

Helpline Caller Evaluation Report: SIGNIFICANT OTHER

2003

2006

Gender		N	Percent		N	Percent
	Female	23	79.3	Female	22	88.0
	Male	6	20.7	Male	3	12.0
	Total	29	100.0	Total	25	100.0

Caller		N	Percent		N	Percent
	Significant Other: Adult Child	3	10.3	Significant Other: Adult Child	2	8.0
	Significant Other: Friend	5	17.2	Significant Other: Friend		
	Significant Other: Parent	6	20.7	Significant Other: Parent	3	12.0
	Significant Other: Relative	2	6.9	Significant Other: Relative	1	4.0
	Significant Other: Sibling	1	3.4	Significant Other: Sibling	7	28.0
	Significant Other: Spouse	10	34.5	Significant Other: Spouse	12	48.0
	Significant Other: Other	2	6.9	Significant Other: Other	0	.0
	Total	29	100.0	Total	25	100.0

Significant Other: Other		N	Percent	No others in 2006		
	No others	27	93.1			
	Counselor	1	3.4			
	Partner	1	3.4			
	Total	29	100.0			

Was it easy to find our HelpLine number?		N	Percent		N	Percent
	Yes	27	93.1	Yes	22	95.7
	No	2	6.9	No	1	4.3
	Total	29	100.0	Total	23	100.0

2003

2006

When you called our 800#, you reached an answering service before you talked to our Helpline staff. Did our answering service answer your call promptly?	2003		2006	
	N	Percent	N	Percent
Yes	26	89.7	22	95.7
No	1	3.4	0	.0
Don't Know	2	6.9	1	4.3
Total	29	100.0	23	100.0

Were you satisfied with the answering service operator's overall response to your request?	2003		2006	
	N	Percent	N	Percent
Yes	28	96.6	23	100.0
No	0	.0	0	.0
Don't Know	1	3.4	0	.0
Total	29	100.0	0	100.0

The call was returned:	2003		2006	
	N	Percent	N	Percent
0-15 minutes	15	53.6	18	78.3
16-59 minutes	7	25.0	5	21.7
1-2 hours	3	10.7	0	.0
Don't remember	3	10.7	0	.0
Total	28	100.0	23	100.0

Was the Helpline staff member accepting and supportive of your feelings?	2003		2006	
	N	Percent	N	Percent
Yes	29	100.0	22	100.0

2003

2006

What is your overall satisfaction with the amount of information you were asked during your call to the Helpline?	2003		2006			
	Very Satisfied	24	82.8	Very Satisfied	22	100.0
	Satisfied	3	10.3	Satisfied	0	0
	Neutral	1	3.4	Neutral	0	0
	Unsatisfied	1	3.4	Unsatisfied	0	0
	Total	29	100.0	Total	0	100.0

How satisfied were you with the amount of information you were asked during you call to the Helpline	2003		2006			
		N	Percent		N	Percent
	Very Satisfied	22	75.9	Very Satisfied	22	100.0
	Satisfied	5	17.2	Satisfied	0	0
	Neutral	1	3.4	Neutral	0	0
	Don't know	1	3.4	Don't know	0	0
Total	29	100.0	Total	22	100.0	

How related were the questions to the concerns you had at the time you called?	2003		2006			
		N	Percent		N	Percent
	Very related	24	85.7	Very related	22	100.0
	Somewhat related	2	7.1	Somewhat related	0	.0
	Not related	1	3.6	Not related	0	.0
	Don't know	1	3.6	Don't know	0	.0
Total	28	100.0	Total	0	100.0	

As a result of the Helpline contact, please indicate where the gambler sought help.	2003		2006			
		N	Percent		N	Percent
	State-sponsored compulsive gambling treatment program	2	8.0	State-sponsored compulsive gambling treatment program	6	28.6
	Gamblers Anonymous (GA)	6	24.0	Gamblers Anonymous (GA)	4	19.0
	Did not seek help	11	44.0	Did not seek help	10	47.6
	Other	3	12.0	Other	0	.0
	Don't know	3	12.0	Don't know	0	0
	Refused	0	.0	Refused	1	4.8
Total	25	100.0	Total	21	100.0	

2003

2006

Other		N	Percent		N	Percent
		24	82.8		22	88.0
	Also GA	1	3.4	And GA	1	4.0
	Counselor-Melodie Keen	1	3.4	GA also	1	4.0
	Couple counseling- Psychiatrist, wife is bipolar	1	3.4	GA and Gam-Anon	1	4.0
	Private Therapist	1	3.4	Total	25	100.0
	Psychologist	1	3.4			
	Total	29	100.0			

