Council on Compulsive Gambling of Pennsylvania, Inc.

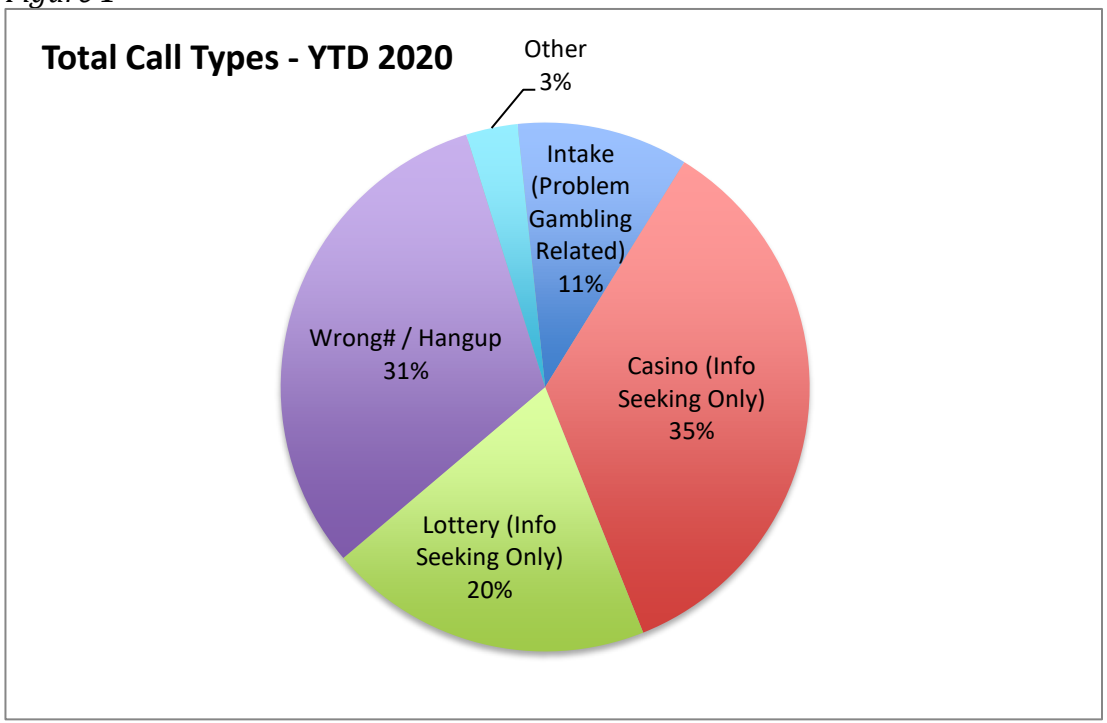
Helpline Data Report

YTD – 2020

As of January

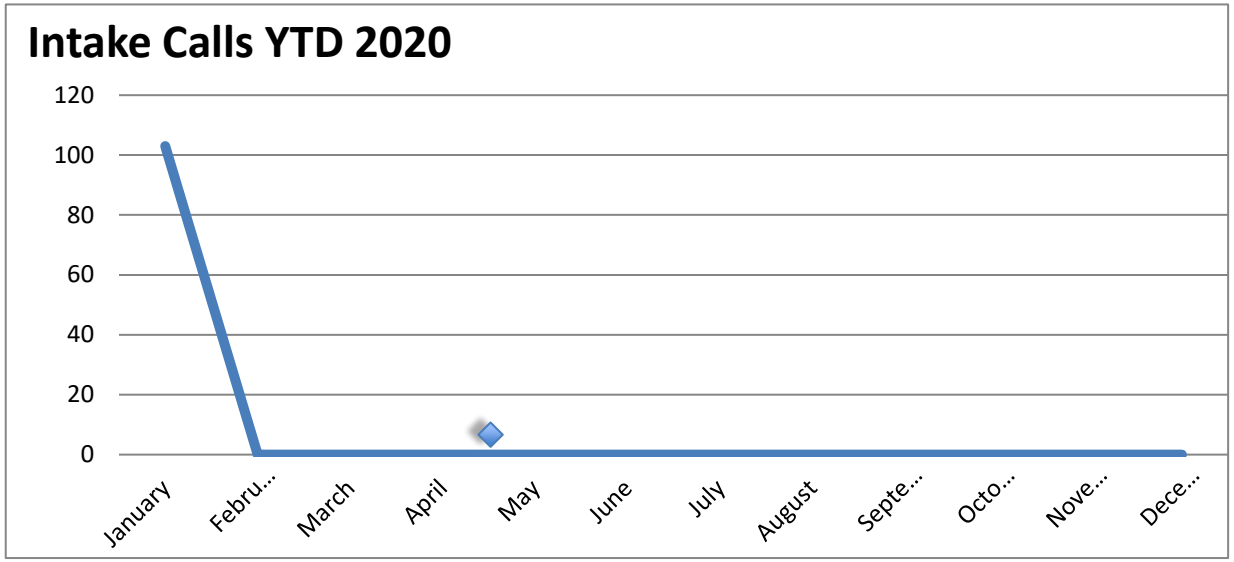
Monthly Summary						
Month	**Intake (Problem Gambling Related)**	**Casino (Info Seeking Only)**	**Lottery (Info Seeking Only)**	**Wrong# / Hangup**	**Other**	**Total**
January	103	345	195	308	31	982
February						0
March						0
April						0
May						0
June						0
July						0
August						0
September						0
October						0
November						0
December						0
TOTAL	103	345	195	308	31	982

