Council on Compulsive Gambling of Pennsylvania, Inc.

Helpline Data Report

YTD – 2019

As of September

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								
November								
December								
TOTAL	814	71	60	2835	1443	2573	189	7985

Figure 1

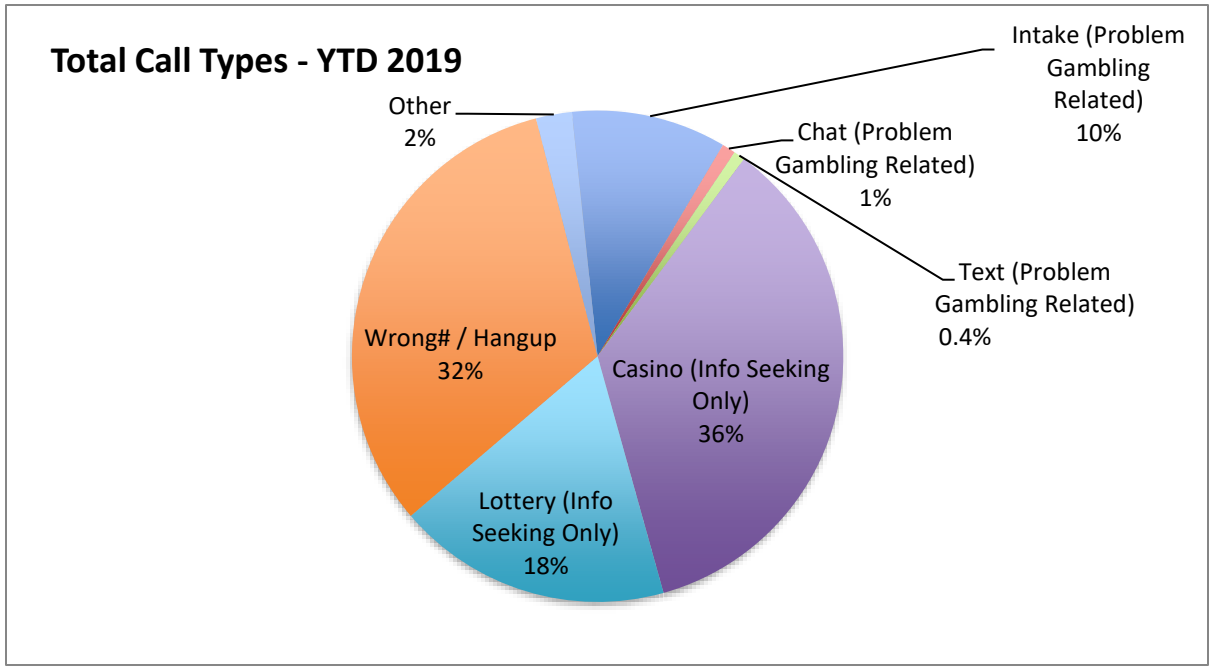


Figure 2

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.).

September 2019 saw an increase in intake calls, with 89 in August and 108 in September. *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.*

