
\$150,000 to \$199,999	0.0%	11.1%	8.5%	14.3%
Grand Total	100.0%	100.0%	100.0%	100.0%

Comparison within Caller Group:

- **Almost twice as many women (42%) had incomes less than \$50,000 compared to men (22.2%).**
- **Almost one-third (31.6%) of women had an income below \$35,000 compared to 11.1% of men.**
- **77.8% of males had an income of \$50,000 or more compared to 49.9% of women.**

Comparisons Between Callers and CT Population:

- **Almost twice as many people in the CT population compared to the callers (19.2% vs. 10.6%) had incomes lower than \$25,000.**
- **More than twice as many callers as CT population earned between \$25,000 and \$34,999 (17.0% vs. 8.2%).**
- **More SO callers than CT the population had incomes between \$50,000 and \$74,000 (44.6% vs. 30.3%).**
- **More of the CT population than the callers had incomes between \$75,000 and \$200,000 (43.2% vs. 27.6%).**

9. The following problems of significant others were reported to have resulted from the gambling (n=98)

Emotional/Physical (n= 98)	Female (n= 69)	Male (n= 29)	Total
Anxiety relative	59.4%	41.4%	54.1%
Depression relative	46.4%	27.6%	40.8%
Anger relative	39.1%	17.2%	32.7%
Violent Thoughts relative	8.7%	10.3%	9.2%
Violent actions relative	4.3%	10.3%	6.1%
Suicidal thoughts relative	1.4%	3.4%	2.0%
Family Issues n= 98	Female (n= 69)	Male (n= 29)	Total
Family spouse conflict relative	59.4%	41.4%	50.4%
Financial hardship	39.1%	93.1%	55.1%
family neglect (relative)	7.2%	17.2%	10.2%
Family violence (relative)	2.9%	6.9%	4.1%

- **Women reported more anxiety (59.4%) than men (41.4%), and more depression (46.4%) than men (27.6%).**
- **2.5 times more men indicated issues relating to suicidal thoughts than women (3.45 vs.1.4%).**
- **Family conflict ranked highest in family issues for women (59.4% vs. 41.4%), while Financial hardship ranked highest for men (93.1% vs. 39.1%).**
- **Family neglect and family violence were more than twice the issue for men versus women (24.1% vs.10.1%).**

10. Significant Others that have ever received help for the effects of the gambling problem (n= 89)

Help	Female (n= 62)	Male (n= 27)	Total (n= 89)
Professional TX (relative)	12.9%	11.1%	12.4%
Gam-Anon (relative)	1.6%	0.0%	1.1%
TX: Other	8.1%	3.7%	6.7%

- The percentages for men and women SO's who received professional treatment were similar (11.1% vs. 12.9%). Gam-Anon assistance was not accessed at all by men and only 1.6% of women reached out for help through Gam-Anon.

11. Sources where the Helpline number was found: (n= 93)

How did caller hear about us?	Female (n= 61)	male (n= 32)	Grand Total
Internet/Website (Specify below)	19.7%	18.8%	19.4%
Friend	11.5%	21.9%	15.1%
Phone Book	14.8%	9.4%	12.9%
Lottery Point of Purchase	13.1%	9.4%	11.8%
Mohegan Sun Casino (Specify below)	6.6%	9.4%	7.5%
TX Professional/Social Service Agency	6.6%	6.3%	6.5%
211 Infoline	6.6%	3.1%	5.4%
Relative	6.6%	0.0%	4.3%
Foxwoods Resort Casino (Specify below)	1.6%	6.3%	3.2%
TV (Specify below)	4.9%	0.0%	3.2%
Bus Advertising (Specify below)	1.6%	3.1%	2.2%
GA/Gam-Anon	1.6%	3.1%	2.2%
Other Self-help group	1.6%	3.1%	2.2%
Radio (Specify below)	0.0%	3.1%	1.1%
Poster (Specify below)	1.6%	0.0%	1.1%
Brochure (Specify below)	0.0%	3.1%	1.1%
Magazine/Newspaper	1.6%	0.0%	1.1%
Grand Total	100.0%	100.0%	100.0%

- "Internet" was the top resource for the Helpline number for women significant others (19.7%), while a "friend" was the top resource for help for men (21.9%).

- For women, phone book was the second highest referral source (14.8%) and friend was the third (11.5%). For men, Internet was the second highest referral source (18.8%), and phone book, lottery point of purchase and Mohegan Sun were third (9.4%).
- Gambling industry referral sources: Lottery (13.1%), Mohegan Sun (6.6%) and Foxwoods (1.6%).
- Mohegan Sun and Foxwoods were almost twice the referral source for men than for women (15.7% vs. 8.2%).

