Council on Compulsive Gambling of Pennsylvania, Inc.

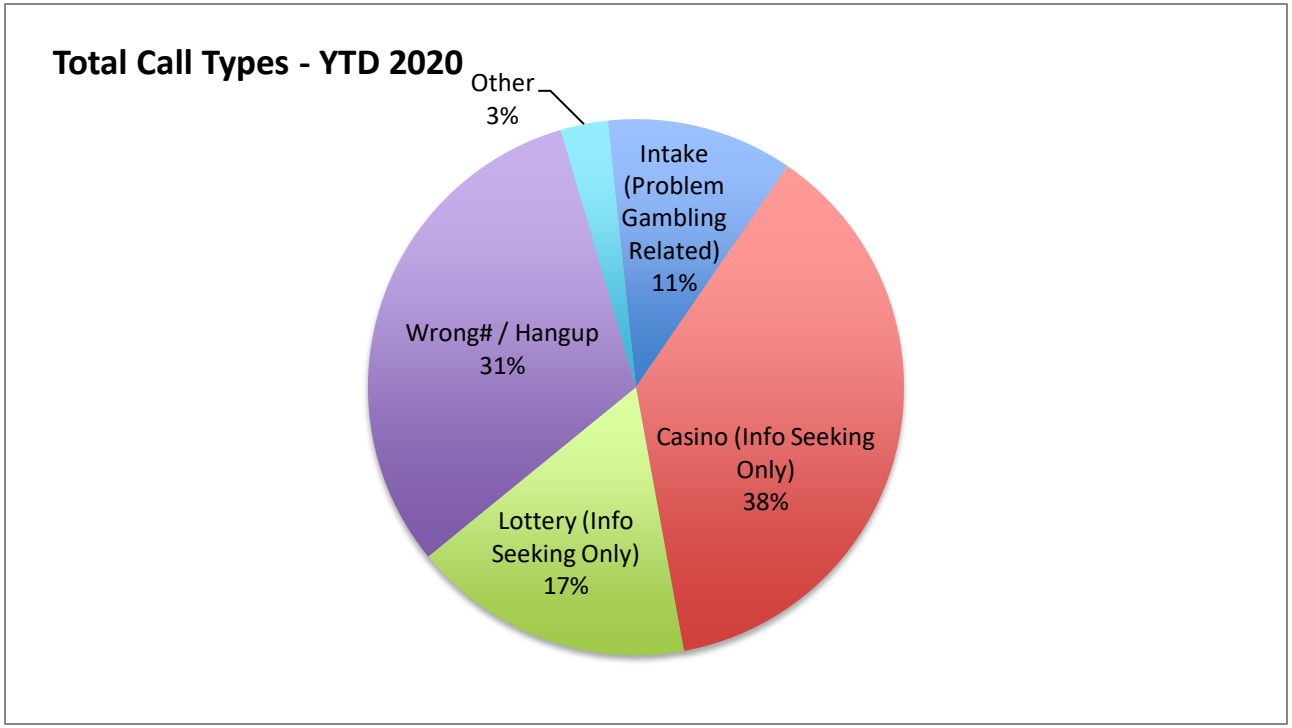
Helpline Data Report

YTD – 2020

As of February

Monthly Summary						
Month	**Intake (Problem Gambling Related)**	**Casino (Info Seeking Only)**	**Lottery (Info Seeking Only)**	**Wrong# / Hangup**	**Other**	**Total**
January	103	345	195	308	31	982
February	108	361	124	281	23	897
March						
April						
May						
June						
July						
August						
September						
October						
November						
December						
TOTAL	211	706	319	589	54	1879

Figure 1



Every call that is made to the Helpline Center is tracked and noted by type (fig. 2). A majority of calls received are information inquiries (last night's lottery drawing, room reservations, etc.). February 2020 calls for help are higher than January 2020, with 108 calls this month. *The calls received by the HelpLine Center labeled "Lottery" and "Casino" are from individuals seeking general information specific to those activities, not seeking help for a gambling problem as a result of participating in them.*

