Council on Compulsive Gambling of Pennsylvania, Inc.

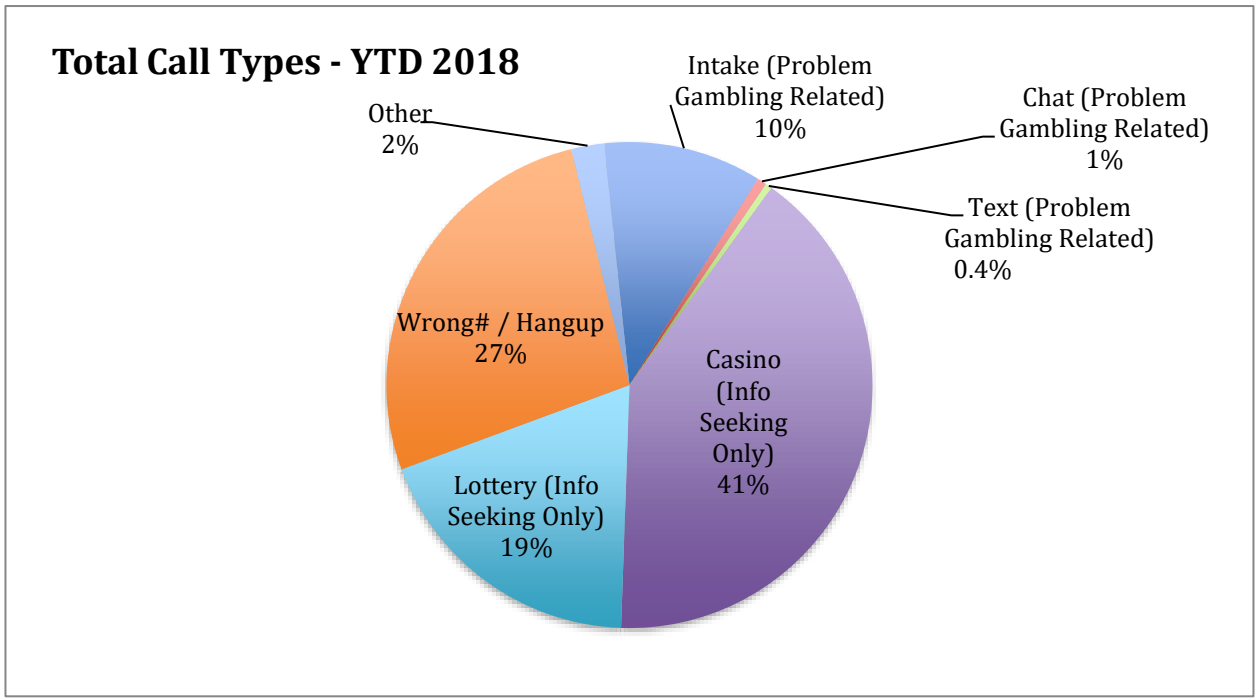
Helpline Data Report

YTD – 2018

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	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								
July								
August								
September								
October								
November								
December								
TOTAL	482	29	20	1859	861	1226	100	4577