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.). January 2020 calls for help are higher than December 2019, with 103 calls this month. *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.*

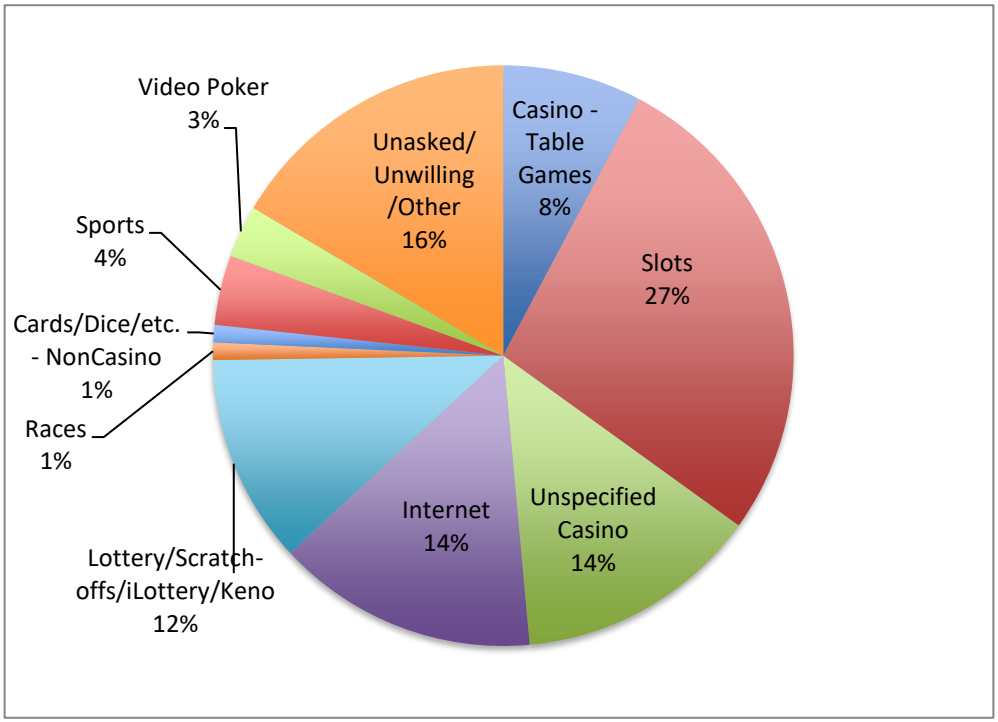
Figure 2



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 January 2020, the total number of intake calls was 103 (fig. 3).**

The Council has received 9 chat/text requests for help in January 2020. This is in addition to the 103 phone calls requesting help so far this year.

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 January 2020 (fig. 4). This may be related to high visibility of the Helpline number throughout each of the 12 casinos that currently operate in Pennsylvania.

