Council on Compulsive Gambling of Pennsylvania, Inc.

Helpline Data Report

YTD – 2020

As of November

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	69	406	131	245	13	864
April	22	207	153	175	10	567
May	51	305	191	188	7	742
June	78	516	147	237	24	1002
July	84	537	169	299	24	1113
August	133	437	134	344	17	1065
September	148	482	163	379	27	1199
October	128	497	166	333	23	1147
November	111	499	189	264	28	1091
December						
TOTAL	1035	4592	1762	3053	227	10669

Figure 1

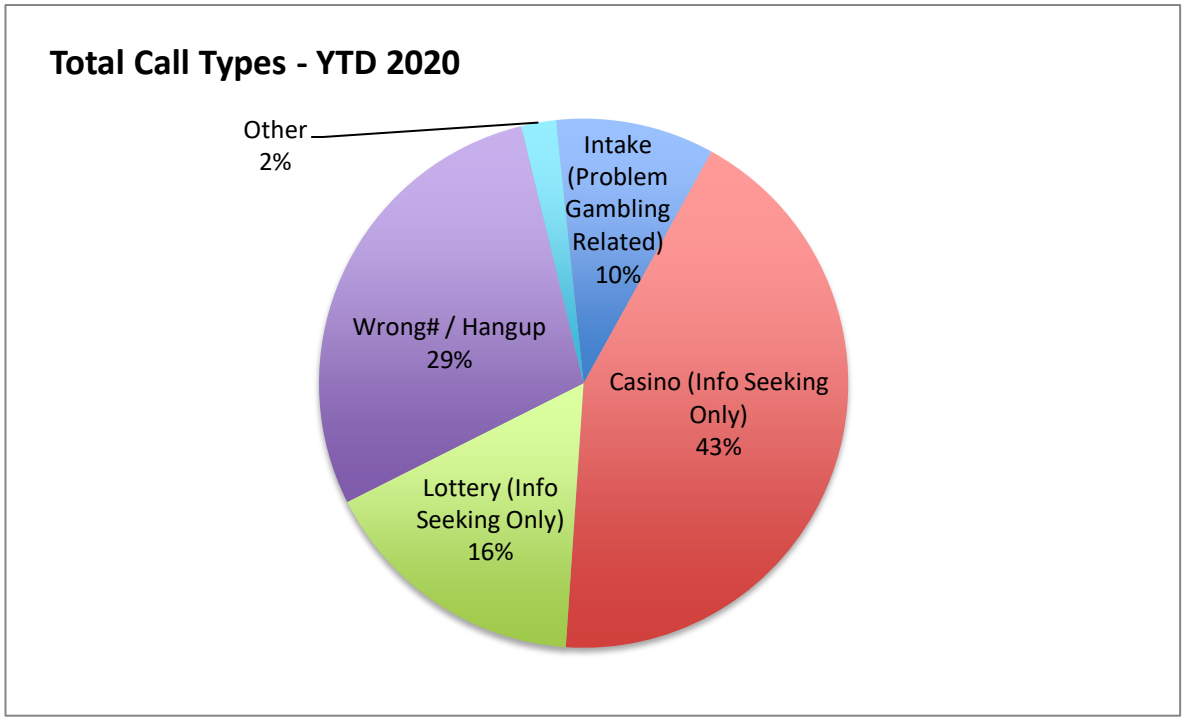
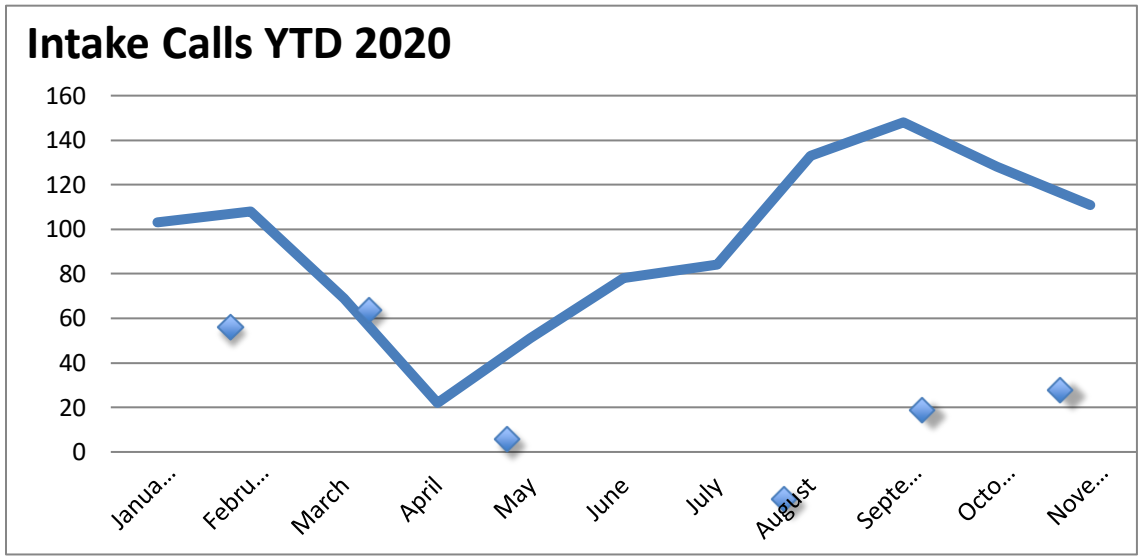


