Council on Compulsive Gambling of Pennsylvania, Inc.

Helpline Data Report

YTD – 2017

As of April

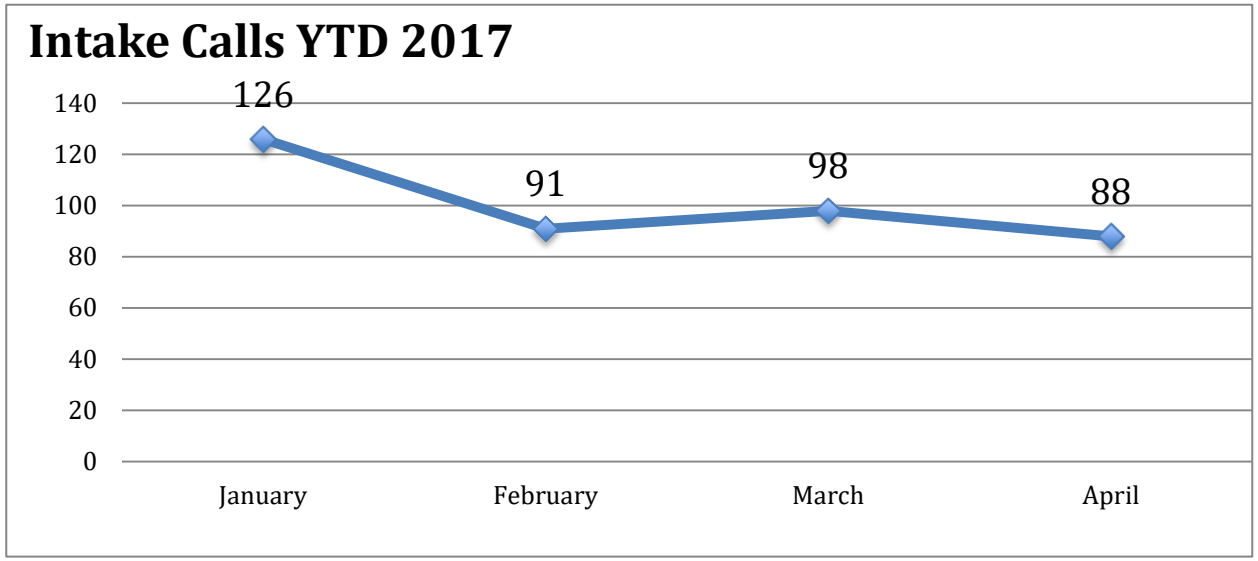
Monthly Summary						
Month	**Intake (Problem Gambling Related)**	**Casino (Info Seeking Only)**	**Lottery (Info Seeking Only)**	**Wrong#/ Hangup**	**Other**	**Total**
January	126	336	233	277	32	1004
February	91	392	172	229	31	915
March	98	394	194	290	36	1012
April	88	340	128	253	40	849
May						
June						
July						
August						
September						
October						
November						
December						
TOTAL	403	1462	727	1049	139	3780

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.).

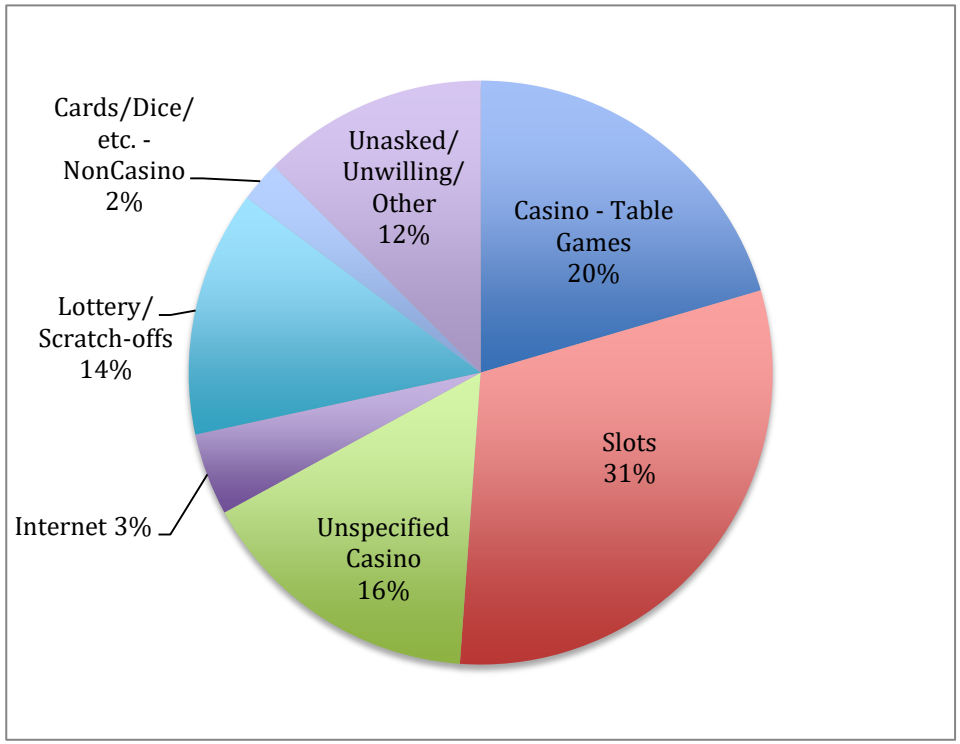
April 2017 saw a decrease in intake calls, from 98 in March to 88 in April. *The calls received by the HelpLine Center labeled "Lottery" and "Casino" are from individuals seeking general information specific to those activities, not seeking help for a gambling problem as a result of participating in 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 April 2017, the total number of intake calls was 88 (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 April 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.

