



**California Problem Gambling
Helpline Statistics
Annual Report**

Engagement & Outcomes

Intakes/Clinical Calls	3,912
Non-Intakes/Pranks	18,845
Total Calls Answered	22,757
Text Support Intakes	843
Chat Support Intakes	656
Gamban Codes Provided	237
Motivational Text Enrollments	788

Intake Language

English	3840	98.16%
Spanish	56	1.43%
Mandarin	5	0.13%
Cantonese	7	0.18%
Other	4	0.10%
<i>Not Reported</i>	0	0.00%

Transfer Outcome

Transfer Completed	20	0.51%
Voicemail Response	202	5.16%
No Response	148	3.78%
Transfer Refused	1201	30.70%
Call Terminated Early	278	7.11%
Wrong Time for Transfer	2063	52.74%
<i>Not Reported</i>	0	0.00%

Case Management Outcome

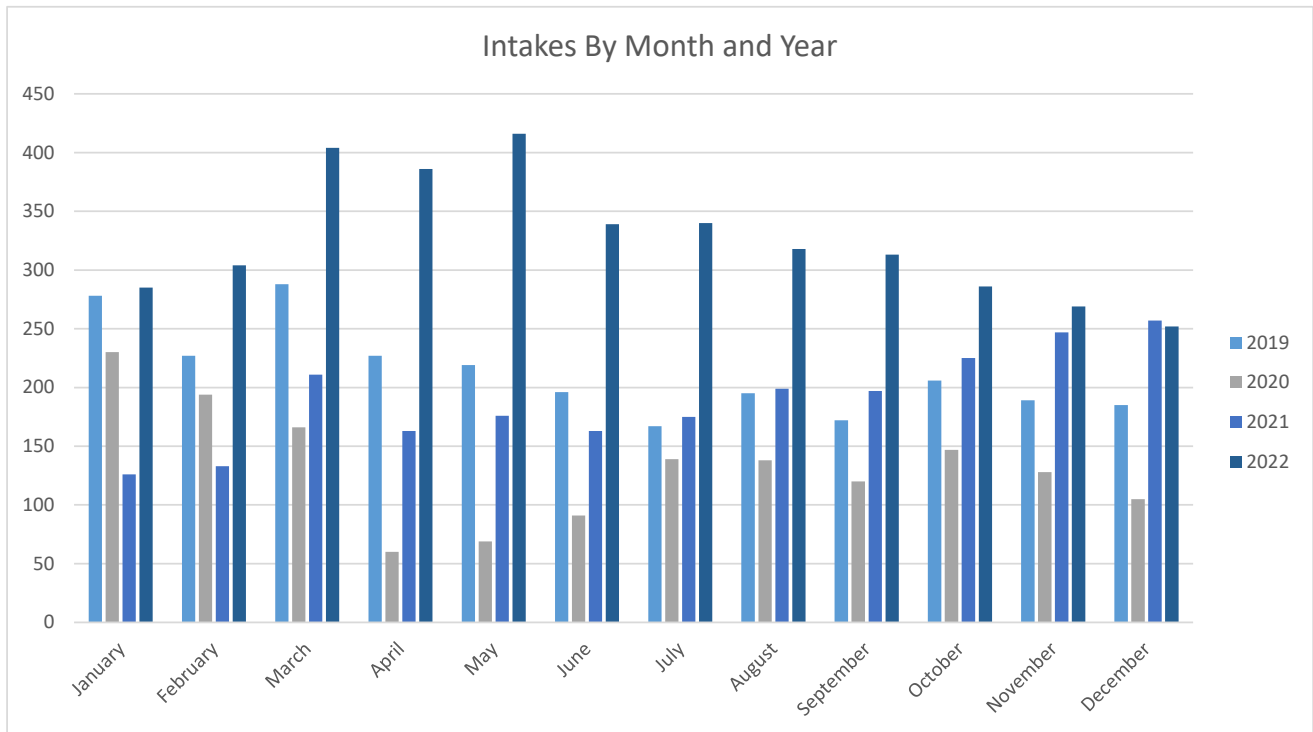
		<i>Total</i>	<i>Reported</i>
Accepted Case Management	1238	31.65%	34%
Declined Case Management	2376	60.74%	66%
<i>Not Reported</i>	298	7.62%	N/A

Case Management is offered when a warm transfer cannot be completed and the call does not terminate early.

Intakes By Year

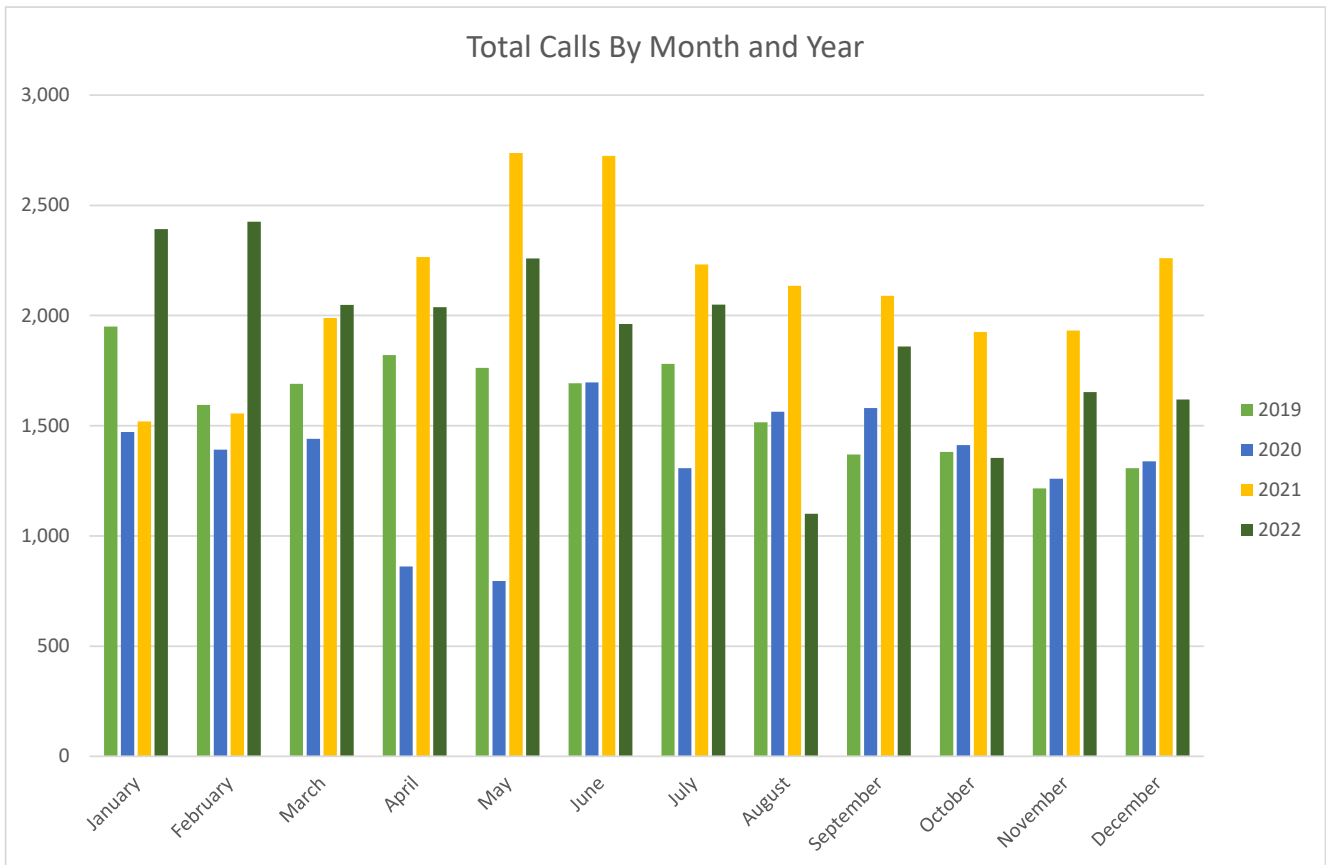
Intakes By Month Over the Last 4 Years

	2019	2020	2021	2022
January	278	230	126	285
February	227	194	133	304
March	288	166	211	404
April	227	60	163	386
May	219	69	176	416
June	196	91	163	339
July	167	139	175	340
August	195	138	199	318
September	172	120	197	313
October	206	147	225	286
November	189	128	247	269
December	185	105	257	252
TOTAL	2,549	1,587	2,272	3,912

