Council on Compulsive Gambling of Pennsylvania, Inc.

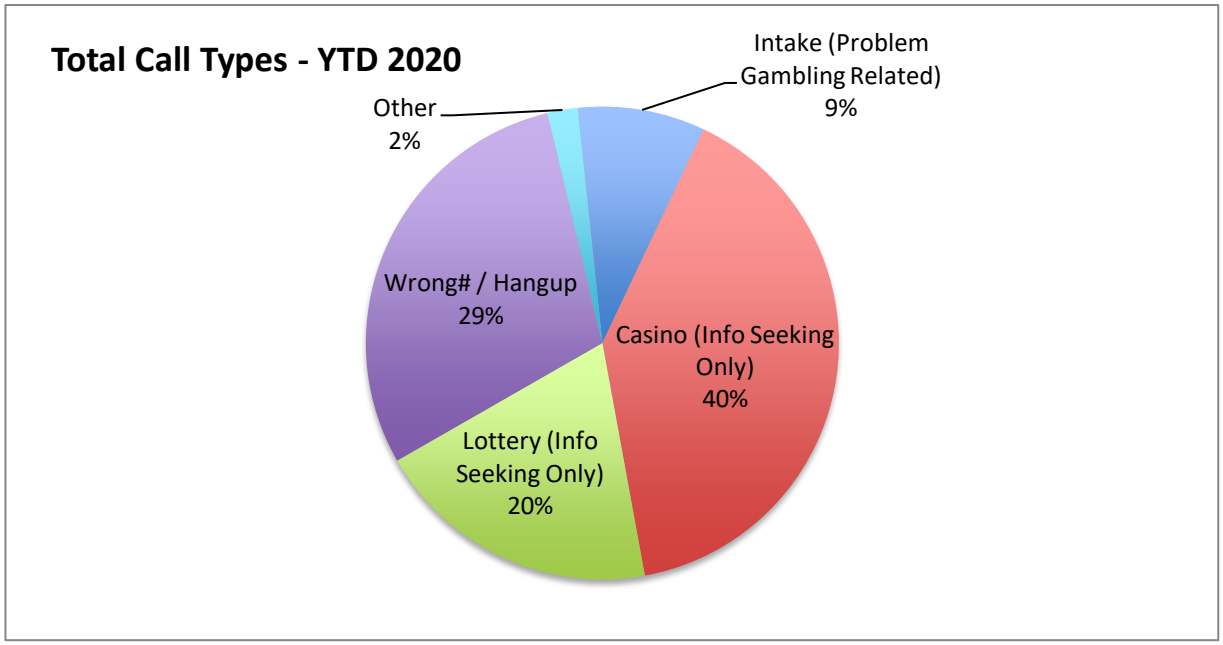
Helpline Data Report

YTD – 2020

As of May

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	108	361	124	281	23	897
March	69	406	131	245	13	864
April	22	207	153	175	10	567
May	51	305	191	188	7	742
June						
July						
August						
September						
October						
November						
December						
TOTAL	353	1624	794	1197	84	4052

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 typically information inquiries (last night's lottery drawing, room reservations, etc.). *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

