Council on Compulsive Gambling of Pennsylvania, Inc.

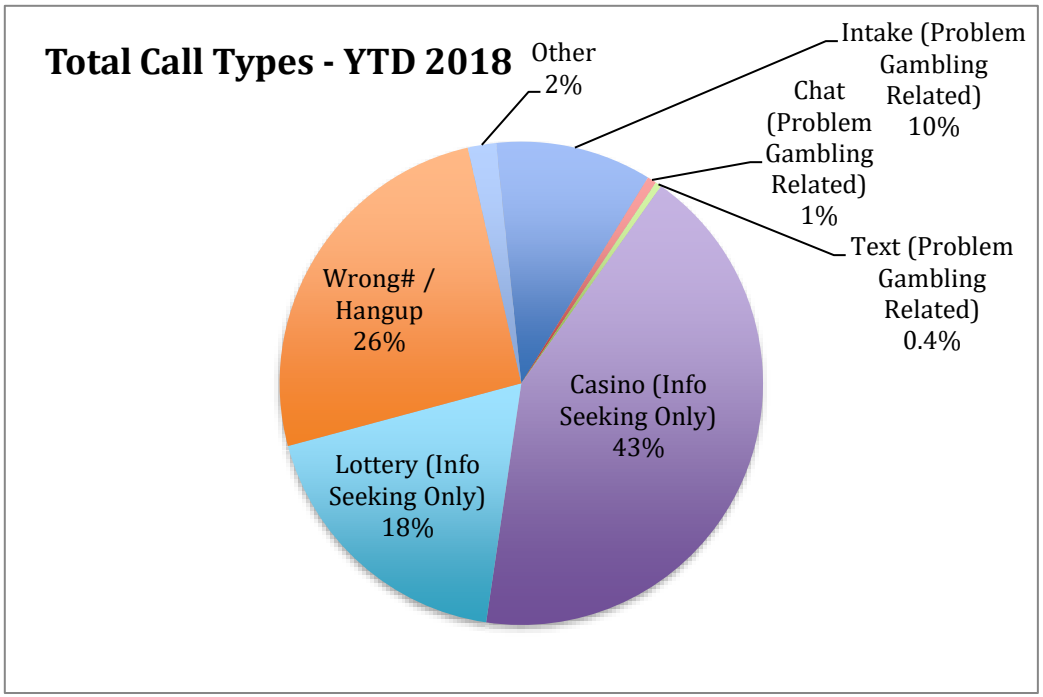
Helpline Data Report

YTD – 2018

As of August

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	97	8	5	401	213	262	17	1003
February	87	4	1	317	147	236	30	822
March	98	7	9	379	159	279	15	946
April	99	3	5	345	157	213	19	841
May	101	7	0	417	185	236	19	965
June	103	5	4	474	186	267	19	1058
July	114	6	3	458	193	263	14	1051
August	100	7	5	460	174	203	12	961
September								
October								
November								
December								
TOTAL	799	47	32	3251	1414	1959	145	7647

