Council on Compulsive Gambling of Pennsylvania, Inc.

Helpline Data Report

YTD – 2017

As of November

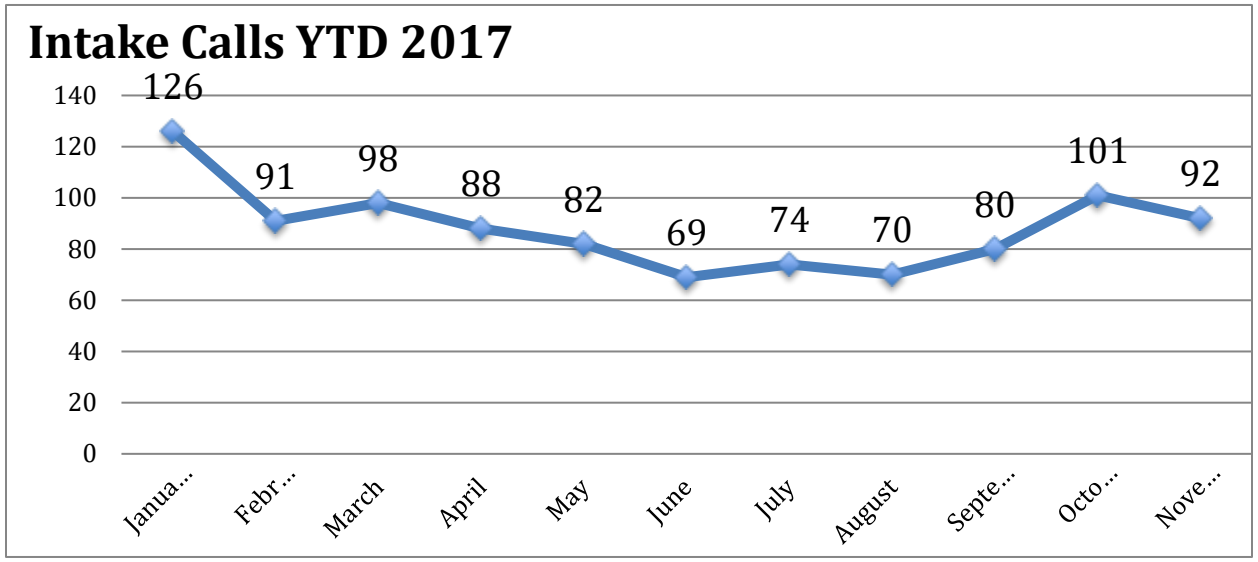
Monthly Summary						
Month	**Intake (Problem Gambling Related)**	**Casino (Info Seeking Only)**	**Lottery (Info Seeking Only)**	**Wrong#/ Hangup**	**Other**	**Total**
January	126	336	233	277	32	1004
February	91	392	172	229	31	915
March	98	394	194	290	36	1012
April	88	340	128	253	40	849
May	82	366	164	257	40	909
June	69	353	156	212	27	817
July	74	414	197	211	37	933
August	70	372	262	255	21	980
September	80	338	178	203	15	814
October	101	342	166	208	28	845
November	92	337	136	264	20	849
December						
TOTAL	971	3984	1986	2659	327	9927

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.).

