



**2005 Calendar Year Annual Report  
with Fifth Year Anniversary Summary**

The Problem Gamblers Help Network  
of West Virginia

**1♥800♦GAMBLER**

**A First Choice Health Systems, Inc. Program**  
Funded by the WV Lottery  
Administered by WV-DHHR  
Bureau for Behavioral Health and Health Facilities

*Problem gambling is gambling behavior which causes disruptions in any major area of life: psychological, physical, social or vocational. The term "Problem Gambling" includes, but is not limited to, the condition known as "Pathological", or "Compulsive" Gambling, a progressive addiction characterized by increasing preoccupation with gambling, a need to bet more money more frequently, restlessness or irritability when attempting to stop, "chasing" losses, and loss of control manifested by continuation of the gambling behavior in spite of mounting, serious, negative consequences.*

National Council on Problem Gambling  
Washington, DC

## **Program History and Overview**

Since 2000, First Choice Health Systems, Inc., has operated The Problem Gamblers Help Network of West Virginia through a contract with The West Virginia Department of Health and Human Resources, Bureau for Behavioral Health and Health Facilities which is funded by The West Virginia Lottery.

For over five years, the Problem Gamblers Help Network of West Virginia has successfully met the needs of outreach, assessment and treatment for West Virginians affected by a gambling problem. Additional accomplishments of the program include collection and aggregation of demographic statistics as well as other clinical data relating to the problem gambling. The program recruits and trains new providers each year, as well as offers continuing education and ongoing clinical supervision. The program has also conducted six-month and one-year follow-up interventions in to order to track long-term outcomes and measure efficacy of the various help and treatment interventions offered.

In its first five years, the program has provided help to over **4300** callers with a gambling problem. Calls to the helpline have increased an average of **50%** per year and one thousand three hundred and thirty-seven (**1337**) of those calls were in calendar year 2005. This report includes some data and information on the 2005 callers, as well as a five-year summary at the end.

## **Outreach and Public Awareness**

The program conducted a multi-pronged approach to create public awareness about problem gambling and how to access help. Callers were asked how they learned about the program. The 2005 data collected indicates that *paid advertising*, including billboards, television, radio, newspaper, was cited most frequently as the source of the referral:

<b><u>How Callers Said They Learned about the Help-line and Treatment Program</u></b>			
Billboard	373	Health care (family doctor, clinic, etc.)	26
Media (TV, newspaper, radio)	168	Program brochure/poster	15
Number on VLT's	127	WV Lottery phone/website/ad	11
Not provided	121	Traditional lottery retailers	10
Had called previously	108	Gamblers Anonymous	8
Family or friend	106	Legal System	8
Yellow Pages	93	Professional workshop/conference exhibit	5
In-Network provider	68	Employer/EAP	5
Other	52	AA	5
Follow-Up Calls made by Staff	34	National Gamblers Hotline	4
Website	30	Directory Assistance	2
Brochure/poster/form at racetrack	29	Mailer	2
Racetrack advertising	29	Civic Club	1

In addition to paid advertising, no-cost and low-cost outreach included earned media as well as professional presentations and conference exhibits to target audiences who might be in a position to recognize a person with a gambling problem and make a referral. Professional workshop presentations and/or informational displays were offered to attendees at the following professional conferences and meetings:

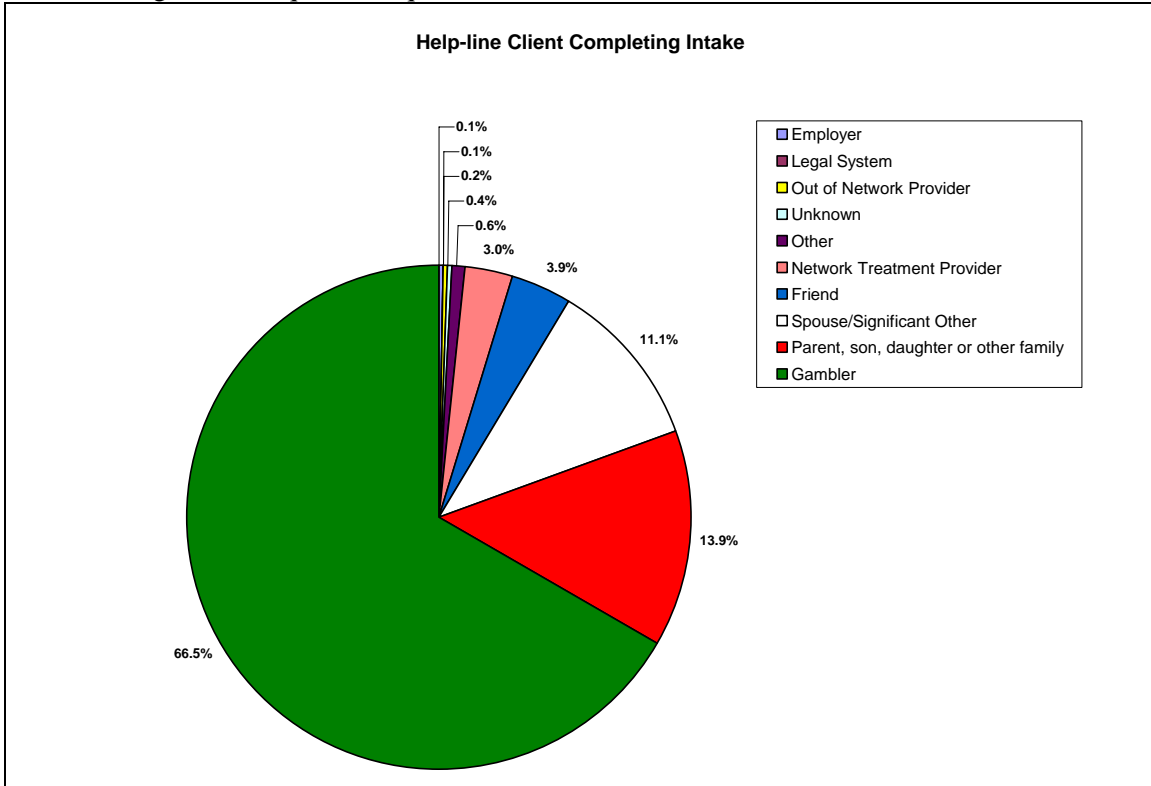
West Virginia University Medical School Addictions Institute, Morgantown
The Governor's Summit on Aging, Mountaineer Race Track, Chester
The WV Association of Drug Addiction and Alcoholism Counselors, Canaan Valley
Charleston Housing
Mountain State Counseling Alliance, Flatwoods
FBI EAP, Clarksburg
WV Chapter of the National Association of Social Workers, Charleston Civic Center
Family Resource Network (FRN) Boone County
Parkersburg Lions Club
West Virginia Amusement and Video Lottery Operators Association, Morgantown
Governor's Worksite Wellness Conference, Charleston
West Virginia Psychological Association, Charleston
Rural Health Conference, Shepherdstown
John Adams School, Charleston
Preston County High School
Guyan Valley High School
Parkinson's Disease Support Group, Bridgeport
Jackson County Ministerial Alliance
West Virginia Family Medicine Conference, Huntington
Conversations Conference, Charleston
Alliance for Children, Flatwoods
School-based Health, Flatwoods
Teen Institute, Ripley
4-H Leadership Camp
West Virginia Probation Officer's Conference, South Charleston
Children's Justice task Force
West Virginia State University, Institute