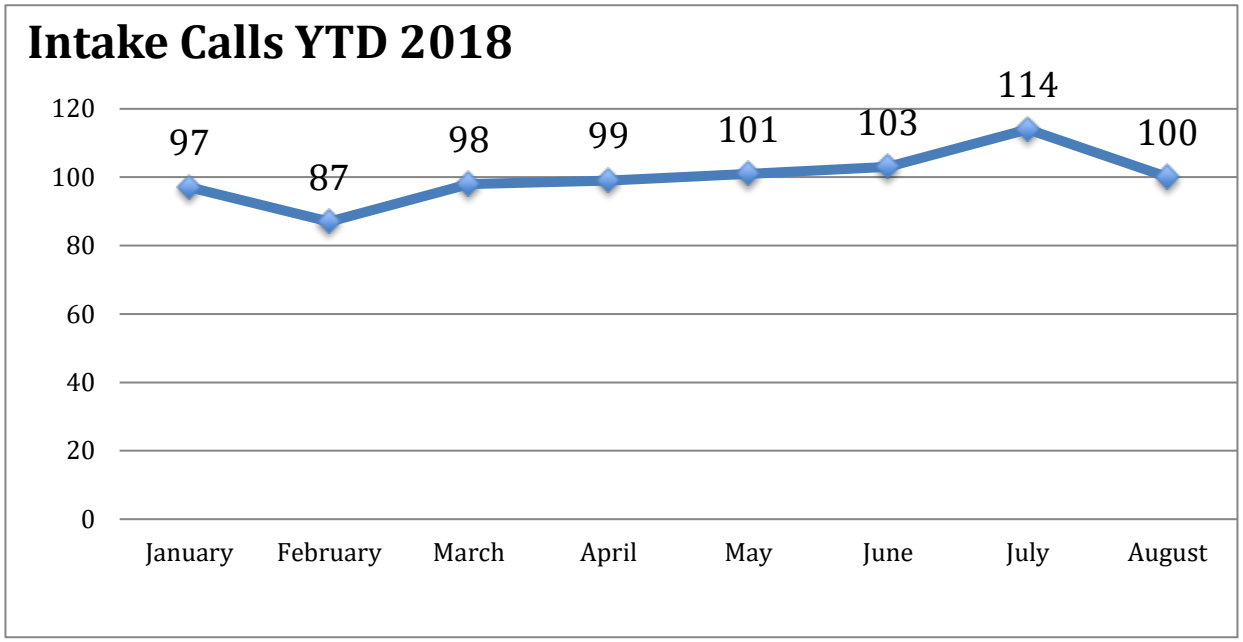
Figure 1



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.).

August 2018 saw an decrease in intake calls, from 114 in July to 100 in August. *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.*

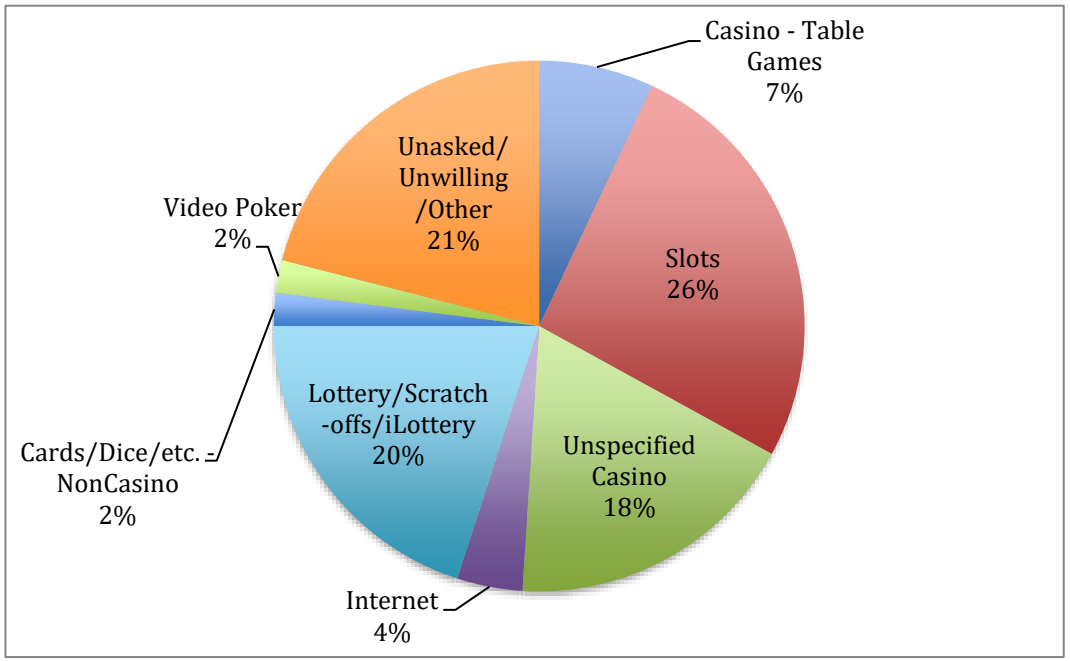
Figure 2



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 August 2018, the total number of intake calls was 100 (fig. 3).**

The Council has received 79 chat and text requests for help to date in 2018. This is in addition to the 799 phone calls requesting help so far in 2018.