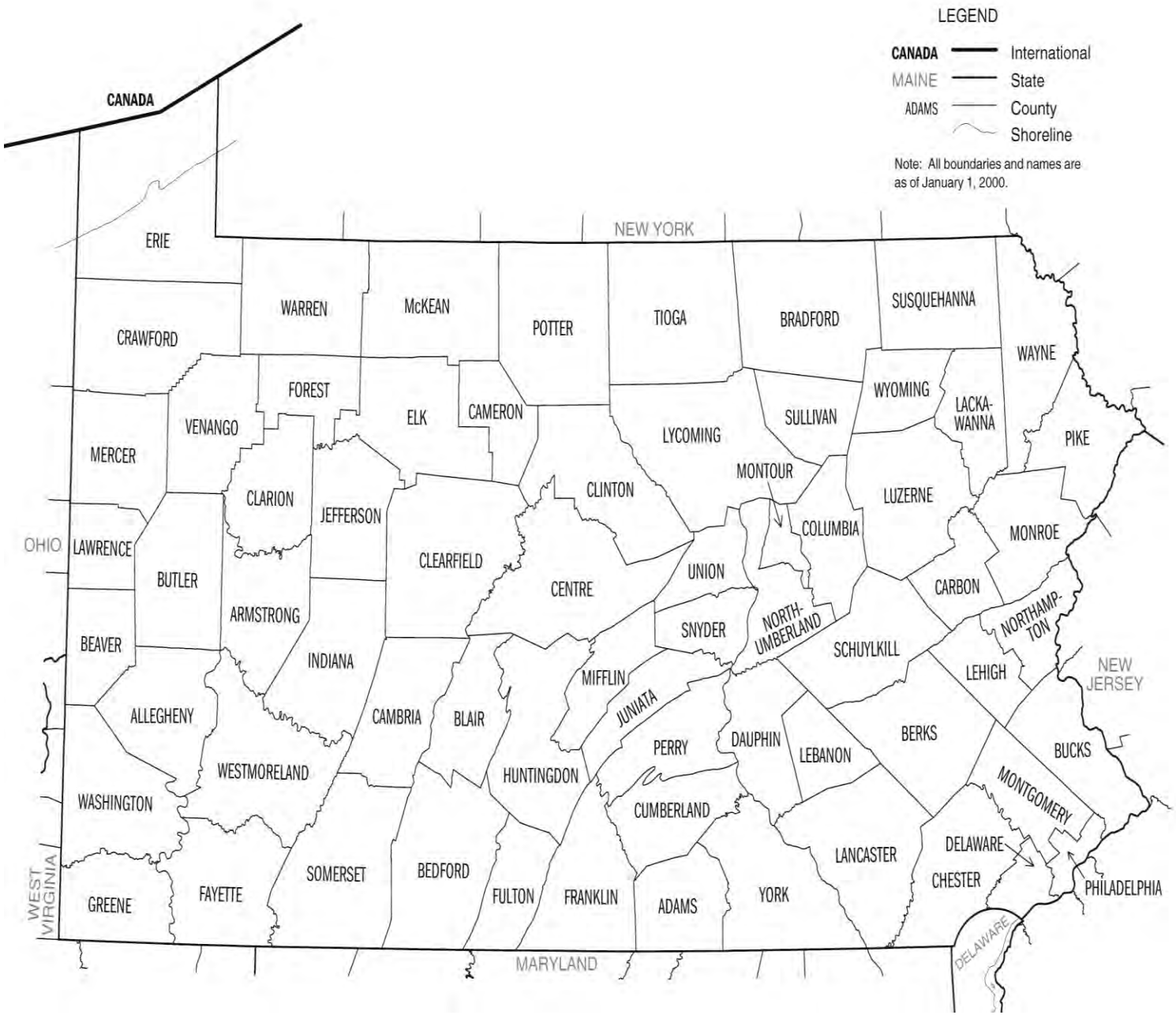
Figure 4

Pennsylvania Helpline for Compulsive Gamblers

Philadelphia and Allegheny counties are consistently the top two counties that helpline calls come in from, this month accounting for over 34% of intake calls. In April 2017, the Helpline saw Bucks, Chester and Delawaree counties make up an almost additional 15% of intake calls.

