

Number of Intake/Clinical Calls	3149
Calls Answered (Intake, Non-Intake & Prank)	24282
Text Intakes	15
Text Subscriptions	733
Non-Intake Calls (includes prank calls)	21133
Obvious Prank Calls	399

Clinical Calls by Shift

First Shift	Second Shift	Third Shift
606	1434	1109
19.2%	45.5%	35.2%

Caller Area Code

(209)	84	3.3%	(559)	149	5.8%	(760)	134	5.2%
(213)	39	1.5%	(562)	62	2.4%	(805)	100	3.9%
(310)	151	5.9%	(619)	192	7.5%	(818)	128	5.0%
(323)	103	4.0%	(626)	91	3.6%	(831)	20	0.8%
(408)	78	3.1%	(650)	41	1.6%	(858)	42	1.6%
(415)	77	3.0%	(657)	7	0.3%	(909)	120	4.7%
(424)	10	0.4%	(661)	64	2.5%	(916)	224	8.8%
(442)	10	0.4%	(707)	112	4.4%	(925)	55	2.2%
(510)	97	3.8%	(714)	117	4.6%	(949)	44	1.7%
(530)	74	2.9%	(747)	4	0.2%	(951)	134	5.2%

Type of Caller

Child	129	4.1%	Gambler	2529	80.3%	Sibling	58	1.8%
Employer	2	0.1%	Other	30	1.0%	Spouse	204	6.5%
Friend	105	3.3%	Parent	75	2.4%	Therapist	17	0.5%

Gender of Caller

Male	2020	64.2%	Female	1128	35.8%
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Caller Marital Status

Cohabitant	139	4.7%	Married	1073	36.6%	Single	1378	47.0%
Divorced	206	7.0%	Separated	82	2.8%	Widowed	53	1.8%

California Problem Gambling Helpline Statistics July 2016 - June 2017

Caller Age

Under 18	14	0.5%	Age 36...45	647	22.9%	Age 76...85	31	1.1%
Age 18...21	89	3.1%	Age 46...55	519	18.4%	Age 85+	1	.03%
Age 22...25	211	7.5%	Age 56...65	337	11.9%			
Age 26...35	862	30.5%	Age 66...75	116	4.1%			

Ethnicity

African American	292	9.9%	Hispanic	662	22.5%	Pacific Islander	16	0.5%
Asian Indian	56	1.9%	Japanese	6	0.2%	Other Ethnicity	130	4.4%
Caucasian	1442	49.0%	Korean	32	1.1%	Vietnamese	39	1.2%
Chinese	124	4.2%	Native American	15	0.5%			
Filipino	82	2.8%	Other Asian	44	1.5%			

Caller Referral Source

Billboard	192	6.4%	Mailings	25	0.8%	Radio	126	4.2%
Card Room	205	6.9%	National Help Line	122	4.1%	Repeat Caller	250	8.4%
Check Cashing Center	1	.03%	Newspaper	7	0.2%	Self Help Group	27	0.9%
Community Agency	21	0.7%	OPG Website	0	0.0%	Social Network	14	0.5%
Convenience Store	0	0.0%	Other	21	0.7%	Television	72	2.4%
Electronic Signage	8	0.3%	Other PG Website	5	0.2%	Therapist	37	1.2%
Friend	0	0.0%	Other Website	120	4.2%	Tribal Casino	886	29.7%
I-Net Ad	0	0.0%	Phonebook	6	0.2%			
Lottery	252	8.5%	Racetrack	17	0.6%			

Primary Gambling Preference

Bingo	10	0.3%	Indian Casinos	1631	54.6%	Nevada Casinos	219	7.3%
Card Rooms	447	15.0%	Internet (Cards)	66	2.2%	Other	45	1.5%
Cards (private)	20	0.7%	Internet (Other)	28	0.9%	Sports Betting	128	4.3%
Horse Racing	32	1.1%	Lottery	341	11.4%	Stock Market	12	0.4%

Secondary Gambling Preference

Bingo	23	2.0%	Indian Casinos	254	21.8%	Nevada Casinos	147	12.6%
Card Rooms	114	9.8%	Internet (Cards)	37	3.2%	Other	52	4.5%
Cards (private)	12	1.0%	Internet (Other)	15	1.3%	Sports Betting	73	6.3%
Horse Racing	17	1.5%	Lottery	401	34.4%	Stock Market	11	0.9%

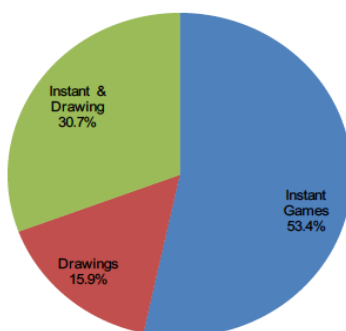
California Problem Gambling Helpline Statistics July 2016 - June 2017

Number of Gamblers Playing the Lottery

Yes	31.5%	No	68.5%
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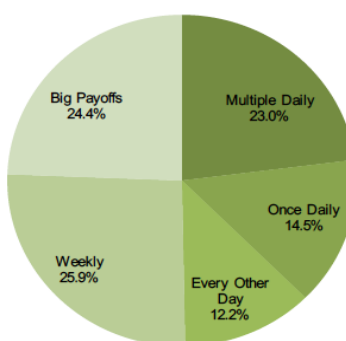
Type of Lottery Game