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 August 2018 (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.

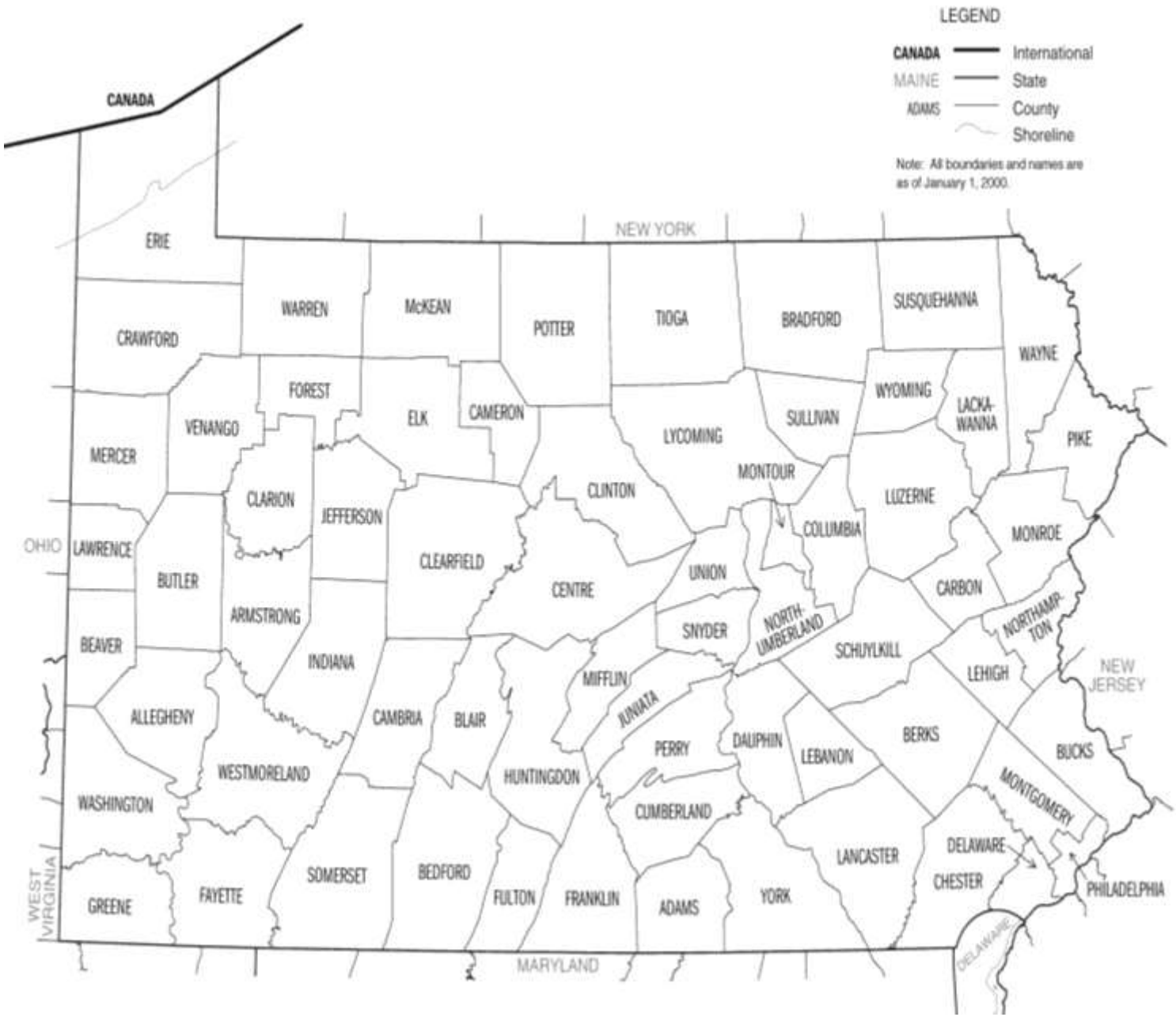
Figure 4

Pennsylvania Helpline for Compulsive Gamblers

This month, Allegheny and Montgomery counties accounted for 25% of intake calls. In August 2018, the Helpline saw Luzerne, Philadelphia and Berks counties make up an additional 16% of intake calls.