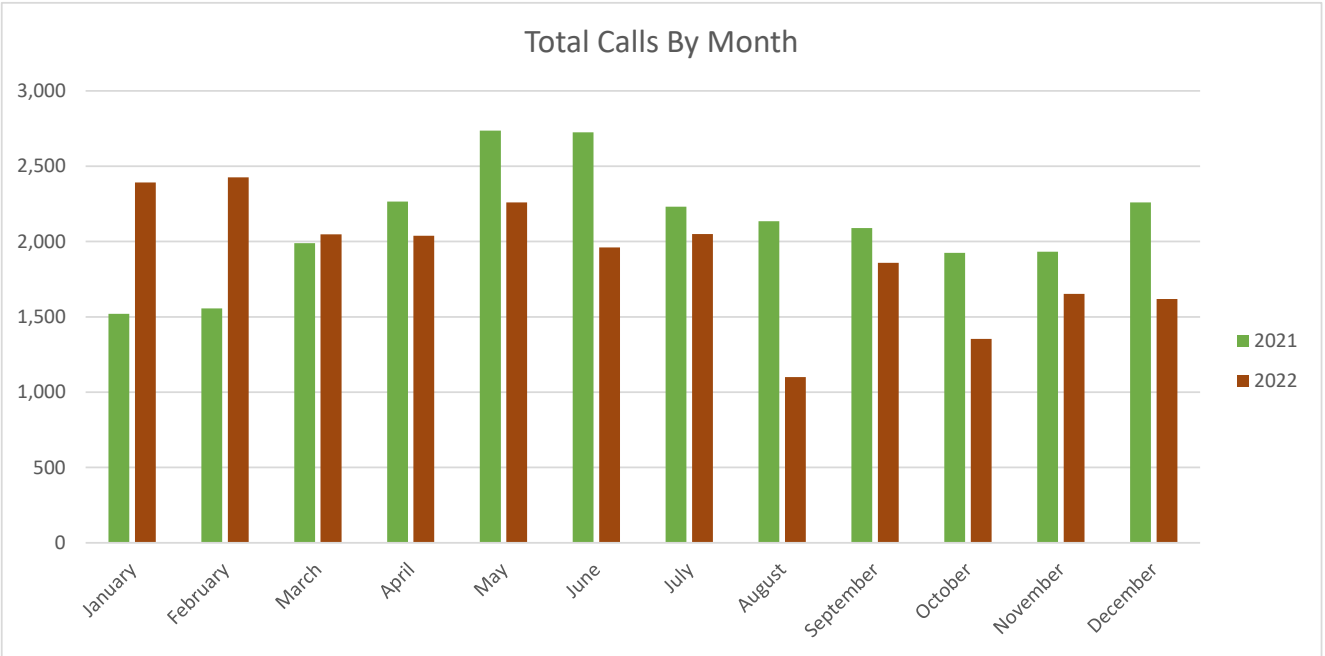
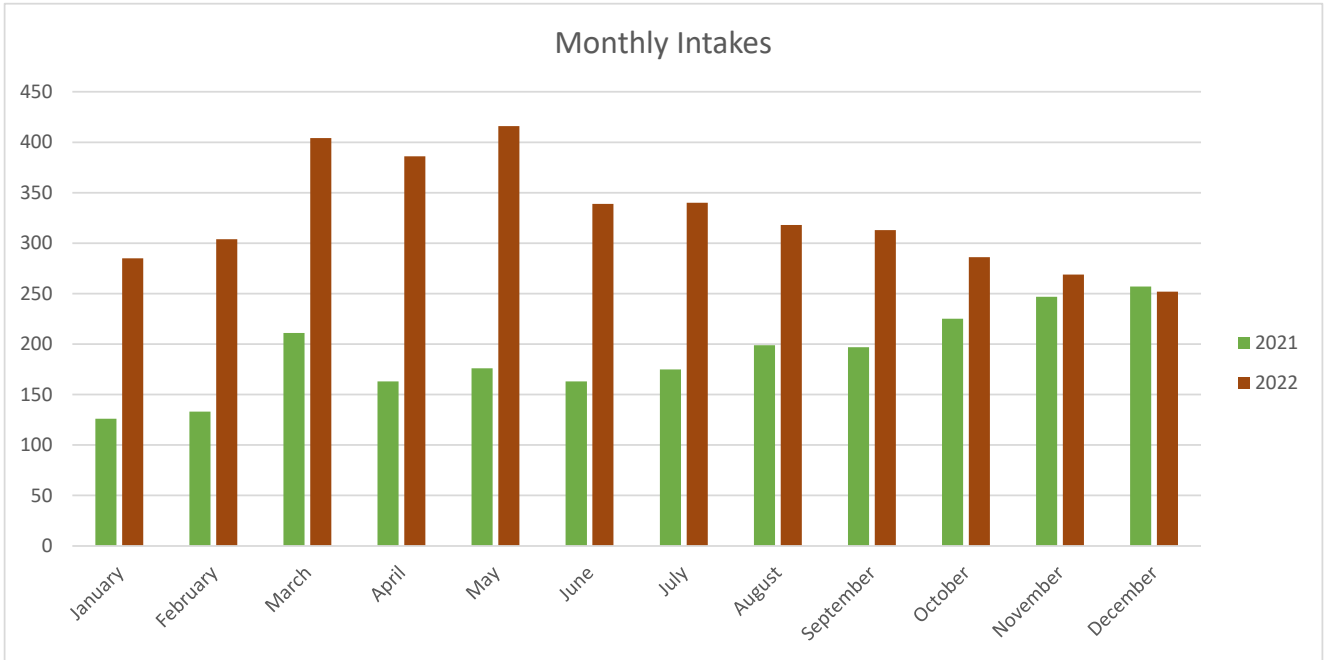


Total Calls By Year

	2019	2020	2021	2022
January	1,950	1,472	1,520	2,392
February	1,595	1,392	1,556	2,426
March	1,690	1,441	1,989	2,048
April	1,821	862	2,265	2,038
May	1,762	795	2,737	2,259
June	1,693	1,696	2,724	1,961
July	1,780	1,308	2,232	2,049
August	1,516	1,563	2,135	1,100
September	1,370	1,580	2,089	1,859
October	1,381	1,412	1,925	1,354
November	1,215	1,259	1,932	1,652
December	1,307	1,339	2,260	1,619
TOTAL	19,080	16,119	25,364	22,757



Intakes & Calls By Month



Clinical Calls by Shift

First Shift
(5am – 2pm PST)

