Council on Compulsive Gambling of Pennsylvania, Inc.

Helpline Data Report

YTD – 2019

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	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								
October								
November								
December								
TOTAL	706	64	56	2492	1306	2268	172	7064

Figure 1

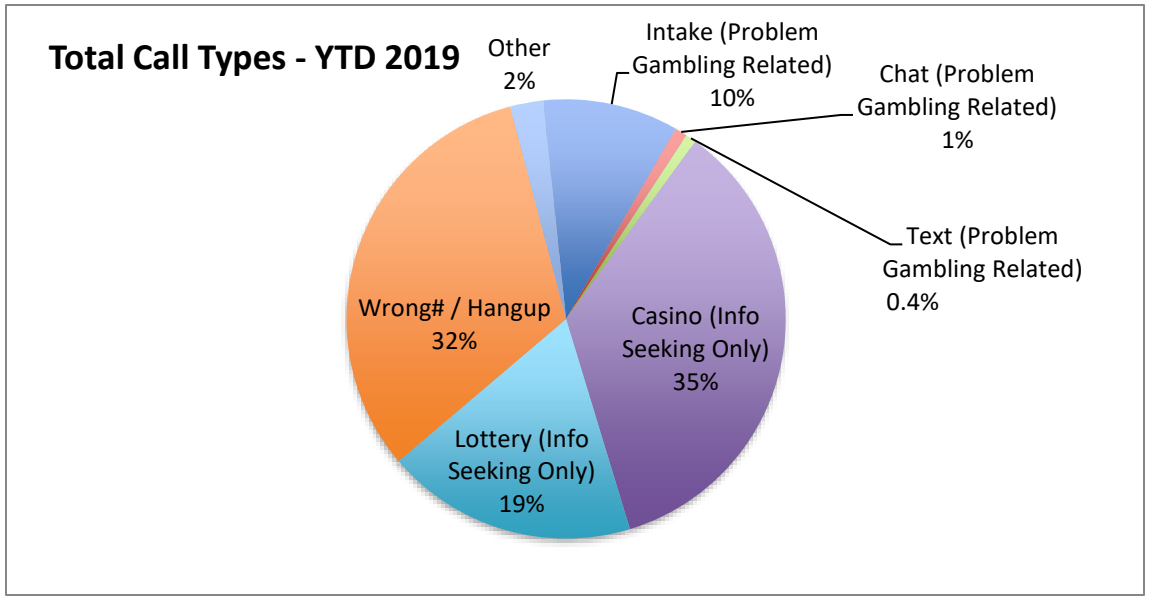
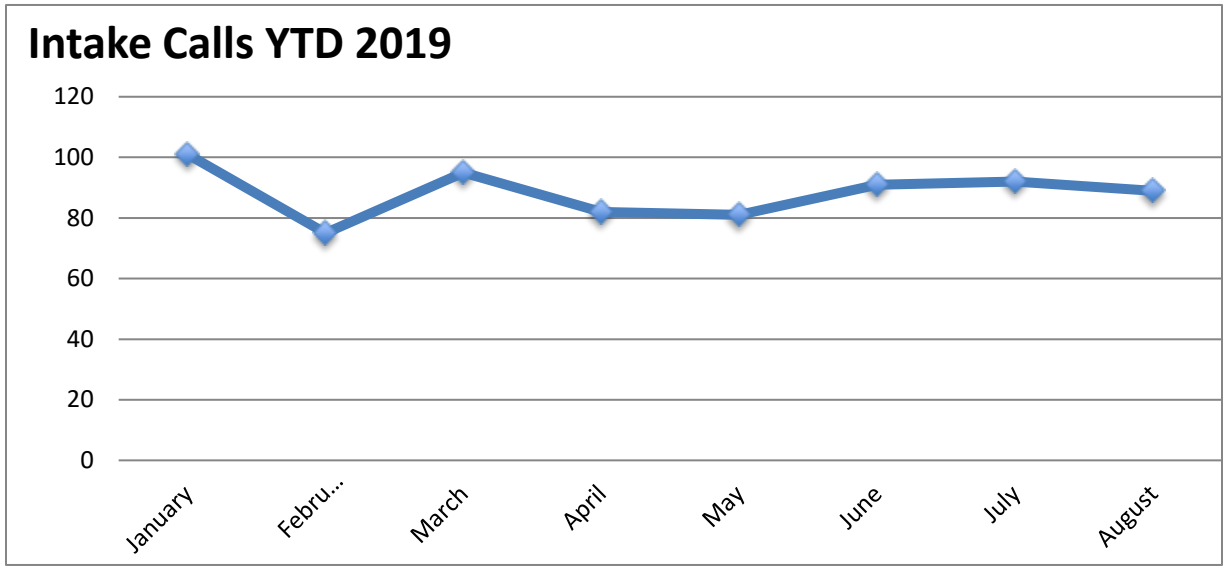


Figure 2

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.).