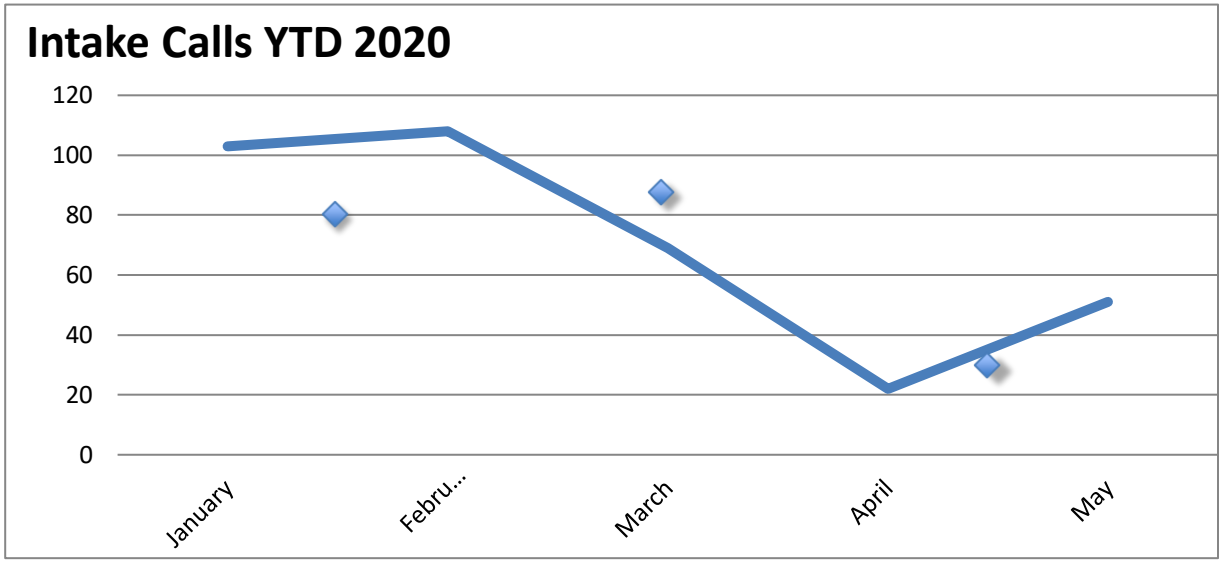


Figure 3

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 2020, the total number of intake calls was 51 (fig. 3).**

The Council has received 9 chat/text requests for help in May 2020. This is in addition to the 353 phone calls requesting help so far this year.