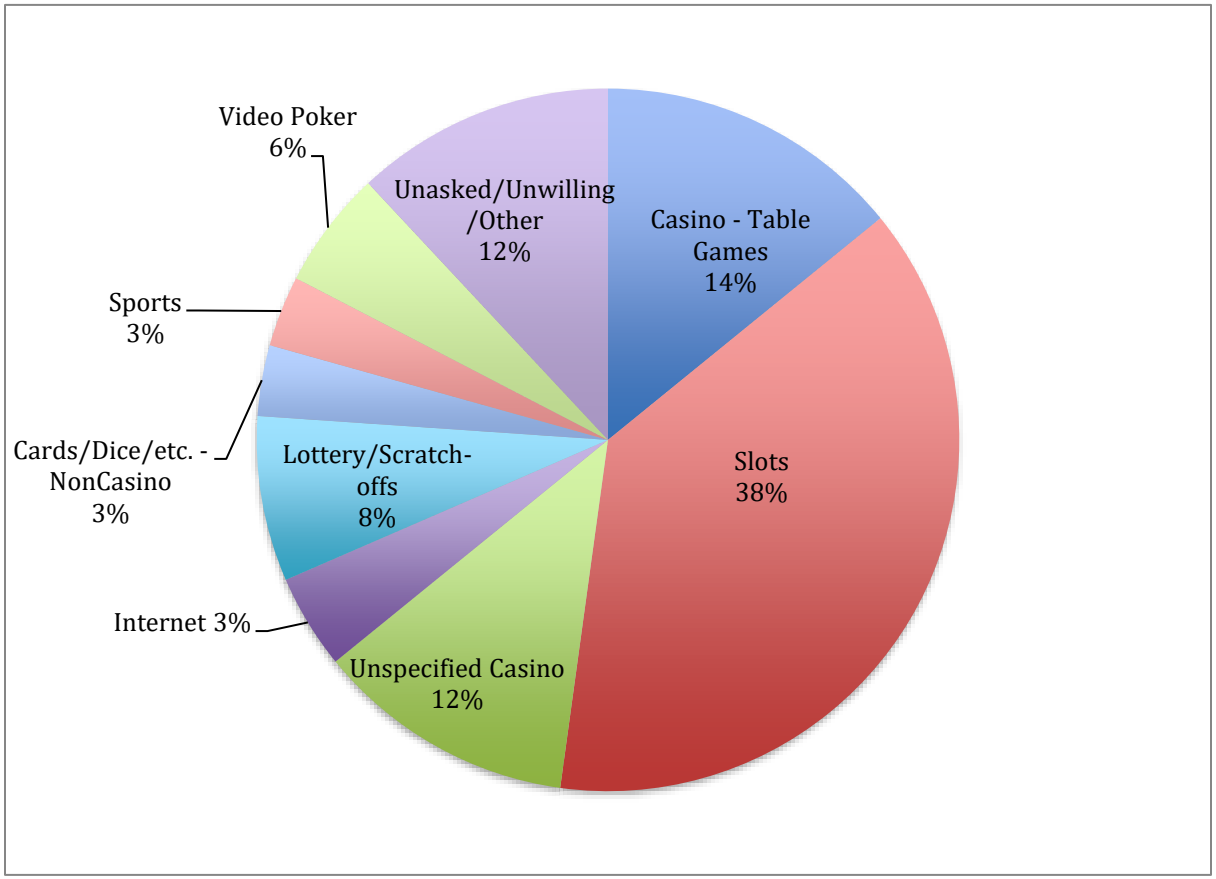
November 2017 saw a decrease in intake calls, from 101 in October to 92 in November. *The calls received by the HelpLine Center labeled "Lottery" and "Casino" are from individuals seeking general information specific to those activities, not seeking help for a gambling problem as a result of participating 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 November 2017, the total number of intake calls was 92 (fig. 3).