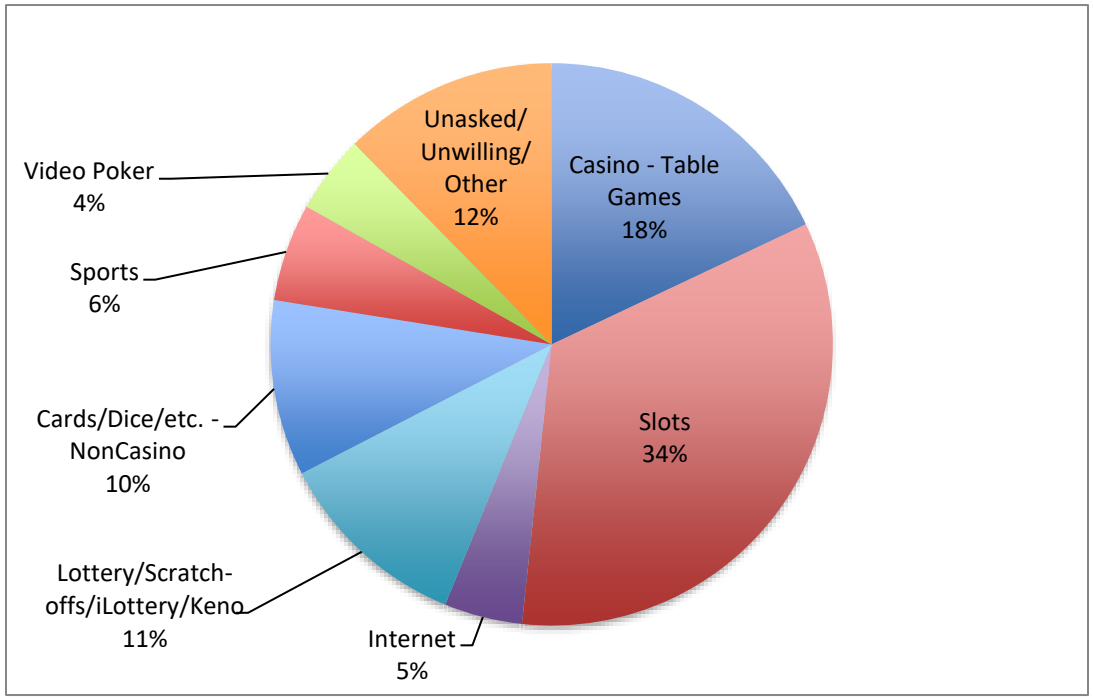
August 2019 saw a slight decrease in intake calls, with 92 in July and 89 in August. *The calls received by the HelpLine Center labeled "Lottery" and "Casino" are from individuals seeking general information specific to those activities, not seeking help for a gambling problem as a result of participating in them.*



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 2019, the total number of intake calls was 89 (fig. 3).**

The Council has received 120 chat and text requests for help to date in 2019. This is in addition to the 706 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 August 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.