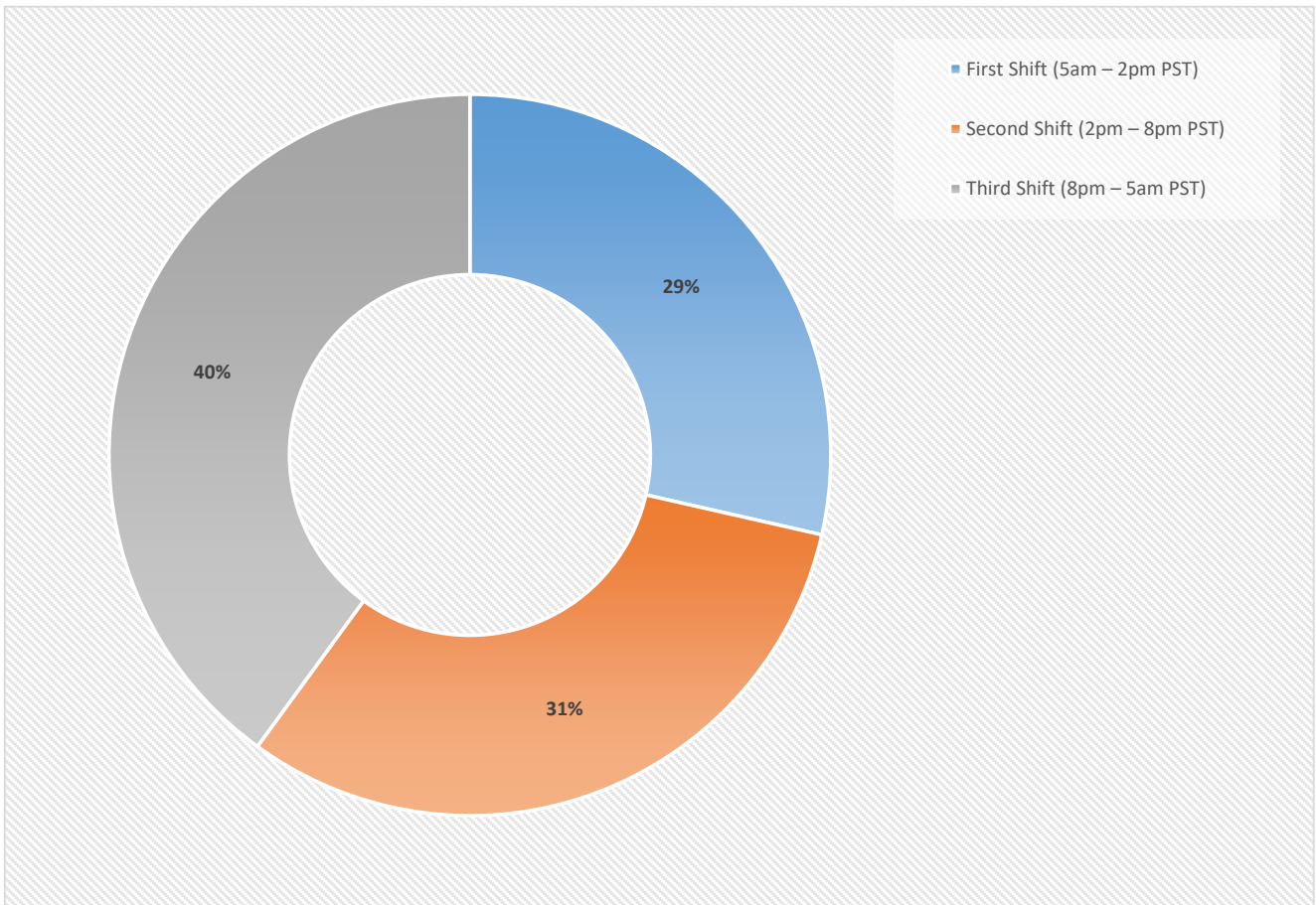
1117
28.55%

Second Shift
(2pm – 8pm PST)

1231
31.47%

Third Shift
(8pm – 5am PST)

1564
39.98%



Text and Chat Support

Text Support Intakes	843
Chat Support Intakes	656

Texting Result

Request for Information	<i>Not collected</i>
Transferred to Phone Intake	<i>Not collected</i>
Refferals provided in Text	<i>Not collected</i>
Text Terminated Prematurely	<i>Not collected</i>

Type of Chat Visitor

		<i>Total</i>	<i>Reported</i>
Gambler	304	46.34%	63.33%
Non Gambler	176	26.83%	36.67%
<i>Friend</i>	<i>Not collected</i>		
<i>Spouse/Significant Other</i>	<i>Not collected</i>		
<i>Parent</i>	<i>Not collected</i>		
<i>Adult Child</i>	<i>Not collected</i>		
<i>Sibling</i>	<i>Not collected</i>		
<i>Other</i>	<i>Not collected</i>		
<i>Employer</i>	<i>Not collected</i>		
<i>Therapist</i>	<i>Not collected</i>		
<i>Not Reported/Other</i>	176	26.83%	

Gender of Chat Visitor

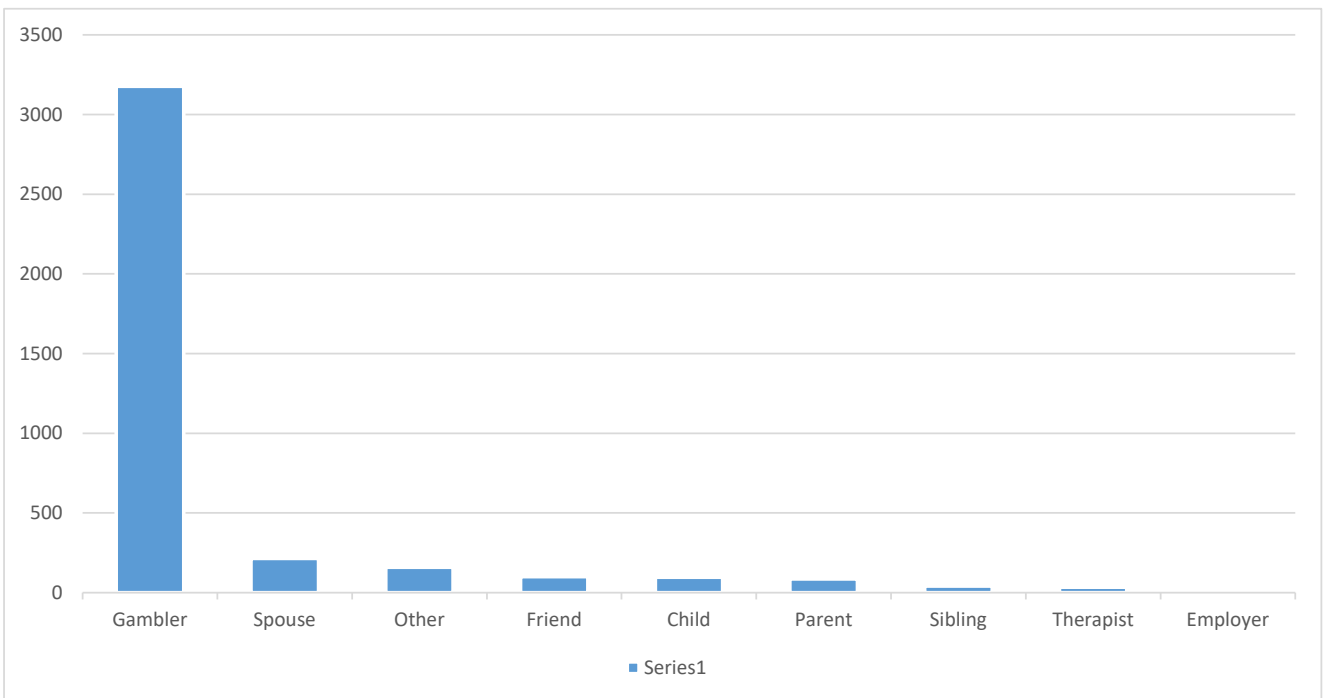
		<i>Total</i>	<i>Reported</i>
Male	21	3.20%	63.64%
Female	12	1.83%	36.36%
<i>Not Reported/Other</i>	623	94.97%	N/A

"Other" includes combined data of individuals reporting as Transgender, Gender Non-Conforming, and Choose Not to Disclose. A breakdown of the reported genders is available upon request. **Prior to 02/2018, gender of chat visitors was not tracked.**

Caller Data

Type of Caller

		<i>Total</i>	<i>Reported</i>			<i>Total</i>	<i>Reported</i>
Child	96	2.45%	2.45%	Parent	86	2.20%	2.20%
Employer	2	0.05%	0.05%	Sibling	42	1.07%	1.07%
Friend	101	2.58%	2.58%	Spouse	215	5.50%	5.50%
Gambler	3177	81.21%	81.21%	Therapist	34	0.87%	0.87%
Other	159	4.06%	4.06%	<i>Not Reported</i>	0	0.00%	<i>N/A</i>

