Council on Compulsive Gambling of Pennsylvania, Inc.

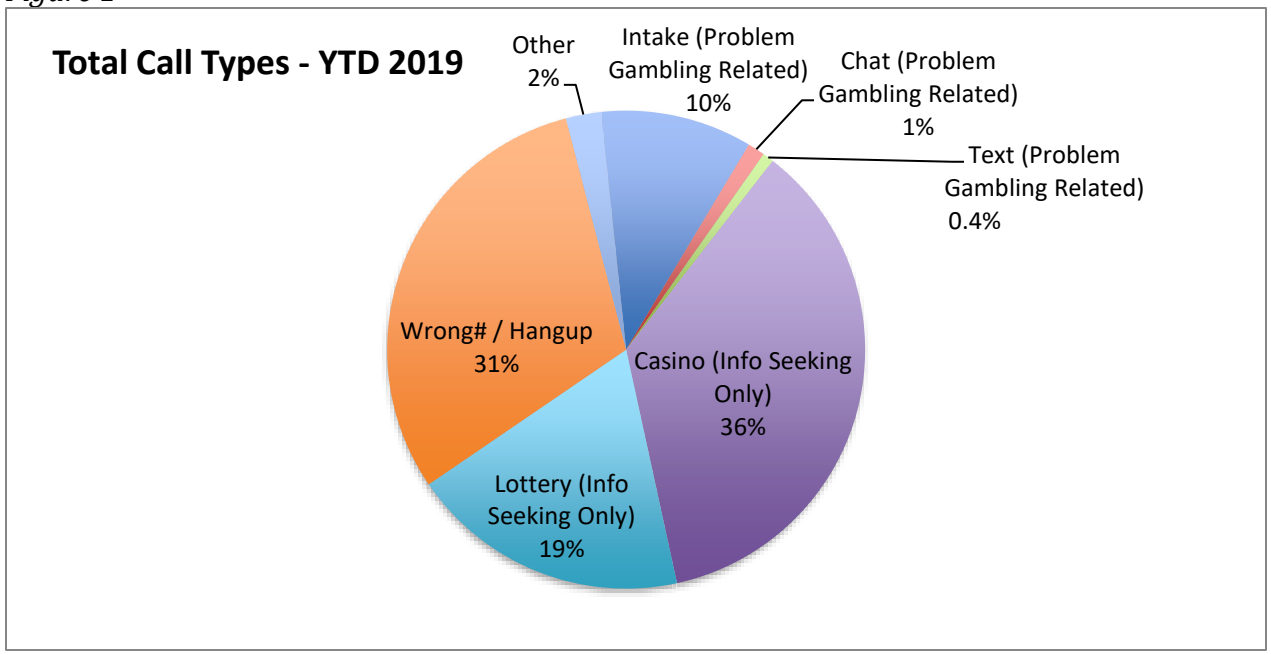
Helpline Data Report

YTD – 2019

As of February

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								
April								
May								
June								
July								
August								
September								
October								
November								
December								
TOTAL	176	20	13	619	324	523	41	1716

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.).

February 2019 saw a decrease in intake calls, with 101 in January and 75 in February. *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