## Help-line Intake/Therapeutic Intervention

The Problem Gamblers Help Network of West Virginia provides a 24 hour, seven days a week, toll free number (1-800-GAMBLER) staffed by trained, credentialed clinical professionals. When a caller accesses the Help-line, he or she is asked to complete a preliminary clinical assessment and offered initial therapeutic treatment intervention by telephone.

### **Persons Helped**

From January 1, 2005, through December 31, 2005, **1337** people completed a telephone intake through the Problem Gamblers Help-Line toll-free number seeking assistance for their own or someone else's gambling problem. The Help-Line clinical staff answered another additional 1352 calls during that period that are described as "non-intake" calls (hang-up's, wrong numbers, media and legislative inquiries, requests information for research, etc).

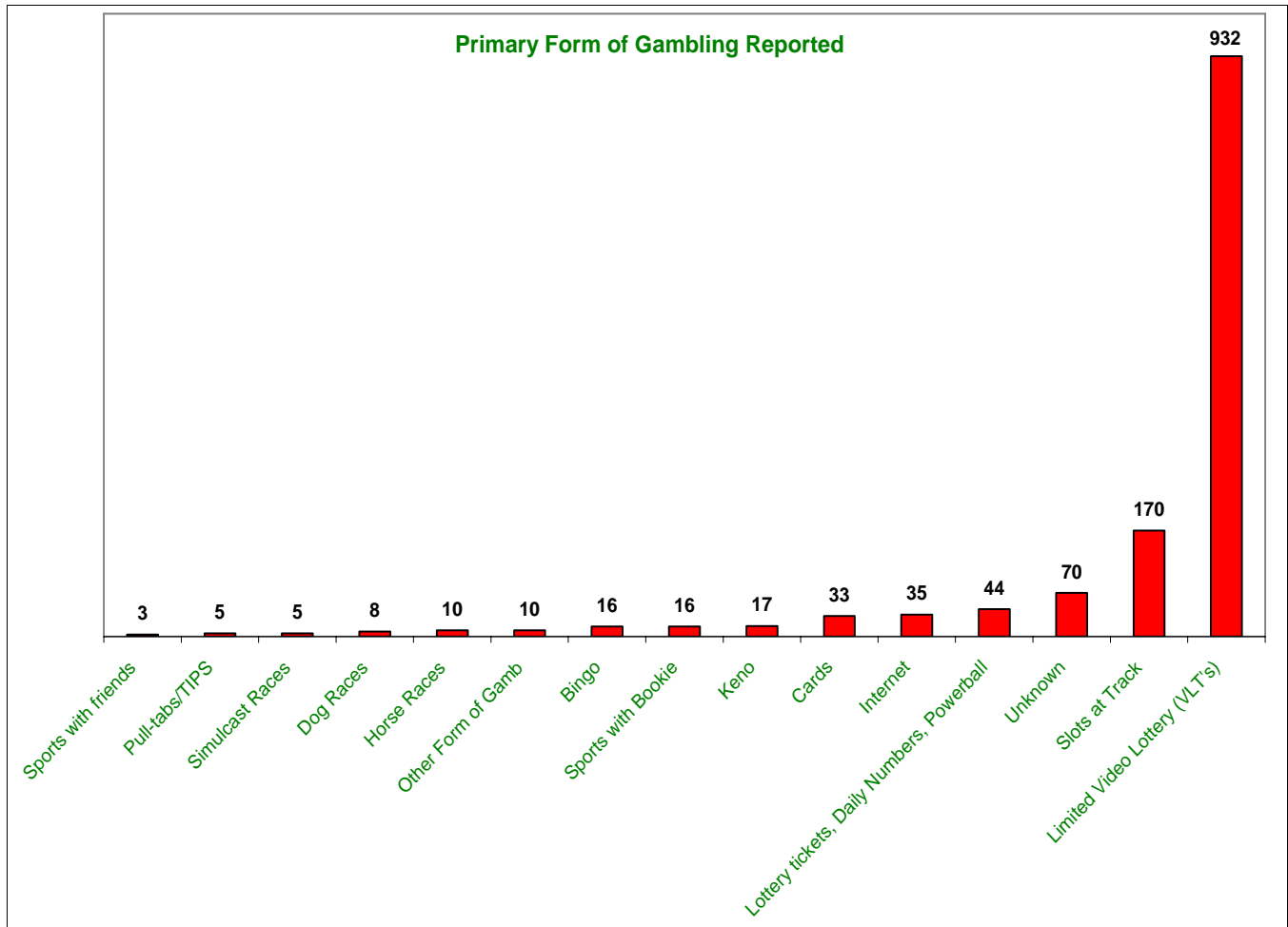


Of the persons who self-identified to Help-line staff, 67% or 895 of them were the gambler. One hundred and forty-nine (149) callers were the spouses or significant others of a problem gambler. One hundred and eighty seven (187) callers identified themselves as a parent, son, daughter, sibling or other family member. Fifty-two (52) said they were friends with a problem gambler. Two employers called the Helpline seeking assistance for one of their employees. Forty-four counselors called the Help-Line regarding clients who had a gambling problem. Five callers were with the legal system calling about a person with a gambling problem. The relationship to the gambler was "other" or not provided by 14 callers.