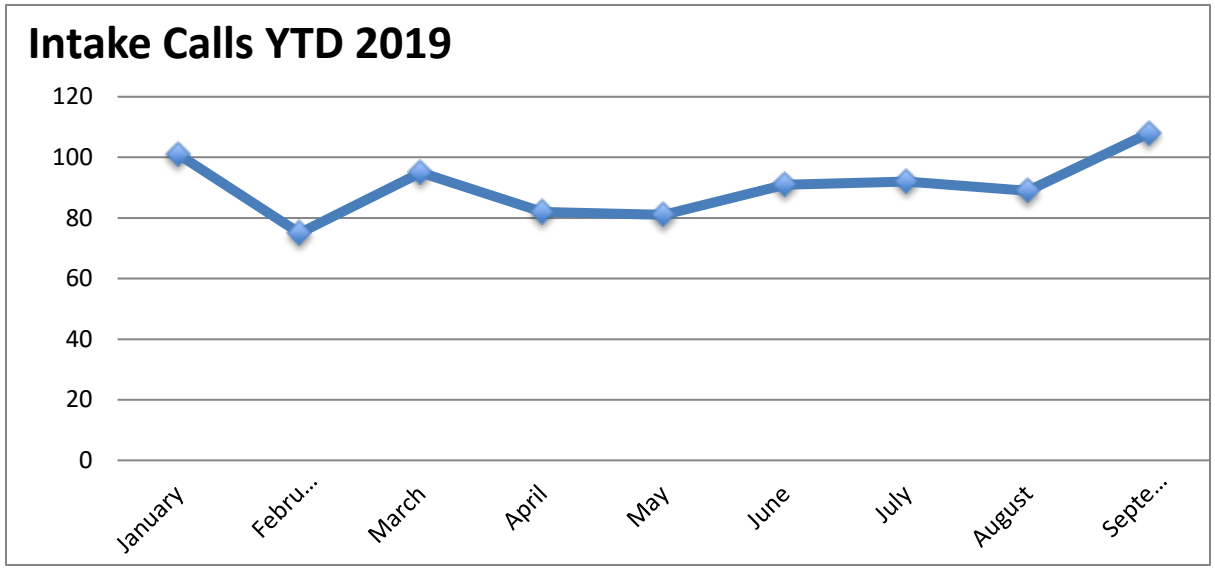
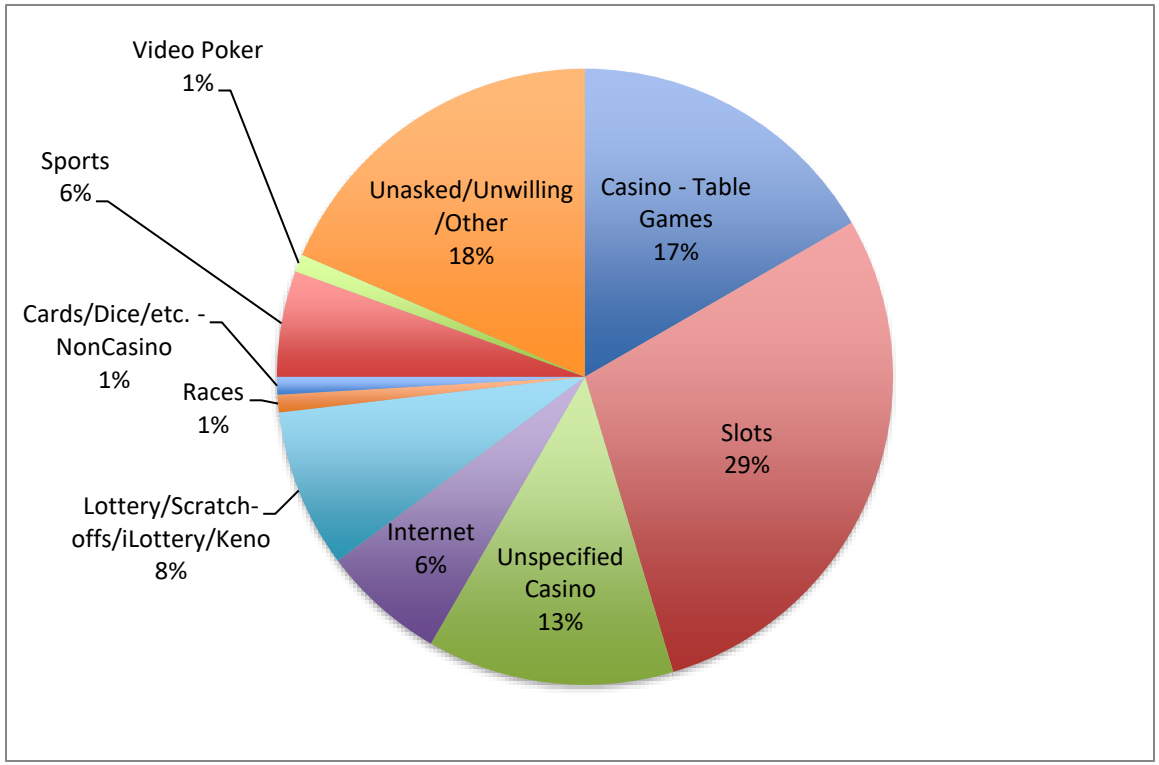