Figure 2

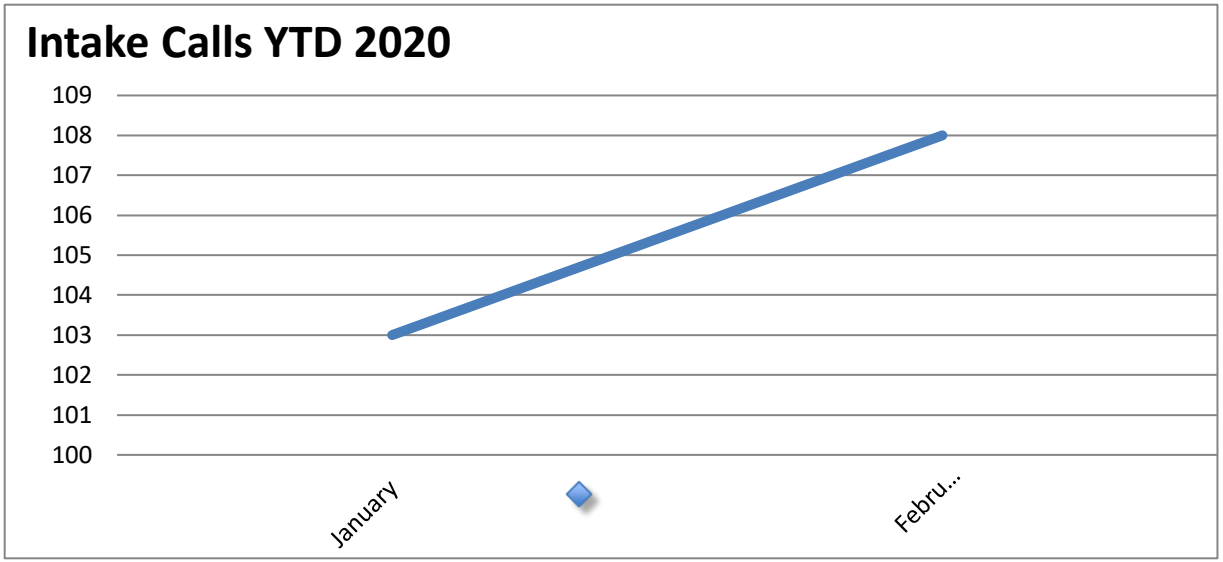
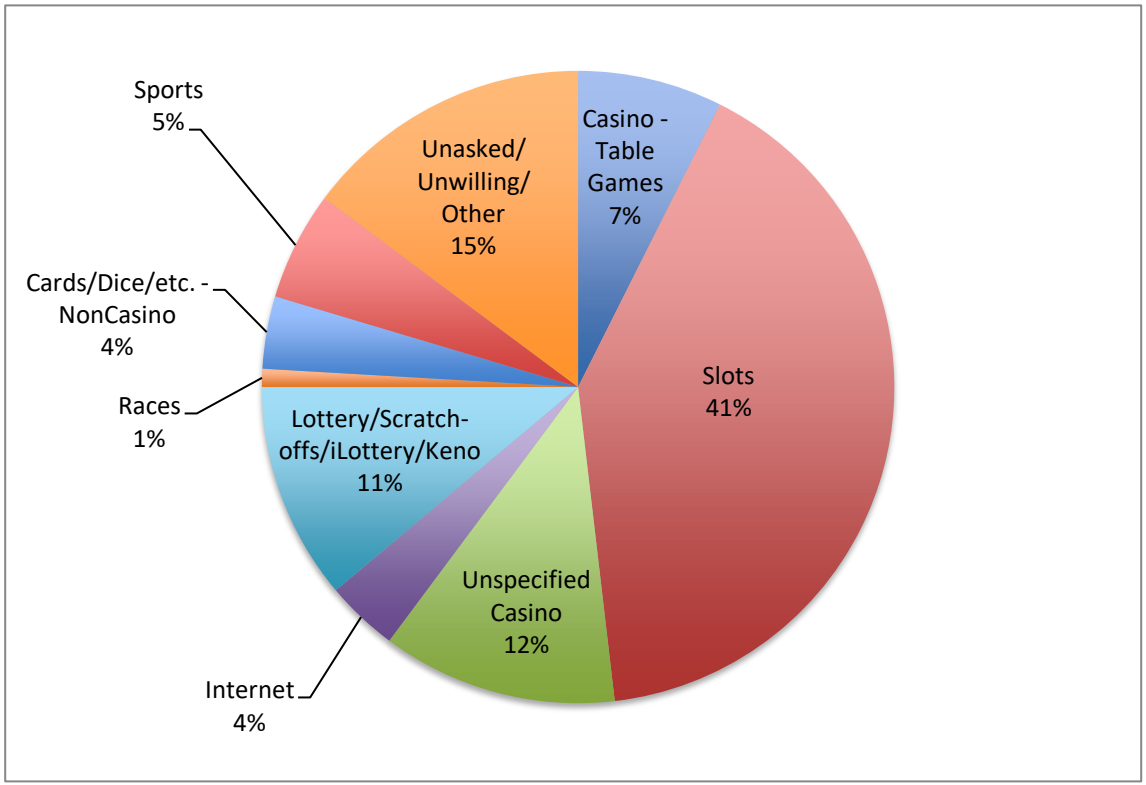