Figure 3



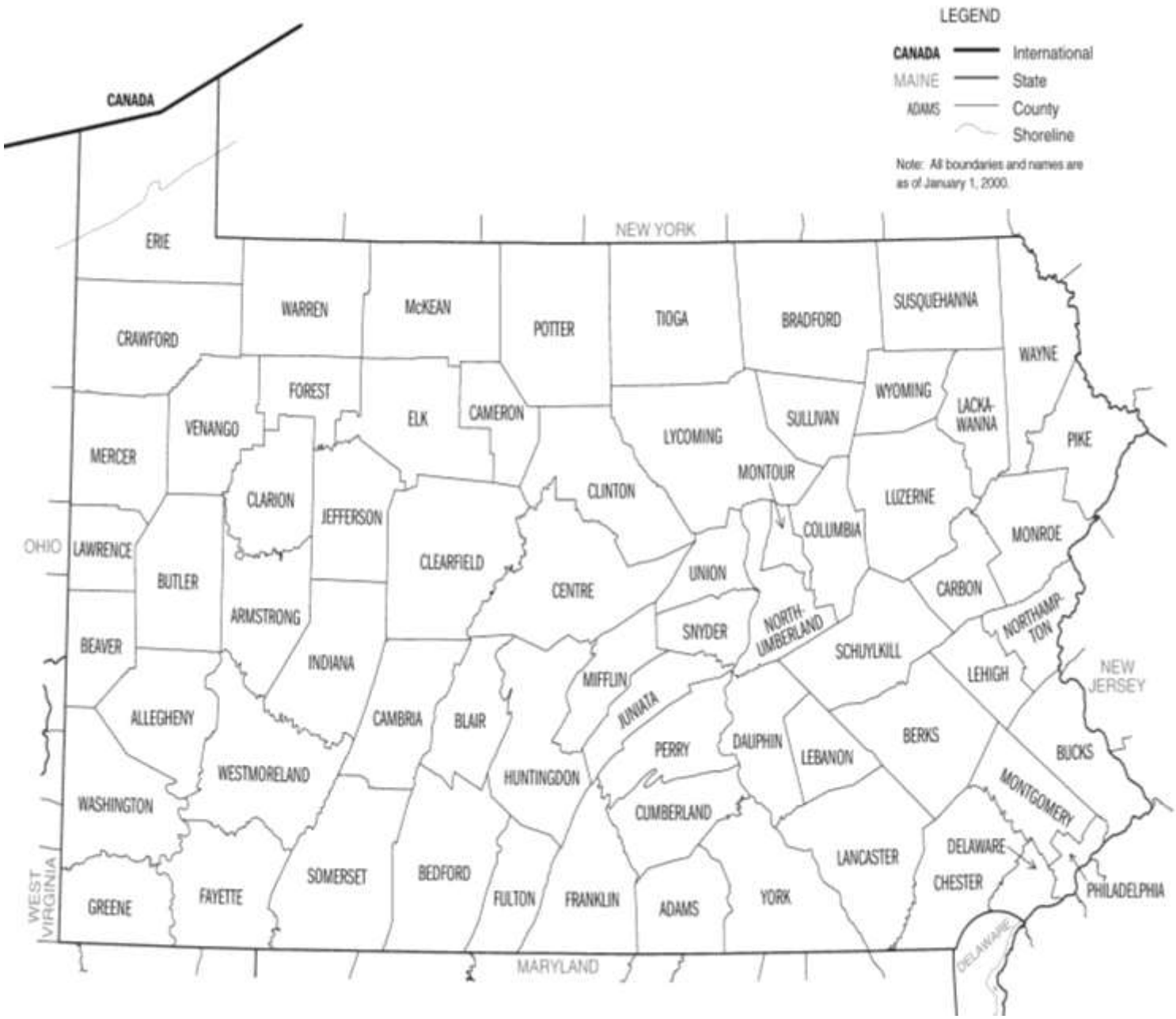
One of the primary pieces of information collected from our Helpline Specialists during intake calls is the most problematic form of gambling that a caller, or subject, is engaging in. Slots and other casino based games were the activity named during the majority of calls in November 2017 (fig. 4). This 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, Philadelphia and Allegheny counties accounted for over 32% of intake calls. In November 2017, the Helpline saw Montgomery, Warren and Bucks counties make up an additional 23% of intake calls.