Figure 3

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 September 2019, the total number of intake calls was 108 (fig. 3).**

The Council has received 131 chat and text requests for help to date in 2019. This is in addition to the 814 phone calls requesting help so far in 2019.



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 September 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.

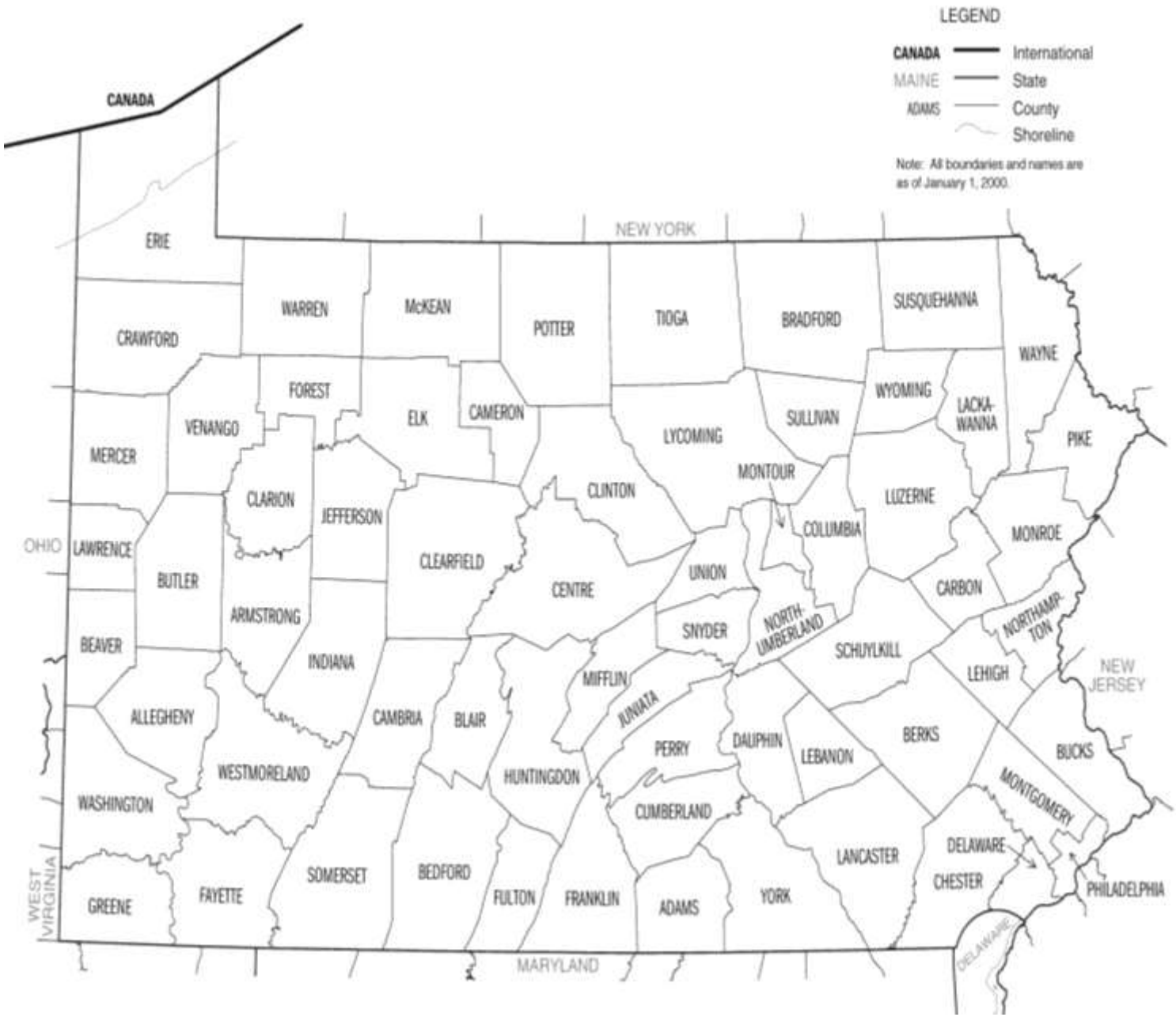
Figure 4

Pennsylvania Helpline for Compulsive Gamblers

This month, Philadelphia and Allegheny counties accounted for nearly 28% of intake calls. In September 2019, the Helpline saw Berks, Chester and Delaware counties make up an additional 14% of intake calls.

Calls by County – September 2019		
	County	**Calls**
1	Philadelphia	24
2	Allegheny	6
3	Berks	5
4	Chester	5
5	Delaware	5
6	Montgomery	4
7	Bucks	3
8	Butler	3
9	Monroe	3
10	Armstrong	2
11	Blair	2
12	Dauphin	2
13	Lackawanna	2
14	York	2
15	Adams	1
16	Beaver	1
17	Bedford	1
18	Centre	1
19	Clinton	1
20	Crawford	1
21	Erie	1
22	Fayette	1
23	Lancaster	1
24	Lehigh	1
25	Luzerne	1
26	Lycoming	1
27	Mifflin	1
28	Northumberland	1
29	Pike	1
30	Washington	1
31	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										289
Chat	9	6	7										22
Text	12	1	4										17
Hang-ups	208	204	212										624
***Casino (Info)**	327	324	343										994
***Lottery (Info)**	142	154	137										433
Wrong#	70	81	93										244
Other	22	25	17										64
Totals	882	884	921										2687

**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
	No	101	75	95	82	81	90	92	89	108				813
	Past	0	0	0	0	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 September 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				101
