

Helpline Caller Evaluation Report: GAMBLER

2003

2006

Gender		N	Percent		N	Percent
	Female	31	42.5	Female	34	49.3
Male	42	57.5	Male	35	50.7	
Total	73	100.0	Total	69	100.0	

Was it easy to find our HelpLine number?		N	Percent		N	Percent
	Yes	69	100.0	Yes	72	98.6
No	0	0	No	1	1.4	
Total	0		Total	73	100.0	

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?		N	Percent		N	Percent
	Yes	65	95.6	Yes	73	100.0
Don't Know	3	4.4	Don't Know	0	.0	
Total	68	100.0	Total	0	100.0	

Were you satisfied with the answering service operator's overall response to your request?		N	Percent		N	Percent
	Yes	68	98.6	Yes	73	100.0
No	1	1.4	No	0	.0	
Total	69	100.0	Total	73	100	

The call was returned:		N	Percent		N	Percent
	0-15 minutes	34	50.0	0-15 minutes	55	75.3
16-59 minutes	21	30.9	16-59 minutes	17	23.3	
1-2 hours	6	8.8	1-2 hours	1	1.4	
Don't remember	7	10.3	Don't remember	0	.0	
Total	68	100.0	Total	73	100.0	

Was the Helpline staff member accepting and supportive of your feelings?		N	Percent		N	Percent
	Yes	67	97.1	Yes	70	97.2
No	2	2.9	No	1	1.4	
Don't Know	0	.0	Don't Know	1	1.4	
Total	69	100.0	Total	72	100.0	

Did the Helpline staff member seem knowledgeable about the kind of problem you were having?		N	Percent		N	Percent
	Yes	68	98.6	Yes	73	100.0
No	1	1.4	No	0	.0	
Total	69	100.0	Total	73	100.0	

Did the Helpline staff member make helpful suggestions?		N	Percent		N	Percent
	Yes	68	98.6	Yes	72	98.6
No	1	1.4	No	0	0	
Refused	0	.0	Refused	1	1.4	
Total	69	100.0	Total	73	100.0	

If yes, did you follow any of the suggestions?		N	Percent		N	Percent
	Yes	36	53.7	Yes	50	74.6
No	27	40.3	No	14	20.9	
Don't Know	4	6.0	Don't Know	2	3.0	
Refused	0	.0	Refused	1	1.5	
Total	67	100.0	Total	67	100.0	

2003

2006

Why not?	No comments in 2003	Didn't feel I had a really big problem at the time
		Don't have transportation
		I had to do it on my own
		I moved out-of-state after I placed the call.
		I turned over all my money to my mother, she gives
		I wanted to try and do it on my own
		Refused

What is your overall satisfaction with the amount of information you were asked during your call to the Helpline?	2003		2006	
	N	Percent	N	Percent
Very Satisfied	57	83.8	65	91.5
Satisfied	7	10.3	1	1.4
Neutral	2	2.9	3	4.2
Unsatisfied	2	2.9	1	1.4
Refused	0	.0	1	1.4
Total	68	100.0	71	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	54	78.3	65	91.5
Satisfied	13	18.8	3	4.2
Neutral			1	1.4
Unsatisfied	2	2.9	1	1.4
Refused	0	.0	1	1.4
Total	69	100.0	71	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	59	86.8	68	95.8
Somewhat related	7	10.3	1	1.4
Neutral	1	1.5	1	1.4
Don't know	1	1.5	1	1.4
Total	68	100.0	71	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	25	36.2	34	47.9
Gamblers Anonymous (GA)	19	27.5	23	32.4
Did not seek help	23	33.3	10	14.1
Other	2	2.9	2	2.8
Refused	0	.0	2	2.8
Total	69	100.0	71	100.0

Other	2003		2006	
	N	Percent	N	Percent
Left blank	50	72.5	54	74.0
And GA	12	17.4	17	23.2
Counselor	1	1.4	1	1.4
GA	1	1.4		
GA friend	1	1.4	1	1.4
GA, and private	1	1.4		
MCCA	1	1.4		
Prayer	1	1.4		
Program in Bridgeport	1	1.4		
Total	69	100.0	73	100.0

2003

2006

	2003		2006			
	N	Percent	N	Percent		
As a result of the Helpline contact, please indicate where the significant other sought help.	State-sponsored compulsive gambling treatment program	3	6.3	State-sponsored compulsive gambling treatment program	1	1.4
	Gam-Anon	7	14.6	Gam-Anon	5	7.0
	Did not seek help	38	79.2	Did not seek help	61	85.9
	Other	0	.0	Other	1	1.4
	Refused	0	0	Refused	3	4.2
	Total	48	100.0	Total	71	100.0

	2003		2006			
	N	Percent	N	Percent		
Other		68	98.6		72	98.6
	And Gam-Anon	1	1.4	Was not ready	1	1.4
	Total	69	100.0	Total	73	100.0

	2003		2006			
	N	Percent	N	Percent		
As a result of the Helpline contact, did another person seek help?	Yes	1	1.6	Yes	6	8.6
	No	61	96.8	No	62	88.6
	Don't Know	1	1.6	Don't Know	0	0
	Refused	0	.0	Refused	2	2.9
	Total	63	100.0	Total	70	100.0

	2003	2006		
		N	Percent	
If yes, specify who and where:	No comments in 2003	Left blank	68	93.2
		and Bettor Choice	1	1.4
		Gam-Anon	2	2.7
		Gam-Anon for my wife	1	1.4
		Wheeler-Hartford	1	1.4
		Total	73	100.0