Council on Compulsive Gambling of Pennsylvania, Inc.

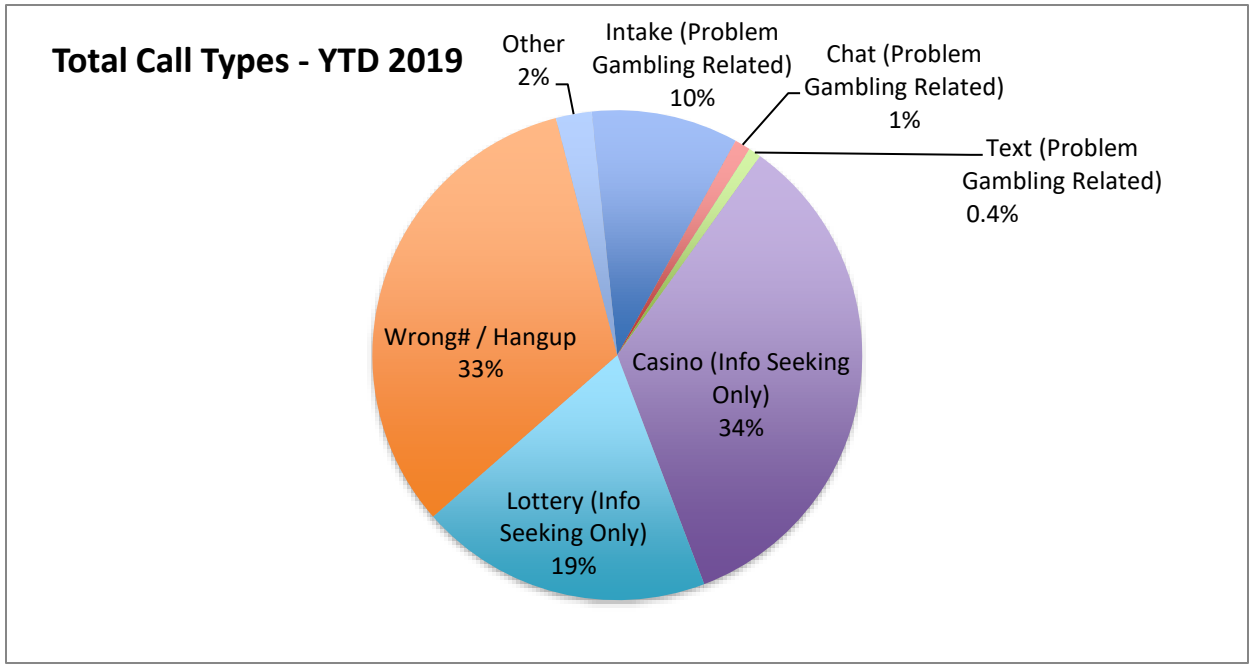
Helpline Data Report

YTD – 2019

As of May

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	82	7	8	262	173	304	20	856
May	81	10	6	335	154	324	23	933
June								
July								
August								
September								
October								
November								
December								
TOTAL	434	47	37	1536	865	1451	106	4476

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.).

May 2019 saw a minor decrease in intake calls, with 82 in April and 81 in May. *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