Calls by County – November 2017		
	County	**Calls**
1	Philadelphia	18
2	Allegheny	12
3	Montgomery	8
4	Warren	7
5	Bucks	6
6	Lackawanna	6
7	Delaware	5
8	Berks	4
9	Lehigh	3
10	Beaver	2
11	Dauphin	2
12	Erie	2
13	Luzerne	2
14	Washington	2
15	Westmoreland	2
16	Cambria	1
17	Clarion	1
18	Lebanon	1
19	Monroe	1
20	Northampton	1
21	Warren	1
22	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								417
Hang-ups	160	196	168	151	200								875
***Casino (Info)**	414	372	338	342	337								1803
***Lottery (Info)**	197	262	178	166	136								939
Wrong#	51	59	35	57	64								266
Other	37	21	15	28	20								121
Totals	933	980	814	845	849								4421

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

Additional Helpline Details - 2017

		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	0	0		2
	No	124	91	97	87	82	69	74	70	79	100	92		965
	Past	1	0	1	1	0	0	0	0	0	1	0		4

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 November 2017, 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	10	13	11	13	8	4	7	5	12	7	20		110
	Friend	4	2	5	1	3	1	0	2	6	3	2		29
	Self	99	67	67	62	64	54	65	60	47	81	57		723
	Spouse	11	6	11	10	5	9	2	3	13	8	11		89
	Unwilling/Other	2	3	4	2	2	1	0	0	2	2	2		20

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	47	34	43	36	35	31	38	29	37	48	33		411
	Male	79	57	55	52	47	37	35	41	43	53	59		558
	Unwilling	0	0	0	0	0	1	1	0	0	0	0		2

On average in 2016, the percentage ratio of female to male callers/subjects was 36% to 64%. 2017 shows that approximately 42% 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	14	18	8	15	9	12	11	11	17	18	11		144
	Asian American	3	0	3	3	1	3	3	0	1	5	4		26
	Caucasian	103	69	80	64	63	48	55	55	57	75	71		740
	Hispanic	3	3	0	2	3	3	5	2	5	0	4		30
	Other	0	0	3	2	0	0	0	2	0	0	2		9
	Unwilling	3	1	4	2	6	3	0	0	0	3	0		22

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	1	0	2	1	0	0	1		6

The Helpline utilizes a Language Line service which quickly connects callers to assistance in over 60 available languages. There was one language line request (Spanish) in November 2017.

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	92	72	64	63	58	49	55	58	63	76	64		714
	Marital Problems	26	13	14	13	10	15	7	6	12	15	20		151
	Family Problems	18	19	15	22	17	9	18	7	20	20	17		182
	Job Problems	4	0	0	4	2	2	0	0	2	2	0		16
	Mental Health Problems	3	4	3	2	2	2	3	3	4	2	3		31
	Physical Health Problems	0	0	1	0	0	0	0	1	0	0	0		2
	Legal Problems	2	2	1	3	5	2	0	2	1	3	0		21
	Other Problems	26	11	30	12	17	14	13	9	10	15	15		172

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	18	16	9	18	8	12	11	9	11	12	13		137
	Slots	46	30	27	27	34	22	32	28	38	47	35		366
	**Unspecified Casino	13	9	22	14	10	16	7	7	9	8	11		126
	Internet	5	3	2	4	2	3	4	0	1	2	4		30
	Lottery/Scratch-offs	18	16	17	12	19	6	4	19	12	16	7		146
	Races	1	2	0	0	1	0	1	2	0	0	0		7
	***Cards/Dice/etc. – NonCasino	2	6	2	2	2	1	2	0	1	3	3		24
	****Sports	4	2	3	0	0	0	0	1	3	1	3		17
	*****Poker/Video Poker	2	1	2	0	1	1	7	2	0	1	5		22
	Unasked/Unwilling/Other	17	6	14	11	5	8	6	2	5	11	11		96

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)

		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	0	0	0	0	0	1	0		1
	18 – 24	9	5	4	5	5	1	4	2	4	3	2		44
	25 – 34	22	18	10	12	15	6	6	10	10	10	9		128
	35 – 44	23	22	19	22	11	11	16	11	18	12	15		180
	45 – 54	16	20	14	14	13	13	14	11	11	28	12		166
	55 - 64	18	8	11	15	19	9	18	18	18	23	23		180
	65+	13	9	9	4	9	7	6	7	11	8	13		96
	Unknown/Unwilling	25	9	31	16	10	22	10	11	8	16	18		176

The largest amount of calls in November 2017 (25%) came from the 55-64 year old age group, followed by the 35-44 year old age group (16%).