Calls by County – April 2017		
	County	**Calls**
1	Philadelphia	19
2	Allegheny	11
3	Bucks	5
4	Chester	4
5	Delaware	4
6	Montgomery	4
7	Armstrong	3
8	Lebanon	3
9	Luzerne	3
10	Lycoming	3
11	York	3
12	Dauphin	2
13	Erie	2
14	Lancaster	2
15	Lehigh	2
16	Northampton	2
17	Berks	1
18	Cambria	1
19	Clearfield	1
20	Fayette	1
21	Lackawanna	1
22	McKean	1
23	Mercer	1
24	Mifflin	1
25	Monroe	1
26	Warren	1
27	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 (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	88			1022
Hang-ups	273	269	253	211	180	168	202	165	214	203			2138
***Casino (Info)**	402	404	381	319	346	365	336	392	394	340			3679
***Lottery (Info)**	357	284	416	344	252	244	233	172	194	128			2624
Wrong#	79	60	66	91	68	68	75	64	76	50			697
Other	26	26	28	24	32	28	32	31	36	40			303
Totals	1232	1166	1257	1081	975	972	1004	915	1012	849			10463

**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	0									1
	No	124	91	97	87									399
	Past	1	0	1	1									3

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 April 2017, no caller 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	13									47
	Friend	4	2	5	1									12
	Self	99	67	67	62									295
	Spouse	11	6	11	10									38
	Unwilling/Other	2	3	4	2									11

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	36									160
	Male	79	57	55	52									243
	Unwilling	0	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 40% 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	15									55
	Asian American	3	0	3	3									9
	Caucasian	103	69	80	64									316
	Hispanic	3	3	0	2									8
	Other	0	0	3	2									5
	Unwilling	3	1	4	2									10

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									1

The Helpline utilizes a Language Line service which quickly connects callers to assistance in over 60 available languages. There was one Spanish speaking request in April 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	63									291
	Marital Problems	26	13	14	13									66
	Family Problems	18	19	15	22									74
	Job Problems	4	0	0	4									8
	Mental Health Problems	3	4	3	2									12
	Physical Health Problems	0	0	1	0									1
	Legal Problems	2	2	1	3									8
	Other Problems	26	11	30	12									79

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	18	16	9	18									61
	Slots	46	30	27	27									130
	**Unspecified Casino	13	9	22	14									58
	Internet	5	3	2	4									14
	Lottery/Scratch-offs	18	16	17	12									63
	Races	1	2	0	0									3
	***Cards/Dice/etc. – NonCasino	2	6	2	2									12
	****Sports	4	2	3	0									9
	*****Poker/Video Poker	2	1	2	0									5
	Unasked/Unwilling/Other	17	6	14	11									48

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									0
	18 – 24	9	5	4	5									23
	25 – 34	22	18	10	12									62
	35 – 44	23	22	19	22									86
	45 – 54	16	20	14	14									64
	55 - 64	18	8	11	15									52
	65+	13	9	9	4									35
	Unknown/Unwilling	25	9	31	16									81

The largest amount of calls in April 2017 (25%) came from the 35-44 age group, followed by the 55-64 year old age group (17%).

Other Problems Identified		**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**TOTAL**
	Alcoholism	7	7	7	7									28
	Drug Abuse	8	4	4	6									22
	Depression	20	9	7	13									49
	Eating Disorder	3	0	0	2									5
	Overspending	8	10	13	7									38
	Sexual Addiction	2	1	0	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	8									23
	Divorced	4	4	4	6									18
	Married	41	22	23	22									108
	Separated	5	2	0	5									12
	Single	38	34	26	27									125
	Unasked/unwilling	30	17	35	19									101
	Widowed	4	6	5	1									16

How Caller Heard of Helpline		**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**CALLS**
	Billboard	7	1	1	7									16
	Brochure	6	1	5	2									14
	Casino / Casino Card	39	22	26	29									116
	PGCB / Council	0	0	0	0									0
	Crisis Line / Therapy	4	1	1	1									7
	Family / Friend	2	6	2	3									13
	Internet	33	34	28	21									116
	Lottery	12	9	14	10									45
	Newspaper	1	0	0	0									1
	Other	2	2	1	4									9
	Phonebook / Operator	0	0	1	0									1
	TV	2	2	3	3									10
	Radio	3	1	0	1									5
	Unwilling	15	12	16	7									50

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	17									63
	800-GAMBLER	57	54	48	41									200
	877-565-2112	12	9	9	7									37
	National Helpline	27	10	12	17									66
	Other/Unknown	10	9	12	6									37
	***(Lottery Prompt)*	0	1	1	0									2

Suggested Referrals		**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**CALLS**
	CCCS	6	5	1	9									21
	GA	89	66	61	62									278
	Gam Anon	25	17	12	24									78
	Helpline Materials	24	14	14	12									64
	Internet Resources	69	50	36	48									203
	PA Council / PGCB	1	0	0	0									1
	Refused/Unable to Give/Other	24	23	28	19									94
	Self Exclusion	40	31	29	30									130
	Treatment	80	68	63	64									275

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	8									23
	Text Requests	0	4	5	2									11

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.