# Council on Compulsive Gambling of Pennsylvania, Inc.

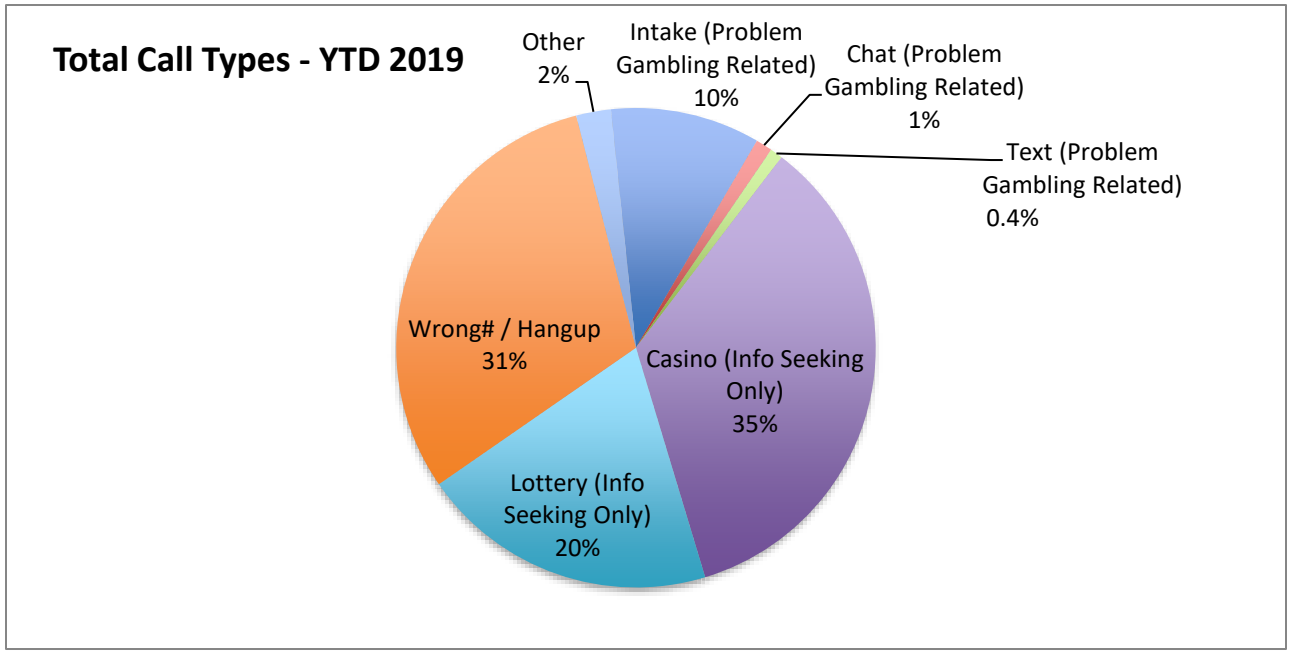
## Helpline Data Report

## YTD – 2019

## As of March

| *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** | 75 | 6 | 6 | 309 | 137 | 298 | 18 | 849 |
| **March** | 95 | 10 | 10 | 320 | 214 | 300 | 22 | 971 |
| **April** | | | | | | | | |
| **May** | | | | | | | | |
| **June** | | | | | | | | |
| **July** | | | | | | | | |
| **August** | | | | | | | | |
| **September** | | | | | | | | |
| **October** | | | | | | | | |
| **November** | | | | | | | | |
| **December** | | | | | | | | |
| **TOTAL** | 271 | 30 | 23 | 939 | 538 | 823 | 63 | 2687 |