Other Problems Identified		**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**TOTAL**
	Alcoholism	7	7	7	7	5	2	5	2	4	11	4		61
	Drug Abuse	8	4	4	6	4	1	2	2	2	2	4		39
	Depression	20	9	7	13	20	6	7	10	8	18	12		130
	Eating Disorder	3	0	0	2	1	0	1	0	1	0	0		8
	Overspending	8	10	13	7	11	4	11	6	8	10	9		97
	Sexual Addiction	2	1	0	0	0	1	0	9	0	0	0		13

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	6	5	8	7	3	5	0	5	4	6		53
	Divorced	4	4	4	6	4	6	7	5	5	12	5		62
	Married	41	22	23	22	29	19	18	25	29	32	36		296
	Separated	5	2	0	5	1	3	1	2	1	2	1		23
	Single	38	34	26	27	25	19	27	23	25	28	21		293
	Unasked/unwilling	30	17	35	19	12	19	10	13	12	20	20		207
	Widowed	4	6	5	1	4	0	6	2	3	3	3		37

How Caller Heard of Helpline		**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**CALLS**
	Billboard	7	1	1	7	1	3	3	1	2	3	2		31
	Brochure	6	1	5	2	3	8	2	5	3	0	3		38
	Casino / Casino Card	39	22	26	29	28	24	28	24	26	35	29		310
	PGCB / Council	0	0	0	0	1	0	0	0	0	0	0		1
	Crisis Line / Therapy	4	1	1	1	0	0	1	1	0	2	1		12
	Family / Friend	2	6	2	3	7	4	8	3	12	2	4		53
	Internet	33	34	28	21	18	12	17	12	21	29	34		259
	Lottery	12	9	14	10	9	3	2	12	9	6	3		89
	Newspaper	1	0	0	0	0	0	0	0	0	0	0		1
	Other	2	2	1	4	2	4	2	4	1	3	2		27
	Phonebook / Operator	0	0	1	0	0	1	1	0	0	2	1		6
	TV	2	2	3	3	1	0	0	1	2	5	3		22
	Radio	3	1	0	1	1	0	1	1	1	8	3		20
	Unwilling	15	12	16	7	11	10	9	6	3	4	7		100

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	20	9	17	17	16	16	15	17	17	17	14		175
	800-GAMBLER	57	54	48	41	32	27	38	29	42	66	58		492
	877-565-2112	12	9	9	7	3	5	7	8	3	3	2		68
	National Helpline	27	10	12	17	20	16	12	6	13	15	13		161
	Other/Unknown	10	9	12	6	11	5	2	10	5	0	5		75
	***(Lottery Prompt)*	0	1	1	0	1	0	0	1	0	2	0		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	6	5	1	9	6	0	6	5	7	5	1		51
	GA	89	66	61	62	54	45	50	44	46	64	56		637
	Gam Anon	25	17	12	24	11	8	6	5	15	14	16		153
	Helpline Materials	24	14	14	12	9	4	7	7	7	17	8		123
	Internet Resources	69	50	36	48	36	29	33	23	23	39	27		413
	PA Council / PGCB	1	0	0	0	0	1	0	0	0	0	0		2
	Refused/Unable to Give/Other	24	23	28	19	16	18	17	16	36	24	14		235
	Self Exclusion	40	31	29	30	19	19	22	23	23	29	29		294
	Treatment	80	68	63	64	69	57	50	57	61	61	72		702

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	4	3	8	8	3	4	5	2	4	2	5		47
	Text Requests	0	4	5	2	4	1	5	4	3	6	1		35

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.