Figure 3

Intake calls represent the calls made by individuals who are suffering from a problem gambling issue, have relapsed, or who know someone with a gambling problem. Callers are provided resources, such as Gamblers Anonymous (GA) meeting information and/or trained counselor contact information. **For the month of February 2020, the total number of intake calls was 108 (fig. 3).**

The Council has received 10 chat/text requests for help in February 2020. This is in addition to the 211 phone calls requesting help so far this year.



One of the primary pieces of information collected from our Helpline Specialists during intake calls is the most problematic form of gambling that a caller, or subject, is engaging in. Slots and other casino based games were the activity named during the majority of calls in February 2020 (fig. 4). This may be related to high visibility of the Helpline number throughout each of the 12 casinos that currently operate in Pennsylvania.

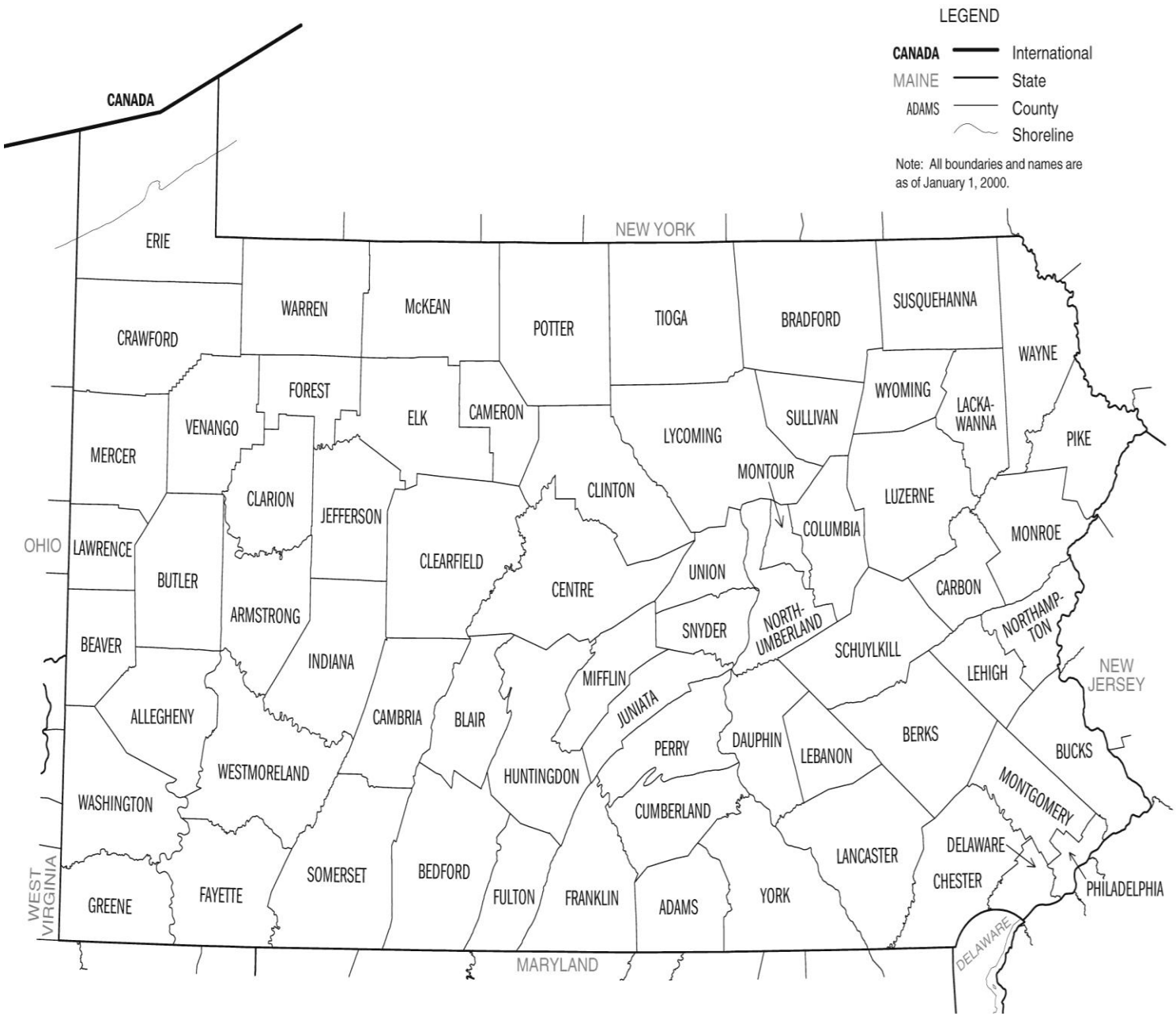
Figure 4

Pennsylvania Helpline for Compulsive Gamblers

This month, Philadelphia and Allegheny counties accounted for about 29% of intake calls. In February 2020, the Helpline saw Delaware, Chester and Washington Counties up an additional 15% of intake calls.