## County of Residence of the Problem Gamblers

Calls came in from all 55 West Virginia Counties except Clay and Webster. Kanawha County residents made the most calls at 216, followed by Wood County with 98 calls and Cabell with 92 calls. Counties where at least 10 residents called for help are as follows:

<b>Berkeley</b>	<b>75</b>	<b>Jackson</b>	<b>12</b>	<b>Ohio</b>	<b>77</b>
<b>Boone</b>	<b>14</b>	<b>Jefferson</b>	<b>40</b>	<b>Preston</b>	<b>22</b>
<b>Brooke</b>	<b>22</b>	<b>Kanawha</b>	<b>216</b>	<b>Putnam</b>	<b>46</b>
<b>Cabell</b>	<b>92</b>	<b>Lincoln</b>	<b>15</b>	<b>Raleigh</b>	<b>43</b>
<b>Fayette</b>	<b>27</b>	<b>Marion</b>	<b>36</b>	<b>Randolph</b>	<b>13</b>
<b>Greenbrier</b>	<b>15</b>	<b>Marshall</b>	<b>16</b>	<b>Taylor</b>	<b>11</b>
<b>Hancock</b>	<b>43</b>	<b>Mercer</b>	<b>37</b>	<b>Wayne</b>	<b>16</b>
<b>Harrison</b>	<b>54</b>	<b>Monongalia</b>	<b>46</b>	<b>Wood</b>	<b>98</b>



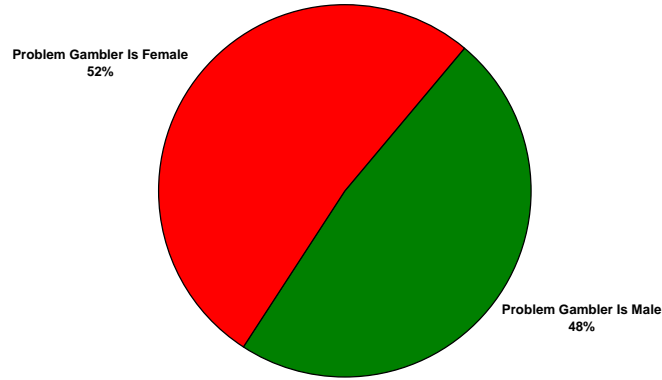
### Primary Form of Gambling (Game of Most Losses)

Of data provided by callers, **74%** reported the VLT's as the primary form of gambling problem. Slot machines at the racetracks were noted by **13%**. In some cases, the problem gamblers engaged in more than one primary form of gambling. Although still small in number, calls regarding problem gambling on the Internet increased by 150% over 2004.

### Gender of the Problem Gamblers

10 callers refused to divulge the gender of the gambler with the problem, but of those who did, **52%** of the problem gamblers were female (**688**) and **48%** were male (**639**).

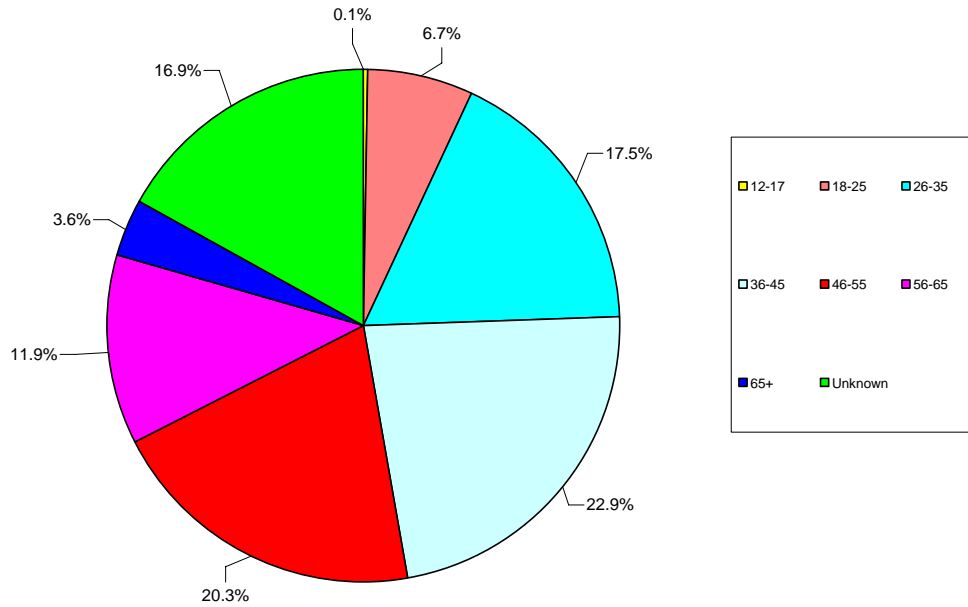
Gender of Problem Gambler



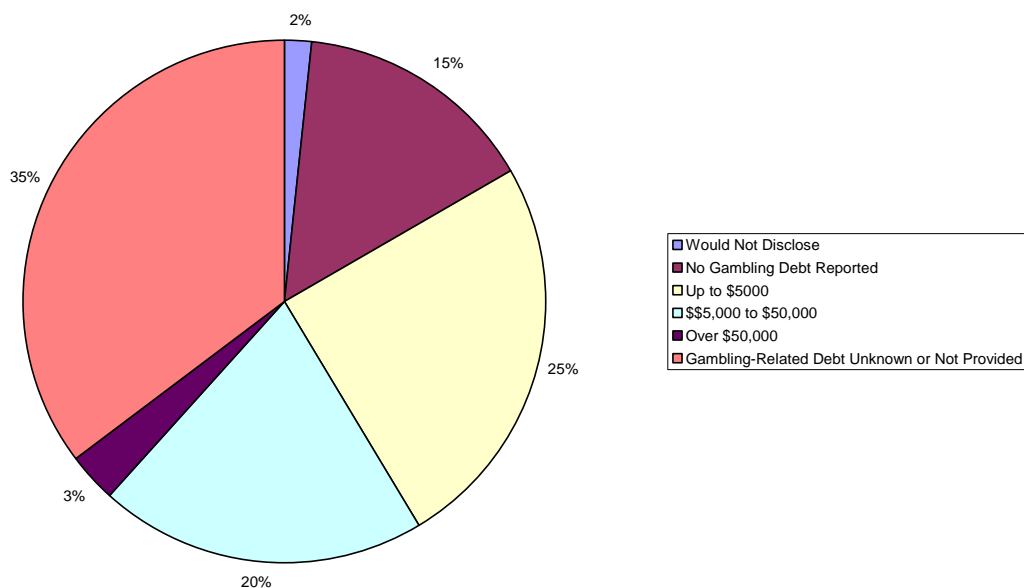
### Age of Problem Gambler

The age ranges provided for the problem gamblers varied as follows:

