Council on Compulsive Gambling of Pennsylvania, Inc.

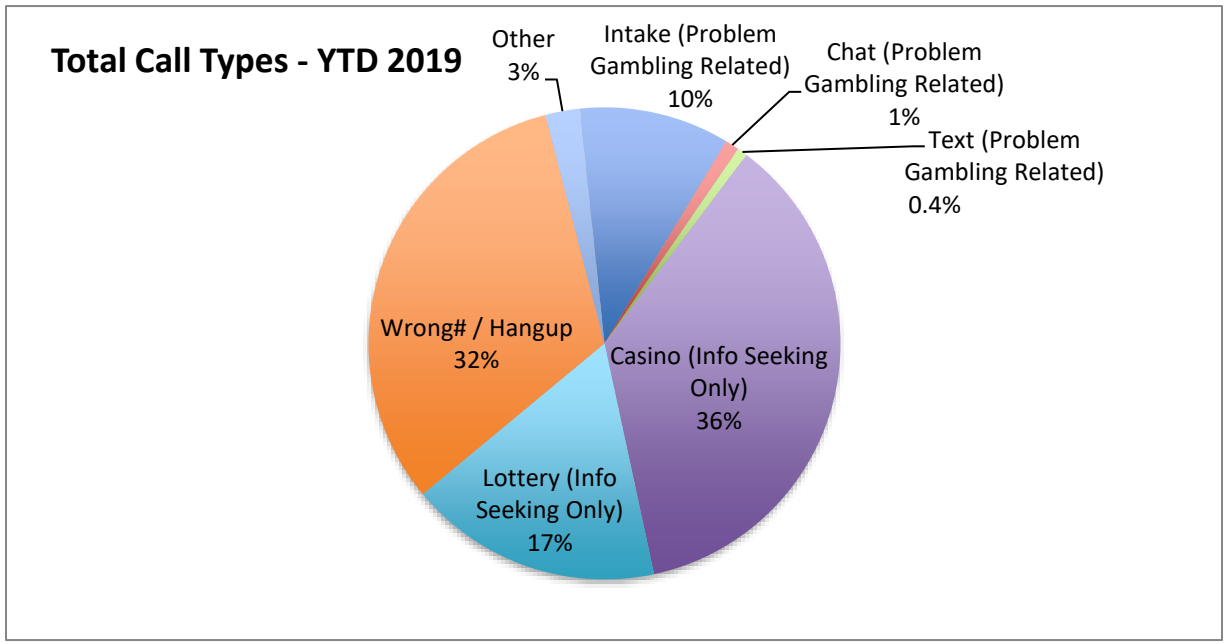
Helpline Data Report

YTD – 2019

As of December

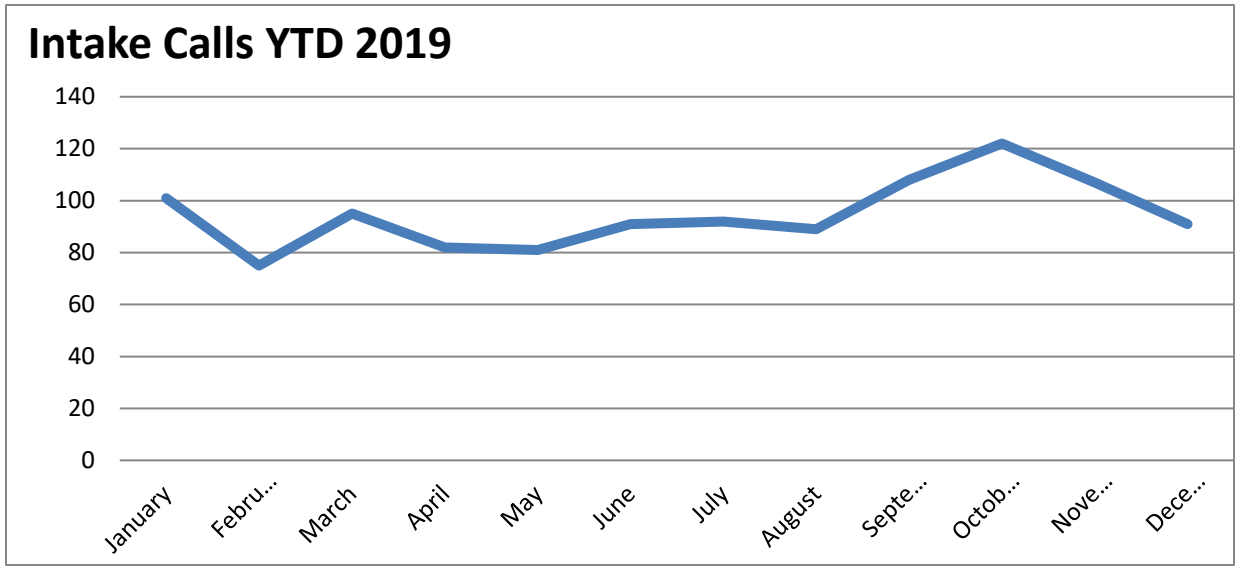
Monthly Summary								
Month	Intake (Problem Gambling Related)	Chat (Problem Gambling Related)	Text (Problem Gambling Related)	Casino (Info Seeking Only)	Lottery (Info Seeking Only)	Wrong# / Hangup	Other	Total
January	101	14	7	310	187	225	23	867
February	75	6	6	309	137	298	18	849
March	95	10	10	320	214	300	22	971
April	82	7	8	262	173	304	20	856
May	81	10	6	335	154	324	23	933
June	91	2	6	305	145	254	19	822
July	92	9	12	327	142	278	22	882
August	89	6	1	324	154	285	25	884
September	108	7	4	343	137	305	17	921
October	122	9	3	352	135	290	15	926
November	107	10	4	399	161	363	31	1075
December	91	15	10	416	171	297	25	1025
TOTAL	1134	105	77	4002	1910	3523	260	11011