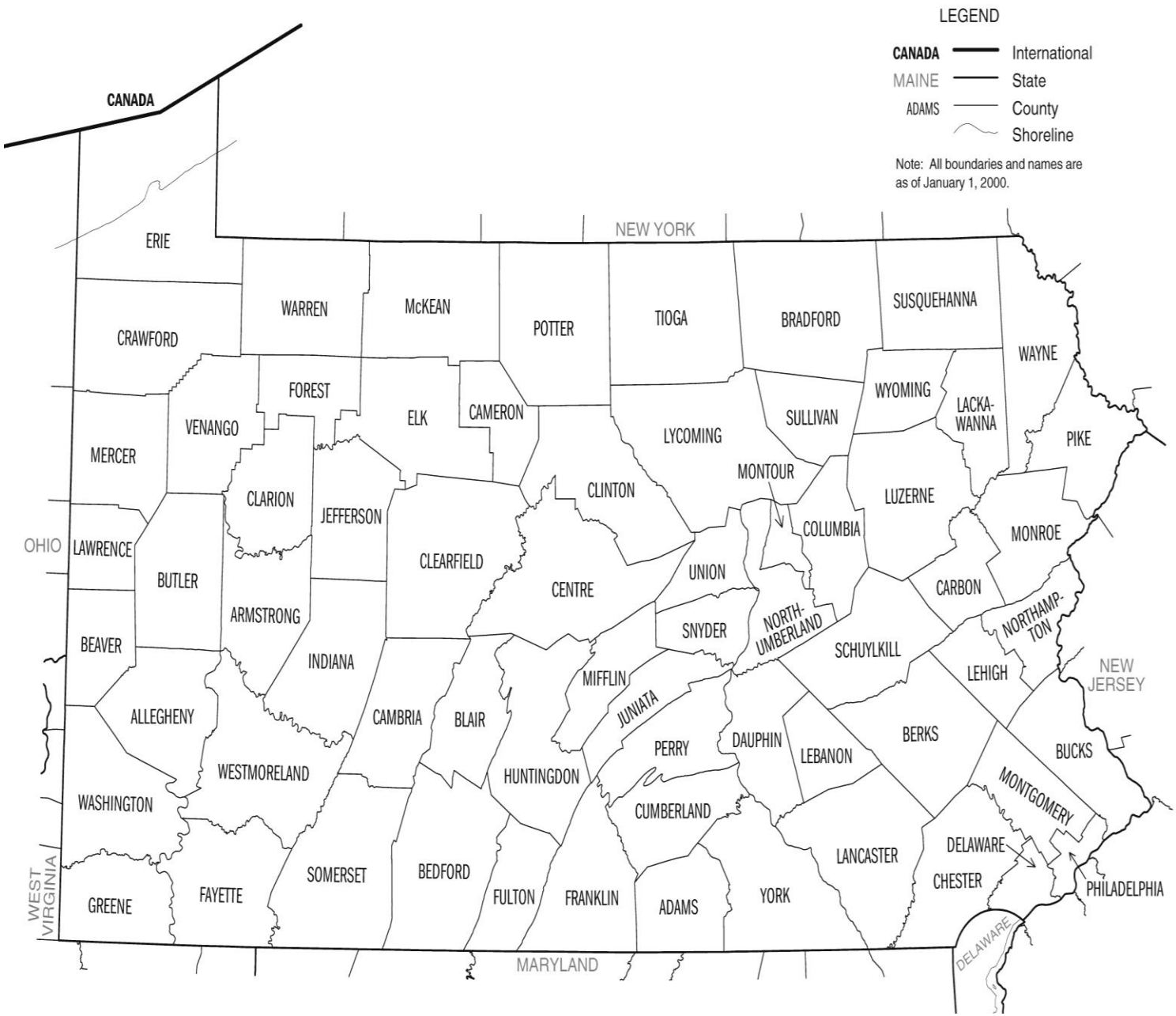
Figure 4

Pennsylvania Helpline for Compulsive Gamblers

This month, Philadelphia and Allegheny counties accounted for about 25% of intake calls. In January 2020, the Helpline saw Bucks, Delaware and Berks make up an additional 13.5% of intake calls.