Figure 2

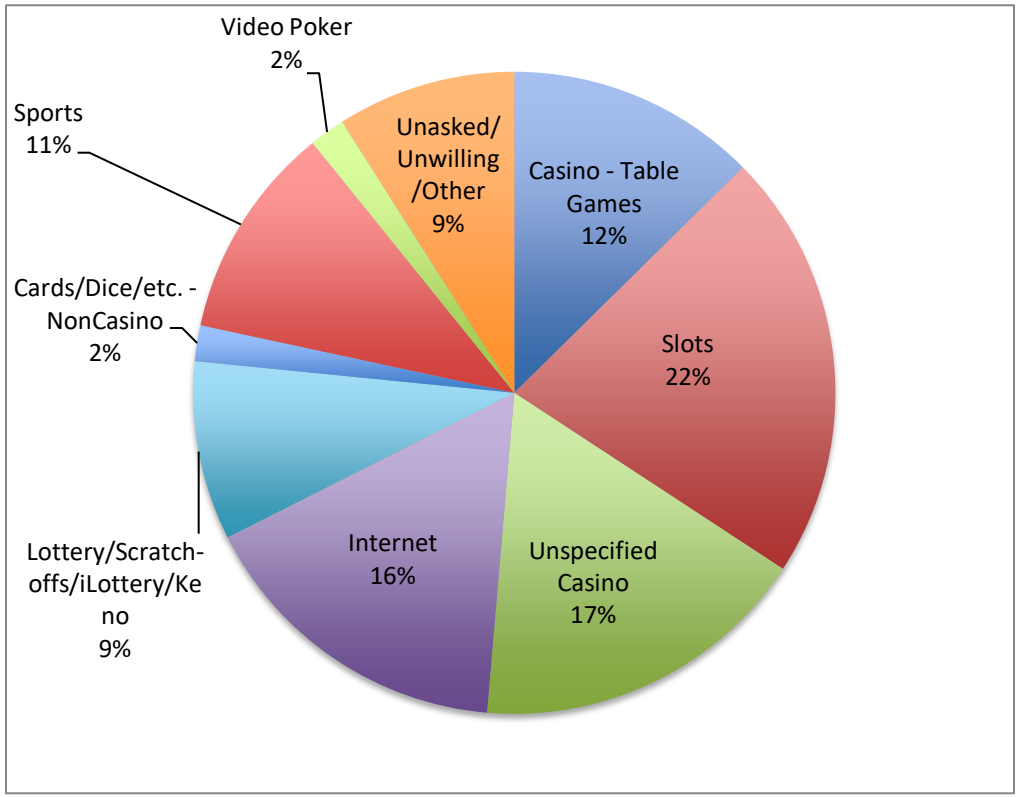
Every call that is made to the Helpline Center is tracked and noted by type (fig. 2). A majority of calls received are typically information inquiries (last night's lottery drawing, room reservations, etc.). *The calls received by the HelpLine Center labeled "Lottery" and "Casino" are from individuals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



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 November 2020, the total number of intake calls was 11 (fig. 3).**

The Council has received 25 chat/text requests for help in November 2020. This is in addition to the 111 phone calls requesting help in November.

Figure 3



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. Internet gambling was one of top activities named during calls in November 2020 (fig. 4). This is likely related to the restrictions impacting in-person access to gaming venues due to COVID-19.

