Council on Compulsive Gambling of Pennsylvania, Inc.

Helpline Data Report

YTD – 2017

As of March

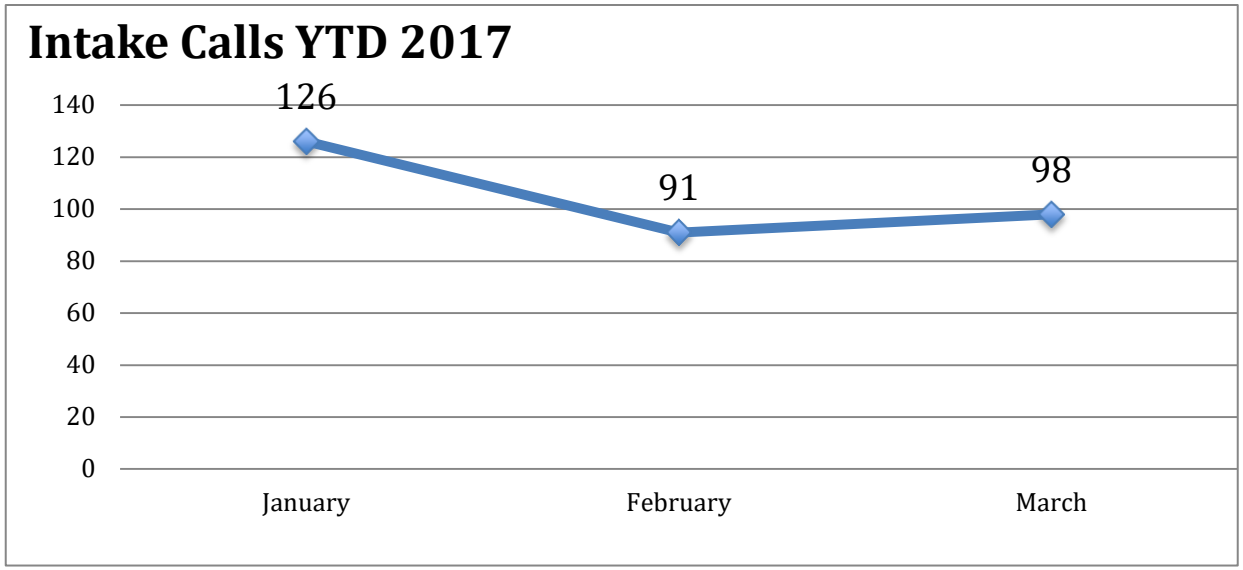
Monthly Summary						
Month	**Intake (Problem Gambling Related)**	**Casino (Info Seeking Only)**	**Lottery (Info Seeking Only)**	**Wrong#/ Hangup**	**Other**	**Total**
January	126	336	233	277	32	1004
February	91	392	172	229	31	915
March	98	394	194	290	36	1012
April						
May						
June						
July						
August						
September						
October						
November						
December						
TOTAL	315	1122	599	796	99	2931

Figure 1

Every call that is made to the Helpline Center is tracked and noted by type (fig. 1). A majority of calls received are information inquiries (last night's lottery drawing, room reservations, etc.).