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.). December 2019 calls continue to trend in a higher fashion than 2018, with 91 calls this month. *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.*

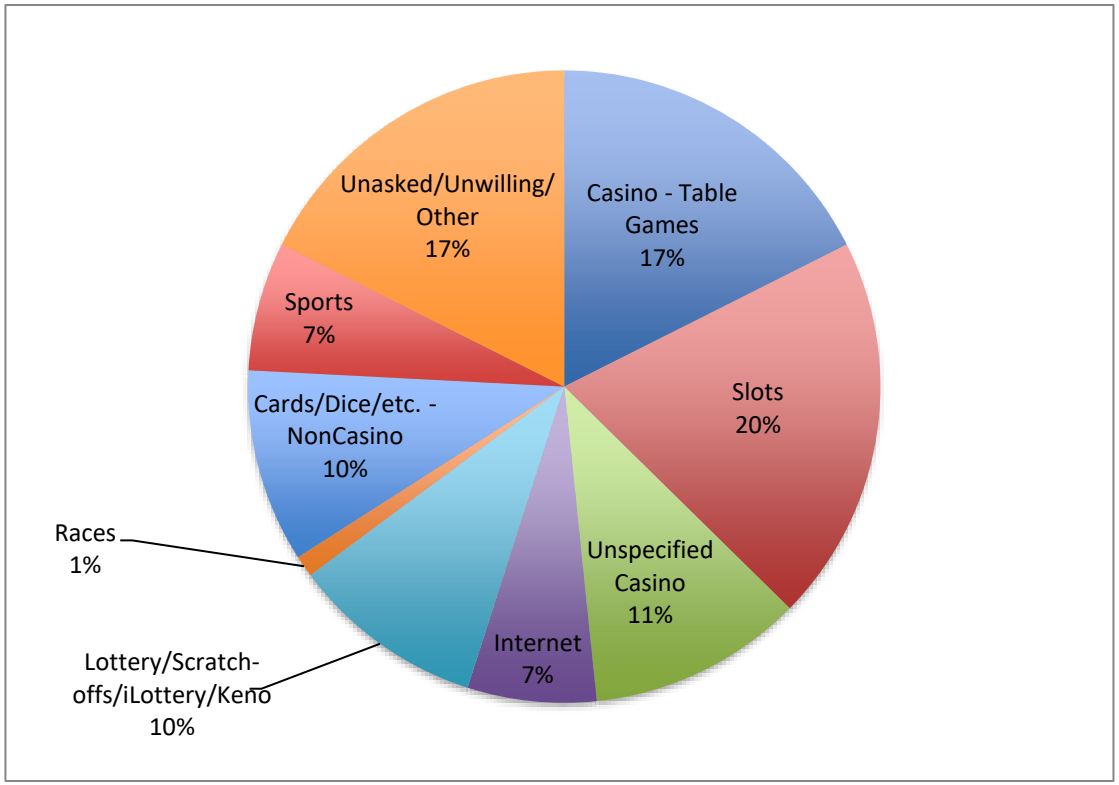
Figure 2



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 December 2019, the total number of intake calls was 91 (fig. 3).**

The Council has received 182 chat and text requests for help to date in 2019. This is in addition to the 1,134 phone calls requesting help so far in 2019.