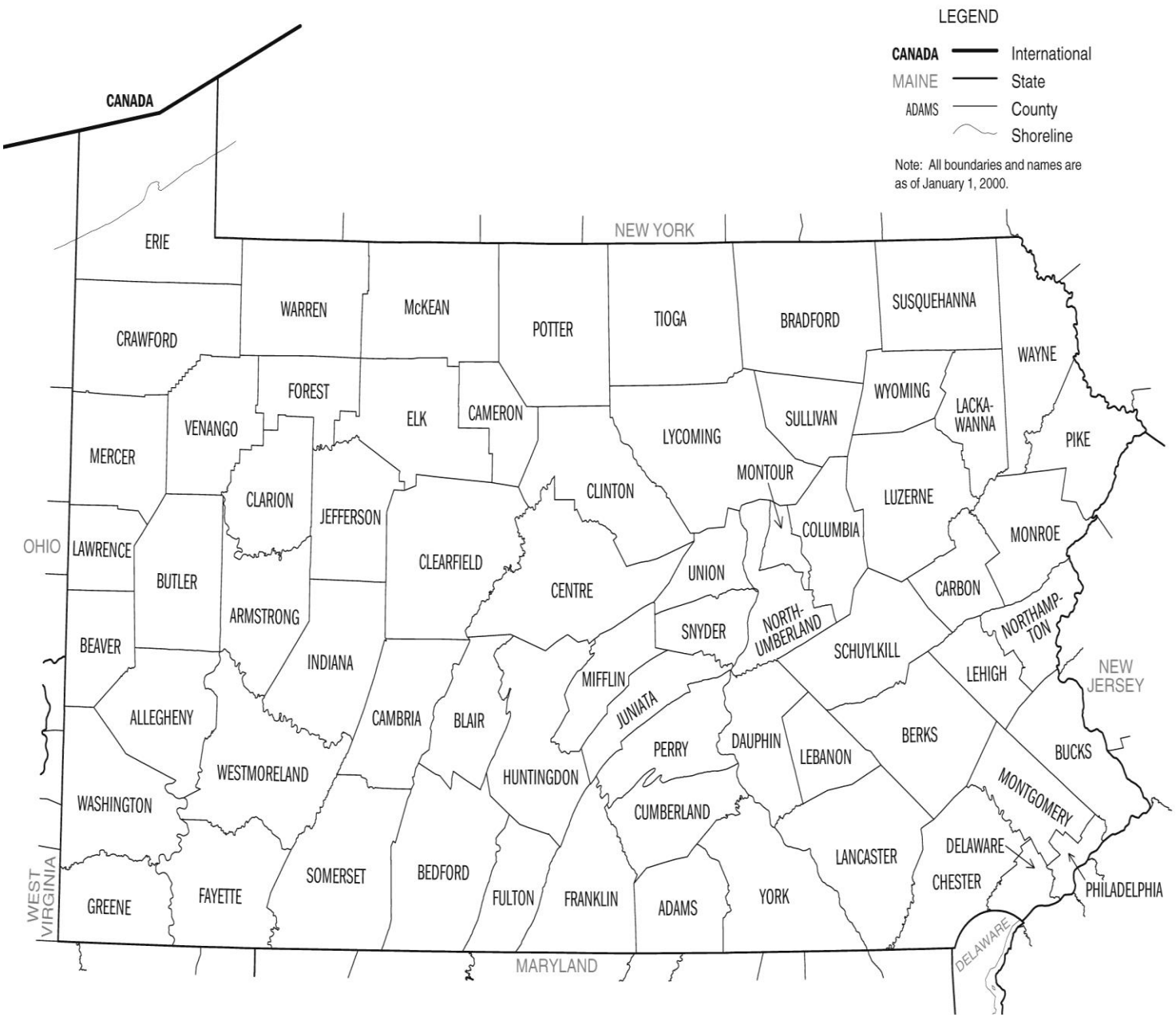
Figure 4

Pennsylvania Helpline for Compulsive Gamblers

This month, Philadelphia and Allegheny counties accounted for about 34% intake calls. In November 2020, the Helpline saw Lackawanna, Bucks and Delaware Counties make up an additional 17% of intake calls.