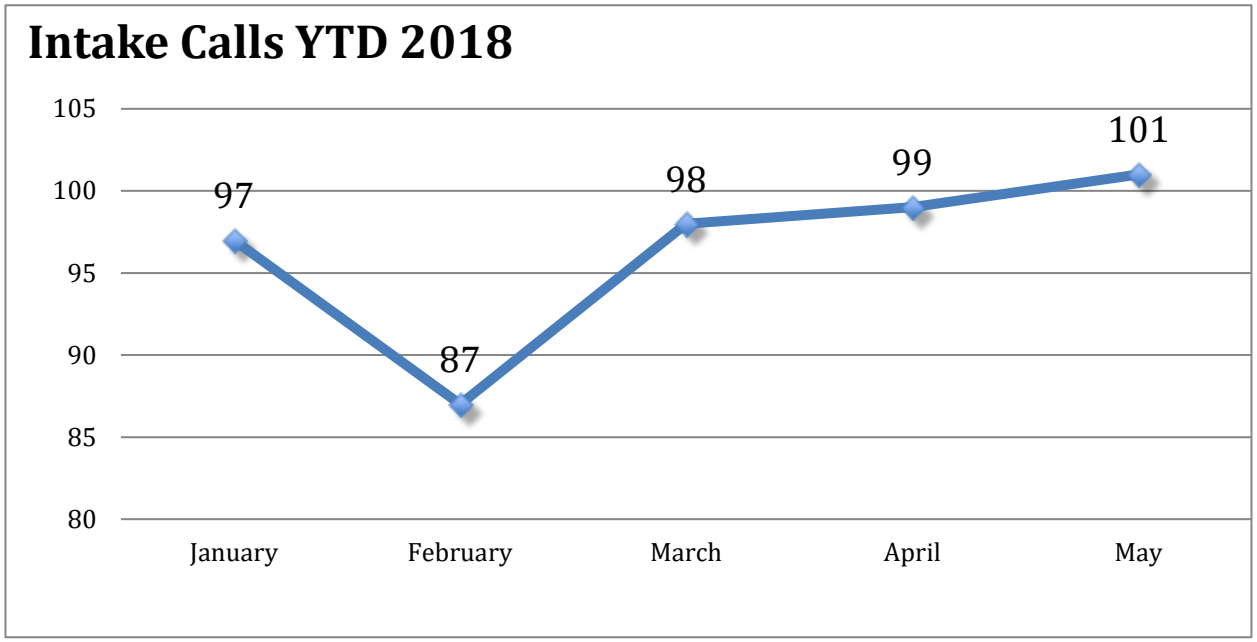
Figure 1



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.).

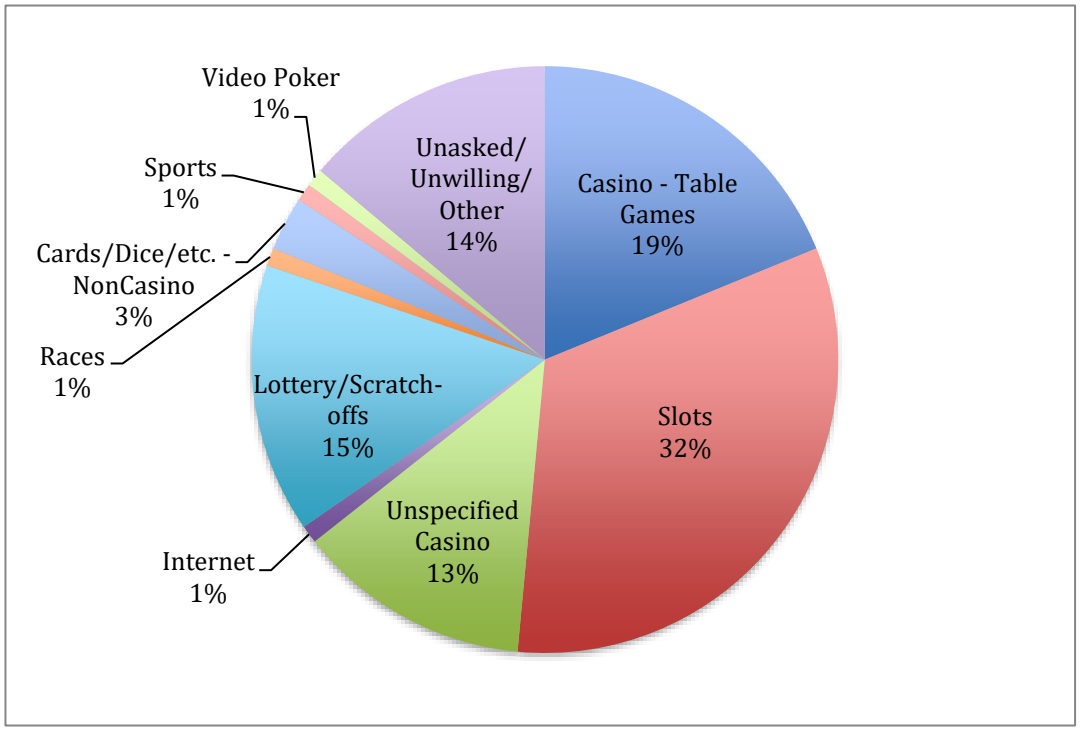
May 2018 saw an increase in intake calls, from 99 in April to 101 in May. *The calls received by the HelpLine Center labeled "Lottery" and "Casino" are from individuals seeking general information specific to those activities, not seeking help for a gambling problem as a result of participating in them.*

Figure 2



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 2018, the total number of intake calls was 101 (fig. 3).