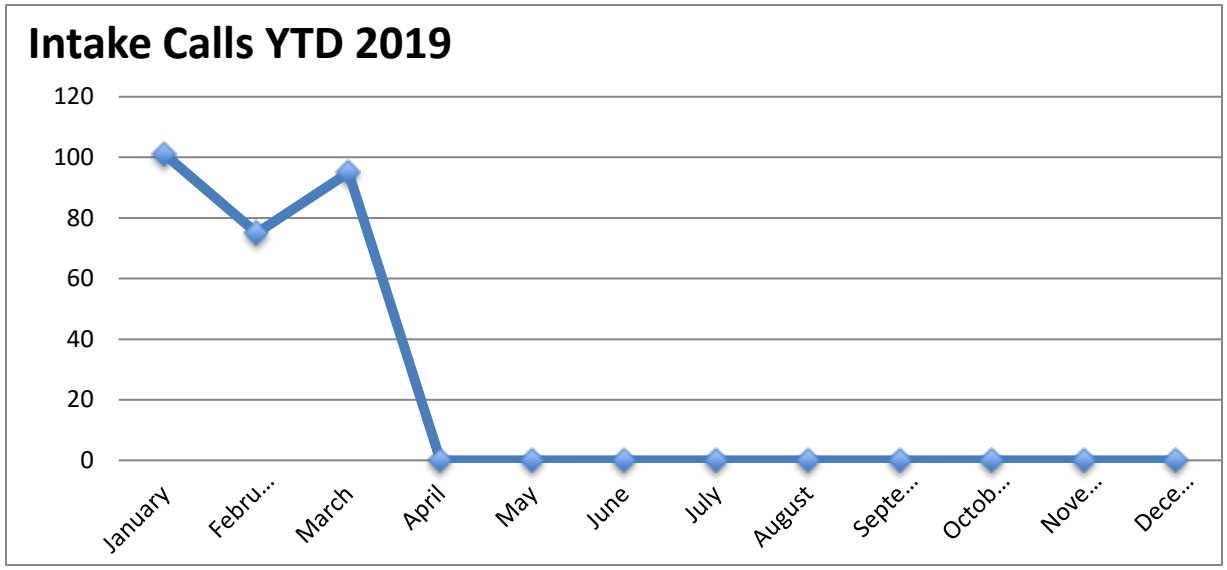
*Figure 1*




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.).

March 2019 saw an increase in intake calls, with 75 in February and 95 in March. *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.*

