Council on Compulsive Gambling of Pennsylvania, Inc.

Helpline Data Report

YTD – 2019

As of January

Monthly Summary								
Month	Intake (Problem Gambling Related)	Chat (Problem Gambling Related)	Text (Problem Gambling Related)	Casino (Info Seeking Only)	Lottery (Info Seeking Only)	Wrong# / Hangup	Other	Total
January	101	14	7	310	187	225	23	867
February								0
March								0
April								0
May								0
June								0
July								0
August								0
September								0
October								0
November								0
December								0
TOTAL	101	14	7	310	187	225	23	867

Figure 1

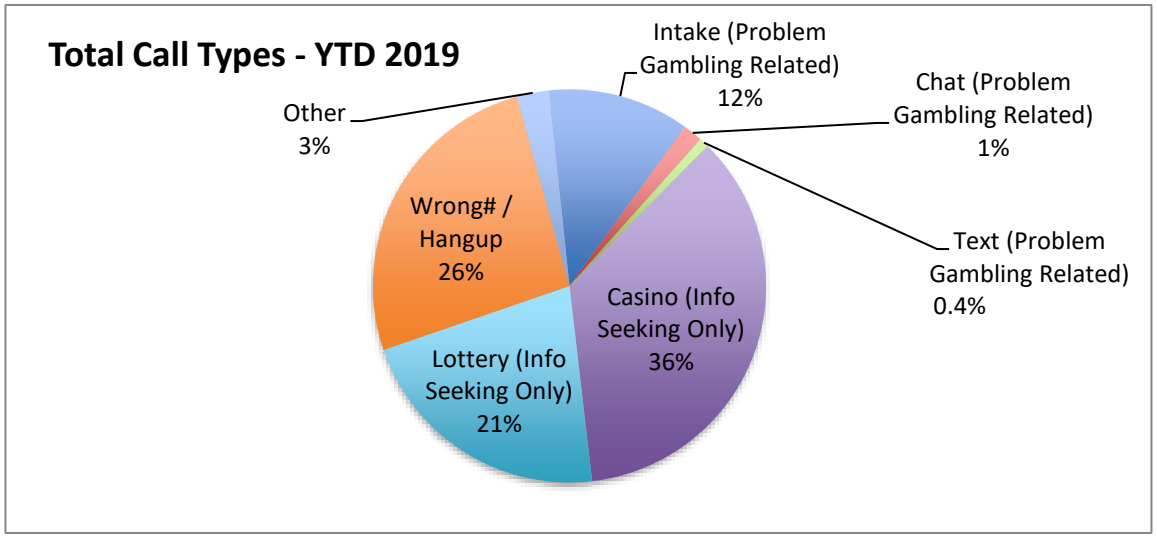


Figure 2

Every call that is made to the Helpline Center is tracked and noted by type (fig. 2). A majority of calls received are information inquiries (last night's lottery drawing, room reservations, etc.).

January 2019 saw an increase in intake calls, with 78 in December and 101 in January. *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.*