Calls by County – January 2020		
	County	**Calls**
1	Philadelphia	15
2	Allegheny	11
3	Bucks	6
4	Delaware	5
5	Berks	3
6	Lehigh	3
7	Luzerne	3
8	Montgomery	3
9	Washington	3
10	York	3
11	Chester	2
12	Columbia	2
13	Lackawanna	2
14	Monroe	2
15	Perry	2
16	Schuylkill	2
17	Westmoreland	2
18	Adams	1
19	Bedford	1
20	Carbon	1
21	Centre	1
22	Crawford	1
23	Cumberland	1
24	Dauphin	1
25	Erie	1
26	Jefferson	1
27	Lancaster	1
28	McKean	1
29	Mercer	1
30	Northampton	1
31	Wayne	1

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



Pennsylvania Fiscal Year (PFY19-20)

	July	August	September	October	November	December	January	February	March	April	May	June	Totals
Intakes	92	89	108	122	107	91	103						712
Chat	9	6	7	9	10	15	20						76
Text	12	1	4	3	4	10	14						48
Hang-ups	208	204	212	213	328	270	280						1715
***Casino (Info)**	327	324	343	352	399	416	345						2506
***Lottery (Info)**	142	154	137	135	161	171	195						1095
Wrong#	70	81	93	77	35	27	28						411
Other	22	25	17	15	31	25	31						166
Totals	882	884	921	926	1075	1025	1016						6729

**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	103												103
	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 2020, 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	8												8
	Friend	2												2
	Self	85												85
	Spouse	6												6
	Unwilling/Other	2												2

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												27
	Male	75												75
	Unwilling	1												1

On average in 2019, the percentage ratio of female to male callers/subjects was 33% to 67%. 2020 shows that approximately 26% 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												13
	Asian American	1												1
	Caucasian	74												74
	Hispanic	2												2
	Other	2												2
	Unwilling	11												11

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 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												67
	Marital Problems	16												16
	Family Problems	17												17
	Job Problems	5												5
	Mental Health Problems	3												3
	Physical Health Problems	1												1
	Legal Problems	1												1
	Other Problems	24												24

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
	Slots	28												28
	**Unspecified Casino	14												14
	Internet	15												15
	Lottery/ Scratch-offs/iLottery/Keno	12												12
	Races	1												1
	***Cards/Dice/etc. – NonCasino	1												1
	****Sports	4												4
	*****Poker/Video Poker	3												3
	Video Gaming Terminals (VGTs)	0												0
	Airport	0												0
	Unasked/Unwilling/Other	17												17

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	8												8
	25 – 34	21												21
	35 – 44	15												15
	45 – 54	12												12
	55 - 64	17												17
	65+	7												7
	Unknown/Unwilling	23												23

The largest amount of calls in January 2020 came from the 25-34 year old age group with nearly 20% of calls, with 55-64 year olds each accounting for approximately 16.5%.

Other Problems Identified		**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**TOTAL**
	Alcoholism	5												5
	Drug Abuse	6												6
	Depression	10												10
	Eating Disorder	1												1
	Overspending	28												28
	Sexual Addiction	0												0

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												2
	Divorced	4												4
	Married	29												29
	Separated	1												1
	Single	34												34
	Unasked/unwilling	33												33
	Widowed	0												0

How Caller Heard of Helpline		**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**CALLS**
	Billboard	1												1
	Brochure	1												1
	Casino / Casino Card	25												25
	PGCB / Council	0												0
	Crisis Line / Therapy	1												1
	Family / Friend	3												3
	Internet	47												47
	Lottery	7												7
	Newspaper	0												0
	Other	0												0
	Phonebook / Operator	1												1
	TV	2												2
	Radio	1												1
	Unwilling	14												14

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

		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	16												16
	800-GAMBLER	56												56
	877-565-2112	1												1
	National Helpline	15												15
	Other/Unknown	15												15
	***(Lottery Prompt)*	0												0

Suggested Referrals		**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**CALLS**
	CCCS	2												2
	GA	54												54
	Gam Anon	7												7
	Helpline Materials	5												5
	Internet Resources	25												25
	PA Council / PGCB	12												12
	Refused/Unable to Give/Other	25												25
	Self Exclusion	20												20
	Treatment	72												72

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	20												20
	Text Requests	14												14
	INTAKES	9												9

Another resource for help in Pennsylvania is the chat/text line accessible via the CCGP website (www.pacouncil.com). A total of 34 chat and texts were received in January 2020. Of these, 9 were from individuals looking for help with a gambling problem.