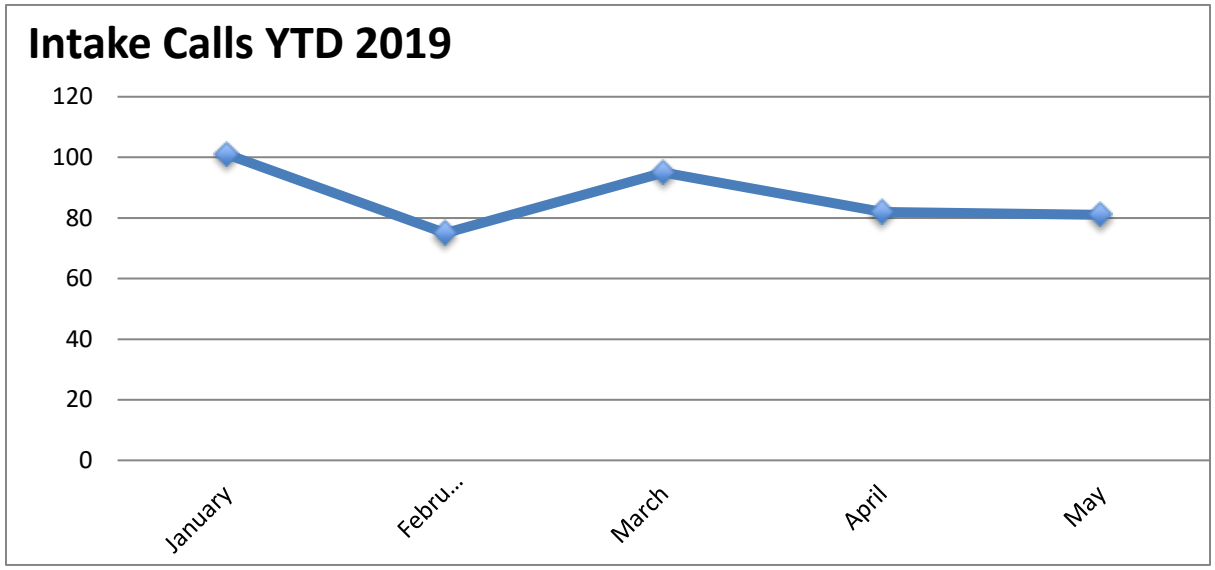
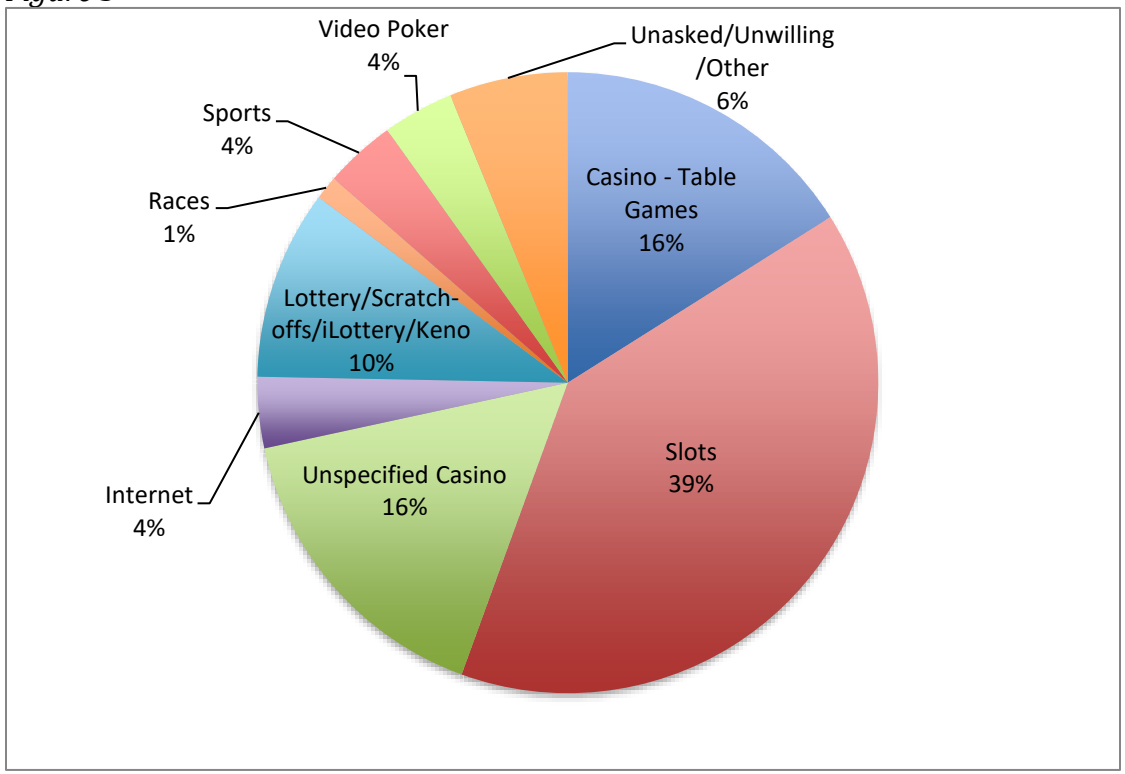


Figure 3

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 May 2019, the total number of intake calls was 81 (fig. 3).**

The Council has received 84 chat and text requests for help to date in 2019. This is in addition to the 434 phone calls requesting help so far in 2019.



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 May 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.