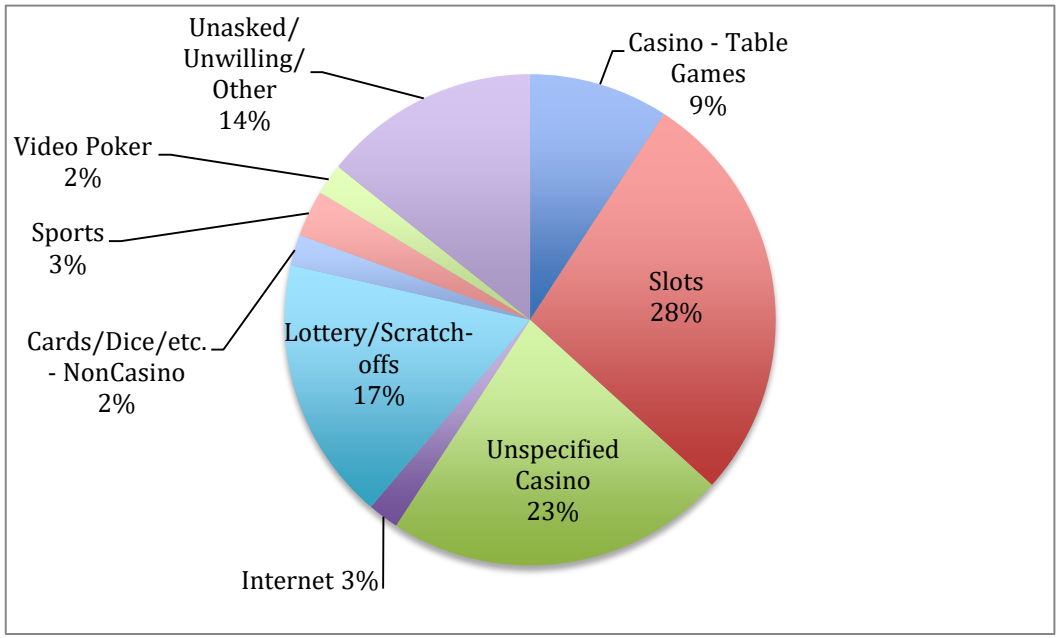
March 2017 saw an increase in intake calls, from 91 in February to 98 in March. In March 2016, the Council received 142 intake calls, by comparison. *The calls received by the HelpLine Center labeled "Lottery" and "Casino" are from individuals seeking general information specific to those activities, not seeking help for a gambling problem as a result of participating in them*.

Figure 2



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 March 2017, the total number of intake calls was 98 (fig. 3).

Figure 3



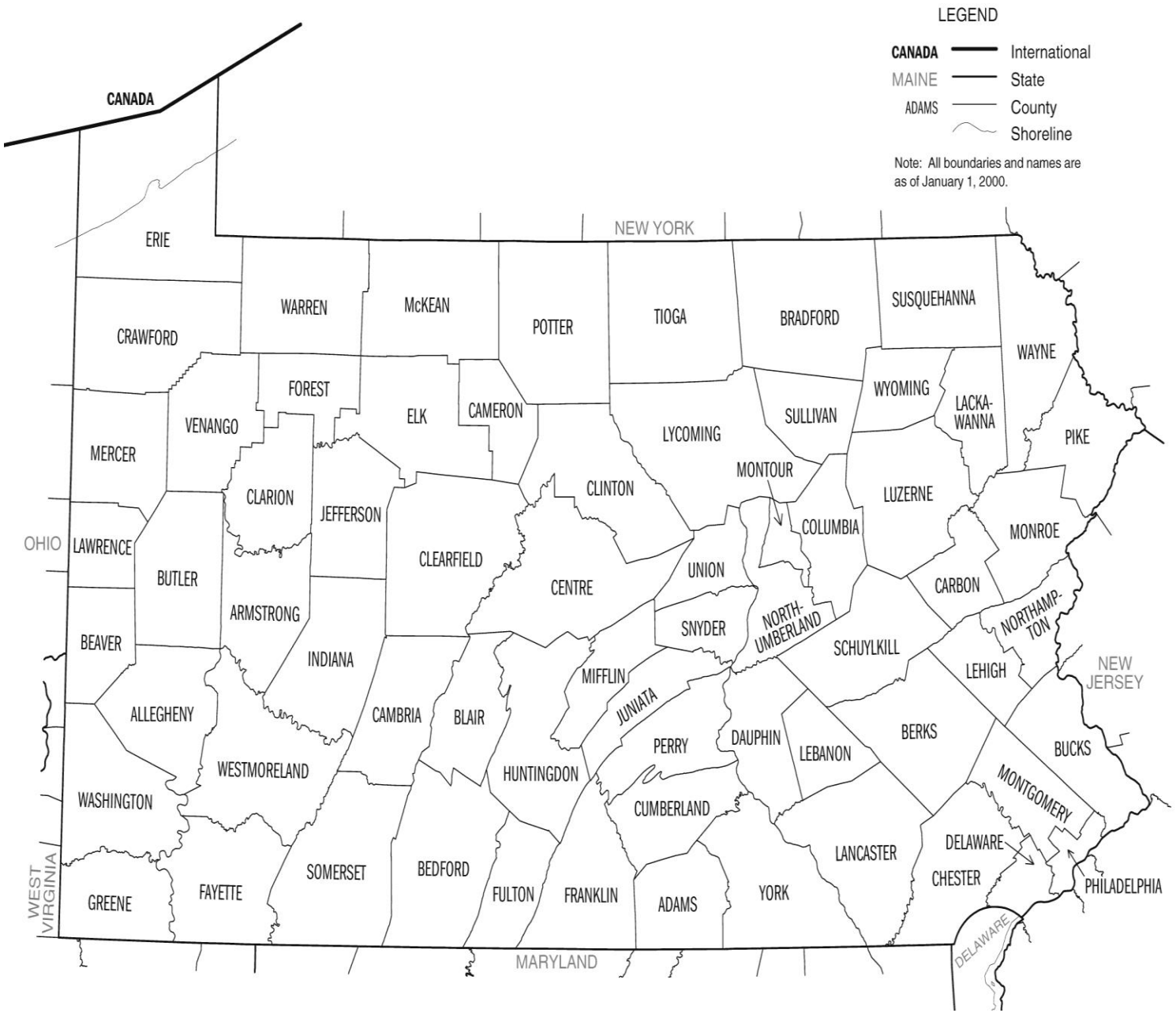
One of the primary pieces of information collected from our Helpline Specialists during intake calls is the most problematic form of gambling that a caller, or subject, is engaging in. Slots and other casino based games were the activity named during the majority of calls in March 2017 (fig. 4). This can likely be explained by the promotion and high visibility of the Helpline number throughout each of the 12 casinos that currently operate in Pennsylvania.