Calls by County – February 2020		
	County	**Calls**
1	Allegheny	16
2	Philadelphia	15
3	Delaware	6
4	Chester	5
5	Washington	5
6	Bucks	4
7	Westmoreland	4
8	York	4
9	Dauphin	3
10	Erie	3
11	Mifflin	3
12	Northampton	3
13	Snyder	3
14	Berks	2
15	Blair	2
16	Butler	2
17	Luzerne	2
18	Montgomery	2
19	Cambria	1
20	Franklin	1
21	Jefferson	1
22	Lancaster	1
23	Lehigh	1
24	Lycoming	1
25	Monroe	1
26	Northumberland	1
27	Schuylkill	1

Counties not listed received no calls. Additional calls received from out of state and callers unwilling to disclose their location.



Pennsylvania Fiscal Year (PFY19-20)

	July	August	September	October	November	December	January	February	March	April	May	June	Totals
Intakes	92	89	108	122	107	91	103	108					820
Chat	9	6	7	9	10	15	20	15					91
Text	12	1	4	3	4	10	14	9					57
Hang-ups	208	204	212	213	328	270	280	242					1957
***Casino (Info)**	327	324	343	352	399	416	345	361					2867
***Lottery (Info)**	142	154	137	135	161	171	195	124					1219
Wrong#	70	81	93	77	35	27	28	39					450
Other	22	25	17	15	31	25	31	23					189
Totals	882	884	921	926	1075	1025	1016	921					7650

**denotes calls about non-compulsive gambling related topics - info seeking only*

Additional Helpline Details – 2019

		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Suicide		**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Call**	**Calls**	**CALLS**
	Present	0	1											1
	No	103	107											210
	Past	0	0											0

National studies have shown remarkably high rates of suicide ideation and attempt rates by problem gamblers - inquiring about a callers' current state is always a priority. In January 2020, no callers presented a risk of harm to themself or others.

Callers Subject		**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**CALLS**
	Family	8	12											20
	Friend	2	2											4
	Self	85	85											170
	Spouse	6	9											15
	Unwilling/Other	2	0											2

Callers Subject represents the person who the caller was seeking help for. Typically, the caller is the one experiencing the issue. However, there are several instances of friends and/or family members who call seeking assistance.

		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Caller's Gender		**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**CALLS**
	Female	27	29											56
	Male	75	79											154
	Unwilling	1	0											1

On average in 2019, the percentage ratio of female to male callers/subjects was 33% to 67%. 2020 shows that approximately 26.5% of helpline calls are regarding female gamblers.

Ethnicity of Caller		**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**CALLS**
	African American	13	14											27
	Asian American	1	0											1
	Caucasian	74	80											154
	Hispanic	2	0											2
	Other	2	4											6
	Unwilling	11	10											21

While studies have shown that Caucasian males gamble the most overall, it has been found that African-American males gamble most frequently and, unfortunately, develop problems at a very high rate. This disorder can impact people of all backgrounds, yet for some cultures, outreach for help is very limited.

Language Line		**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**CALLS**
	Callers passed along	0	0											0

The Helpline utilizes a Language Line service which quickly connects callers to assistance in over 60 available languages. There were no language line requests in February 2020.

Pennsylvania Helpline for Compulsive Gamblers

Precipitating Event		JAN Calls	FEB Calls	MAR Calls	APR Calls	MAY Calls	JUN Calls	JUL Calls	AUG Calls	SEP Calls	OCT Calls	NOV Calls	DEC Calls	YTD CALLS
	Financial Problems	67	78											145
	Marital Problems	16	17											33
	Family Problems	17	24											41
	Job Problems	5	6											11
	Mental Health Problems	3	5											8
	Physical Health Problems	1	0											1
	Legal Problems	1	1											2
	Other Problems	24	9											33

Precipitating events represent primary issues that prompted the caller to contact the Helpline. Callers may answer 'yes' to more than one of the listed categories.