Age of Gambler



### Gambling-Related Debt



### Debt Due to Gambling

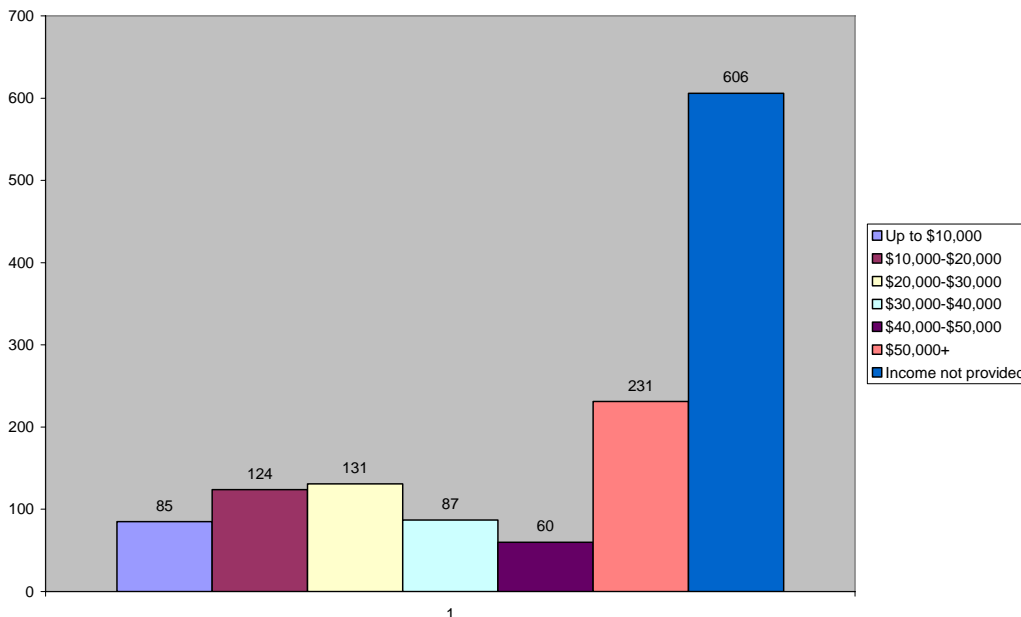
Callers were asked the amount of gambling-related debt, not including mortgages, for example, unless the problem gamblers had borrowed against their home to get money due to gambling. About half of the callers reported financial debt due to gambling.

### Financial problems related to gambling:

Of those who provided information, more than 1/2 the problem gamblers owed money on bills and were using all their expendable income to gamble. Many had borrowed money from family, friends, credit cards, and wrote bad checks, pawned valuables and spent all their savings:

All Expendable Income Spent on Gambling	789
Bills Payable	714
Borrow Relatives	465
Borrow Friends	396
Credit Card Charges	393
Bad Checks	324
Sold Property to Gamble	146
Spending All Savings	132
Bank Loans	104
Stole Money to Gamble	104
Bankruptcy	104
Loan Company Loans	49
No Financial Issues Identified	45
2nd Mortgage Due to Gambling	37
Borrowed from Retirement	33
Bankruptcy-Contemplating	32
Taxes Payable	24
Business Debts Payable	24

### Household Income



### Household Income

Callers were asked to give the household income of the problem gambler. Forty-five percent (45%) either did not know or did not provide household income. Of those who did, fifty-eight percent (58%) reported a household annual income of less than \$40,000.

### Source of Income/Occupation

The source of income/occupation data was provided on 1099 problem gamblers. Of those, **11%** noted “**unemployment**” and **11%** noted “**disability as the primary source of income**.” This was followed by work in or with the gaming industry at eight percent (8%). All sources of income/occupation data that totaled **3%** or more of the problem gamblers are as follows:

<b>Disability</b>	<b>11%</b>	<b>Labor/Manufacturing</b>	<b>4%</b>
<b>Unemployment</b>	<b>11%</b>	<b>Homemaker</b>	<b>4%</b>
<b>Gaming Industry</b>	<b>8%</b>	<b>Self-employed</b>	<b>4%</b>
<b>Health/Social Services</b>	<b>7%</b>	<b>Construction</b>	<b>3%</b>
<b>Retirement</b>	<b>7%</b>	<b>Sales</b>	<b>3%</b>
<b>Restaurant</b>	<b>5%</b>		

### Precipitating Problems or “Why They Called:”

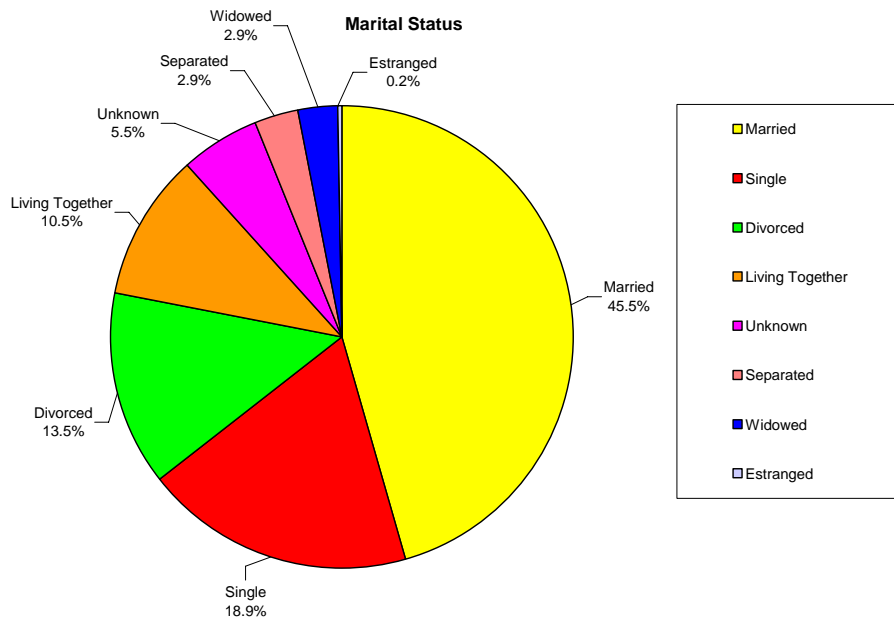
Of the 1337 intake calls completed, most individuals reported a precipitating problem that persuaded them to call the Help-line that day. Those problems are as follows:

Independent decision	548	Other precipitant	53
Financial difficulties	506	Legal problems	23
Unknown precipitant	116	Forced by employers	8
Forced by spouse	108	Physical health problem	1
Forced by family member	69		

(Note: duplications exist, above, as a result of callers citing more than one issue.)