Figure 4

Philadelphia and Allegheny counties are consistently the top two counties that helpline calls come in from, this month accounting for over 28% of intake calls. In March 2017, the Helpline saw Lancaster, Lehigh and Columbia counties make up an almost additional 15% of intake calls.

Calls by County – March 2017		
	County	**Calls**
1	Philadelphia	18
2	Allegheny	10
3	Lancaster	6
4	Lehigh	5
5	Columbia	4
6	Berks	3
7	Bucks	3
8	Delaware	3
9	Dauphin	2
10	Erie	2
11	Lackawanna	2
12	Luzerne	2
13	Montgomery	2
14	Westmoreland	2
15	Armstrong	1
16	Beaver	1
17	Blair	1
18	Bradford	1
19	Butler	1
20	Cambria	1
21	Crawford	1
22	Lebanon	1
23	McKean	1
24	Northampton	1
25	Schuylkill	1
26	Washington	1
27	York	1

Counties not listed received no calls.



Pennsylvania Fiscal Year (PFY16-17)

	July	August	September	October	November	December	January	February	March	April	May	June	Totals
Intakes	95	123	113	92	97	99	126	91	98				934
Hang-ups	273	269	253	211	180	168	202	165	214				1935
***Casino (Info)**	402	404	381	319	346	365	336	392	394				3339
***Lottery (Info)**	357	284	416	344	252	244	233	172	194				2496
Wrong#	79	60	66	91	68	68	75	64	76				647
Other	26	26	28	24	32	28	32	31	36				263
Totals	1232	1166	1257	1081	975	972	1004	915	1012				9614

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

Additional Helpline Details - 2017

		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Suicide		**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**CALLS**
	Present	1	0	0										1
	No	124	91	97										312
	Past	1	0	1										2

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 March 2017, 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	10	13	11										34
	Friend	4	2	5										11
	Self	99	67	67										233
	Spouse	11	6	11										28
	Unwilling/Other	2	3	4										9