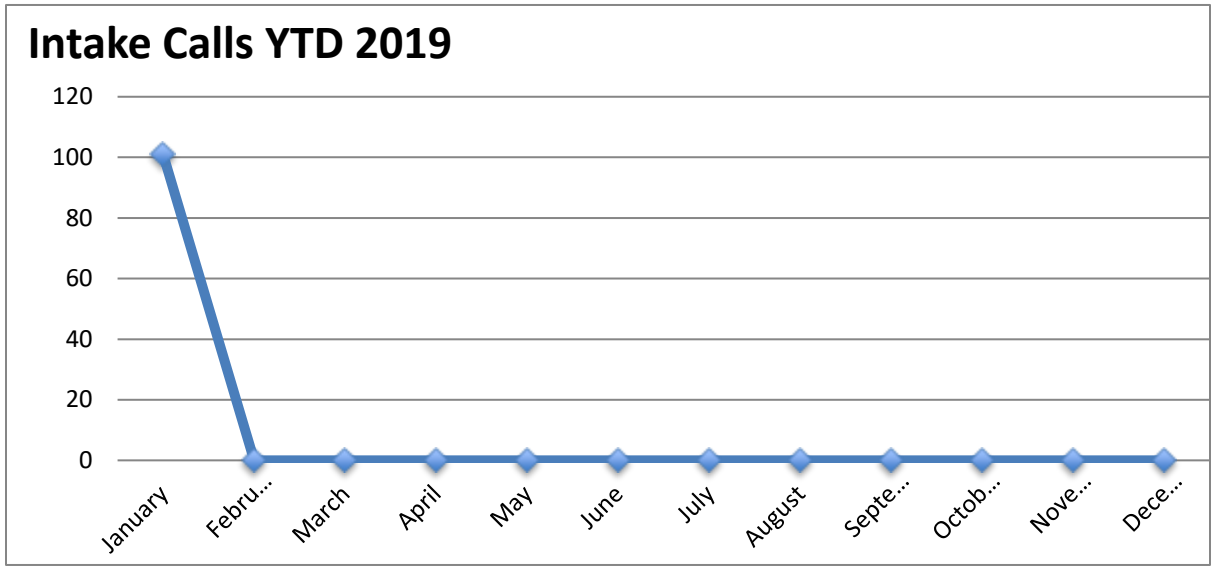


Figure 3

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 January 2019, the total number of intake calls was 101 (fig. 3).**

The Council has received 21 chat and text requests for help to date in 2019. This is in addition to the 101 phone calls requesting help so far in 2019.