	Friend	2	5	2	8	2	5	3	4	3				34
	Self	73	58	75	55	62	69	70	72	84				618
	Spouse	7	3	11	6	6	3	3	1	6				46
	Unwilling/Other	4	1	1	2	0	2	2	1	2				15

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	39				273
	Male	71	44	68	57	57	53	61	61	69				541
	Unwilling	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 34% 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				98
	Asian American	7	1	1	2	0	2	3	0	5				21
	Caucasian	78	62	76	59	65	69	75	67	85				636
	Hispanic	3	0	3	2	1	0	2	3	2				16
	Other	1	0	0	1	0	1	1	0	0				4
	Unwilling	0	3	3	11	3	2	3	9	5				39

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				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 September 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				610
	Marital Problems	10	11	16	12	15	12	14	14	12				116
	Family Problems	19	11	12	14	13	21	22	16	22				150
	Job Problems	4	0	6	0	1	2	0	3	1				17
	Mental Health Problems	1	1	2	6	5	3	6	2	6				32
	Physical Health Problems	0	0	0	0	0	0	1	0	0				1
	Legal Problems	0	4	1	0	0	0	4	1	0				10
	Other Problems	17	12	12	12	5	18	17	16	26				135

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				110
	Slots	36	39	42	26	32	31	33	30	31				300
	**Unspecified Casino	21	6	7	13	13	17	9	0	14				100
	Internet	4	0	5	2	3	4	7	4	7				36
	Lottery/ Scratch-offs/iLottery/Keno	12	10	13	19	8	11	11	10	9				103
	Races	1	1	1	0	1	0	0	0	1				5
	***Cards/Dice/etc. – NonCasino	1	3	2	2	0	0	1	9	1				19
	****Sports	0	0	4	0	3	1	2	5	6				21
	*****Poker/Video Poker	4	1	0	3	3	1	2	4	1				19
	Video Gaming Terminals (VGTs)	0	0	0	0	0	0	0	0	0				0
	Airport	0	0	0	0	0	0	0	0	0				0
	Unasked/Unwilling/Other	11	8	9	7	5	14	16	11	20				101