As a result of the Helpline contact, please indicate where the significant other sought help.		N	Percent		N	Percent
	State-sponsored compulsive gambling treatment program	4	13.8	State-sponsored compulsive gambling treatment program	1	4.5
	Gam-Anon	7	24.1	Gam-Anon	2	9.1
	Did not seek help	13	44.8	Did not seek help	15	68.2
	Other	3	10.3	Other	3	13.6
	Don't know	2	6.9	Refused	1	4.5
	Total	29	100.0	Total	22	100.0

Other		N	Percent		N	Percent
	Left blank	23	79.3	Left blank	22	88.0
	Counselor	1	3.4	Barbara	1	4.0
	Couple counseling	1	3.4	Peer counseling	1	4.0
	GA also	1	3.4	Private Psy	1	4.0
	Gam-Anon also	1	3.4	Total	25	100.0
	Individual counselor	1	3.4			
	Private Therapist	1	3.4			
	Total	29	100.0			

2003

2006

As a result of the Helpline contact, did another person seek help?	2003		2006	
	N	Percent	N	Percent
Yes	5	17.2	5	23.8
No	22	75.9	15	71.4
Don't Know	2	6.9	1	4.8
Total	29	100.0	21	100.0

If yes, specify who and where:	2003		2006		
	N	Percent	N	Percent	
No	25	86.2	20	80.0	
He went to GA	1	3.4	Bettor Choice and Gam-Anon	1	4.0
Her husband sees a counselor	1	3.4	Mother and Father Gam-Anon	1	4.0
His mom and his father went to Gam-Anon once or twice	1	3.4	Mother went to Bettor Choice program.	1	4.0
She went to GA	1	3.4	My husband with Bob Vietro	1	4.0
Total	29	100.0	Private Psy	1	4.0
			Total	25	100.0

When you called, did the Helpline staff member inform you about Gam-Anon?	2003		2006	
	N	Percent	N	Percent
Yes	26	89.7	23	100.0
No	0	.0	0	.0
Don't Know	3	10.3	0	0
Total	29	100.0	23	100.0

Did you seek help from Gam-Anon?	2003		2006	
	N	Percent	N	Percent
Yes	9	31.0	2	8.7
No	19	65.5	20	87.0
Don't Know	1	3.4	1	4.3
Total	29	100.0	23	100.0

2003

2006

If yes, please rate the degree of helpfulness of Gam-Anon in dealing with the problems you experienced as a result of a significant other's gambling.	2003		2006	
	N	Percent	N	Percent
Very helpful	4	44.4	2	66.7
Helpful	3	33.3	0	.0
Unhelpful	1	11.1	0	.0
Don't know	1	11.1	0	.0
Refused	0	0	1	33.3
Total	9	100.0	3	100.0

Do you approve of the fact that we called to follow-up?	2003		2006	
	N	Percent	N	Percent
Yes	28	96.6	22	95.7
No	1	3.4	1	4.3
Total	29	100.0	23	100.0

For this follow-up call, would you have preferred that we called you:	2003		2006	
	N	Percent	N	Percent
Sooner from the time that you made the original Helpline call	4	13.8	16	76.2
Now-this is a good time	24	82.8	1	4.8
Don't know	1	3.4	3	14.3
Refused	0	.0	1	4.8
Total	29	100.0	21	100.0

2003

2006

When	2003		2006			
		N	Percent		N	Percent
	No suggestion	24	82.8	No suggestion	18	72.0
	A month later	1	3.4	A couple of weeks after the call	1	4.0
	Maybe a month or two after she first called	1	3.4	Don't know	1	4.0
	One month	1	3.4	It's been a loing time since I emade the call	1	4.0
	One or two months	1	3.4	Right after	2	8.0
	They did a very good job. Wished the helpline staff could call his son.	1	3.4	Sooner than 9 months	1	4.0
				Sooner than now.	1	4.0
	Total	29	100.0	Total	25	100.0

Information given to the caller by the interviewer.	Do you have additional recommendations for the Helpline that you have not already stated?
Gave her our 800# again and told her to call us if she needed us.	Husband was not gambling as wife thought he had a girlfriend instead!
Gave her Tom Creed's # at Bettor Choice. Also told her to call Helpline if she needs us again.	I did not know the Helpline went to 211-Why would they ever change. I'm a social worker and I would
I gave her the number to the Wheeler Clinic	Keep up the good work. The person I talked with knooew all about gambling and what to do for help.
I told her to call the Helpline if she ever needed help. Encouraged her to have her sister call the Helpline	Keep up the great work, the person I talked with knew all about gambing problems.
I told him Alexis will call him to get him in direct contact with Norm. OTB is a problem, can we get client banned from there as well?	Should call
If he ever needs any other support, he can call our Helpline-He is very bitter and indifferent at this time, but appreciated our call.	Should make the calls sooner.
She will call Meledie Keen in Norwalk for more Gam-Anon kind of help.	The person Barbara-kept calling me back although she was nice she was very pushy.
She's all set, no need for treatment. Is staying away from gambler, but will pray for him.	
Told her to call us if she needs anything else.	