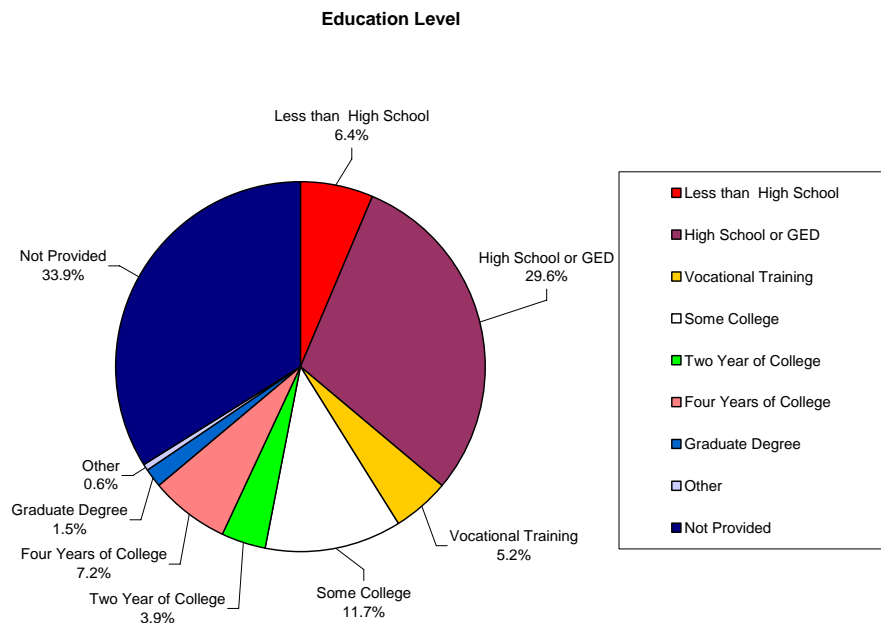
## Marital Status of Gamblers

Of callers providing marital status of the gambler, less than half of the problem gamblers were married:



## Highest Level of Education Attained

Of the callers who provided the educational level of the problem gambler, fifty-five percent (55%) noted a high-school degree or less. The data reported as follows:



## **Symptoms of Problem Gambling**

Help-line clinicians use 10 symptoms outlined in the DSM-IV (American Psychiatric Association's Diagnostic and Statistical Manual of Mental Disorders Fourth Edition) to do an initial diagnostic screen. The symptoms reported below are repeated (in volume) as "pathological" gamblers will have five (5) or more symptoms each and "problem gamblers" each may have up to four (4). The most common symptom noted was "loss of control" which is defined by the DSM-IV as *"has repeated unsuccessful efforts to control, cut back, or stop gambling."* This is followed by "chasing losses" which the DSM-IV notes as *"after losing money gambling, often returns another day to get even."* Lying, defined as *"lies to family members, therapist, or others to conceal the extent of the involvement in gambling"* was the third noted in terms of frequency among those seeking help.

Loss of control	1020	Financial bailouts	636
Chasing Losses	1000	Loss of job or relationship	549
Lying	994	Illegal activities	428
Tolerance to gambling	886	Withdrawal	285
Escape	874	Diagnosis unknown	144
Preoccupation with gambling	678	No problem identified	7

## **Risk Factors**

National research indicates there are several "factors" that alone, or in combination with others, may make someone more at risk for developing a serious gambling problem. Of all the risk factor information provided, an "early big win" was the most common, occurring to **71%** of the gamblers who later developed a problem. The most common risk factors, as identified by 10% or more of the callers were:

<b>Early Big Win</b>	<b>71%</b>
<b>Family history of alcoholism</b>	<b>44%</b>
<b>Family history of gambling</b>	<b>39%</b>
<b>Personal history of mental health issues (depression, anxiety, etc)</b>	<b>48%</b>
<b>Personal history of alcohol abuse/dependence</b>	<b>33%</b>
<b>Empty nest/lonely/bored</b>	<b>13%</b>
<b>Death of a loved one</b>	<b>12%</b>
<b>Unhappy relationship</b>	<b>11%</b>

## **Referral Status**

Of the total calls received, **812** people accepted and were scheduled for a face-to-face clinical assessment and consultation with one of the state's specially trained outpatient treatment providers.

Of those referred, **593 (73%)** completed the initial diagnostic assessment and consultation. This "show-up" data is significantly higher than the national average estimates of at **5% to 10%** and is indicative of the proactive efforts and high skill level of the help-line clinical professionals.

Additional services offered were referrals to self-help support and recovery groups, Consumer Credit Counseling offices, and packets of educational materials, resources and information to be sent by US mail.

**State-Funded Outpatient Treatment/Therapy**

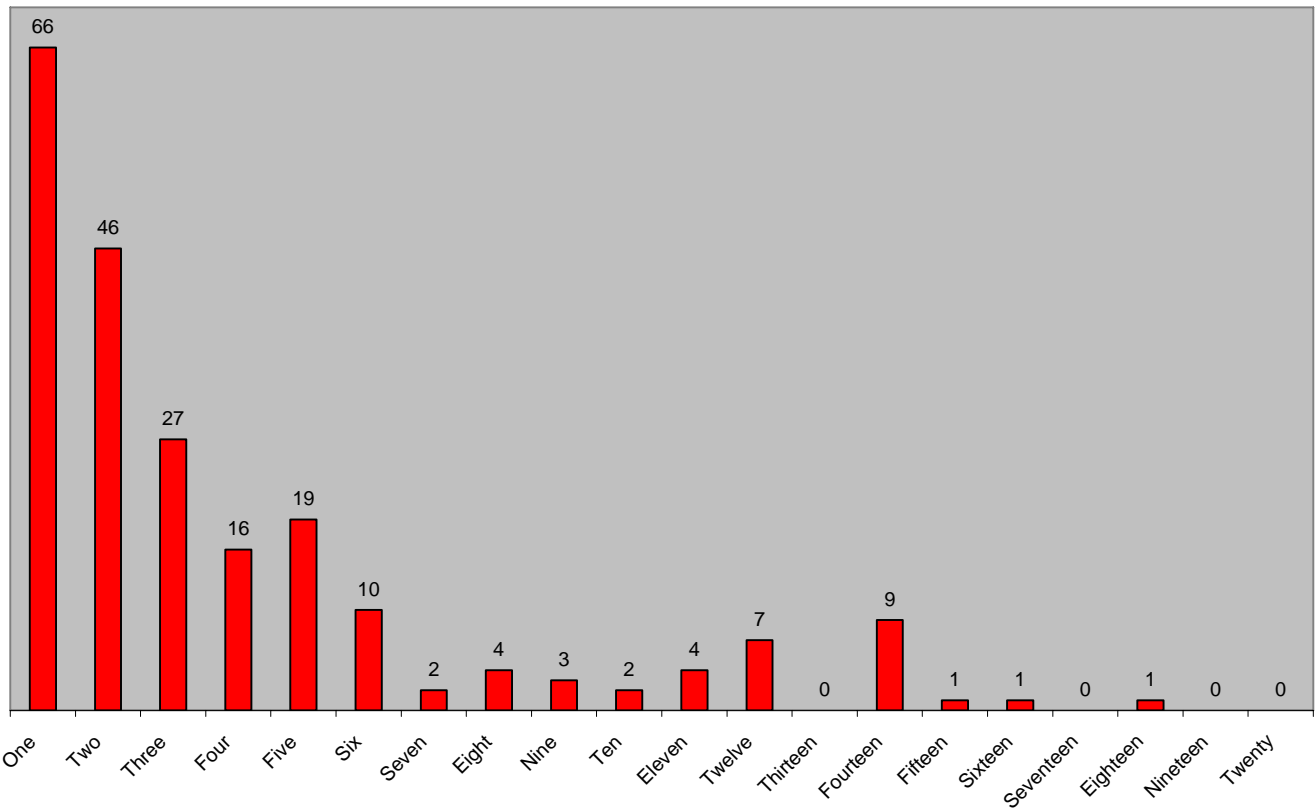
For clients who wished to continue with outpatient treatment/psychotherapy and who had no alternate payer, such as health insurance, network clinicians may provide a written treatment plan and request pre-certification to continue to provide additional individual sessions, in pre-approved three-session to six-session increments.