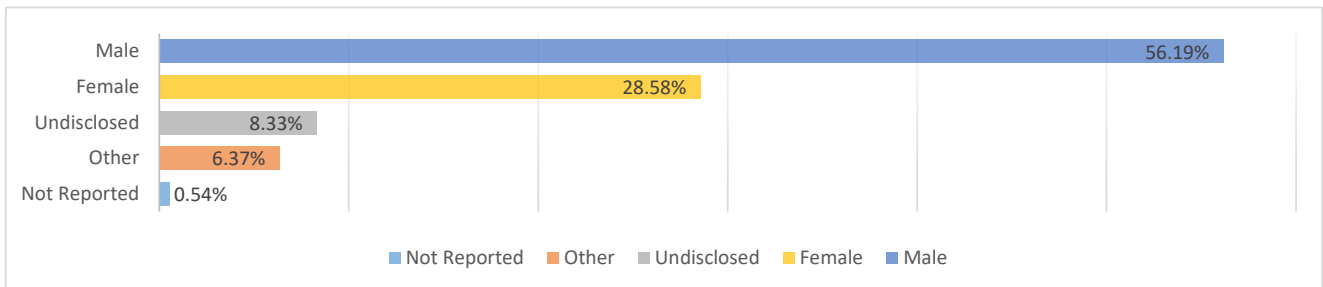


Caller Data

Gender of Caller

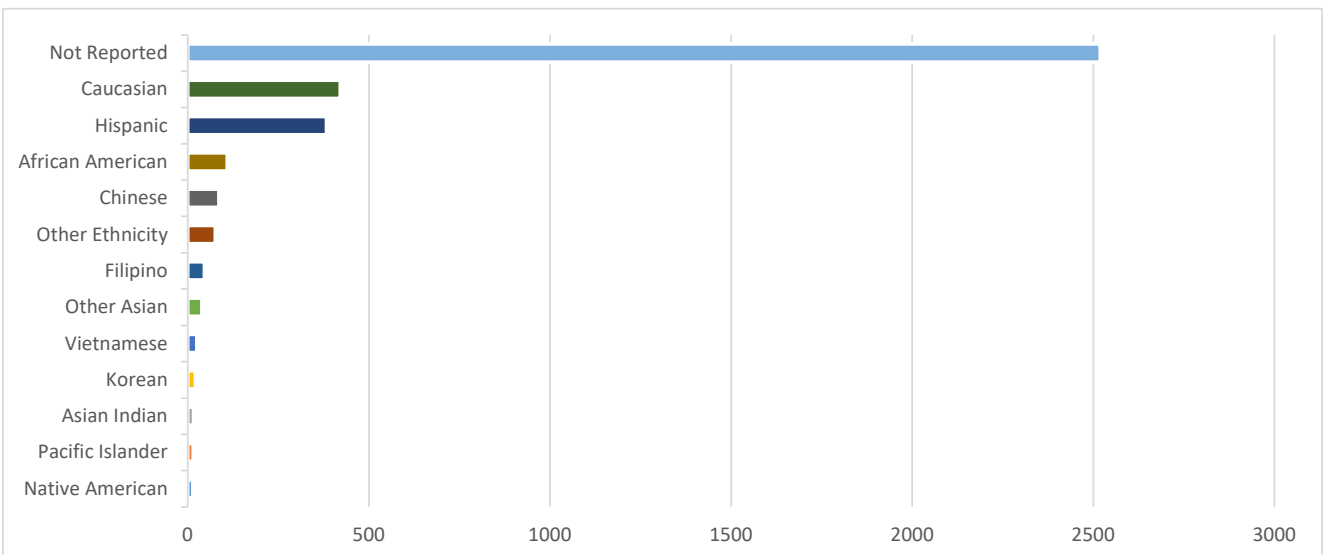
		Total	Reported		Total	Reported
Male	2198	56.19%	56.49%	Other	249	6.37%
Female	1118	28.58%	28.73%	Undisclosed	326	8.33%
				Not Reported	21	0.54%
						N/A

"Other" includes combined data of individuals reporting as Transgender, and Gender Non-Conforming. A breakdown of the reported genders is available upon request. Prior to 2/2018, only male and female genders were tracked.



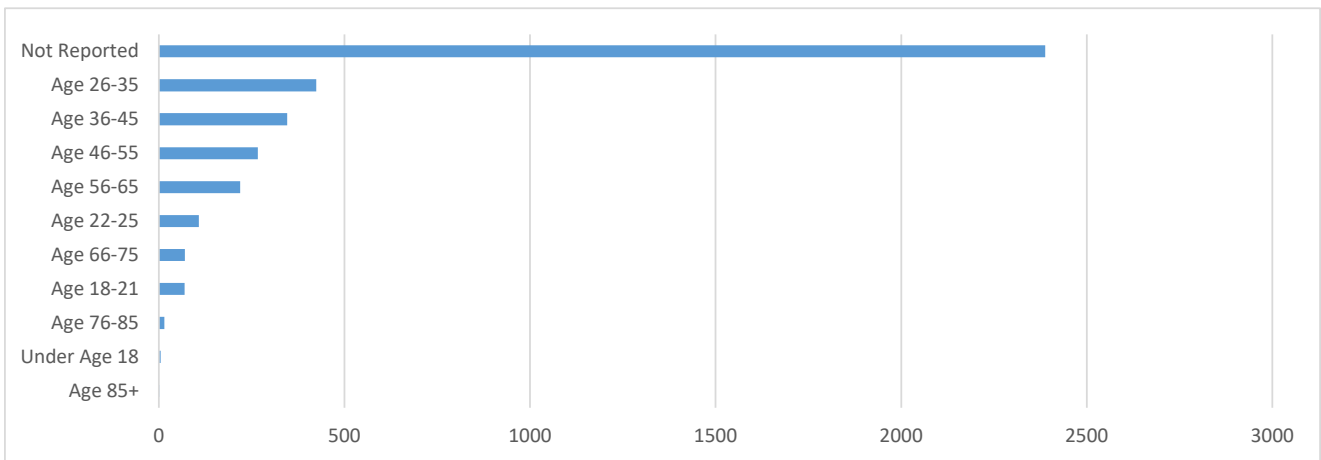
Caller Ethnicity

		Total	Reported		Total	Reported
African American	109	2.79%	8.66%	Korean	21	0.54%
Asian Indian	16	0.41%	1.27%	Native American	14	0.36%
Caucasian	421	10.76%	33.44%	Other Asian	39	1.00%
Chinese	86	2.20%	6.83%	Other Ethnicity	76	1.94%
Filipino	46	1.18%	3.65%	Pacific Islander	15	0.38%
Hispanic	383	9.79%	30.42%	Vietnamese	25	0.64%
Japanese	8	0.20%	0.64%	Not Reported	2519	64.39%
						N/A



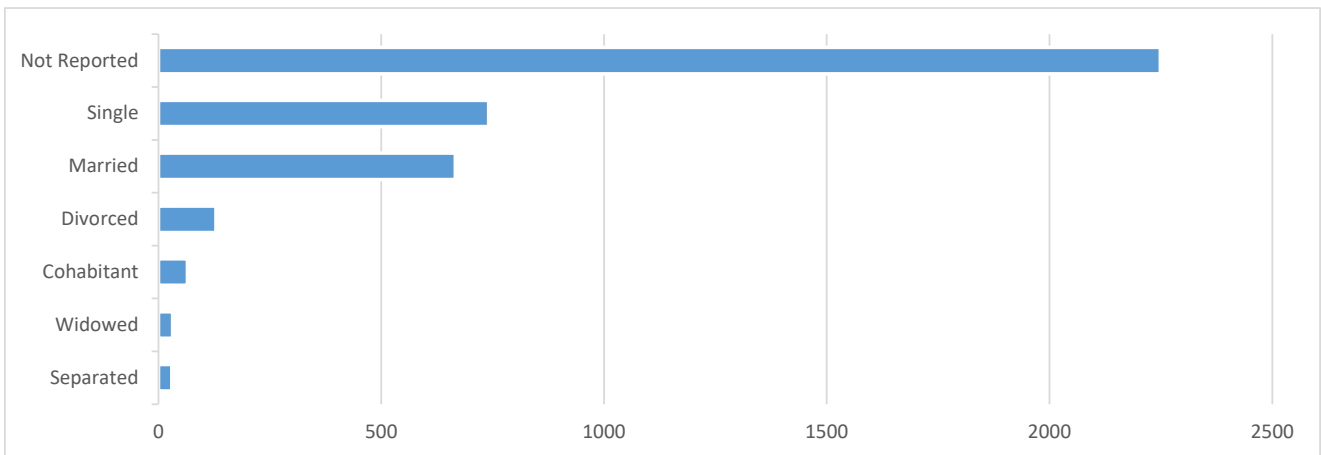
Caller Age

		Total	Reported			Total	Reported
Under Age 18	5	0.13%	0.33%	Age 56-65	219	5.60%	14.37%
Age 18-21	69	1.76%	4.53%	Age 66-75	70	1.79%	4.59%
Age 22-25	108	2.76%	7.09%	Age 76-85	15	0.38%	0.98%
Age 26-35	424	10.84%	27.82%	Age 85+	1	0.03%	0.07%
Age 36-45	346	8.84%	22.70%	Not Reported	2388	61.04%	N/A
Age 46-55	267	6.83%	17.52%				