Figure 3



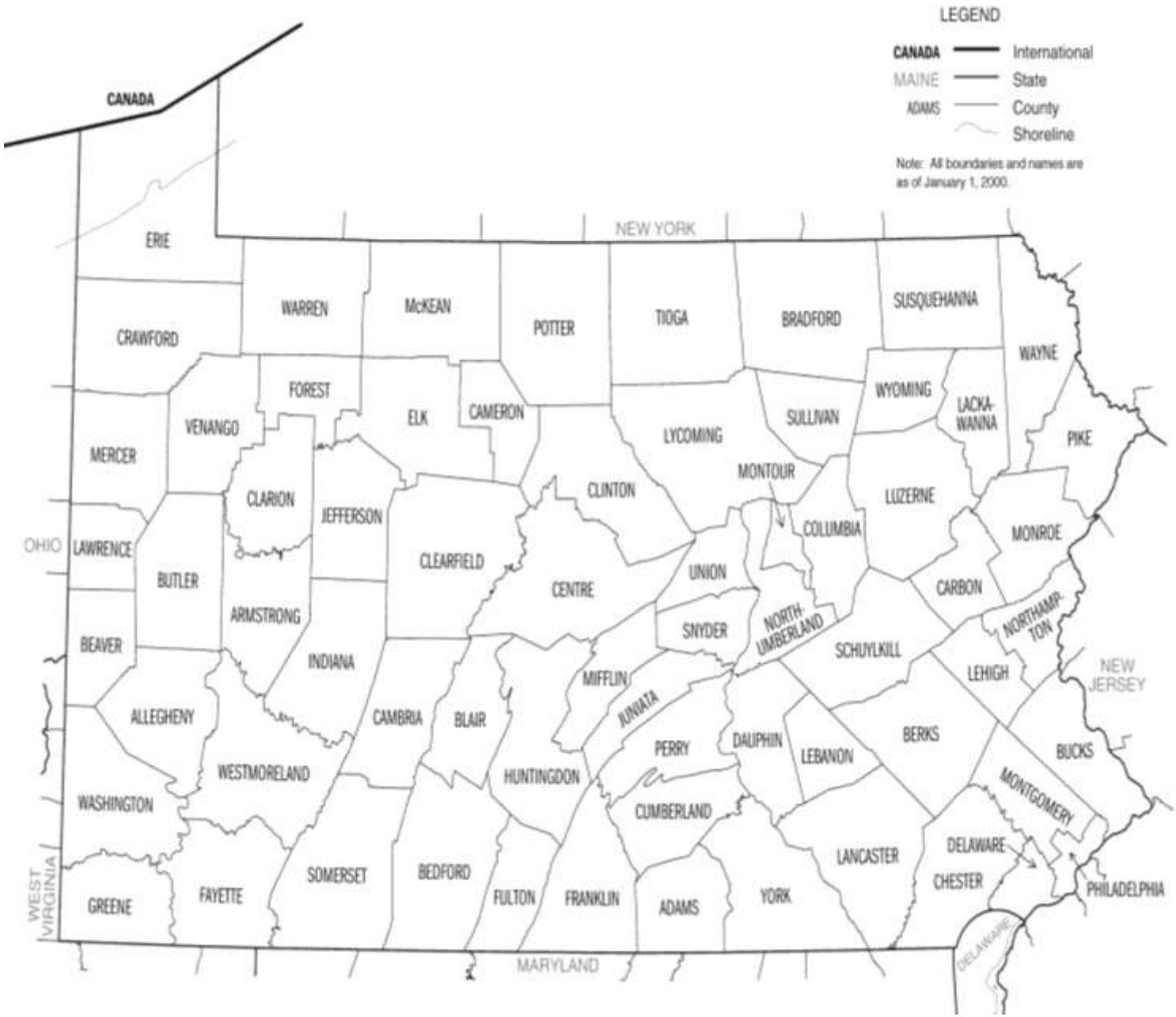
One of the primary pieces of information collected from our Helpline Specialists during intake calls is the most problematic form of gambling that a caller, or subject, is engaging in. Slots and other casino based games were the activity named during the majority of calls in May 2018 (fig. 4). This can 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

This month, Philadelphia and Allegheny counties accounted for nearly 35% of intake calls. In May 2018, the Helpline saw Delaware, Montgomery and Chester counties make up an additional 13% of intake calls.

Calls by County – May 2018		
	County	**Calls**
1	Philadelphia	22
2	Allegheny	13
3	Delaware	5
4	Montgomery	5
5	Chester	3
6	Erie	3
7	Lackawanna	3
8	Lancaster	3
9	Luzerne	3
10	Bedford	2
11	Berks	2
12	Northampton	2
13	Pike	2
14	Schuylkill	2
15	Westmoreland	2
16	Beaver	1
17	Bucks	1
18	Carbon	1
19	Dauphin	1
20	Fayette	1
21	Lawrence	1
22	Lehigh	1
23	Lycoming	1
24	Unsure	1
25	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	74	70	80	101	92	67	97	87	98	99	101		966
Hang-ups	160	196	168	151	200	207	215	188	228	181	186		2080
***Casino (Info)**	414	372	338	342	337	320	401	317	379	345	417		3982
***Lottery (Info)**	197	262	178	166	136	189	213	147	159	157	185		1989
Wrong#	51	59	35	57	64	78	47	48	51	32	50		572
Other	37	21	15	28	20	24	30	35	31	27	26		294
Totals	933	980	814	845	849	885	1003	822	946	841	965		9883

**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								1
	No	96	86	98	99	101								480
	Past	0	1	0	0	0								1

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 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								58
	Friend	7	2	5	3	2								19
	Self	79	67	75	74	77								372
	Spouse	3	5	6	9	2								25
	Unwilling/Other	0	1	2	2	3								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.