Figure 3



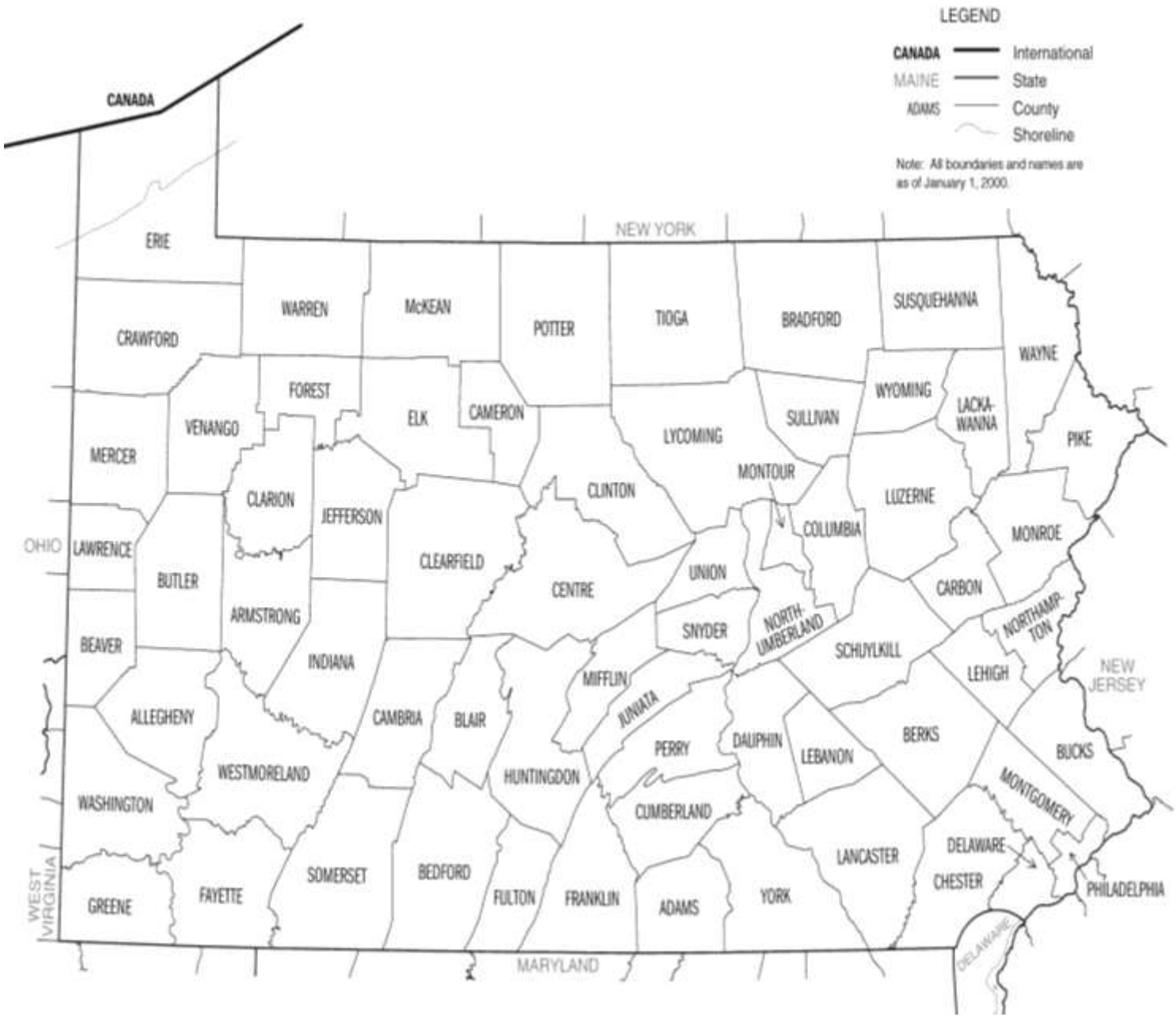
One of the primary pieces of information collected from our Helpline Specialists during intake calls is the most problematic form of gambling that a caller, or subject, is engaging in. Slots and other casino based games were the activity named during the majority of calls in December 2019 (fig. 4). This may be related to high visibility of the Helpline number throughout each of the 12 casinos that currently operate in Pennsylvania.