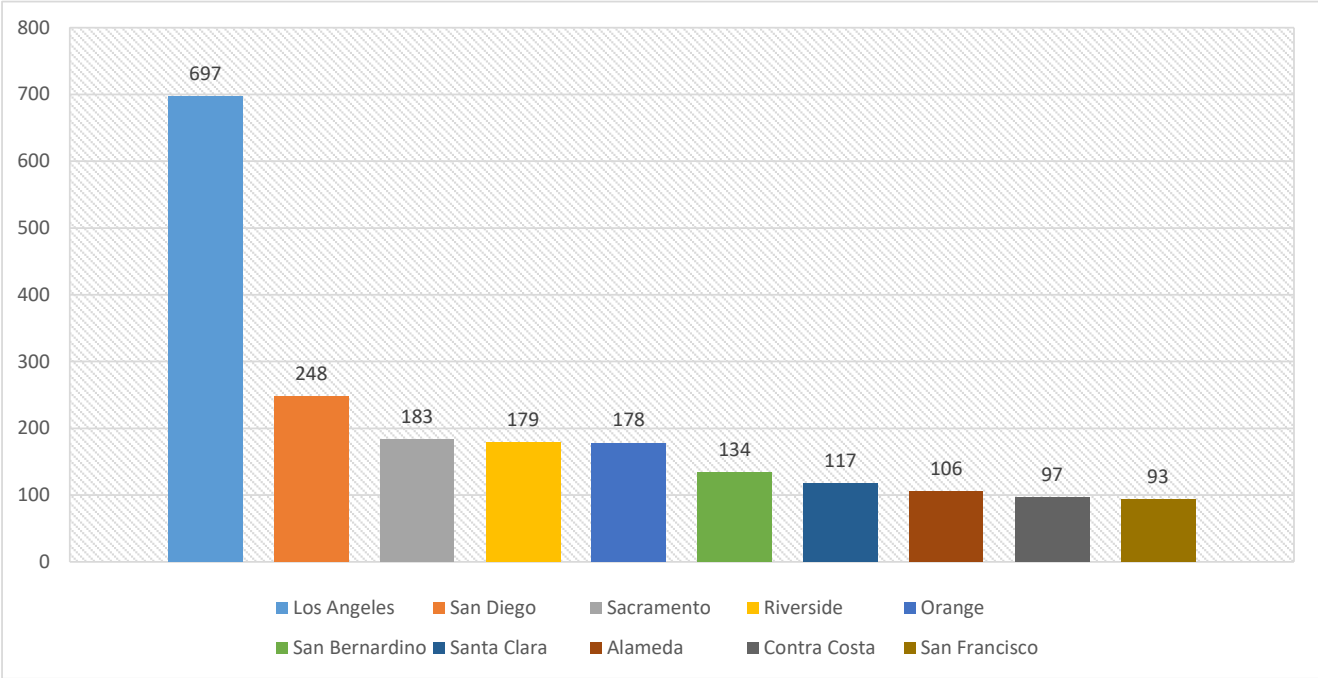


Caller Marital Status

		Total	Reported			Total	Reported
Cohabitant	65	1.66%	3.91%	Single	741	18.94%	44.56%
Divorced	129	3.30%	7.76%	Widowed	32	0.82%	1.92%
Married	666	17.02%	40.05%	Not Reported	2249	57.49%	N/A
Separated	30	0.77%	1.80%				



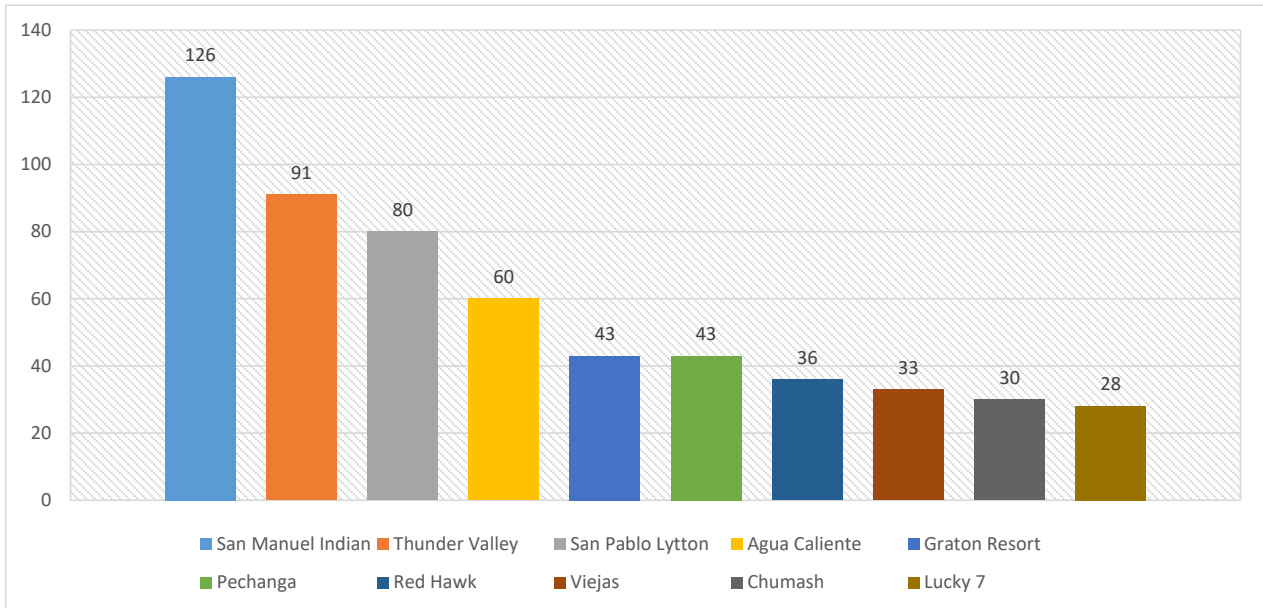
Callers by County



Callers by County

Caller County	Gaming Venues	Calls	Caller County	Gaming Venues	Calls
Alameda	4	106	Placer	2	49
Alpine	0	3	Plumas	0	0
Amador	1	6	Riverside	12	179
Butte	3	8	Sacramento	12	183
Calaveras	0	4	San Benito	0	0
Colusa	1	4	San Bernardino	2	134
Contra Costa	5	97	San Diego	16	248
Del Norte	2	0	San Francisco	0	93
El Dorado	2	10	San Joaquin	6	61
Fresno	4	57	San Luis Obispo	4	10
Glenn	0	1	San Mateo	2	44
Humboldt	7	9	Santa Barbara	1	13
Imperial	3	5	Santa Clara	3	117
Inyo	2	0	Santa Cruz	2	3
Kern	4	55	Shasta	3	13
Kings	1	7	Sierra	1	0
Lake	4	5	Siskiyou	2	2
Lassen	1	1	Solano	0	40
Los Angeles	8	697	Sonoma	3	37
Madera	1	19	Stanislaus	3	21
Marin	1	11	Sutter	0	13
Mariposa	0	0	Tehama	1	6
Mendocino	7	3	Trinity	0	2
Merced	2	10	Tulare	5	29
Modoc	1	1	Tuolumne	2	2
Mono	0	1	Ventura	1	32
Monterey	4	18	Yolo	1	9
Napa	1	13	Yuba	3	10
Nevada	1	5	Out of State		40
Orange	0	178	Not Reported		1188