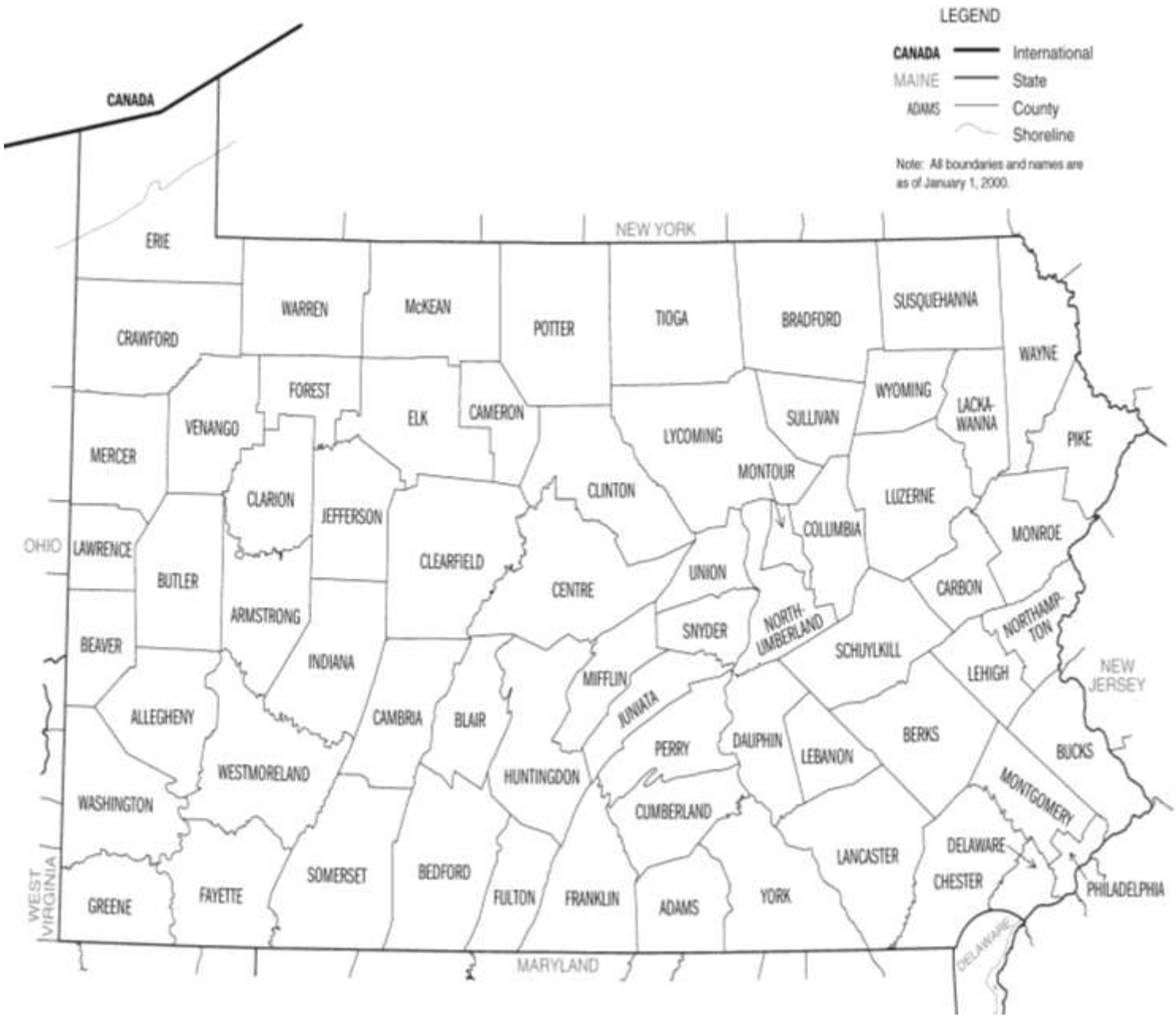
Figure 4

Pennsylvania Helpline for Compulsive Gamblers

This month, Philadelphia and Allegheny counties accounted for 21% of intake calls. In May 2019, the Helpline saw Delaware, Luzerne and Chester counties make up an additional 21% of intake calls.

Calls by County – May 2019		
	County	**Calls**
1	Philadelphia	10
2	Allegheny	7
3	Delaware	6
4	Luzerne	6
5	Chester	5
6	Montgomery	4
7	Bucks	3
8	Lancaster	3
9	Blair	2
10	Lehigh	2
11	Lycoming	2
12	Northampton	2
13	Washington	2
14	York	2
15	Bedford	1
16	Berks	1
17	Crawford	1
18	Dauphin	1
19	Fayette	1
20	Lawrence	1
21	McKean	1
22	Mercer	1
23	Monroe	1
24	Northumberland	1
25	Schuylkill	1
26	Somerset	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 (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	82	81		1008
Chat	6	7	13	10	7	6	14	6	10	7	10		96
Text	3	5	7	6	6	11	7	6	10	8	6		75
Hang-ups	220	175	197	227	185	186	165	231	229	201	246		2262
***Casino (Info)**	458	460	338	314	303	331	310	309	320	262	335		3740
***Lottery (Info)**	193	174	165	340	169	210	187	137	214	173	154		2116
Wrong#	43	28	29	54	59	57	60	67	71	103	78		649
Other	14	12	18	11	17	22	23	18	22	20	23		200
Totals	1051	961	867	1078	812	901	867	849	971	856	933		10146