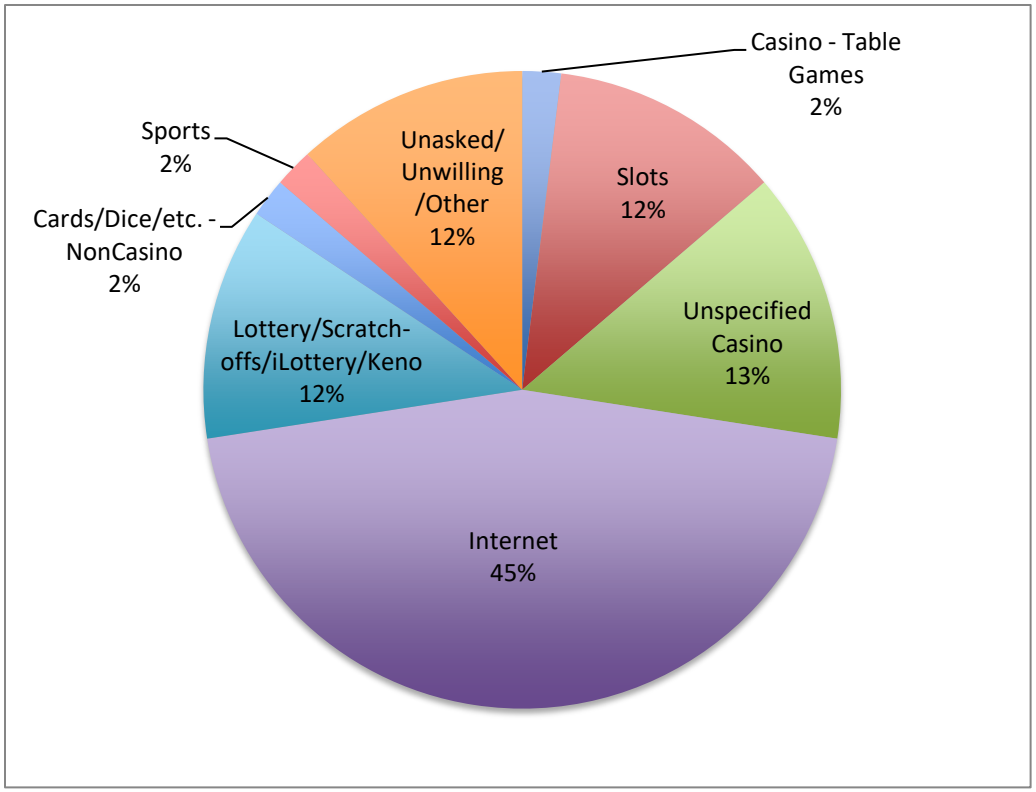


Figure 4

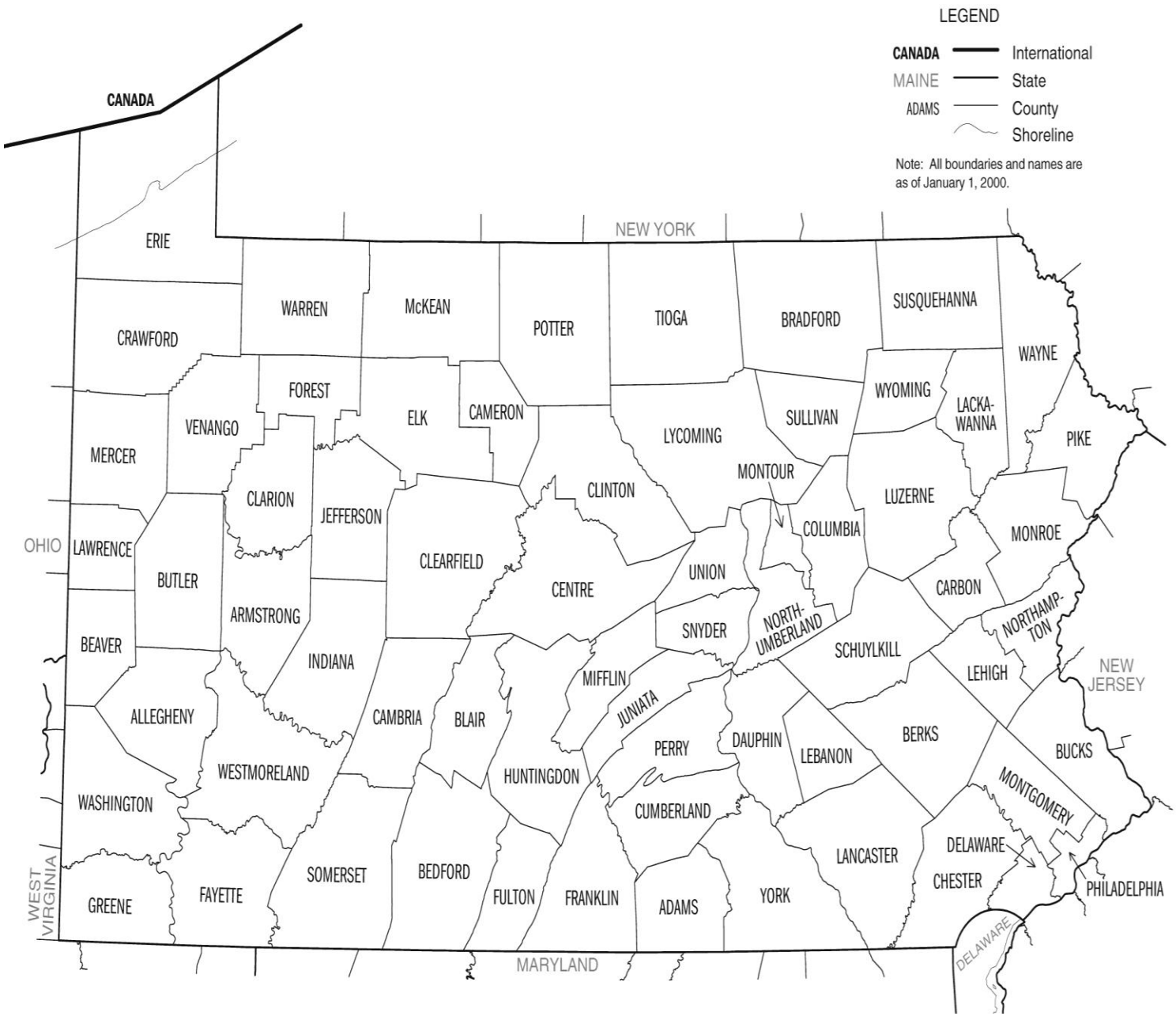
One of the primary pieces of information collected from our Helpline Specialists during intake calls is the most problematic form of gambling that a caller, or subject, is engaging in. Internet gambling was the activity named during the majority of calls in May 2020 (fig. 4). This is likely related to the restrictions and resulting lack of access to all in-person gaming venues due to COVID-19.

Pennsylvania Helpline for Compulsive Gamblers

This month, Philadelphia and Allegheny counties accounted for about 35% intake calls. In May 2020, the Helpline saw Bucks, Butler and Cumberland Counties up an additional 14% of intake calls.

Calls by County – May 2020		
	County	**Calls**
1	Philadelphia	14
2	Allegheny	4
3	Bucks	3
4	Butler	2
5	Cumberland	2
6	Delaware	2
7	Erie	2
8	Lackawanna	2
9	Lehigh	2
10	Berks	1
11	Bradford	1
12	Chester	1
13	Clinton	1
14	Dauphin	1
15	Lancaster	1
16	Mercer	1
17	Northampton	1
18	Schuylkill	1
19	Snyder	1
20	Venango	1
21	Washington	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	108	69	22	51		962
Chat	9	6	7	9	10	15	20	15	9	11	12		123
Text	12	1	4	3	4	10	14	9	7	3	6		73
Hang-ups	208	204	212	213	328	270	280	242	226	159	173		2515
***Casino (Info)**	327	324	343	352	399	416	345	361	406	207	305		3785
***Lottery (Info)**	142	154	137	135	161	171	195	124	131	153	191		1694
Wrong#	70	81	93	77	35	27	28	39	19	16	15		500
Other	22	25	17	15	31	25	31	23	13	10	7		219
Totals	882	884	921	926	1075	1025	1016	921	880	581	760		9871