**The primary reasons why state-funded treatment was requested for 323 clients:**

Client had no health insurance	199
Treatment provider not in client's insurance network	73
Client's health insurance deductible exceed treatment costs	34
Pathological Gambling not covered by client's health insurance	11
Other	9

The program will pay up to 20 sessions total for the gambler and 10 sessions total for the loved one or significant other, as deemed clinically appropriate. More than half of the clients completed one to six sessions.

**State-Funded Outpatient Treatment/Therapy Sessions Completed by Clients**



**Outcomes: Six-month and One Year Follow-Ups**

After voluntary entry into the Problem Gamblers Help-line and Treatment Program, clients are contacted by the Help-line professionals at intervals of six months and one year to determine program efficacy and measurable outcomes. Recidivism, abstinence and gambling-related debt are some of the factors measured and reported as follows:

### **Six-month Follow-Ups/Outcomes**

In calendar year 2005, contact was attempted by telephone at least three times with 860 clients. Four hundred and fifty three (453) of those telephone interviews were completed and out of those who provided information, fifty-two percent (52%) said the gambler was no longer gambling. Forty-eight percent (48%) indicated that the gambling-related debt had been reduced. Thirteen gamblers (representing 8% of the gamblers on whom information was available) had filed bankruptcy in that six-month interim. The six-month outcome data is as follows:

<b>Gambling frequency at time of contact:</b>	
Not gambling	238
Daily gambling	65
Weekly gambling	53
Monthly gambling	53
Other	0
Unknown	44

<b>Debt status at time of contact:</b>	
Debt substantially reduced	85
Debt slightly reduced	95
Debt same	30
Debt slightly increased	24
Debt substantially increased	37
Filed bankruptcy	23
Refused to discuss	9
No previous gambling debt	66
Unknown	84

### **One-Year Follow-Ups/Outcomes**

During 2005, contact was attempted by telephone at least three times with 397 clients. Two hundred and seventeen (217) or fifty five percent (55%) were completed and out of those who provided information, fifty-nine (59%) said the gambler was no longer gambling. Five percent (5%) of the gamblers had filed bankruptcy that year. Additional one-year follow-up data follows:

<b>Total number of attempted contacts</b>	<b>397</b>
<b>Successful contact made</b>	<b>217</b>

<b>Gambling frequency at time of contact:</b>	
Not gambling	116
Daily gambling	25
Weekly gambling	27
Monthly gambling	24
Unknown	25

<b>Debt status at time of contact:</b>	
Debt substantially reduced	33
Debt slightly reduced	46
Debt same	14
Debt slightly increased	15
Debt substantially increased	7
Filed bankruptcy	11
Refused to discuss	4
No previous gambling debt	37
Unknown	50

### **Clinician Training and Education**

The program recruits, screens, trains and contracts with these behavioral health professionals (counselors, social workers, psychologists) statewide to assure that all West Virginia residents have ready access to needed face-to-face services. In order to maintain an adequate level of trained professionals to serve the West Virginians in need, the program offers these initial 35-hour trainings at least twice annually. The training includes four (4) full days of classroom training in the diagnosis and treatment of problem gamblers and their loved ones, detailed review of area resources for problem gamblers and their loved ones, as well as hands-on gambling experience.

**In calendar year 2005, two 35-hour basic trainings were provided to 22 new clinicians working in underserved areas.**

In addition to basic training, the Problem Gamblers Help Network of West Virginia program conducts regular ongoing clinical supervision sessions around the state so that clinicians providing assessment and treatment have professional oversight of their work.

**Over 60 clinicians attended at least one of eight (8) Clinical Supervision sessions conducted at various locations statewide by Dr. Norman Kruedelbach, Ph.D.**

The field of problem gambling is fast-growing with new research added regularly. Therefore, the Problem Gamblers Help Network of West Virginia also provides offers a statewide continuing education conference for advanced training where national experts come are invited to share new information that will better prepare the help-line and treatment professionals to serve their clients

**An advanced continuing education training for 50 clinicians and program staff was held in Charleston in December.**

### **Ongoing Initiatives:**

#### **Recruitment and Retention**

The program's goal is to offer callers an appointment with a trained professional within 72 hours of their calls and within 30 miles of their homes. West Virginia's rural geography and lack of credentialed professionals in some remote areas make ongoing recruitment and training imperative. In order to reduce attrition, additional efforts and incentives are offered for provider retention.

#### **National Certification**

The program is actively pursuing the NCGC certification (Nationally Certified Gambling Counselor) for providers in West Virginia network. Candidacy status will require an additional 15 hours of training as well as completion of the national exam.

#### **Additional Support Services**

The program is in the process of setting criteria whereby some of the outpatient treatment sessions might be offered by telephone on an occasional basis. The program has also initiated steps to start additional support groups in areas from where more problem gamblers have been identified.

### **Gambling Problem Prevention for Youth**

In calendar year 2005, The Problem Gamblers Help Network initiated and/or participated in specific activities for West Virginia's youth who may be at risk for developing gambling problems.

A youth poster design poster contest was hosted in the spring and the winning design, by a Fayette County High School student, was printed in poster format and mailed to all state middle and high schools.

Also, the program hosted a panel of experts to review gambling prevention as a possible part of youth education curriculum for West Virginia schools. While it was determined that the "prevention of youth gambling" really was outside the scope and budget of the current program, it was decided that young gamblers would continue to be a target for outreach efforts so that they might call about themselves or their loved ones as needed.

### **Program Funding and Expenditures**

The West Virginia Lottery Commission is the sole funding source for the Problem Gamblers Help Network of West Virginia, a program established in the calendar year 2000 to assist problem gamblers and/or those who care about them. The program is available to all residents of West Virginia regardless of age, gender, or the type of gambling in which they, or a loved one, engage.

By statute, the West Virginia Lottery may provide a maximum of \$1.5 million from available administrative expense to the administrative agency, the West Virginia Department of Health and Human Resources (WV-DHHR), for the Compulsive Gambling Treatment Fund.

In fiscal year 2005, and again in fiscal year 2006, the West Virginia Lottery Commission approved the maximum funding to WV-DHHR.

Governing laws related to West Virginia Lottery Commission funding of this program may be found in the Racetrack Video Lottery Act, 29-22A-19 (\$500,000) and the Limited Video Lottery Act, 29-22-1408 (\$1,000,000).