Calls by County – August 2018		
	County	**Calls**
1	Allegheny	17
2	Montgomery	8
3	Luzerne	6
4	Philadelphia	6
5	Berks	4
6	Bucks	4
7	Westmoreland	4
8	Erie	3
9	Lackawanna	3
10	Lancaster	3
11	Beaver	2
12	Fayette	2
13	Lycoming	2
14	Northampton	2
15	Northumberland	2
16	Warren	2
17	Washington	2
18	Adams	1
19	Armstrong	1
20	Blair	1
21	Chester	1
22	Columbia	1
23	Crawford	1
24	Cumberland	1
25	Delaware	1
26	Lehigh	1
27	Pike	1
28	Mercer	1
29	Venango	1
30	York	1

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



Pennsylvania Fiscal Year (PFY17-18)

	July	August	September	October	November	December	January	February	March	April	May	June	Totals
Intakes	114	100											214
Chat	6	7											13
Text	3	5											8
Hang-ups	220	175											395
***Casino (Info)**	458	460											918
***Lottery (Info)**	193	174											367
Wrong#	43	28											71
Other	14	12											26
Totals	1051	961											2012

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

Additional Helpline Details – 2018

		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	0	0	0	0					1
	No	96	86	98	99	101	102	114	100					796
	Past	0	1	0	0	0	1	0	0					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 August 2018, 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	12	10	11	17	11	15	12					96
	Friend	7	2	5	3	2	2	7	6					34
	Self	79	67	75	74	77	82	82	79					615
	Spouse	3	5	6	9	2	7	9	2					43
	Unwilling/Other	0	1	2	2	3	1	1	1					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.

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	33	39	37	34	27	43	45					288
	Male	67	53	59	62	67	76	71	55					510
	Unwilling	0	1	0	0	0	0	0	0					1

On average in 2017, the percentage ratio of female to male callers/subjects was 43% to 57%. 2018 shows that approximately 36% 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	21	16	14	9	21	8	11	6					106
	Asian American	3	2	2	0	2	0	0	3					12
	Caucasian	69	63	76	84	71	93	96	83					635
	Hispanic	2	2	1	2	2	0	3	5					17
	Other	1	2	1	2	4	1	0	0					11
	Unwilling	1	2	4	2	1	1	4	3					18

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	3	0	0	0	0	0	0	0					3

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 August 2018.

Pennsylvania Helpline for Compulsive Gamblers

Precipitating Event		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
		Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	CALLS
	Financial Problems	81	72	73	73	69	78	80	67					593
	Marital Problems	11	12	6	16	9	10	12	10					86
	Family Problems	19	20	14	15	22	16	21	19					146
	Job Problems	2	0	2	4	3	2	3	1					17
	Mental Health Problems	0	4	2	5	7	5	5	0					28
	Physical Health Problems	0	0	2	0	0	0	1	0					3
	Legal Problems	2	2	1	2	3	3	3	1					17
	Other Problems	14	12	20	20	19	21	27	24					157