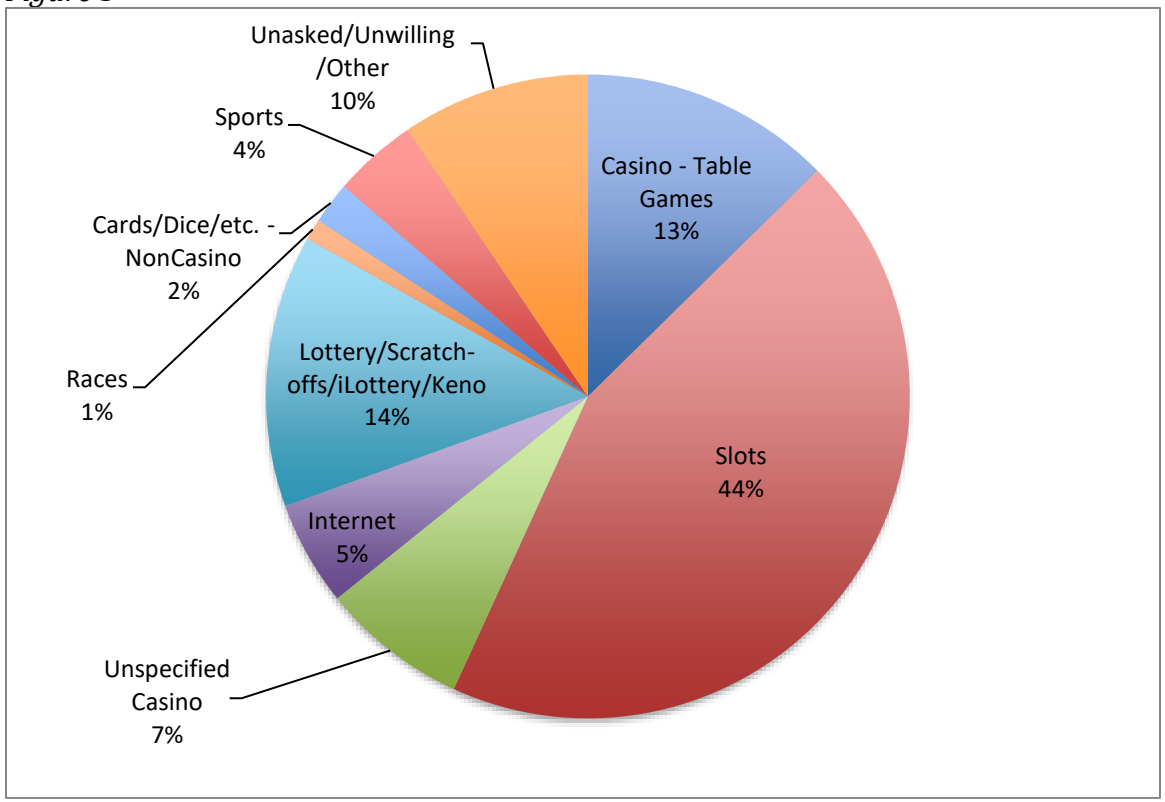
*Figure 2*




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 2019, the total number of intake calls was 95 (fig. 3).**

**The Council has received 53 chat and text requests for help to date in 2019. This is in addition to the 271 phone calls requesting help so far in 2019.**

*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 February 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.

*Figure 4*

Pennsylvania Helpline for Compulsive Gamblers

This month, Philadelphia and Allegheny counties accounted for 38% of intake calls. In March 2019, the Helpline saw Delaware, Bucks and Chester counties make up an additional 16% of intake calls.