Most Problematic Gambling		Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	CALLS
	*Casino - Table Games	8	8											16
	Slots	28	44											72
	**Unspecified Casino	14	13											27
	Internet	15	4											19
	Lottery/ Scratch-offs/iLottery/Keno	12	12											24
	Races	1	1											2
	***Cards/Dice/etc. – NonCasino	1	4											5
	****Sports	4	6											10
	*****Poker/Video Poker	3	0											3
	Video Gaming Terminals (VGTs)	0	0											0
	Airport	0	0											0
	Unasked/Unwilling/Other	17	16											33

Most Problematic Gambling reflects the gambling activity that the caller/subject has the most difficult time controlling.
*Casino-Table Games – all casino table games excluding Poker
**Unspecified Casino – caller indicated that 'casino gambling' is the most problematic activity, but did not specify which games
***Cards/Dice/etc. – NonCasino – Any unregulated card game, dice game or other type of game
****Sports – unspecified sports (legal/illegal), football, basketball, fantasy sports, etc.
*****Poker/Video Poker – Casino Poker games (live and video)

Pennsylvania Helpline for Compulsive Gamblers

		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Age Group of Gambler's		**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**CALLS**
	13 – 17	0	0											0
	18 – 24	8	8											16
	25 – 34	21	25											46
	35 – 44	15	13											28
	45 – 54	12	19											31
	55 - 64	17	18											35
	65+	7	9											16
	Unknown/Unwilling	23	16											39

The largest amount of calls in February 2020 came from the 25-34 year old age group with 23% of calls, with 45-54 year olds accounting for approximately 18%.

Other Problems Identified		**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**TOTAL**
	Alcoholism	5	7											12
	Drug Abuse	6	4											10
	Depression	10	14											24
	Eating Disorder	1	1											2
	Overspending	28	30											58
	Sexual Addiction	0	0											0

Co-occurring disorders often occur with problem gamblers. Gathering this information is vital in determining treatment paths. Callers may answer 'yes' to more than one category.

Pennsylvania Helpline for Compulsive Gamblers

		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Marital Status		**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**CALLS**
	Cohabitating	2	12											14
	Divorced	4	7											11
	Married	29	25											54
	Separated	1	0											1
	Single	34	36											70
	Unasked/unwilling	33	24											57
	Widowed	0	4											4

How Caller Heard of Helpline		**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**CALLS**
	Billboard	1	3											4
	Brochure	1	0											1
	Casino / Casino Card	25	23											48
	PGCB / Council	0	0											0
	Crisis Line / Therapy	1	0											1
	Family / Friend	3	6											9
	Internet	47	53											100
	Lottery	7	2											9
	Newspaper	0	0											0
	Other	0	1											1
	Phonebook / Operator	1	0											1
	TV	2	2											4
	Radio	1	0											1
	Unwilling	14	18											32

Promotion of the Helpline service as a resource for those suffering from gambling problems is vital. By advertising the helpline number throughout the state and online, it is made clear that help is available.

Pennsylvania Helpline for Compulsive Gamblers

Number Called		JAN Calls	FEB Calls	MAR Calls	APR Calls	MAY Calls	JUN Calls	JUL Calls	AUG Calls	SEP Calls	OCT Calls	NOV Calls	DEC Calls	YTD CALLS
	800-848-1880	16	7											23
	800-GAMBLER	56	59											115
	877-565-2112	1	2											3
	National Helpline	15	21											36
	Other/Unknown	15	19											34
	***(Lottery Prompt)*	0	0											0

Suggested Referrals		JAN Calls	FEB Calls	MAR Calls	APR Calls	MAY Calls	JUN Calls	JUL Calls	AUG Calls	SEP Calls	OCT Calls	NOV Calls	DEC Calls	YTD CALLS
	CCCS	2	3											5
	GA	54	67											121
	Gam Anon	7	12											19
	Helpline Materials	5	1											6
	Internet Resources	25	39											64
	PA Council / PGCB	12	67											79
	Refused/Unable to Give/Other	25	17											42
	Self Exclusion	20	21											41
	Treatment	72	83											155

Intake calls often result in the dissemination of referrals – most often these are in the form of treatment options or Gamblers Anonymous meetings.

Chat/Text Requests		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTALS
	Chat Requests	20	15											35
	Text Requests	14	9											23
	INTAKES	9	10											19

Another resource for help in Pennsylvania is the chat/text line accessible via the CCGP website (www.pacouncil.com). A total of 24 chat and texts were received in February 2020. Of these, 10 were from individuals looking for help with a gambling problem.