Top Tribal Casino of Choice



Tribal Casino of Choice

Tribal Casino

Agua Caliente	60
Augustine	7
Barona	12
Barstow	4
Bear River	5
Black Oak	8
Blue Lake	1
Buena Vista	2
Cache Creek	27
Cahuilla Creek	6
Cher-Ae-Heights	1
Chicken Ranch	13
Chukchansi Gold	17
Chumash	30
Cloverdale Rancheria	7
Colusa Casino	2
Coyote Valley	0
Desert Rose	0
Diamond Mountain	0
Eagle Mountain	9
Elk Valley	0
Fantasy Springs	0
Feather Falls	3
Garcia River	0
Gold Country	3
Golden Acorn	2
Graton Resort	43
Harrah's	15
Havasu Landing	5
Hidden Oaks	0
Hollywood Jamul	1
Jackson Rancheria	6
Karuk Casino	2
Konocti Vista	2

Tribal Casino

Lucky 7	28
Lucky Bear	0
Mono Wind	1
Morongo	17
Paiute Palace	28
Pala	8
Pauma	0
Pechanga Resort & Casino	43
Pit River	0
Red Earth	1
Red Fox	7
Red Hawk	36
Redwood Hotel Casino	0
River Rock	8
Running Creek	1
San Manuel Indian	126
San Pablo Lytton	80
Santa Ysabel	1
Soboba	19
Spa Resort	0
Spotlight 29	0
Sycuan	28
Table Mountain	21
Tachi Palace	11
Thunder Valley	91
Tortoise Rock Casino	0
Twin Pine	0
Valley View	2
Viejas	33
Win-River	11
Fort Independence Travel Plaza	0
Out of State	19
Not Reported	2999

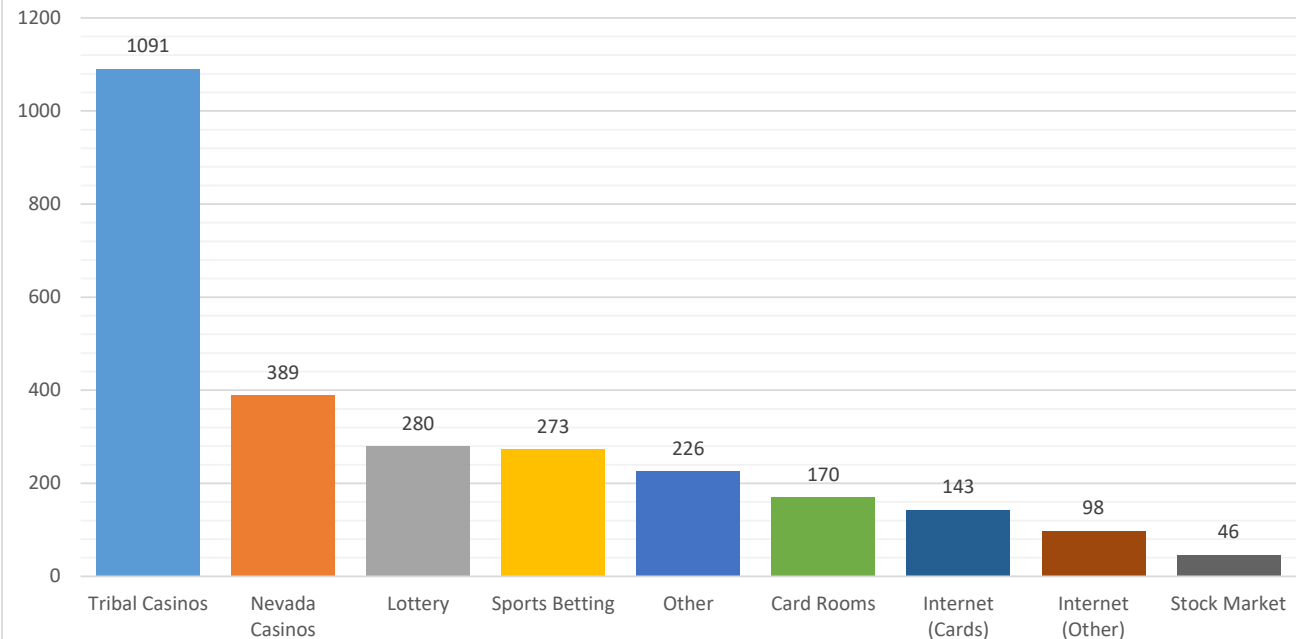
Primary Gambling Preference

		<i>Total</i>	<i>Reported</i>			<i>Total</i>	<i>Reported</i>
Bingo	3	0.08%	0.11%	Internet (Other)	98	2.51%	3.48%
Card Rooms	170	4.35%	6.04%	Lottery	280	7.16%	9.95%
Cards (Private)	31	0.79%	1.10%	Nevada Casinos	389	9.94%	13.82%
Fantasy Sports	27	0.69%	0.96%	Other	226	5.78%	8.03%
Horse Racing	38	0.97%	1.35%	Sports Betting	273	6.98%	9.70%
Tribal Casinos	1091	27.89%	38.76%	Stock Market	46	1.18%	1.63%
Internet (Cards)	143	3.66%	5.08%	<i>Not Reported</i>	<i>1097</i>	<i>28.04%</i>	<i>N/A</i>

Secondary Gambling Preference

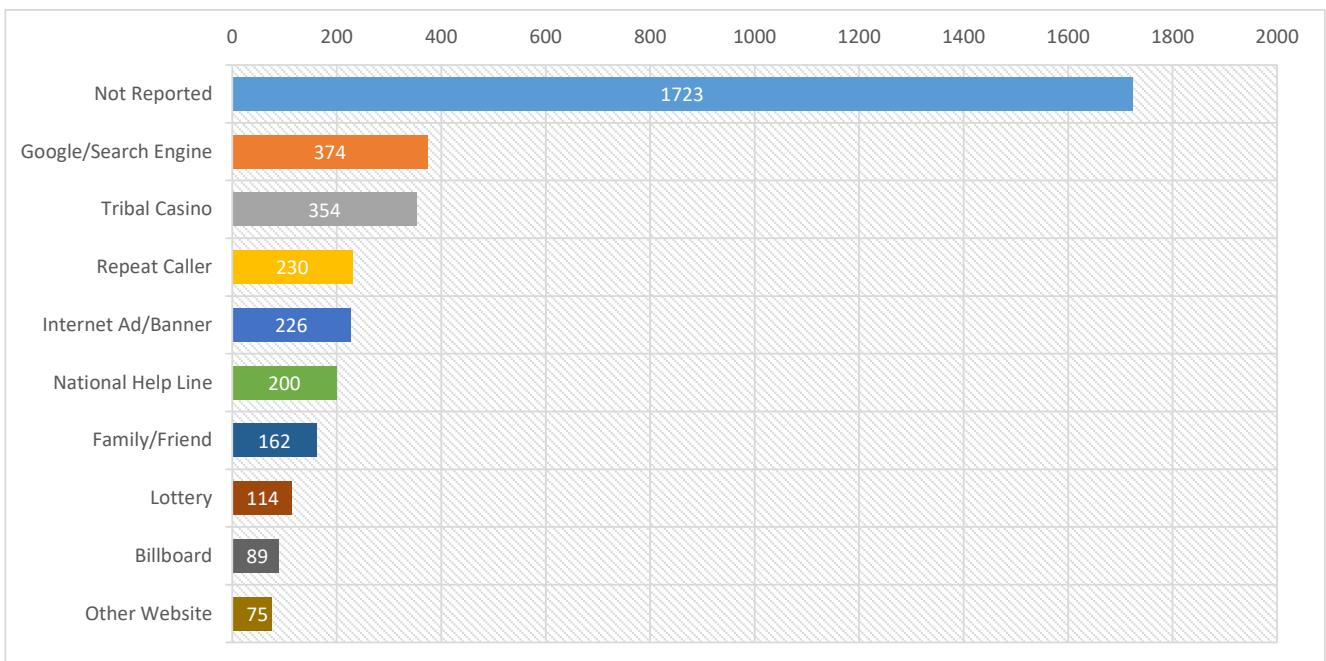
		<i>Total</i>	<i>Reported</i>			<i>Total</i>	<i>Reported</i>
Bingo	3	0.08%	0.16%	Lottery	160	4.09%	8.31%
Card Rooms	96	2.45%	4.99%	Nevada Casinos	222	5.67%	11.53%
Cards (Private)	22	0.56%	1.14%	Other	158	4.04%	8.21%
Fantasy Sports	27	0.69%	1.40%	Sports Betting	110	2.81%	5.71%
Horse Racing	19	0.49%	0.99%	Stock Market	22	0.56%	1.14%
Tribal Casinos	334	8.54%	17.35%	None	608	15.54%	31.58%
Internet (Cards)	92	2.35%	4.78%	<i>Not Reported/ Unknown</i>	<i>1987</i>	<i>50.79%</i>	<i>N/A</i>
Internet (Other)	52	1.33%	2.70%				