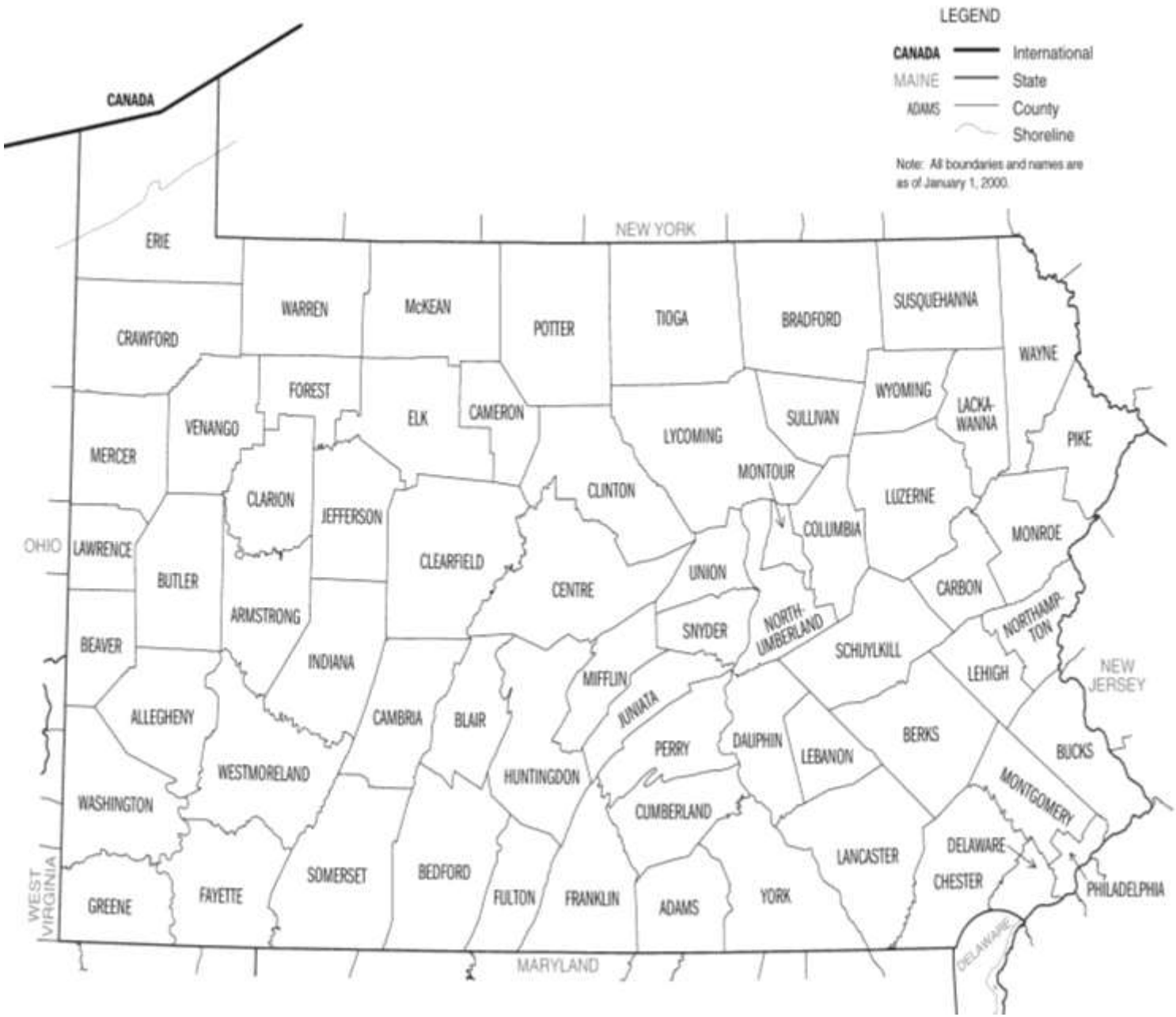
Figure 4

Pennsylvania Helpline for Compulsive Gamblers

This month, Philadelphia and Allegheny counties accounted for 29% of intake calls. In August 2019, the Helpline saw Bucks, Delaware and Beaver counties make up an additional 19% of intake calls.

Calls by County – August 2019		
	County	**Calls**
1	Philadelphia	18
2	Allegheny	8
3	Bucks	6
4	Delaware	6
5	Beaver	5
6	Lackawanna	4
7	Lehigh	4
8	Chester	3
9	Cumberland	3
10	Luzerne	2
11	Montgomery	2
12	Berks	1
13	Blair	1
14	Clarion	1
15	Dauphin	1
16	Erie	1
17	Indiana	1
18	Lancaster	1
19	Lebanon	1
20	Lycoming	1
21	Montour	1
22	Northumberland	1
23	Pike	1
24	Schuylkill	1
25	Venango	1
26	Washington	1
27	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											181
Chat	9	6											15
Text	12	1											13
Hang-ups	208	204											412
***Casino (Info)**	327	324											651
***Lottery (Info)**	142	154											296
Wrong#	70	81											151
Other	22	25											47
Totals	882	884											1766

**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
	No	101	75	95	82	81	90	92	89					705
	Past	0	0	0	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 August 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					88
	Friend	2	5	2	8	2	5	3	4					31
	Self	73	58	75	55	62	69	70	72					534
	Spouse	7	3	11	6	6	3	3	1					40
	Unwilling/Other	4	1	1	2	0	2	2	1					13

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	31	27	25	24	38	31	28					234
	Male	71	44	68	57	57	53	61	61					472
	Unwilling	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					87
	Asian American	7	1	1	2	0	2	3	0					16
	Caucasian	78	62	76	59	65	69	75	67					551
	Hispanic	3	0	3	2	1	0	2	3					14
	Other	1	0	0	1	0	1	1	0					4
	Unwilling	0	3	3	11	3	2	3	9					34