Calls by County – November 2020		
	County	**Calls**
1	Philadelphia	23
2	Allegheny	15
3	Lackawanna	9
4	Bucks	5
5	Delaware	5
6	Luzerne	4
7	Montgomery	4
8	Chester	3
9	Schuylkill	3
10	York	3
11	Clearfield	2
12	Erie	2
13	Lancaster	2
14	Adams	1
15	Beaver	1
16	Bedford	1
17	Berks	1
18	Blair	1
19	Bradford	1
20	Dauphin	1
21	Juniata	1
22	Lawrence	1
23	Lehigh	1
24	Lycoming	1
25	Tioga	1
26	Westmoreland	1

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



Pennsylvania Fiscal Year (PFY20-21)

	July	August	September	October	November	December	January	February	March	April	May	June	Totals
Intakes	84	133	148	128	111								604
Hang-ups	266	253	271	249	218								1257
***Casino (Info)**	537	437	482	497	499								2452
***Lottery (Info)**	169	134	163	166	189								821
Wrong#	33	91	108	84	46								362
Other	24	17	27	23	28								119
Totals	1113	1065	1199	1147	1091								5615

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

Additional Helpline Details – 2020

		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	0	0	0	0	0	1	0	0	2		4
	No	103	107	68	22	51	78	83	130	146	128	108		1024
	Past	0	0	1	0	0	0	1	2	2	0	1		7

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 November 2020, two 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	3	1	4	7	7	8	10	9	13		82
	Friend	2	2	3	4	2	1	3	6	5	4	4		36
	Self	85	85	57	16	41	62	65	107	118	104	90		830
	Spouse	6	9	5	1	4	5	8	9	13	8	4		72
	Unwilling/Other	2	0	1	0	0	3	1	3	2	3	0		15

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.

Pennsylvania Helpline for Compulsive Gamblers

		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	13	4	12	23	23	47	45	34	29		286
	Male	75	79	56	18	39	54	60	86	103	92	82		744
	Unwilling	1	0	0	0	0	1	1	0	0	2	0		3

On average in 2019, the percentage ratio of female to male callers/subjects was 33% to 67%. 2020 shows that approximately 28% 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	6	4	4	7	8	12	16	8	11		103
	Asian American	1	0	1	0	1	1	1	2	2	3	3		15
	Caucasian	74	80	54	12	42	65	66	82	89	86	89		739
	Hispanic	2	0	1	2	0	1	2	3	1	5	3		20
	Other	2	4	2	1	1	0	2	3	5	3	2		25
	Unwilling	11	10	5	3	3	4	5	31	35	23	3		133

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	1-SP	0	0	0	1- SP	0	0	0		2

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 November 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	42	9	39	48	47	67	81	65	68		611
	Marital Problems	16	17	7	2	9	19	16	16	14	20	14		150
	Family Problems	17	24	12	4	10	12	16	29	24	28	24		200
	Job Problems	5	6	4	1	2	2	0	2	3	4	8		37
	Mental Health Problems	3	5	3	0	6	12	4	7	16	10	6		72
	Physical Health Problems	1	0	0	0	0	0	1	0	0	0	0		2
	Legal Problems	1	1	1	1	0	2	1	3	3	0	1		14
	Other Problems	24	9	20	12	10	23	24	48	42	45	32		289

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	7	2	1	5	7	19	8	10	14		89
	Slots	28	44	18	2	6	13	14	24	13	24	24		210
	**Unspecified Casino	14	13	11	1	7	8	19	15	26	24	19		157
	Internet	15	4	15	6	23	21	24	40	38	24	18		228
	Lottery/ Scratch-offs/iLottery/Keno	12	12	7	2	6	14	3	10	23	13	10		112
	Races	1	1	0	0	0	1	4	2	0	0	0		9
	***Cards/Dice/etc. – NonCasino	1	4	2	1	1	1	2	0	0	2	2		16
	****Sports	4	6	1	0	1	4	3	4	6	11	12		52
	*****Poker/Video Poker	3	0	1	0	0	0	2	1	2	2	2		13
	Video Gaming Terminals (VGTs)	0	0	0	0	0	0	0	0	0	0	0		0
	Airport	0	0	0	0	0	0	0	0	0	0	0		0
	Unasked/Unwilling/Other	17	16	7	8	6	11	6	18	32	18	10		149

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	1	0	0	0	0	0	0	0		1
	18 – 24	8	8	6	3	6	4	5	10	11	15	6		82
	25 – 34	21	25	14	2	11	21	22	32	27	31	27		233
	35 – 44	15	13	9	2	10	13	11	21	27	24	23		168
	45 – 54	12	19	6	4	5	9	12	22	24	18	18		149
	55 - 64	17	18	11	2	6	13	8	16	17	10	8		126
	65+	7	9	7	1	3	5	6	9	12	4	6		69
	Unknown/Unwilling	23	16	16	7	10	13	20	23	30	26	23		207

The largest amount of calls in November 2020 came from the 25-34 year old with 24% of calls, followed by the 35 -44 year old age groups with 21% of calls.