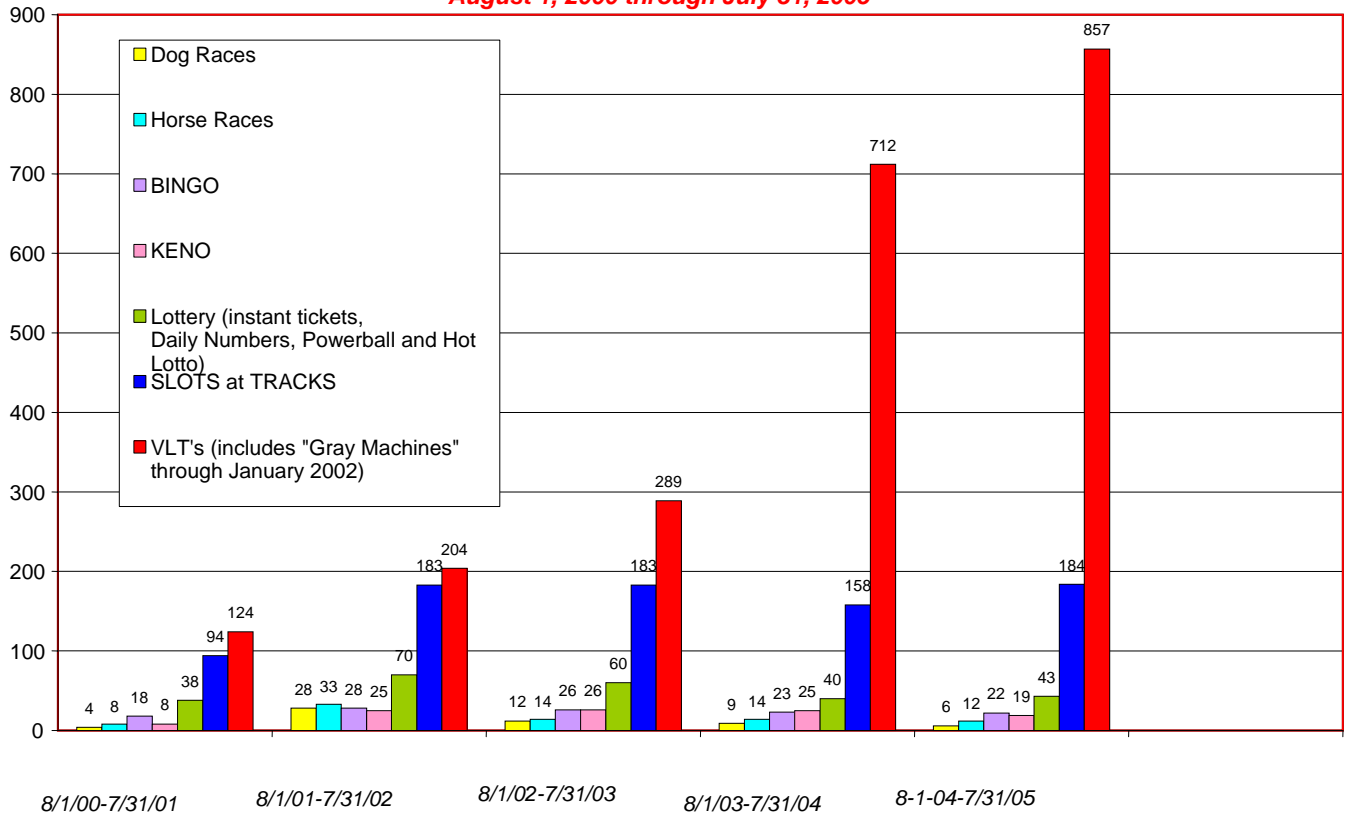
#### **In Calendar Year 2005, the Problem Gamblers Help of West Virginia spent:**

◇ Outreach, Advertising, Public Awareness	\$770,594.00
◇ Diagnostic Assessment and Outpatient Treatment/Therapy	\$296,826.00
◇ Administration	\$263,418.00
◇ Training (new clinician; continuing education; clinical supervision)	\$89,192.00

## Fifth Year Summary and Observations

Help-line calls have increased exponentially in the years since the program started, increasing on average 50% per year. While the growth rate in calls from all other forms of gambling have remained constant or dipped, the help-line calls related to gamblers having a problem with VLT machines have continued to increase each year.

**Five Year Trend of Help-line Calls and Primary Form of Gambling**  
*August 1, 2000 through July 31, 2005*



### Five Year Trends Regarding the Gender of the Gambler with a Problem

Fiscal Year 2000	<b>Male</b>	<b>36</b>	Female	23	Unknown/Unclear	0
Fiscal Year 2001	<b>Male</b>	<b>198</b>	Female	148	Unknown/Unclear	8
Fiscal Year 2002	<b>Male</b>	<b>292</b>	Female	223	Unknown/Unclear	9
Fiscal Year 2003	<b>Male</b>	<b>411</b>	Female	377	Unknown/Unclear	9
Fiscal Year 2004	Male	521	<b>Female</b>	<b>632</b>	Unknown/Unclear	15
Fiscal Year 2005	Male	639	<b>Female</b>	<b>689</b>	Unknown/Unclear	12

**For the first four years of program operations, reported male problem gamblers outnumbered reported female problem gamblers. For the past two years, problem gamblers who are women make up over half of the client calls.**

**Five Year Summary of 1-800-GAMBLER HELP-LINE DATA\***  
**August 1, 2000 through December 31, 2005** **4260clients**

*\* All data is self-reported by the callers. Missing data is due to direct omission by the caller or incomplete telephone call.*