Instant Games	53.4%	Drawings	15.9%	Instant and Drawing	30.7%
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Frequency of Lottery Play

Multiple Daily	23.0%	Every Other Day	12.2%	Big Payoffs	24.4%
Once Daily	14.5%	Weekly	25.9%		



Average Number of Lottery Tickets Purchased Per Occasion

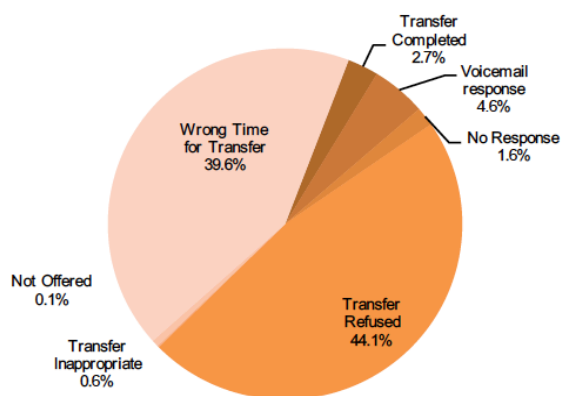
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California Problem Gambling Help Line Statistics

July 2016 - June 2017

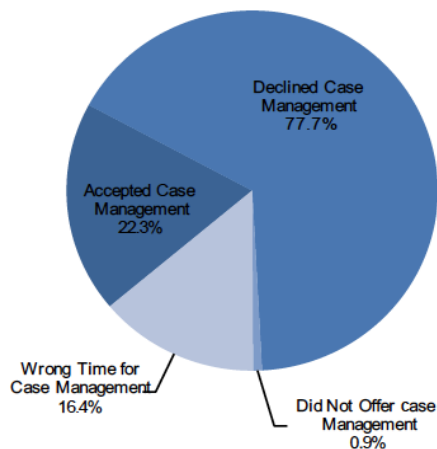
Transfer Outcome

Transfer Completed	83	2.7%	Transfer Refused	1380	44.1%	Transfer Inappropriate	19	0.6%
Voice Mail Response	145	4.6%	Not Offered	4	0.1%	Wrong Time for Transfer	1239	39.6%
No Response	51	1.6%						



Case Management Outcome

Accepted Case Management	584	22.3%	Did Not Offer Case Management	24	0.9%
Declined Case Management	2037	77.7%	Wrong Time for Case Management	429	16.4%



California Problem Gambling Helpline Statistics

July 2016 - June 2017

Caller County	Callers Per County	Number of Gaming Venues
Alpine	1	0
Trinity	1	0
Colusa	2	1
Mendocino	2	5
Siskiyou	2	0
Tehama	2	1
Tuolumne	3	2
Del Norte	4	2
Glenn	4	0
Imperial	4	3
Lake	5	4
Lassen	5	1
Kings	6	2
Madera	6	2
Napa	6	1
Yuba	6	2
San Luis Obispo	7	5
Santa Cruz	7	2
Sutter	7	0
Nevada	8	1
Marin	9	1
Merced	9	2
Amador	10	1
Monterey	10	4
Shasta	11	3
Butte	12	3
Humboldt	14	6
Santa Barbara	24	2
El Dorado	27	2
Stanislaus	28	3
Yolo	28	1
Tulare	30	4
Placer	33	1
Sonoma	35	4
San Joaquin	37	6
Kern	38	5
Solano	42	0



California Problem Gambling Helpline Statistics

July 2016 - June 2017

Caller County	Callers Per County	Number of Gaming Venues
San Francisco	44	0
San Mateo	44	3
Ventura	70	1
Contra Costa	80	6
Alameda	84	6
Santa Clara	86	3
Fresno	98	5
San Bernardino	146	3
Orange	150	2
Riverside	224	12
Sacramento	235	14
San Diego	323	18
Los Angeles	682	11

California Problem Gambling Helpline Statistics

July 2016 - June 2017

Total Text Subscriptions

733

Total Number Intakes	3149
Percent Enrolled	23%
Number of Callers with Phone	1715
Percent of Callers with Phone Enrolled	43%

Type of Caller

Child	1	0.1%	Gambler	714	97.4%	Sibling	1	0.1%
Employer	0	0.0%	Other	0	0.0%	Spouse	8	1.1%
Friend	2	0.3%	Parent	7	1.0%	Therapist	0	0.0%

Caller Gender

Male	475	64.9%	Female	257	35.1%
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Caller Age

Under 18	0	0.0%	Age 36...45	155	21.5%	Age 76...85	1	0.1%
Age 18...21	23	3.2%	Age 46...55	152	21.1%	Age 85+	0	0.0%
Age 22...25	61	8.5%	Age 56...65	91	12.6%			
Age 26...35	221	30.7%	Age 66...75	17	2.4%			

Caller Stage of Change

Pre-contemplation	99	13.5%	Action	19	2.6%
Contemplation	372	50.8%	Maintenance	3	0.4%
Preparation	237	32.3%	Recycling	3	0.4%



California Problem Gambling Helpline Statistics July 2016 - June 2017

Number of Text Intakes

153

Texting Result

Request for Information	56	36.6%
Transferred to Phone Intake	11	7.2%
Referrals provided in Text	16	10.5%
Text Terminated Prematurely	70	45.8%