Figure 4

This month, Philadelphia and Allegheny counties accounted for nearly 31% of intake calls. In December 2019, the Helpline saw Luzerne, Lancaster and Montgomery counties make up an additional 14% of intake calls.

Calls by County – December 2019		
	County	**Calls**
1	Philadelphia	19
2	Allegheny	10
3	Luzerne	5
4	Lancaster	4
5	Montgomery	4
6	Berks	3
7	Monroe	3
8	Bucks	2
9	Columbia	2
10	Dauphin	2
11	Delaware	2
12	Franklin	2
13	Lackawanna	2
14	Northampton	2
15	Washington	2
16	York	2
17	Cambria	1
18	Chester	1
19	Crawford	1
20	Cumberland	1
21	Huntingdon	1
22	Lebanon	1
23	Lehigh	1
24	Lycoming	1
25	Somerset	1
26	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 (PFY19-20)

	July	August	September	October	November	December	January	February	March	April	May	June	Totals
Intakes	92	89	108	122	107	91							609
Chat	9	6	7	9	10	15							56
Text	12	1	4	3	4	10							34
Hang-ups	208	204	212	213	328	270							1435
***Casino (Info)**	327	324	343	352	399	416							2161
***Lottery (Info)**	142	154	137	135	161	171							900
Wrong#	70	81	93	77	35	27							383
Other	22	25	17	15	31	25							135
Totals	882	884	921	926	1075	1025							5713

**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	0	0	0	0	0	0	0
	No	101	75	95	82	81	90	92	89	108	121	107	91	1132
	Past	0	0	0	0	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 December 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	12	14	11	13	16	7	7	131
	Friend	2	5	2	8	2	5	3	4	3	4	4	3	45
	Self	73	58	75	55	62	69	70	72	84	92	87	78	875
	Spouse	7	3	11	6	6	3	3	1	6	8	7	3	64
	Unwilling/Other	4	1	1	2	0	2	2	1	2	2	2	0	19

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	31	27	25	24	38	31	28	39	35	38	24	370
	Male	71	44	68	57	57	53	61	61	69	87	69	67	764
	Unwilling	0	0	0	0	0	0	0	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 33% 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	17	8	10	11	12	20	18	148
	Asian American	7	1	1	2	0	2	3	0	5	2	0	0	23
	Caucasian	78	62	76	59	65	69	75	67	85	100	80	64	880
	Hispanic	3	0	3	2	1	0	2	3	2	0	1	2	19
	Other	1	0	0	1	0	1	1	0	0	0	1	2	7
	Unwilling	0	3	3	11	3	2	3	9	5	8	5	5	57

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	0	1	0	0	0	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 December 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	67	69	64	70	78	77	59	824
	Marital Problems	10	11	16	12	15	12	14	14	12	19	8	13	156
	Family Problems	19	11	12	14	13	21	22	16	22	24	15	12	201
	Job Problems	4	0	6	0	1	2	0	3	1	2	4	1	24
	Mental Health Problems	1	1	2	6	5	3	6	2	6	7	5	7	51
	Physical Health Problems	0	0	0	0	0	0	1	0	0	1	0	1	3
	Legal Problems	0	4	1	0	0	0	4	1	0	0	4	0	14
	Other Problems	17	12	12	12	5	18	17	16	26	32	23	22	212

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	11	7	12	10	13	12	11	16	18	13	10	16	149
	Slots	36	39	42	26	32	31	33	30	31	35	34	18	387
	**Unspecified Casino	21	6	7	13	13	17	9	0	14	19	16	10	145
	Internet	4	0	5	2	3	4	7	4	7	9	14	6	65
	Lottery/ Scratch-offs/iLottery/Keno	12	10	13	19	8	11	11	10	9	10	10	9	132
	Races	1	1	1	0	1	0	0	0	1	0	0	1	6
	***Cards/Dice/etc. – NonCasino	1	3	2	2	0	0	1	9	1	1	3	9	32
	****Sports	0	0	4	0	3	1	2	5	6	9	5	6	41
	*****Poker/Video Poker	4	1	0	3	3	1	2	4	1	3	4	0	26
	Video Gaming Terminals (VGTs)	0	0	0	0	0	0	0	0	0	0	0	0	0
	Airport	0	0	0	0	0	0	0	0	0	0	0	0	0
	Unasked/Unwilling/Other	11	8	9	7	5	14	16	11	20	23	11	16	151