Primary Gambling Preference



Caller Referral Source

	<i># of Callers</i>	<i>Total</i>	<i>Reported</i>
Not Reported	1723	44.04%	44.10%
Google/Search Engine	374	9.56%	9.57%
Tribal Casino	354	9.05%	9.06%
Repeat Caller	230	5.88%	5.89%
Internet Ad/Banner	226	5.78%	5.78%
National Help Line	200	5.11%	5.12%
Family/Friend	162	4.14%	4.15%
Lottery	114	2.91%	2.92%
Billboard	89	2.28%	2.28%
Other Website	75	1.92%	1.92%
Television	66	1.69%	1.69%
Radio	55	1.41%	1.41%
Card room	38	0.97%	0.97%
Community Agency	38	0.97%	0.97%
Therapist	33	0.84%	0.84%
Electronic Signage	26	0.66%	0.67%
CCPG Website	24	0.61%	0.61%
Self Help Group	19	0.49%	0.49%
OPG Website	19	0.49%	0.49%
Mailings	15	0.38%	0.38%
Newspaper	12	0.31%	0.31%
Social Network	11	0.28%	0.28%
Racetrack	4	0.10%	0.10%
Phone Book	4	0.10%	N/A



Lottery Play

Callers who Play the Lottery	440	6.56%
Callers who Play at the Pump	0	0.00%
Median Number of Lottery Tickets Purchased Per Occasion	10	

Type of Lottery Game Played

		<i>Total</i>	<i>Reported</i>
Instant Games	215	5.50%	53.09%
Drawings	42	1.07%	10.37%
Instant and Drawings	148	3.78%	36.54%
<i>Not Reported</i>	3507	89.65%	N/A

Frequency of Lottery Play

		<i>Total</i>	<i>Reported</i>
Multiple Daily	60	1.53%	15.27%
Once Daily	81	2.07%	20.61%
Every Other Day	79	2.02%	20.10%
Weekly	102	2.61%	25.95%
Only if Big Jackpot	66	1.69%	16.79%
Infrequently	5	0.13%	1.27%
<i>Not Reported</i>	3519	89.95%	N/A

Fantasy Sports

			<i>Total</i>	<i>Reported</i>
Yes			116	2.97%
	<i>Same Day</i>	38	32.76%	
	<i>Weekly</i>	10	8.62%	
	<i>Season-Long</i>	33	28.45%	
	<i>Not Reported</i>	34	29.31%	
No			854	21.83%
<i>Not Reported</i>			2942	75.20%
				88.04%

Gaming

Have you ever spent more money OR time than you can afford, to play a video or cell phone game, because it gave you a gambling-like rush?

			<i>Total</i>	<i>Reported</i>
Yes			380	9.71%
	<i>Money</i>	71	18.68%	
	<i>Time</i>	22	5.79%	
	<i>Both</i>	242	63.68%	
	<i>Not Reported</i>	45	11.84%	
No			738	18.87%
<i>Not Reported</i>			2794	71.42%
				66.01%

Motivational Text Messaging Subscriptions

Total Motivational Text Messaging Subscriptions	788
Total Caller Intakes	3912
Percent Enrolled	20%
Number of Callers who Provided Phone Number	2750
Percentage of Callers with Phone who Enrolled	29%

Subscriber Stage of Change

Pre-Contemplation	208	26.40%	Maintenance	7	0.89%
Contemplation	274	34.77%	Recycling	1	0.13%
Preparation	217	27.54%	<i>Not Reported</i>	0	0.00%
Action	81	10.28%			

Type of Subscriber

Child	5	0.63%	Other	3	0.38%
Employer	0	0.00%	Sibling	2	0.25%
Friend	7	0.89%	Spouse/Sig Other	30	3.81%
Gambler	731	92.77%	Therapist	2	0.25%
Parent	8	1.02%	<i>Not Reported</i>	0	0.00%

Subscriber Gender

Male	482	61.17%	Other	21	2.66%
Female	272	34.52%	Undisclosed	11	1.40%
			<i>Not Reported</i>	2	0.25%

"Other" includes combined data of individuals reporting as Transgender, and Gender Non-Conforming. A more complete breakdown of the reported genders is available upon request.

Subscriber Age

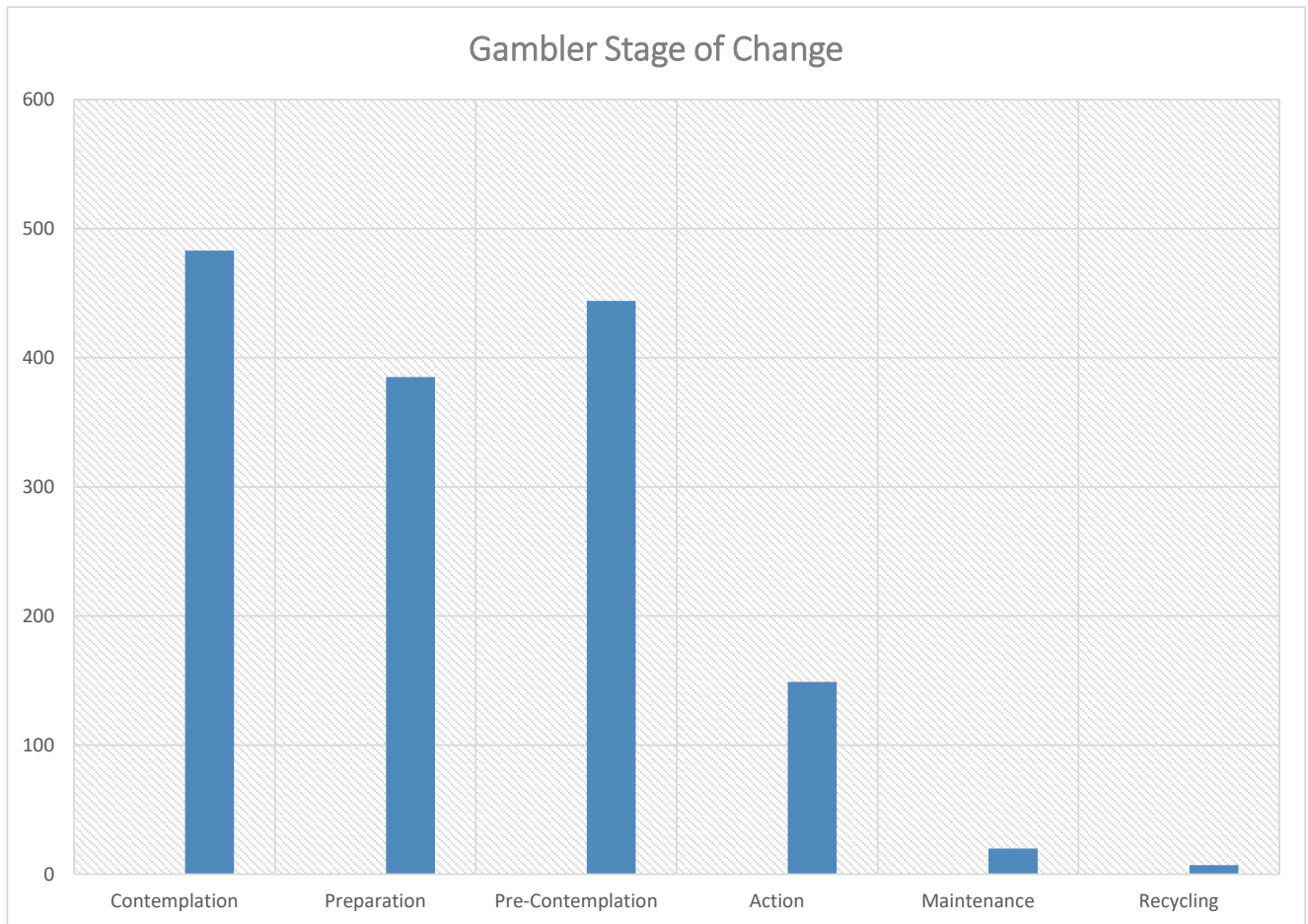
Under Age 18	252	31.98%	Age 56-65	82	10.41%
Age 18-21	22	2.79%	Age 66-75	23	2.92%
Age 22-25	35	4.44%	Age 76-85	1	0.13%
Age 26-35	141	17.89%	Age 85+	0	0.00%
Age 36-45	119	15.10%	<i>Not Reported</i>	0	0.00%
Age 46-55	113	14.34%			