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

Additional Helpline Details – 2020

		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	1	0	0	0								1
	No	103	107	68	22	51								351
	Past	0	0	1	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 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	12	3	1	4								28
	Friend	2	2	3	4	2								13
	Self	85	85	57	16	41								284
	Spouse	6	9	5	1	4								25
	Unwilling/Other	2	0	1	0	0								3

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	27	29	13	4	12								85
	Male	75	79	56	18	39								267
	Unwilling	1	0	0	0	0								1

On average in 2019, the percentage ratio of female to male callers/subjects was 33% to 67%. 2020 shows that approximately 21% 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	14	6	4	4								41
	Asian American	1	0	1	0	1								3
	Caucasian	74	80	54	12	42								262
	Hispanic	2	0	1	2	0								5
	Other	2	4	2	1	1								10
	Unwilling	11	10	5	3	3								32

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	1-SP	0								1

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 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	78	42	9	39								235
	Marital Problems	16	17	7	2	9								51
	Family Problems	17	24	12	4	10								67
	Job Problems	5	6	4	1	2								18
	Mental Health Problems	3	5	3	0	6								17
	Physical Health Problems	1	0	0	0	0								1
	Legal Problems	1	1	1	1	0								4
	Other Problems	24	9	20	12	10								75

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	8	8	7	2	1								26
	Slots	28	44	18	2	6								98
	**Unspecified Casino	14	13	11	1	7								46
	Internet	15	4	15	6	23								63
	Lottery/ Scratch-offs/iLottery/Keno	12	12	7	2	6								39
	Races	1	1	0	0	0								2
	***Cards/Dice/etc. – NonCasino	1	4	2	1	1								9
	****Sports	4	6	1	0	1								12
	*****Poker/Video Poker	3	0	1	0	0								4
	Video Gaming Terminals (VGTs)	0	0	0	0	0								0
	Airport	0	0	0	0	0								0
	Unasked/Unwilling/Other	17	16	7	8	6								54

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								1
	18 – 24	8	8	6	3	6								31
	25 – 34	21	25	14	2	11								73
	35 – 44	15	13	9	2	10								49
	45 – 54	12	19	6	4	5								46
	55 - 64	17	18	11	2	6								54
	65+	7	9	7	1	3								27
	Unknown/Unwilling	23	16	16	7	10								72

The largest amount of calls in May 2020 came from the 25-34 year old age group with 21% of calls, with 35-44 year olds accounting for approximately 20%.

		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Other Problems Identified		**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**TOTAL**
	Alcoholism	5	7	5	0	5								22
	Drug Abuse	6	4	2	1	2								15
	Depression	10	14	6	2	10								42
	Eating Disorder	1	1	0	0	0								2
	Overspending	28	30	17	2	16								93
	Sexual Addiction	0	0	0	0	9								9

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	12	4	2	3								23
	Divorced	4	7	3	0	5								19
	Married	29	25	14	3	17								88
	Separated	1	0	0	0	1								2
	Single	34	36	24	7	13								114
	Unasked/unwilling	33	24	21	10	12								100
	Widowed	0	4	3	0	0								7

How Caller Heard of Helpline		**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**CALLS**
	Billboard	1	3	2	2	0								8
	Brochure	1	0	0	0	0								1
	Casino / Casino Card	25	23	11	3	4								66
	PGCB / Council	0	0	0	0	0								0
	Crisis Line / Therapy	1	0	1	0	1								3
	Family / Friend	3	6	2	0	2								13
	Internet	47	53	25	6	24								155
	Lottery	7	2	3	2	4								18
	Newspaper	0	0	0	0	0								0
	Other	0	1	0	0	2								3
	Phonebook / Operator	1	0	0	0	0								1
	TV	2	2	2	2	0								8
	Radio	1	0	2	0	0								3
	Unwilling	14	18	21	7	14								74

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

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	16	7	10	0	3								36
	800-GAMBLER	56	59	26	13	30								184
	877-565-2112	1	2	0	0	1								4
	National Helpline	15	21	13	1	2								52
	Other/Unknown	15	19	20	8	15								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	3	2	0	1								8
	GA	54	67	33	12	16								182
	Gam Anon	7	12	3	2	3								27
	Helpline Materials	5	1	5	3	1								15
	Internet Resources	25	39	18	3	15								100
	PA Council / PGCB	12	67	39	14	19								151
	Refused/Unable to Give/Other	25	17	15	4	11								72
	Self Exclusion	20	21	16	2	9								68
	Treatment	72	83	77	13	21								266

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	20	15	9	11	12								67
	Text Requests	14	9	7	3	6								39
	INTAKES	**9**	**10**	**9**	**9**	**9**								**46**

Another resource for help in Pennsylvania is the chat/text line accessible via the CCGP website (www.pacouncil.com). A total of 18 chat and texts were received in May 2020. Of these, 9 were from individuals looking for help with a gambling problem.