12. Resources recommended to Significant Others for themselves (n= 100)

Recommended (referrals # 309)	Female (n= 69)	Male (n= 31)	Total (n=100)
State Sponsored	81.2%	64.5%	76.0%
GA	53.5%	51.6%	52.5%
Peer Counselor	53.6%	61.3%	56.0%
Gam-Anon	71.2%	58.1%	64.6%
Call Again	20.3%	25.8%	22.0%
Mail	17.4%	19.4%	18.0%
Literature	8.7%	6.5%	8.0%
Others	5.8%	9.7%	7.0%

- For female and male significant others, referral to a state sponsored treatment program was the top referral (81.2% and 64.5%)
- For men, the second top resource was speaking to a peer counselor (61.3%), while for females it was Gam-Anon (71.2%).
- Overall, for both female and male significant others, the top 3 referrals were state sponsored treatment (76.0%), Gam-Anon (64.0%) and peer counselors (56.0%)
- Women were referred more often than men to state sponsored treatment and Gam-Anon, while men were referred more often to peer counselors.

13. Resources recommended to Significant Others for the gambler (n=91)

Recommended (referrals # 289)	Female (n= 66)	Male (n= 25)	Total (n= 91)
State Sponsored	83.3%	76.0%	81.3%
GA	69.7%	68.0%	69.2%
Gam-Anon	57.6%	56.0%	57.1%
Peer Counselor	53.0%	68.0%	57.1%
Call Again	21.2%	24.0%	22.0%
Mail	18.2%	12.0%	16.5%
Literature	7.6%	8.0%	7.7%
Others	4.5%	12.0%	6.6%

- The top referrals for both the women and men gamblers were state sponsored treatment (83.3% vs. 76%); GA (69.7%) and Gam-Anon (57.6%) ranked second and third for women and GA (68.0%) and referral to peer counselor (68%) both ranked second for the men.
- It was more often recommended that female PG's (compared to male PG's) seek state sponsored treatment and recommended more often that male PG's (compared to female PG's) seek a peer counselor.

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 3 times (2.8) as many gamblers as significant others who called the Helpline.

Recommendation:

- a. Further media outreach needs to be implemented to educate family members, friends, co-workers, businesses, and others that the Helpline is also a resource that will provide them with the needed help when gambling behaviors negatively impact their lives. When significant others seek help, there is increased likelihood that the problem gambler will also decide to access help.
- b. New advertising will be developed especially for outreach to significant others.

2. PREVIOUSLY UNSERVED

Conclusion:

The Helpline has become more successful in reaching unserved problem gamblers and their families. Problem gamblers and significant others are now receiving a higher percentage of referrals for problem gambling treatment than in the past.

- a. Problem Gamblers: 89.2% received referrals for professional treatment for a gambling problem; 86.2% received a GA referral for a gambling problem; and 49.5% received a referral to a peer counselor for a gambling problem.
- b. Only 4.3% of women and 8.3% of men problem gamblers had actually received professional treatment for a gambling problem. Only 9.6% of women and 15.3% of men had actually attended a GA meeting.
- c. Significant Others: 64.6% received referrals for Gam-Anon; 76.0% received referrals for state sponsored treatment; 56% received referrals for peer counseling.
- d. For significant others, only 12.9% of women and 11.1% of men had actually received professional treatment related to the gambling problem. Only 1.6% of women and no men had attended a Gam-Anon meeting.

Recommendation:

- a. Further efforts to increase the awareness of the CT Gambling Helpline number will continue as a means for increasing referrals for appropriate treatment.
- b. Live on-line chat has now begun to be offered to CT residents as a means to reach unserved populations who may choose not to access help by phone, allowing for another avenue for problem gamblers and their families to access referrals for treatment

3. GENDER DIFFERENCES

Conclusion:

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

- a. Problem Gamblers: More men (64.8%) than women (35.2%) called the Helpline.
- b. Significant Others: A higher percentage of women (67.5%) than men (32.5%) called the Helpline.

Recommendation:

- a. To be more successful in outreach to women problem gamblers, gender specific messages should continue to be created and strategically placed at venues often frequented by women.
- b. To be more successful in outreach to male problem gamblers, gender specific messages, as with women, should be created and placed at venues
- c. For both men and women significant others, more emphasis needs to be placed on self-care, regardless of whether or not the gambler is ready for treatment.

4. FINANCIAL CONSEQUENCES

Conclusion:

Problem gambling has serious financial consequences.

- a. The average gambling loss in the last 12 months was \$27,342 and the average gambling debt was \$28,974
- b. Male as compared to female gamblers have almost twice as much gambling losses in the past 12 months (\$32,767 vs. \$16,943); males also have almost 4 times greater average gambling debts (\$40,051 vs. \$11,765).
- c. Over the lifetime of gambling men have a 3.3 times higher average gambling losses than women (\$193,139 vs. \$57,957).