Subscriber Language

English	721	91.50%	Simplified Chinese	7	0.89%
Spanish	59	7.49%	<i>Not Reported</i>	1	0.13%

Gambler Stage of Change

		<i>Total</i>	<i>Reported</i>
Contemplation	483	32.46%	32.61%
Preparation	385	25.87%	26.00%
Pre-Contemplation	444	29.84%	29.98%
Action	149	10.01%	10.06%
Maintenance	20	1.34%	1.35%
Recycling	7	0.47%	0.47%
<i>Not Reported</i>	2424	162.90%	<i>N/A</i>



Gambler's Data

Non Gambler Gender

Male	225	30.61%	Other	58	7.89%
Female	377	51.29%	Undisclosed	69	9.39%
			Not Reported	6	0.82%

"Other" includes combined data of individuals reporting as Transgender, and Gender Non-Conforming. A more complete breakdown of the reported genders is available upon request.

Gambler Gender

Male	1973	62.10%	Other	191	6.01%
Female	741	23.32%	Undisclosed	257	8.09%
			Not Reported	15	0.47%

"Other" includes combined data of individuals reporting as Transgender, and Gender Non-Conforming. A more complete breakdown of the reported genders is available upon request.

Gambler Age

Under Age 18	1	0.03%	Age 56-65	193	6.07%
Age 18-21	65	2.05%	Age 66-75	57	1.79%
Age 22-25	101	3.18%	Age 76-85	13	0.41%
Age 26-35	384	12.09%	Age 86+	0	0.00%
Age 36-45	326	10.26%	Not Reported	1801	56.69%
Age 46-55	236	7.43%			

Highest Grade Completed

	Total	Reported		Total	Reported
No College	293	7.49%	College Degree	287	7.34%
Currently in College	36	0.92%	Graduate Degree	72	1.84%
Some college - No degree	179	4.58%	Not Reported	3045	77.84%
		20.65%			N/A

Gambler's Average Debt & Spending

Average Debt	\$	23,227.38	Average Spent Per Year on Gambling	\$	34,124.99
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Household Income

Average Household Income \$83,087.66

Action or Escape Gambler

	Total	Reported
Action	340	8.69%
Escape	211	5.39%
Not Reported/Unknown	3361	85.92%
		61.71%
		38.29%
		N/A

Gambler's Data

Military History

		<i>Total</i>	<i>Reported</i>			<i>Total</i>	<i>Reported</i>
Currently Active	4	0.10%	0.56%	Never Served	686	17.54%	95.54%
Currently Reserve	1	0.03%	0.14%	Veteran	27	0.69%	3.76%
				<i>Not Reported</i>	3194	81.65%	N/A

First Age Gambled

		<i>Total</i>	<i>Reported</i>			<i>Total</i>	<i>Reported</i>
Age 06-09	14	0.36%	1.89%	Age 22-29	141	3.60%	19.08%
Age 10-11	14	0.36%	1.89%	Age 30-39	118	3.02%	15.97%
Age 12-13	26	0.66%	3.52%	Age 40-49	53	1.35%	7.17%
Age 14-15	22	0.56%	2.98%	Age 50-59	16	0.41%	2.17%
Age 16-17	48	1.23%	6.50%	Age 60-65	5	0.13%	0.68%
Age 18-21	278	7.11%	37.62%	Age 66-100	4	0.10%	0.54%
				<i>Not reported / Unknown</i>	3173	81.11%	N/A

First Age Experiencing a Problem with Gambling

		<i>Total</i>	<i>Reported</i>			<i>Total</i>	<i>Reported</i>
Under Age 18	172	4.40%	21.69%	Age 56-65	7	0.18%	0.88%
Age 18-21	278	7.11%	35.06%	Age 66-75	4	0.10%	0.50%
Age 22-25	95	2.43%	11.98%	Age 76-85	0	0.00%	0.00%
Age 26-35	141	3.60%	17.78%	Age 86+	6	0.15%	0.76%
Age 36-45	63	1.61%	7.94%	<i>Not Reported</i>	3119	79.73%	N/A
Age 46-55	27	0.69%	3.40%				

Effects on Personal Life

		<i>Total</i>	<i>Reported</i>			<i>Total</i>	<i>Reported</i>
Loss of primary relationship	298	6.01%	14.02%	Jail/Arrest	20	0.40%	0.94%
Alienation of family	276	5.57%	12.98%	Physical Health	70	1.41%	3.29%
Loss of home	64	1.29%	3.01%	Stress/Depress/Anxiety	719	14.50%	33.82%
Creditor problems	509	10.26%	23.94%	Suicidal thoughts	107	2.16%	5.03%
Lost job	56	1.13%	2.63%	Suicide attempts	7	0.14%	0.33%
				<i>Not Reported</i>	2833	57.13%	N/A

The sum of this section is greater than the total intakes, because many gamblers reported more than one effect on their personal life.

Suicide Attempts (follow up on effects on personal life)

		<i>Total</i>	<i>Reported</i>			<i>Total</i>	<i>Reported</i>
None	888	22.61%	74.19%	Attempted suicide	3	0.08%	0.25%
Had thoughts about suicide	141	3.59%	11.78%	Unknown	158	4.02%	13.20%
Made plans for committing suicide	7	0.18%	0.58%	<i>Not Reported</i>	2731	69.53%	N/A

Quality Assurance

*Total Number of Quality Assurance Requests	881
Percentage of Total Intakes	23%
**Total Number of Quality Assurance Surveys Received	125
Percentage of Total Number of Intakes	3%
Percentage of Total Number of Survey Requests	14%

*Survey Questions

	Yes	No
Were you able to speak to a Helpline counselor immediately?	92%	8%
Did you think that the counselor was understanding?	94%	6%
Did you receive a referral to GA or GAMANON? (n=99)	67%	33%
Did you attend the GA or GAMANON meeting? (n=97)	26%	74%
If you called about your own gambling problem, are you still gambling? (n=113)	48%	52%
Do you think that calling the 800# helped you recognize the extent of you or something else's gambling problem?	78%	22%
Would you recommend the 800# to someone with a gambling problem? (n=122)	88%	12%

Comments from California callers who completed QA surveys

Summary

**Total Number of Quality Assurance Requests includes all attempts (completed surveys, no answers, wrong numbers, refused surveys, requested callbacks, text message sent).*

***Minimum of 6 answers to be considered as completed survey*