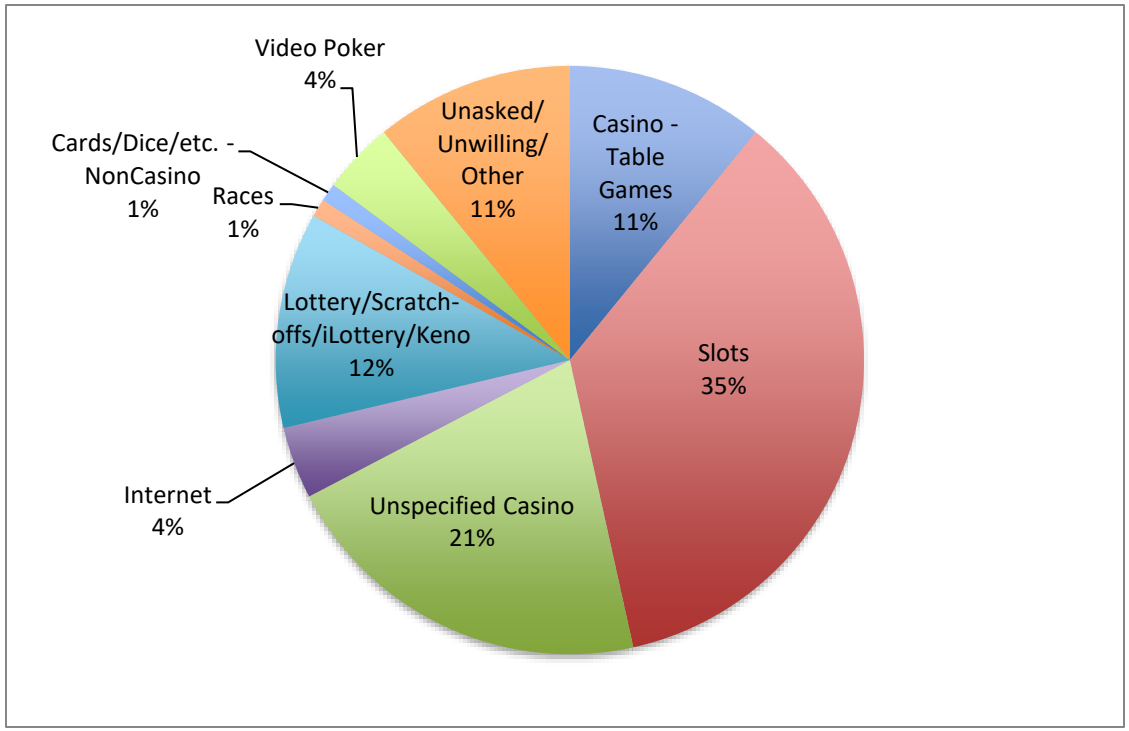


Figure 4

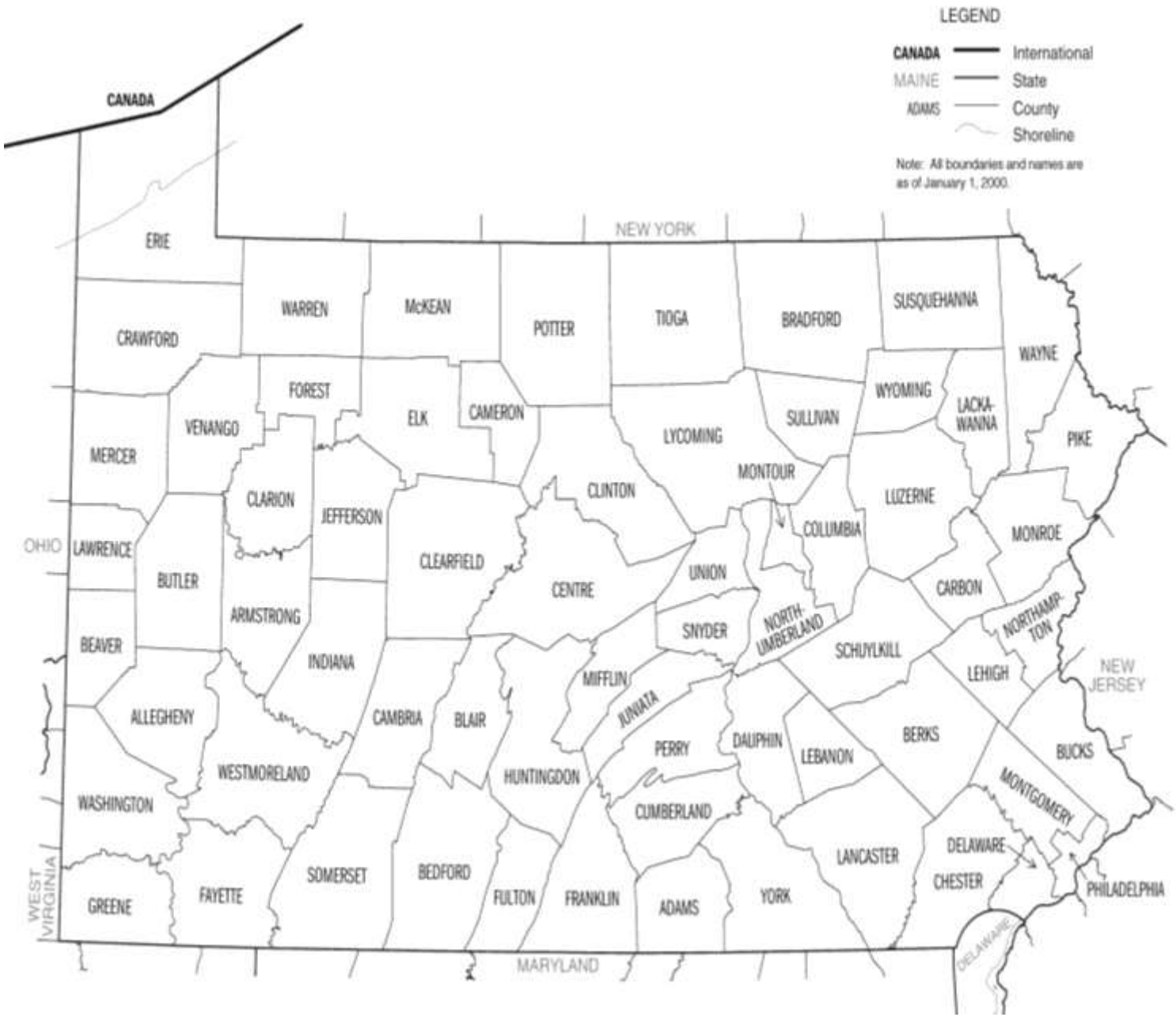
One of the primary pieces of information collected from our Helpline Specialists during intake calls is the most problematic form of gambling that a caller, or subject, is engaging in. Slots and other casino based games were the activity named during the majority of calls in January 2019 (fig. 4). This may be related to high visibility of the Helpline number throughout each of the 12 casinos that currently operate in Pennsylvania.

Pennsylvania Helpline for Compulsive Gamblers

This month, Philadelphia and Allegheny counties accounted for 25% of intake calls. In January 2019, the Helpline saw Delaware, Dauphin and Bucks counties make up an additional 19% of intake calls.