<b>Caller/Client is:</b>		<b>Number of Dependents</b>		<b>Type of Gambling*</b>	
Gambler	2876	0	1719	Slots Machines	856
Spouse/Sig. Other	503	1	628	Video Poker/VLT	2646
Offspring	131	2	553	Lottery/Powerball/KENO	419
Friend	178	3	220	Bingo	123
Parent	112	4+	92	Pull tabs/tip boards	62
Sibling	75	Not provided	1048	Parlay cards	07
Other Family	200			Sports with bookie	101
First Choice Provider	114			Sports with friends	37
Other	71			Cards (poker, blackjack)	105
				Horse Racing	84
				Dog racing	62
				Internet gambling	71
				Craps	05
				Stocks	03
				Other	39
				Unknown	24
				* some gamblers engage in multiple types	
<b>Gender of Gambler</b>		<b>Highest Education</b>			
Male	2097	Less than HS grad	327		
Female	2092	HS Grad/GED	1249		
Not provided	71	Some college	504		
		Vocational training	207		
		2 year college grad	193		
		4 year college grad	329		
		Advanced degree	80		
		Not provided	1371		
<b>Current Age</b>		<b>Employment status</b>			
0-17	07	Full time	2163	<b>Place Gambled*</b>	
18-25	270	Disabled	467	Racetracks	1114
26-35	770	Unemployed	382	Clubs, bars, restaurants	2469
36-45	965	Part time/Seasonal	314	Store / market	341
46-55	1012	Retired	249	Lottery retailer	238
56-64	429	Homemaker	154	Bookie	66
65+	148	Self-employed	93	Private Home	125
Not provided	659	Military	10	Church	20
		Not provided	428	Internet	81
				Fire Hall	26
				Other	141
				Unknown	294
				Casino	61
				* some gamblers play at several venues	
<b>Age When Started</b>		<b>Household Income</b>			
0-11	123	0 - \$10,000	292		
12-17	337	\$10,000 – 20,000	475		
18-25	761	\$20,000 – 30,000	449		
26-35	675	\$30,000 – 40,000	279		
36-45	627	\$40,000 – 50,000	227		
46-55	447	\$50,000 +	716		
56-64	110	Not provided	1822		
65+	37				
Not provided	1143				
		<b>Gambling Debt</b>			
<b>Marital Status</b>		\$0	603		
Married	1962	\$1.00 -\$1000	363		
Single	779	\$1000-\$5000	596		
Divorced	572	\$5000-\$25,000	717		
Living Together	353	\$25,000-\$50,000	250		
Widowed	144	\$50,000-\$100,000	127		
Separated	140	Over \$100,000 +	41		
Not provided	310				

## Five Year Demographic and Clinical Data for 4260 clients Continued

### Financial Problems

Bills payable	2413
Borrowed money from others	2555
Credit card charges	1358
Bank loans/finance co.	585
Bad checks	1098
Cashed in stocks, savings, insurance, retirement	842
Sold property to gamble	541
Bankruptcy	371
Second mortgage	166
Taxes payable	115
Owes bookie or loan shark	70
Owes casino/racetrack	19
stole money to gamble	290
Spending all income	2007

### DSM-IV Symptoms

Loss of control	3225
Chasing losses	3194
Lying to others	3162
Preoccupation	2038
Escape	2553
Loss of job/relationship	1909
Bailouts	2030
Tolerance	2604
Withdrawal	852
Illegal Activities	1230

### Co-Morbidity

Pre-existing mood disorder	1253
Pre-existing anxiety disorder	279
Pre-existing other	183
Pre-existing alcohol abuse	716
Pre-existing drug abuse	345

### Family History

Family hx. of alcoholism	1013
Family hx. of gambling	969
Family hx. of other addictions	150
Family hx. of mental illness	313

### Early Big Win 1713

### Stressful Life Event/Trigger

Death of a loved one	380
Divorce/Break-up	412
Illness, injury, disability	363
Unhappy relationship	344
Job loss/demotion	230
Work stress/New job	219
Marriage/Birth	196
Began care taking relative	114
Empty nest/lonely/bored	303
Financial problems	202
Loved one has illness, injury, or disability	179
Relocation	160
Retirement	104
Victim of violent crime	11
Jail detention/release	12
Other SLE's	260
Unknown	353

### Referral Source

6 Month Follow-up	58
Billboards	1072
Website	85
Radio	80
Newspaper article	127
TV commercial	157
TV News	89
Newspaper ad	71
Yellow Page ad	347
411	20
Racetrack rack card	118
Sticker on machine	438
Lottery retailer	38
WV Lottery	32
GA	41
Church bulletin	03
Racetrack poster	21
Family/friend	334
1 <sup>st</sup> Choice Provider	220
Health Care other	77
AA	13
Lottery website	28
National help-line	16
Racetrack ads	14
School	08
Civic organization	07
Brochure	29
Walk-in	03
Other	172
Unknown	304
Former Caller	228
Miscellaneous	118
Legal System	16

## Five Year Summary of Help-line Calls by County of Residence of the Problem Gambler

4260 Clients (August 1, 2000 through December 31, 2005)

<b>Barbour</b>	<b>25</b>	<b>Monongalia</b>	<b>156</b>
<b>Berkeley</b>	<b>191</b>	<b>Monroe</b>	<b>12</b>
<b>Boone</b>	<b>45</b>	<b>Morgan</b>	<b>04</b>
<b>Braxton</b>	<b>18</b>	<b>Nicholas</b>	<b>26</b>
<b>Brooke</b>	<b>83</b>	<b>Ohio</b>	<b>231</b>
<b>Cabell</b>	<b>240</b>	<b>Pendleton</b>	<b>04</b>
<b>Calhoun</b>	<b>02</b>	<b>Pleasants</b>	<b>13</b>
<b>Clay</b>	<b>08</b>	<b>Pocahontas</b>	<b>07</b>
<b>Doddridge</b>	<b>06</b>	<b>Preston</b>	<b>55</b>
<b>Fayette</b>	<b>76</b>	<b>Putnam</b>	<b>144</b>
<b>Gilmer</b>	<b>04</b>	<b>Raleigh</b>	<b>117</b>
<b>Grant</b>	<b>03</b>	<b>Randolph</b>	<b>44</b>
<b>Greenbrier</b>	<b>38</b>	<b>Ritchie</b>	<b>06</b>
<b>Hampshire</b>	<b>15</b>	<b>Roane</b>	<b>04</b>
<b>Hancock</b>	<b>135</b>	<b>Summers</b>	<b>24</b>
<b>Hardy</b>	<b>05</b>	<b>Taylor</b>	<b>28</b>
<b>Harrison</b>	<b>194</b>	<b>Tucker</b>	<b>03</b>
<b>Jackson</b>	<b>48</b>	<b>Tyler</b>	<b>10</b>
<b>Jefferson</b>	<b>36</b>	<b>Upshur</b>	<b>33</b>
<b>Kanawha</b>	<b>795</b>	<b>Wayne</b>	<b>42</b>
<b>Lewis</b>	<b>23</b>	<b>Webster</b>	<b>01</b>
<b>Lincoln</b>	<b>35</b>	<b>Wetzel</b>	<b>23</b>
<b>Logan</b>	<b>49</b>	<b>Wirt</b>	<b>09</b>
<b>Marion</b>	<b>118</b>	<b>Wood</b>	<b>322</b>
<b>Marshall</b>	<b>66</b>	<b>Wyoming</b>	<b>14</b>
<b>Mason</b>	<b>17</b>	<b>Out-of-state</b>	<b>124</b>
<b>McDowell</b>	<b>15</b>	<b>Not provided</b>	<b>241</b>
<b>Mercer</b>	<b>130</b>		
<b>Mineral</b>	<b>26</b>		
<b>Mingo</b>	<b>17</b>		