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	47	34	43										124
	Male	79	57	55										191
	Unwilling	0	0	0										0

On average in 2016, the percentage ratio of female to male callers/subjects was 36% to 64%. 2017 shows that approximately 39% 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	14	18	8										40
	Asian American	3	0	3										6
	Caucasian	103	69	80										252
	Hispanic	3	3	0										6
	Other	0	0	3										3
	Unwilling	3	1	4										8

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										0

The Helpline utilizes a Language Line service which quickly connects callers to assistance in over 60 available languages. There were no language line service requests for March 2017.

Pennsylvania Helpline for Compulsive Gamblers

		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Precipitating Event		**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**CALLS**
	Financial Problems	92	72	64										228
	Marital Problems	26	13	14										53
	Family Problems	18	19	15										52
	Job Problems	4	0	0										4
	Mental Health Problems	3	4	3										10
	Physical Health Problems	0	0	1										1
	Legal Problems	2	2	1										5
	Other Problems	26	11	30										67

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.

		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Most Problematic Gambling		**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**CALLS**
	*Casino - Table Games	18	16	9										43
	Slots	46	30	27										103
	**Unspecified Casino	13	9	22										44
	Internet	5	3	2										10
	Lottery/Scratch-offs	18	16	17										51
	Races	1	2	0										3
	***Cards/Dice/etc. – NonCasino	2	6	2										10
	****Sports	4	2	3										9
	*****Poker/Video Poker	2	1	2										5
	Unasked/Unwilling/Other	17	6	14										37

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, football, basketball, fantasy sports, etc.
*****Poker/Video Poker – Casino Poker games (live and video)

		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										0
	18 – 24	9	5	4										18
	25 – 34	22	18	10										50
	35 – 44	23	22	19										64
	45 – 54	16	20	14										50
	55 - 64	18	8	11										37
	65+	13	9	9										31
	Unknown/Unwilling	25	9	31										65

The largest amount of calls in March 2017 (19%) came from the 35-44 age group, followed by the 45-54 year old age group (14%).

Other Problems Identified		**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**TOTAL**
	Alcoholism	7	7	7										21
	Drug Abuse	8	4	4										16
	Depression	20	9	7										36
	Eating Disorder	3	0	0										3
	Overspending	8	10	13										31
	Sexual Addiction	2	1	0										3

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	6	5										15
	Divorced	4	4	4										12
	Married	41	22	23										86
	Separated	5	2	0										7
	Single	38	34	26										98
	Unasked/unwilling	30	17	35										82
	Widowed	4	6	5										15

How Caller Heard of Helpline		**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**CALLS**
	Billboard	7	1	1										9
	Brochure	6	1	5										12
	Casino / Casino Card	39	22	26										87
	PGCB / Council	0	0	0										0
	Crisis Line / Therapy	4	1	1										6
	Family / Friend	2	6	2										10
	Internet	33	34	28										95
	Lottery	12	9	14										35
	Newspaper	1	0	0										1
	Other	2	2	1										5
	Phonebook / Operator	0	0	1										1
	TV	2	2	3										7
	Radio	3	1	0										4
	Unwilling	15	12	16										43

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	20	9	17										46
	800-GAMBLER	57	54	48										159
	877-565-2112	12	9	9										30
	National Helpline	27	10	12										49
	Other/Unknown	10	9	12										31
	***(Lottery Prompt)*	0	1	1										2

Suggested Referrals		**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**CALLS**
	CCCS	6	5	1										12
	GA	89	66	61										216
	Gam Anon	25	17	12										54
	Helpline Materials	24	14	14										52
	Internet Resources	69	50	36										155
	PA Council / PGCB	1	0	0										1
	Refused/Unable to Give/Other	24	23	28										75
	Self Exclusion	40	31	29										100
	Treatment	80	68	63										211

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	4	3	8										15
	Text Requests	0	4	5										9

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.