Calls by County – January 2019		
	County	**Calls**
1	Philadelphia	16
2	Allegheny	10
3	Delaware	8
4	Dauphin	6
5	Bucks	5
6	Fayette	4
7	Montgomery	4
8	Berks	3
9	Lehigh	3
10	York	3
11	Blair	2
12	Chester	2
13	Clearfield	2
14	Erie	2
15	Lancaster	2
16	Mercer	2
17	Armstrong	1
18	Butler	1
19	Carbon	1
20	Crawford	1
21	Cumberland	1
22	Franklin	1
23	Fulton	1
24	Lackawanna	1
25	Lawrence	1
26	Luzerne	1
27	McKean	1
28	Monroe	1
29	Perry	1
30	Union	1
31	Venango	1

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



Pennsylvania Fiscal Year (PFY18-19)

	July	August	September	October	November	December	January	February	March	April	May	June	Totals
Intakes	114	100	100	116	66	78	101						675
Chat	6	7	13	10	7	6	14						63
Text	3	5	7	6	6	11	7						45
Hang-ups	220	175	197	227	185	186	165						1355
***Casino (Info)**	458	460	338	314	303	331	310						2514
***Lottery (Info)**	193	174	165	340	169	210	187						1438
Wrong#	43	28	29	54	59	57	60						330
Other	14	12	18	11	17	22	23						117
Totals	1051	961	867	1078	812	901	867						6537

**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												0
	No	101												101
	Past	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 2019, 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	15												15
	Friend	2												2
	Self	73												73
	Spouse	7												7
	Unwilling/Other	4												4

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	30												30
	Male	71												71
	Unwilling	0												0

On average in 2018, the percentage ratio of female to male callers/subjects was 36% to 64%. 2019 shows that approximately 30% 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	12												12
	Asian American	7												7
	Caucasian	78												78
	Hispanic	3												3
	Other	1												1
	Unwilling	0												0

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

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 January 2019.

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	76												76
	Marital Problems	10												10
	Family Problems	19												19
	Job Problems	4												4
	Mental Health Problems	1												1
	Physical Health Problems	0												0
	Legal Problems	0												0
	Other Problems	17												17

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	11												11
	Slots	36												36
	**Unspecified Casino	21												21
	Internet	4												4
	Lottery/ Scratch-offs/iLottery/Keno	12												12
	Races	1												1
	***Cards/Dice/etc. – NonCasino	1												1
	****Sports	0												0
	*****Poker/Video Poker	4												4
	Video Gaming Terminals (VGTs)	0												0
	Airport	0												0
	Unasked/Unwilling/Other	11												11

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
	18 – 24	6												6
	25 – 34	12												12
	35 – 44	14												14
	45 – 54	18												18
	55 - 64	17												17
	65+	9												9
	Unknown/Unwilling	25												25

The largest amount of calls in January 2019 came from the 45-54 year old age group and the 55-64 year old age group (18% and 17% respectively), with 35-44 year olds accounting for nearly 14% of calls.

Other Problems Identified		**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**TOTAL**
	Alcoholism	6												6
	Drug Abuse	3												3
	Depression	13												13
	Eating Disorder	0												0
	Overspending	14												14
	Sexual Addiction	1												1

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	4												4
	Divorced	6												6
	Married	29												29
	Separated	1												1
	Single	26												26
	Unasked/unwilling	30												30
	Widowed	5												5

How Caller Heard of Helpline		**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**CALLS**
	Billboard	2												2
	Brochure	2												2
	Casino / Casino Card	31												31
	PGCB / Council	0												0
	Crisis Line / Therapy	2												2
	Family / Friend	3												3
	Internet	29												29
	Lottery	7												7
	Newspaper	0												0
	Other	3												3
	Phonebook / Operator	0												0
	TV	1												1
	Radio	5												5
	Unwilling	16												16

Promotion of the Helpline service as a resource for those suffering from gambling problems is vital. By advertising the number at gambling establishments and on gambling materials, it is made clear that help is available.

Pennsylvania Helpline for Compulsive Gamblers

		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Number Called		**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**CALLS**
	800-848-1880	15												15
	800-GAMBLER	44												44
	877-565-2112	7												7
	National Helpline	18												18
	Other/Unknown	17												17
	***(Lottery Prompt)*	0												0

Suggested Referrals		**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**CALLS**
	CCCS	2												2
	GA	59												59
	Gam Anon	7												7
	Helpline Materials	9												9
	Internet Resources	30												30
	PA Council / PGCB	0												0
	Refused/Unable to Give/Other	18												18
	Self Exclusion	24												24
	Treatment	66												66

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

		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTALS
Chat/Text Requests														
	Chat Requests	14												14
	Text Requests	7												7

In November 2015, the Council on Compulsive Gambling implemented a 'chatline' and 'text for help' option into the existing Helpline Services. Like the Helpline, the chatline and text options are available 24/7 and provide an additional level of anonymity for those who may not be ready to physically verbalize the issues they are experiencing. Since the program began, we have seen continued use of these services and are pleased to offer another available resource for individuals seeking assistance.