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

The Helpline utilizes a Language Line service which quickly connects callers to assistance in over 60 available languages. There was one Spanish language line request in August 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					540
Marital Problems	10	11	16	12	15	12	14	14					104
Family Problems	19	11	12	14	13	21	22	16					128
Job Problems	4	0	6	0	1	2	0	3					16
Mental Health Problems	1	1	2	6	5	3	6	2					26
Physical Health Problems	0	0	0	0	0	0	1	0					1
Legal Problems	0	4	1	0	0	0	4	1					10
Other Problems	17	12	12	12	5	18	17	16					109

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					92
Slots	36	39	42	26	32	31	33	30					269
**Unspecified Casino	21	6	7	13	13	17	9	0					86
Internet	4	0	5	2	3	4	7	4					29
Lottery/ Scratch-offs/iLottery/Keno	12	10	13	19	8	11	11	10					94
Races	1	1	1	0	1	0	0	0					4
***Cards/Dice/etc. – NonCasino	1	3	2	2	0	0	1	9					18
****Sports	0	0	4	0	3	1	2	5					15
*****Poker/Video Poker	4	1	0	3	3	1	2	4					18
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	11	8	9	7	5	14	16	11					81

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	0	1	0	1	0					2
	18 – 24	6	3	8	4	3	1	5	9					39
	25 – 34	12	11	19	13	19	15	17	15					121
	35 – 44	14	16	6	19	15	10	11	11					102
	45 – 54	18	13	16	12	14	17	16	16					122
	55 - 64	17	10	17	9	8	13	14	11					99
	65+	9	5	12	8	6	15	9	7					71
	Unknown/Unwilling	25	17	17	17	15	20	19	20					150

The largest amount of calls in August 2019 came from the 45-54 year old age group with 18% of calls, with 25-34 year olds accounting for nearly 17%.

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					32
	Drug Abuse	3	3	4	3	5	2	1	4					25
	Depression	13	14	9	14	19	14	11	10					104
	Eating Disorder	0	1	0	1	2	1	2	1					8
	Overspending	14	22	30	24	22	18	23	25					178
	Sexual Addiction	1	1	1	2	0	1	0	0					6

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					39
	Divorced	6	5	5	3	2	5	8	3					37
	Married	29	25	25	21	22	17	23	23					185
	Separated	1	1	3	1	3	1	1	1					12
	Single	26	22	36	29	24	30	22	24					213
	Unasked/unwilling	30	19	19	20	20	25	27	31					191
	Widowed	5	1	3	3	4	7	5	1					29

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					21
	Brochure	2	0	3	2	1	4	2	0					14
	Casino / Casino Card	31	19	28	17	29	19	26	28					197
	PGCB / Council	0	0	0	0	0	0	0	0					0
	Crisis Line / Therapy	2	1	0	1	0	0	0	0					4
	Family / Friend	3	4	6	8	3	2	4	3					33
	Internet	29	25	26	20	23	38	31	35					227
	Lottery	7	5	7	10	4	5	8	5					51
	Newspaper	0	0	0	0	0	0	1	0					1
	Other	3	4	0	0	0	3	1	2					13
	Phonebook / Operator	0	1	0	1	0	0	0	1					3
	TV	1	0	0	1	1	1	3	0					7
	Radio	5	1	4	3	3	2	0	0					18
	Unwilling	16	12	16	18	15	14	13	13					117

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	15	18	20	15	10	18	16	14					126
	800-GAMBLER	44	26	36	31	34	36	43	45					295
	877-565-2112	7	5	3	0	1	5	5	4					30
	National Helpline	18	15	20	19	20	18	14	12					136
	Other/Unknown	17	11	16	17	16	14	14	14					119
	***(Lottery Prompt)*	0	0	0	0	0	0	1	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					18
	GA	59	48	64	50	55	63	62	43					444
	Gam Anon	7	4	5	3	8	8	8	3					46
	Helpline Materials	9	5	6	5	7	12	6	1					51
	Internet Resources	30	39	21	21	29	27	25	34					226
	PA Council / PGCB	0	0	0	0	0	0	1	1					2
	Refused/Unable to Give/Other	18	7	13	19	18	15	22	24					136
	Self Exclusion	24	21	19	11	19	19	19	21					153
	Treatment	66	45	73	59	64	72	66	57					502

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					64
	Text Requests	7	6	10	8	6	6	12	1					56

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.