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

Age Group of Gambler's		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
	13 – 17	0	0	0	0	1	0	1	0	0	0	0	0	2
	18 – 24	6	3	8	4	3	1	5	9	9	9	9	14	80
	25 – 34	12	11	19	13	19	15	17	15	14	12	17	19	183
	35 – 44	14	16	6	19	15	10	11	11	15	22	14	7	160
	45 – 54	18	13	16	12	14	17	16	16	13	19	20	14	188
	55 - 64	17	10	17	9	8	13	14	11	18	15	12	10	154
	65+	9	5	12	8	6	15	9	7	8	9	13	6	107
	Unknown/Unwilling	25	17	17	17	15	20	19	20	31	36	22	21	260

The largest amount of calls in December 2019 came from the 25-34 year old age group with nearly 21% of calls, with 18-24 year olds and 45-54 year olds each accounting for approximately 15%.

Other Problems Identified		Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	TOTAL
	Alcoholism	6	2	5	5	1	4	5	4	11	6	9	3	61
	Drug Abuse	3	3	4	3	5	2	1	4	8	7	6	3	49
	Depression	13	14	9	14	19	14	11	10	12	15	16	13	160
	Eating Disorder	0	1	0	1	2	1	2	1	2	1	1	0	12
	Overspending	14	22	30	24	22	18	23	25	24	30	29	23	284
	Sexual Addiction	1	1	1	2	0	1	0	0	0	1	0	2	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	4	2	4	5	6	6	6	6	10	5	10	10	74
	Divorced	6	5	5	3	2	5	8	3	1	10	6	3	57
	Married	29	25	25	21	22	17	23	23	27	30	23	22	287
	Separated	1	1	3	1	3	1	1	1	2	3	2	0	19
	Single	26	22	36	29	24	30	22	24	23	31	35	26	328
	Unasked/unwilling	30	19	19	20	20	25	27	31	45	41	29	30	336
	Widowed	5	1	3	3	4	7	5	1	0	2	2	0	33

How Caller Heard of Helpline		**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**CALLS**
	Billboard	2	3	5	1	2	3	3	2	4	3	2	1	31
	Brochure	2	0	3	2	1	4	2	0	1	2	0	5	22
	Casino / Casino Card	31	19	28	17	29	19	26	28	34	29	25	16	301
	PGCB / Council	0	0	0	0	0	0	0	0	0	0	0	0	0
	Crisis Line / Therapy	2	1	0	1	0	0	0	0	3	2	1	0	10
	Family / Friend	3	4	6	8	3	2	4	3	3	5	7	5	53
	Internet	29	25	26	20	23	38	31	35	39	49	44	32	391
	Lottery	7	5	7	10	4	5	8	5	8	7	4	2	72
	Newspaper	0	0	0	0	0	0	1	0	0	0	0	0	1
	Other	3	4	0	0	0	3	1	2	1	3	3	0	20
	Phonebook / Operator	0	1	0	1	0	0	0	1	0	1	0	0	4
	TV	1	0	0	1	1	1	3	0	1	1	3	3	15
	Radio	5	1	4	3	3	2	0	0	3	2	0	2	25
	Unwilling	16	12	16	18	15	14	13	13	11	18	18	25	189

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	15	18	20	15	10	18	16	14	19	16	16	9	186
	800-GAMBLER	44	26	36	31	34	36	43	45	63	60	56	45	519
	877-565-2112	7	5	3	0	1	5	5	4	2	5	1	3	41
	National Helpline	18	15	20	19	20	18	14	12	12	22	13	9	192
	Other/Unknown	17	11	16	17	16	14	14	14	12	19	21	25	196
	***(Lottery Prompt)*	0	0	0	0	0	0	1	0	0	0	0	0	1

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	5	1	2	5	34	4	4	65
	GA	59	48	64	50	55	63	62	43	66	61	58	46	675
	Gam Anon	7	4	5	3	8	8	8	3	9	12	8	3	78
	Helpline Materials	9	5	6	5	7	12	6	1	1	6	8	0	66
	Internet Resources	30	39	21	21	29	27	25	34	35	27	44	20	352
	PA Council / PGCB	0	0	0	0	0	0	1	1	0	15	17	10	44
	Refused/Unable to Give/Other	18	7	13	19	18	15	22	24	26	40	31	33	266
	Self Exclusion	24	21	19	11	19	19	19	21	17	32	28	21	251
	Treatment	66	45	73	59	64	72	66	57	62	85	73	61	783

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	2	9	6	7	9	10	15	105
	Text Requests	7	6	10	8	6	6	12	1	4	3	4	10	77

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.