| ***Calls by County – March 2019*** | | |
|---|---|---|
| | **County** | **Calls** |
| 1 | Philadelphia | 20 |
| 2 | Allegheny | 16 |
| 3 | Delaware | 7 |
| 4 | Bucks | 5 |
| 5 | Chester | 3 |
| 6 | Columbia | 3 |
| 7 | Erie | 3 |
| 8 | Lancaster | 3 |
| 9 | Lehigh | 3 |
| 10 | Montgomery | 3 |
| 11 | Northampton | 3 |
| 12 | Washington | 3 |
| 13 | Berks | 2 |
| 14 | Cumberland | 2 |
| 15 | Lackawanna | 2 |
| 16 | Dauphin | 1 |
| 17 | Jefferson | 1 |
| 18 | Lawrence | 1 |
| 19 | Lebanon | 1 |
| 20 | Mifflin | 1 |
| 21 | Union | 1 |
| 22 | Westmoreland | 1 |
| 23 | Wyoming | 1 |
| 24 | York | 1 |
| | | |
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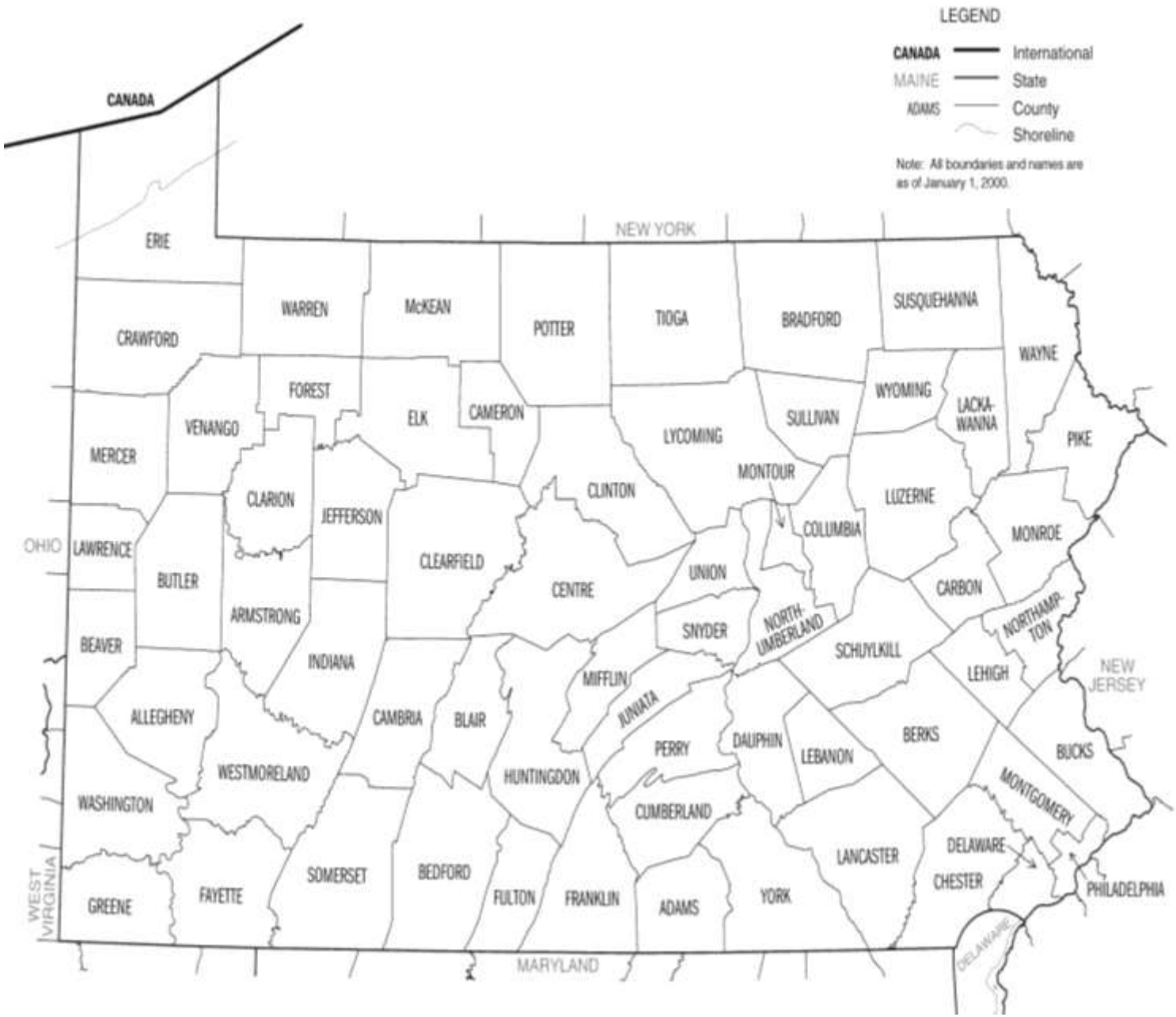
| | | |

***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 | 75 | 95 | | | | 845 |
| **Chat** | 6 | 7 | 13 | 10 | 7 | 6 | 14 | 6 | 10 | | | | 79 |
| **Text** | 3 | 5 | 7 | 6 | 6 | 11 | 7 | 6 | 10 | | | | 61 |
| **Hang-ups** | 220 | 175 | 197 | 227 | 185 | 186 | 165 | 231 | 229 | | | | 1815 |
| ***Casino (Info)** | 458 | 460 | 338 | 314 | 303 | 331 | 310 | 309 | 320 | | | | 3143 |
| ***Lottery (Info)** | 193 | 174 | 165 | 340 | 169 | 210 | 187 | 137 | 214 | | | | 1789 |
| **Wrong#** | 43 | 28 | 29 | 54 | 59 | 57 | 60 | 67 | 71 | | | | 468 |
| **Other** | 14 | 12 | 18 | 11 | 17 | 22 | 23 | 18 | 22 | | | | 157 |
| **Totals** | 1051 | 961 | 867 | 1078 | 812 | 901 | 867 | 849 | 971 | | | | 8357 |