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	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
		Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	CALLS
	*Casino - Table Games	17	15	12	17	19	10	14	7					111
	Slots	32	34	33	30	33	29	44	26					261
	**Unspecified Casino	13	9	15	15	13	15	19	18					117
	Internet	0	0	2	2	1	3	0	4					12
	Lottery/Scratch-offs/iLottery	12	12	18	14	15	19	13	20					123
	Races	0	0	0	1	1	1	0	0					3
	***Cards/Dice/etc. – NonCasino	5	4	1	2	3	3	2	2					22
	****Sports	3	1	3	1	1	1	1	0					11
	*****Poker/Video Poker	2	2	1	3	1	2	1	2					14
	Video Gaming Terminals (VGTs)	0	0	0	0	0	0	0	0					0
	Airport	0	0	0	0	0	0	0	0					0
	Unasked/Unwilling/Other	13	10	13	14	14	20	20	21					125

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	1	0	0	0	0					1
	18 – 24	2	4	7	9	6	1	4	2					35
	25 – 34	20	12	18	12	9	24	16	8					119
	35 – 44	11	17	16	16	26	12	21	21					140
	45 – 54	22	17	11	15	12	15	11	17					120
	55 - 64	12	11	10	18	12	10	20	13					106
	65+	9	13	7	6	12	15	18	12					92
	Unknown/Unwilling	21	13	29	22	24	26	24	27					186

The largest amount of calls in August 2018 came from the 35-44 year old age group (21%) and the 45-54 year old age group (17%).

Other Problems Identified		**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**TOTAL**
	Alcoholism	5	6	4	8	5	6	16	6					56
	Drug Abuse	6	3	8	7	4	2	5	4					39
	Depression	12	14	12	20	9	9	12	9					97
	Eating Disorder	0	0	1	0	0	0	0	1					2
	Overspending	12	5	4	11	10	5	11	10					68
	Sexual Addiction	1	0	2	1	0	0	0	0					4

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	5	3	4	6	5	3	5	3					34
	Divorced	4	5	3	6	9	6	8	7					48
	Married	30	30	26	30	22	26	30	22					216
	Separated	0	2	1	0	5	1	2	0					11
	Single	28	25	31	30	29	33	35	20					231
	Unasked/unwilling	28	17	31	22	25	33	30	41					227
	Widowed	2	5	2	5	6	1	4	7					32

How Caller Heard of Helpline		**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**CALLS**
	Billboard	7	3	1	4	3	4	4	4					30
	Brochure	3	6	0	5	2	3	4	4					27
	Casino / Casino Card	31	32	31	28	28	26	32	23					231
	PGCB / Council	0	0	0	0	0	0	0	0					0
	Crisis Line / Therapy	4	0	0	0	1	0	0	2					7
	Family / Friend	2	0	2	2	4	3	6	3					22
	Internet	31	27	33	32	33	36	35	25					252
	Lottery	5	7	6	7	9	7	7	14					62
	Newspaper	0	0	0	0	0	0	0	0					0
	Other	4	2	5	2	1	4	3	4					25
	Phonebook / Operator	0	0	1	1	0	1	0	0					3
	TV	1	1	1	1	3	1	3	3					14
	Radio	0	0	1	1	1	2	1	0					6
	Unwilling	9	9	17	16	16	16	19	18					120

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	12	7	13	18	13	14	22	16					115
	800-GAMBLER	54	50	49	54	58	53	49	43					410
	877-565-2112	5	2	6	6	6	3	5	5					38
	National Helpline	19	19	12	9	12	17	21	15					124
	Other/Unknown	7	9	18	12	12	16	17	21					112
	***(Lottery Prompt)*	0	2	1	0	2	0	0	1					6

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	1	2	4	1	0	3	2					15
	GA	63	59	57	58	72	61	78	69					517
	Gam Anon	16	11	20	12	13	15	18	11					116
	Helpline Materials	9	10	12	12	11	10	14	14					92
	Internet Resources	43	34	33	40	30	32	40	28					280
	PA Council / PGCB	0	0	0	0	0	0	0	0					0
	Refused/Unable to Give/Other	18	16	26	13	35	26	24	23					181
	Self Exclusion	26	23	24	26	16	18	27	12					172
	Treatment	66	66	59	57	60	64	68	67					507

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	8	4	7	3	7	5	6	7					47
	Text Requests	5	1	9	5	0	4	3	5					32

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.