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	0				2
	18 – 24	6	3	8	4	3	1	5	9	9				48
	25 – 34	12	11	19	13	19	15	17	15	14				135
	35 – 44	14	16	6	19	15	10	11	11	15				117
	45 – 54	18	13	16	12	14	17	16	16	13				135
	55 - 64	17	10	17	9	8	13	14	11	18				117
	65+	9	5	12	8	6	15	9	7	8				79
	Unknown/Unwilling	25	17	17	17	15	20	19	20	31				181

The largest amount of calls in September 2019 came from the 55-64 year old age group with 17% of calls, with 35-44 year olds accounting for nearly 14%.

		Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	TOTAL
Other Problems Identified														
	Alcoholism	6	2	5	5	1	4	5	4	11				43
	Drug Abuse	3	3	4	3	5	2	1	4	8				33
	Depression	13	14	9	14	19	14	11	10	12				116
	Eating Disorder	0	1	0	1	2	1	2	1	2				10
	Overspending	14	22	30	24	22	18	23	25	24				202
	Sexual Addiction	1	1	1	2	0	1	0	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	10				49
	Divorced	6	5	5	3	2	5	8	3	1				38
	Married	29	25	25	21	22	17	23	23	27				212
	Separated	1	1	3	1	3	1	1	1	2				14
	Single	26	22	36	29	24	30	22	24	23				236
	Unasked/unwilling	30	19	19	20	20	25	27	31	45				236
	Widowed	5	1	3	3	4	7	5	1	0				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	4				25
	Brochure	2	0	3	2	1	4	2	0	1				15
	Casino / Casino Card	31	19	28	17	29	19	26	28	34				231
	PGCB / Council	0	0	0	0	0	0	0	0	0				0
	Crisis Line / Therapy	2	1	0	1	0	0	0	0	3				7
	Family / Friend	3	4	6	8	3	2	4	3	3				36
	Internet	29	25	26	20	23	38	31	35	39				266
	Lottery	7	5	7	10	4	5	8	5	8				59
	Newspaper	0	0	0	0	0	0	1	0	0				1
	Other	3	4	0	0	0	3	1	2	1				14
	Phonebook / Operator	0	1	0	1	0	0	0	1	0				3
	TV	1	0	0	1	1	1	3	0	1				8
	Radio	5	1	4	3	3	2	0	0	3				21
	Unwilling	16	12	16	18	15	14	13	13	11				128

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	19				145
	800-GAMBLER	44	26	36	31	34	36	43	45	63				358
	877-565-2112	7	5	3	0	1	5	5	4	2				32
	National Helpline	18	15	20	19	20	18	14	12	12				148
	Other/Unknown	17	11	16	17	16	14	14	14	12				131
	***(Lottery Prompt)*	0	0	0	0	0	0	1	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				23
	GA	59	48	64	50	55	63	62	43	66				510
	Gam Anon	7	4	5	3	8	8	8	3	9				55
	Helpline Materials	9	5	6	5	7	12	6	1	1				52
	Internet Resources	30	39	21	21	29	27	25	34	35				261
	PA Council / PGCB	0	0	0	0	0	0	1	1	0				2
	Refused/Unable to Give/Other	18	7	13	19	18	15	22	24	26				162
	Self Exclusion	24	21	19	11	19	19	19	21	17				170
	Treatment	66	45	73	59	64	72	66	57	62				564

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				71
	Text Requests	7	6	10	8	6	6	12	1	4				60

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.