Recommendation:

Utilize current membership in the CT Employee Assistance Program Association (EAPA) and the CT Chambers of Commerce to reach out to financial lending institutions, credit unions, financial consultants, accountants, and other relevant businesses with information on gambling addiction and its consequent devastation to individuals and their families as well as information on helping resources.

5. LOW-INCOME

Conclusion:

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

- a. Of all the income categories, the one with the highest percentage of both women (25.3%) and men (22.8%) callers is the lowest income category, 0 - \$24,999.
- b. The percentage of female problem gamblers earning under \$35,000/yr. (44.6%) was 1.5 times greater than the percentage of male problem gamblers earning under \$35,000/yr. (37.1%)

c. Compared to the CT population, PG callers had a higher percentage representation at the low end of the income scale and a lower representation at the higher end of the scale.

- 39.5% of PG callers and 27.4% of the CT population had incomes below \$35,000.
- 60.2% of Connecticut's population earns \$50,000 or more a year, while only 45.6% of problem gamblers earn \$50,000 or more a year.
- Unemployment data are consistent with the income data for PG's.
- Compared to all employment categories, unemployment was the second highest category. Unemployment for PG callers was 3 times higher than unemployment in the CT population (23.1% vs. 7.4%).

Recommendation:

- a. Continue to support projects, such as our current inner city Bridgeport Project focusing on the Latino and African-American populations, to increase awareness of the effects of gambling addiction on gamblers and their families.
- b. Work with organizations serving low-income communities and develop media messages for those communities that are culturally relevant.

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 (54.1%) were very similar to reports of anxiety by problem gamblers (55.5%). Rates of depression were 1.4 times higher for gamblers (65.5%) than for significant others (46.4%).
- b. Problem gamblers: Females had 1.2 times higher rates for anxiety and depression than males (60.5% vs. 49.0%).
- c. Significant Others: Of the callers to the Helpline, females reported 1.5 times more problems with anxiety and depression than males (52.9% vs. 34.5%).

Recommendation:

- a. Continue to educate agencies providing services for substance abuse, other addictions and other mental health disorders that problem gambling often co-exists with such disorders and needs to be recognized and treated.
- b. Clinical staff should receive ongoing training in the diagnosis and treatment of a gambling disorder and screening for problem gambling should be part of the routine intake process.
- c. 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 tickets are the areas most often reported as problems.

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 2.2 times greater problem with slot machines than men (66.1% vs.29.4%).
- b. Men have a 2.8 times greater problem with blackjack than women (35.8% vs. 12.5%).
- c. The top three areas identified as problems for:
 - Male gamblers: blackjack, lottery scratch- off tickets, and slots.
 - Female gamblers: slots, lottery scratch-off tickets, and lottery daily.
 - All gamblers: slot machines, lottery games (especially instant tickets) and blackjack.

Recommendation:

Prevention and education messages (visual, verbal, print) should refer to or depict men and women in a wide variety of gambling settings, especially slots when targeting women and blackjack for me

***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.**

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, two cities near the two casinos, New London (4.7times greater) and Norwich (3.8 times greater), had higher rates of callers to the Helpline than other large cities located much further from the casinos.

Recommendation:

Continue to provide concentrated information through presentations and media campaigns, 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

- a. Among problem gamblers, there was an under-representation of problem gamblers (1.0%) and significant others (2.6%) between the ages of 10 and 19. National and Connecticut research shows that high school and college students have problem gambling rates 2-3 times higher than adult rates.*
- b. 30.9% of problem gamblers indicated they had children under 18 living with them and stated there were no signs of emotional distress noted.

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

Recommendation:

- a. Schools and agencies serving youth need further training to increase their awareness and understanding of the issue of problem gambling and need to become more knowledgeable about treatment options available to youth.
- b. Since teens and young adults do not usually utilize help by telephone, CCPG has begun to provide online support for those problem gamblers and significant others who are unlikely to access help by phone. To date, teens and young adults have primarily taken advantage of this new form of service.
- c. Continue educating parents/families about the issue of youth and problem gambling as legalized gambling continues to expand across the community, including the home. Inform families that there are treatment options, not only for the young gambler, but for them as well.

10. FAMILY OF ORIGIN ADDICTIONS/ABUSE**Conclusion:**

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

- a. In homes in which problem gamblers were raised; alcohol abuse (49.5%), gambling addiction (37.4%), and drugs abuse (12.1%), abusive behavior (1.0%) were reported.
- b. Alcohol abuse and gambling addiction were most prominent in families of origin of callers to the Helpline.

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, and where help is available.

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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. **1-888-789-7777** or **1-800-346-6238**

PROBLEM GAMBLING CHAT:

Access via www.problemgambling.org; click on Live Chat: Hours of operation: 5pm-midnight Monday –Friday; Saturday Noon – Midnight.

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.