Other Problems Identified		**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**TOTAL**
	Alcoholism	5	7	5	0	5	9	10	5	8	12	13		79
	Drug Abuse	6	4	2	1	2	5	2	9	6	13	9		59
	Depression	10	14	6	2	10	18	9	23	21	23	20		156
	Eating Disorder	1	1	0	0	0	1	2	1	0	1	1		8
	Overspending	28	30	17	2	16	17	11	11	11	23	15		181
	Sexual Addiction	0	0	0	0	9	0	0	1	1	3	0		14

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	4	2	3	2	2	2	3	8	6		46
	Divorced	4	7	3	0	5	3	6	7	9	7	8		59
	Married	29	25	14	3	17	30	30	38	46	41	21		294
	Separated	1	0	0	0	1	3	0	1	3	0	1		10
	Single	34	36	24	7	13	24	24	35	50	45	43		335
	Unasked/unwilling	33	24	21	10	12	15	21	44	36	27	27		270
	Widowed	0	4	3	0	0	1	1	6	1	0	5		21

How Caller Heard of Helpline		**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**CALLS**
	Billboard	1	3	2	2	0	2	2	0	1	2	2		17
	Brochure	1	0	0	0	0	0	0	0	2	1	1		5
	Casino / Casino Card	25	23	11	3	4	6	13	16	12	10	8		131
	PGCB / Council	0	0	0	0	0	0	0	0	1	0	0		1
	Crisis Line / Therapy	1	0	1	0	1	0	1	0	0	2	2		8
	Family / Friend	3	6	2	0	2	1	3	4	1	5	1		28
	Internet	47	53	25	6	24	44	36	58	72	67	60		492
	Lottery	7	2	3	2	4	0	3	1	8	5	2		37
	Newspaper	0	0	0	0	0	0	0	0	0	0	0		0
	Other	0	1	0	0	2	0	1	0	2	2	0		8
	Phonebook / Operator	1	0	0	0	0	0	0	0	0	0	0		1
	TV	2	2	2	2	0	3	2	4	1	1	1		20
	Radio	1	0	2	0	0	2	0	2	2	1	2		12
	Unwilling	14	18	21	7	14	20	23	48	46	32	32		275

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	10	0	3	4	4	14	26	10	21		115
	800-GAMBLER	56	59	26	13	30	45	41	57	64	63	43		497
	877-565-2112	1	2	0	0	1	1	2	3	3	0	2		15
	National Helpline	15	21	13	1	2	8	14	23	22	23	17		159
	Other/Unknown	15	19	20	8	15	20	23	36	33	32	28		249
	***(Lottery Prompt)*	0	0	0	0	0	0	0	0	0	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	2	0	1	1	3	13	8	4	6		43
	GA	54	67	33	12	16	34	37	61	49	40	47		450
	Gam Anon	7	12	3	2	3	4	14	10	7	2	8		72
	Helpline Materials	5	1	5	3	1	3	2	6	6	3	7		42
	Internet Resources	25	39	18	3	15	21	29	33	45	37	31		296
	PA Council / PGCB	12	67	39	14	19	41	45	51	90	60	48		486
	Refused/Unable to Give/Other	25	17	15	4	11	18	24	33	11	27	34		219
	Self Exclusion	20	21	16	2	9	18	23	52	118	40	35		354
	Treatment	72	83	77	13	21	67	77	121	94	111	83		819

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	9	11	12	16	19	23	36	22	26		209
	Text Requests	14	9	7	3	6	5	10	11	15	30	30		140
	INTAKES	**9**	**10**	**9**	**9**	**9**	**15**	**13**	**15**	**16**	**19**	**25**		**149**

Another resource for help in Pennsylvania is the chat/text line accessible via the CCGP website (www.pacouncil.com). A total of 56 chat and text messages were received in November 2020. Of these, 25 were from individuals looking for help with a gambling problem.