**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	0								0
	No	101	75	95	82	81								434
	Past	0	0	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 May 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	11	11								51
	Friend	2	5	2	8	2								19
	Self	73	58	75	55	62								323
	Spouse	7	3	11	6	6								33
	Unwilling/Other	4	1	1	2	0								8

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	25	24								137
	Male	71	44	68	57	57								297
	Unwilling	0	0	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	7	12								52
	Asian American	7	1	1	2	0								11
	Caucasian	78	62	76	59	65								340
	Hispanic	3	0	3	2	1								9
	Other	1	0	0	1	0								2
	Unwilling	0	3	3	11	3								20

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	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 May 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	62	71								340
	Marital Problems	10	11	16	12	15								64
	Family Problems	19	11	12	14	13								69
	Job Problems	4	0	6	0	1								11
	Mental Health Problems	1	1	2	6	5								15
	Physical Health Problems	0	0	0	0	0								0
	Legal Problems	0	4	1	0	0								5
	Other Problems	17	12	12	12	5								58

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		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
	*Casino - Table Games	11	7	12	10	13								53
	Slots	36	39	42	26	32								175
	**Unspecified Casino	21	6	7	13	13								60
	Internet	4	0	5	2	3								14
	Lottery/ Scratch-offs/iLottery/Keno	12	10	13	19	8								62
	Races	1	1	1	0	1								4
	***Cards/Dice/etc. – NonCasino	1	3	2	2	0								8
	****Sports	0	0	4	0	3								7
	*****Poker/Video Poker	4	1	0	3	3								11
	Video Gaming Terminals (VGTs)	0	0	0	0	0								0
	Airport	0	0	0	0	0								0
	Unasked/Unwilling/Other	11	8	9	7	5								40

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	1								1
	18 – 24	6	3	8	4	3								24
	25 – 34	12	11	19	13	19								74
	35 – 44	14	16	6	19	15								70
	45 – 54	18	13	16	12	14								73
	55 - 64	17	10	17	9	8								61
	65+	9	5	12	8	6								40
	Unknown/Unwilling	25	17	17	17	15								91

The largest amount of calls in May 2019 came from the 25-34 year old age group with 23% of calls, with 35-44 year olds accounting for nearly 19% of calls.

Other Problems Identified		**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**TOTAL**
	Alcoholism	6	2	5	5	1								19
	Drug Abuse	3	3	4	3	5								18
	Depression	13	14	9	14	19								69
	Eating Disorder	0	1	0	1	2								4
	Overspending	14	22	30	24	22								112
	Sexual Addiction	1	1	1	2	0								5

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	5	6								21
	Divorced	6	5	5	3	2								21
	Married	29	25	25	21	22								122
	Separated	1	1	3	1	3								9
	Single	26	22	36	29	24								137
	Unasked/unwilling	30	19	19	20	20								108
	Widowed	5	1	3	3	4								16

How Caller Heard of Helpline		**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**CALLS**
	Billboard	2	3	5	1	2								13
	Brochure	2	0	3	2	1								8
	Casino / Casino Card	31	19	28	17	29								124
	PGCB / Council	0	0	0	0	0								0
	Crisis Line / Therapy	2	1	0	1	0								4
	Family / Friend	3	4	6	8	3								24
	Internet	29	25	26	20	23								123
	Lottery	7	5	7	10	4								33
	Newspaper	0	0	0	0	0								0
	Other	3	4	0	0	0								7
	Phonebook / Operator	0	1	0	1	0								2
	TV	1	0	0	1	1								3
	Radio	5	1	4	3	3								16
	Unwilling	16	12	16	18	15								77

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	15	10								78
	800-GAMBLER	44	26	36	31	34								171
	877-565-2112	7	5	3	0	1								16
	National Helpline	18	15	20	19	20								92
	Other/Unknown	17	11	16	17	16								77
	***(Lottery Prompt)*	0	0	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	1	5								10
	GA	59	48	64	50	55								276
	Gam Anon	7	4	5	3	8								27
	Helpline Materials	9	5	6	5	7								32
	Internet Resources	30	39	21	21	29								140
	PA Council / PGCB	0	0	0	0	0								0
	Refused/Unable to Give/Other	18	7	13	19	18								75
	Self Exclusion	24	21	19	11	19								94
	Treatment	66	45	73	59	64								307

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	7	10								47
	Text Requests	7	6	10	8	6								37

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.