**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 | 0 | | | | | | | | | | 0 |
| | No | 101 | 75 | 95 | | | | | | | | | | 271 |
| | Past | 0 | 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 March 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 | 8 | 6 | | | | | | | | | | 29 |
| | Friend | 2 | 5 | 2 | | | | | | | | | | 9 |
| | Self | 73 | 58 | 75 | | | | | | | | | | 206 |
| | Spouse | 7 | 3 | 11 | | | | | | | | | | 21 |
| | Unwilling/Other | 4 | 1 | 1 | | | | | | | | | | 6 |

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 | 31 | 27 | | | | | | | | | | 88 |
| | Male | 71 | 44 | 68 | | | | | | | | | | 183 |
| | Unwilling | 0 | 0 | 0 | | | | | | | | | | 0 |

On average in 2018, the percentage ratio of female to male callers/subjects was 36% to 64%. 2019 shows that approximately 32% 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 | 9 | 12 | | | | | | | | | | 33 |
| | Asian American | 7 | 1 | 1 | | | | | | | | | | 9 |
| | Caucasian | 78 | 62 | 76 | | | | | | | | | | 216 |
| | Hispanic | 3 | 0 | 3 | | | | | | | | | | 6 |
| | Other | 1 | 0 | 0 | | | | | | | | | | 1 |
| | Unwilling | 0 | 3 | 3 | | | | | | | | | | 6 |

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 requests in March 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 | 55 | 76 | | | | | | | | | | 207 |
| | Marital Problems | 10 | 11 | 16 | | | | | | | | | | 37 |
| | Family Problems | 19 | 11 | 12 | | | | | | | | | | 42 |
| | Job Problems | 4 | 0 | 6 | | | | | | | | | | 10 |
| | Mental Health Problems | 1 | 1 | 2 | | | | | | | | | | 4 |
| | Physical Health Problems | 0 | 0 | 0 | | | | | | | | | | 0 |
| | Legal Problems | 0 | 4 | 1 | | | | | | | | | | 5 |
| | Other Problems | 17 | 12 | 12 | | | | | | | | | | 41 |

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 | 7 | 12 | | | | | | | | | | 30 |
| | Slots | 36 | 39 | 42 | | | | | | | | | | 117 |
| | **Unspecified Casino | 21 | 6 | 7 | | | | | | | | | | 34 |
| | Internet | 4 | 0 | 5 | | | | | | | | | | 9 |
| | Lottery/ Scratch-offs/iLottery/Keno | 12 | 10 | 13 | | | | | | | | | | 35 |
| | Races | 1 | 1 | 1 | | | | | | | | | | 3 |
| | ***Cards/Dice/etc. – NonCasino | 1 | 3 | 2 | | | | | | | | | | 6 |
| | ****Sports | 0 | 0 | 4 | | | | | | | | | | 4 |
| | *****Poker/Video Poker | 4 | 1 | 0 | | | | | | | | | | 5 |
| | Video Gaming Terminals (VGTs) | 0 | 0 | 0 | | | | | | | | | | 0 |
| | Airport | 0 | 0 | 0 | | | | | | | | | | 0 |
| | Unasked/Unwilling/Other | 11 | 8 | 9 | | | | | | | | | | 28 |

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 | | | | | | | | | | 0 |
| | 18 – 24 | 6 | 3 | 8 | | | | | | | | | | 17 |
| | 25 – 34 | 12 | 11 | 19 | | | | | | | | | | 42 |
| | 35 – 44 | 14 | 16 | 6 | | | | | | | | | | 36 |
| | 45 – 54 | 18 | 13 | 16 | | | | | | | | | | 47 |
| | 55 - 64 | 17 | 10 | 17 | | | | | | | | | | 44 |
| | 65+ | 9 | 5 | 12 | | | | | | | | | | 26 |
| | Unknown/Unwilling | 25 | 17 | 17 | | | | | | | | | | 59 |

The largest amount of calls in March 2019 came from the 25-34 year old age group with 20% of calls, with 55-64 year olds accounting for nearly 18% of calls.

| | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Other Problems Identified** | | **Calls** | **Calls** | **Calls** | **Calls** | **Calls** | **Calls** | **Calls** | **Calls** | **Calls** | **Calls** | **Calls** | **Calls** | **TOTAL** |
| | Alcoholism | 6 | 2 | 5 | | | | | | | | | | 13 |
| | Drug Abuse | 3 | 3 | 4 | | | | | | | | | | 10 |
| | Depression | 13 | 14 | 9 | | | | | | | | | | 36 |
| | Eating Disorder | 0 | 1 | 0 | | | | | | | | | | 1 |
| | Overspending | 14 | 22 | 30 | | | | | | | | | | 66 |
| | Sexual Addiction | 1 | 1 | 1 | | | | | | | | | | 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 | 2 | 4 | | | | | | | | | | 10 |
| | Divorced | 6 | 5 | 5 | | | | | | | | | | 16 |
| | Married | 29 | 25 | 25 | | | | | | | | | | 79 |
| | Separated | 1 | 1 | 3 | | | | | | | | | | 5 |
| | Single | 26 | 22 | 36 | | | | | | | | | | 84 |
| | Unasked/unwilling | 30 | 19 | 19 | | | | | | | | | | 68 |
| | Widowed | 5 | 1 | 3 | | | | | | | | | | 9 |

| | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **How Caller Heard of Helpline** | | **Calls** | **Calls** | **Calls** | **Calls** | **Calls** | **Calls** | **Calls** | **Calls** | **Calls** | **Calls** | **Calls** | **Calls** | **CALLS** |
| | Billboard | 2 | 3 | 5 | | | | | | | | | | 10 |
| | Brochure | 2 | 0 | 3 | | | | | | | | | | 5 |
| | Casino / Casino Card | 31 | 19 | 28 | | | | | | | | | | 78 |
| | PGCB / Council | 0 | 0 | 0 | | | | | | | | | | 0 |
| | Crisis Line / Therapy | 2 | 1 | 0 | | | | | | | | | | 3 |
| | Family / Friend | 3 | 4 | 6 | | | | | | | | | | 13 |
| | Internet | 29 | 25 | 26 | | | | | | | | | | 80 |
| | Lottery | 7 | 5 | 7 | | | | | | | | | | 19 |
| | Newspaper | 0 | 0 | 0 | | | | | | | | | | 0 |
| | Other | 3 | 4 | 0 | | | | | | | | | | 7 |
| | Phonebook / Operator | 0 | 1 | 0 | | | | | | | | | | 1 |
| | TV | 1 | 0 | 0 | | | | | | | | | | 1 |
| | Radio | 5 | 1 | 4 | | | | | | | | | | 10 |
| | Unwilling | 16 | 12 | 16 | | | | | | | | | | 44 |

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

| 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 | 15 | 18 | 20 | | | | | | | | | | 53 |
| | 800-GAMBLER | 44 | 26 | 36 | | | | | | | | | | 106 |
| | 877-565-2112 | 7 | 5 | 3 | | | | | | | | | | 15 |
| | National Helpline | 18 | 15 | 20 | | | | | | | | | | 53 |
| | Other/Unknown | 17 | 11 | 16 | | | | | | | | | | 44 |
| | ***(Lottery Prompt)* | 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 | 2 | 0 | | | | | | | | | | 4 |
| | GA | 59 | 48 | 64 | | | | | | | | | | 171 |
| | Gam Anon | 7 | 4 | 5 | | | | | | | | | | 16 |
| | Helpline Materials | 9 | 5 | 6 | | | | | | | | | | 20 |
| | Internet Resources | 30 | 39 | 21 | | | | | | | | | | 90 |
| | PA Council / PGCB | 0 | 0 | 0 | | | | | | | | | | 0 |
| | Refused/Unable to Give/Other | 18 | 7 | 13 | | | | | | | | | | 38 |
| | Self Exclusion | 24 | 21 | 19 | | | | | | | | | | 64 |
| | Treatment | 66 | 45 | 73 | | | | | | | | | | 184 |

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 | 14 | 6 | 10 | | | | | | | | | | 30 |
| | Text Requests | 7 | 6 | 10 | | | | | | | | | | 23 |

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.