		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								173
	Male	67	53	59	62	67								308
	Unwilling	0	1	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								81
	Asian American	3	2	2	0	2								9
	Caucasian	69	63	76	84	71								363
	Hispanic	2	2	1	2	2								9
	Other	1	2	1	2	4								10
	Unwilling	1	2	4	2	1								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	3	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 May 2018.

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	81	72	73	73	69								368
	Marital Problems	11	12	6	16	9								54
	Family Problems	19	20	14	15	22								90
	Job Problems	2	0	2	4	3								11
	Mental Health Problems	0	4	2	5	7								18
	Physical Health Problems	0	0	2	0	0								2
	Legal Problems	2	2	1	2	3								10
	Other Problems	14	12	20	20	19								85

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	17	15	12	17	19								80
	Slots	32	34	33	30	33								162
	**Unspecified Casino	13	9	15	15	13								65
	Internet	0	0	2	2	1								5
	Lottery/Scratch-offs	12	12	18	14	15								71
	Races	0	0	0	1	1								2
	***Cards/Dice/etc. – NonCasino	5	4	1	2	3								15
	****Sports	3	1	3	1	1								9
	*****Poker/Video Poker	2	2	1	3	1								9
	Unasked/Unwilling/Other	13	10	13	14	14								64

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)

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								1
18 – 24	2	4	7	9	6								28
25 – 34	20	12	18	12	9								71
35 – 44	11	17	16	16	26								86
45 – 54	22	17	11	15	12								77
55 - 64	12	11	10	18	12								63
65+	9	13	7	6	12								47
Unknown/Unwilling	21	13	29	22	24								109

The largest amount of calls in May 2018 came from the 35-44 year old age group (26%) and the 45-54 year old age group (12%).

Other Problems Identified	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**TOTAL**
Alcoholism	5	6	4	8	5								28
Drug Abuse	6	3	8	7	4								28
Depression	12	14	12	20	9								67
Eating Disorder	0	0	1	0	0								1
Overspending	12	5	4	11	10								42
Sexual Addiction	1	0	2	1	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								23
	Divorced	4	5	3	6	9								27
	Married	30	30	26	30	22								138
	Separated	0	2	1	0	5								8
	Single	28	25	31	30	29								143
	Unasked/unwilling	28	17	31	22	25								123
	Widowed	2	5	2	5	6								20

How Caller Heard of Helpline		**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**CALLS**
	Billboard	7	3	1	4	3								18
	Brochure	3	6	0	5	2								16
	Casino / Casino Card	31	32	31	28	28								150
	PGCB / Council	0	0	0	0	0								0
	Crisis Line / Therapy	4	0	0	0	1								5
	Family / Friend	2	0	2	2	4								10
	Internet	31	27	33	32	33								156
	Lottery	5	7	6	7	9								34
	Newspaper	0	0	0	0	0								0
	Other	4	2	5	2	1								14
	Phonebook / Operator	0	0	1	1	0								2
	TV	1	1	1	1	3								7
	Radio	0	0	1	1	1								3
	Unwilling	9	9	17	16	16								67

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	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
	800-848-1880	12	7	13	18	13								63
	800-GAMBLER	54	50	49	54	58								265
	877-565-2112	5	2	6	6	6								25
	National Helpline	19	19	12	9	12								71
	Other/Unknown	7	9	18	12	12								58
	***(Lottery Prompt)*	0	2	1	0	2								5

Suggested Referrals														
		Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	CALLS
	CCCS	2	1	2	4	1								10
	GA	63	59	57	58	72								309
	Gam Anon	16	11	20	12	13								72
	Helpline Materials	9	10	12	12	11								54
	Internet Resources	43	34	33	40	30								180
	PA Council / PGCB	0	0	0	0	0								0
	Refused/Unable to Give/Other	18	16	26	13	35								108
	Self Exclusion	26	23	24	26	16								115
	Treatment	66	66	59	57	60								308

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								29
	Text Requests	5	1	9	5	0								20

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.