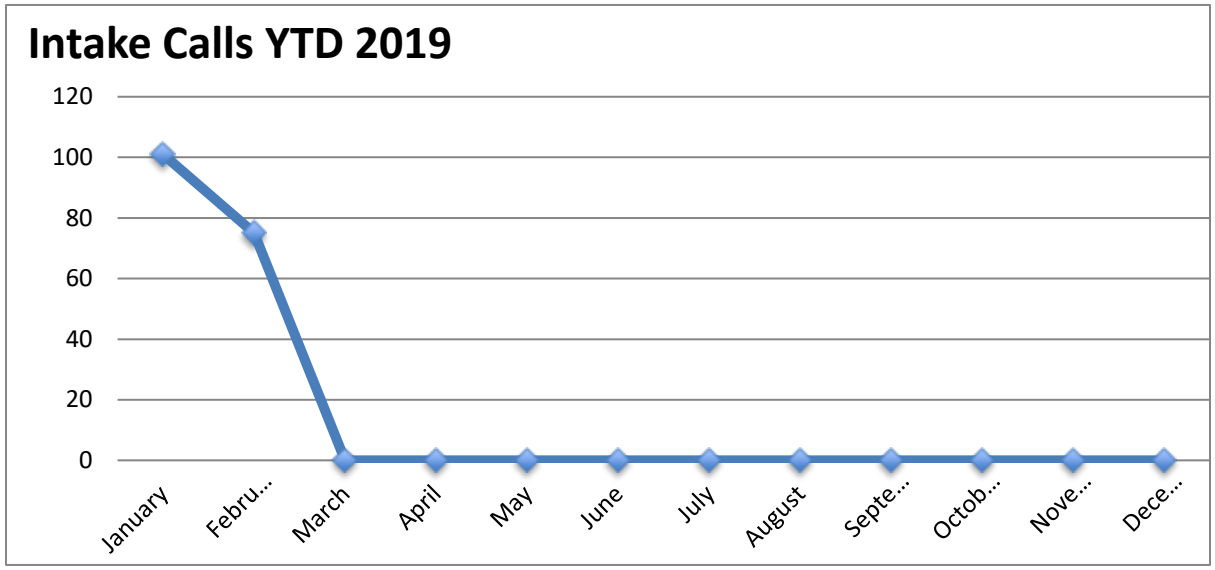


Figure 3

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 February 2019, the total number of intake calls was 75 (fig. 3).**

The Council has received 33 chat and text requests for help to date in 2019. This is in addition to the 176 phone calls requesting help so far in 2019.

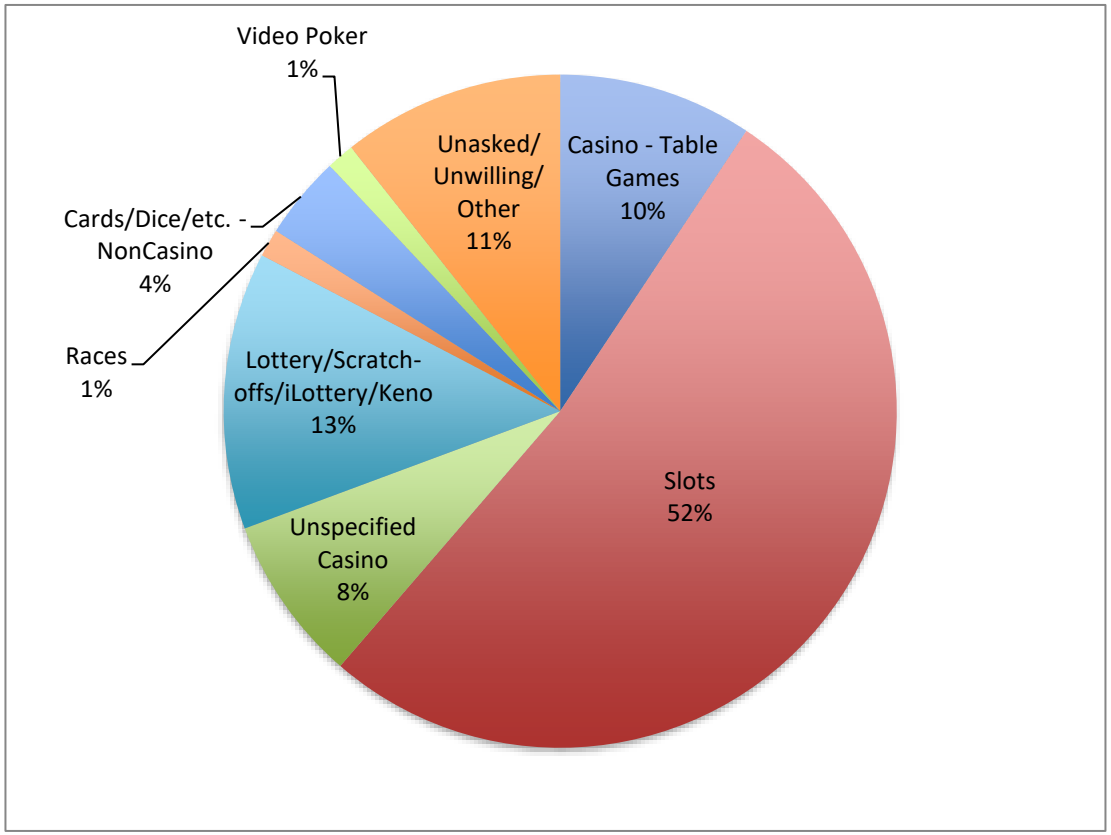


Figure 4

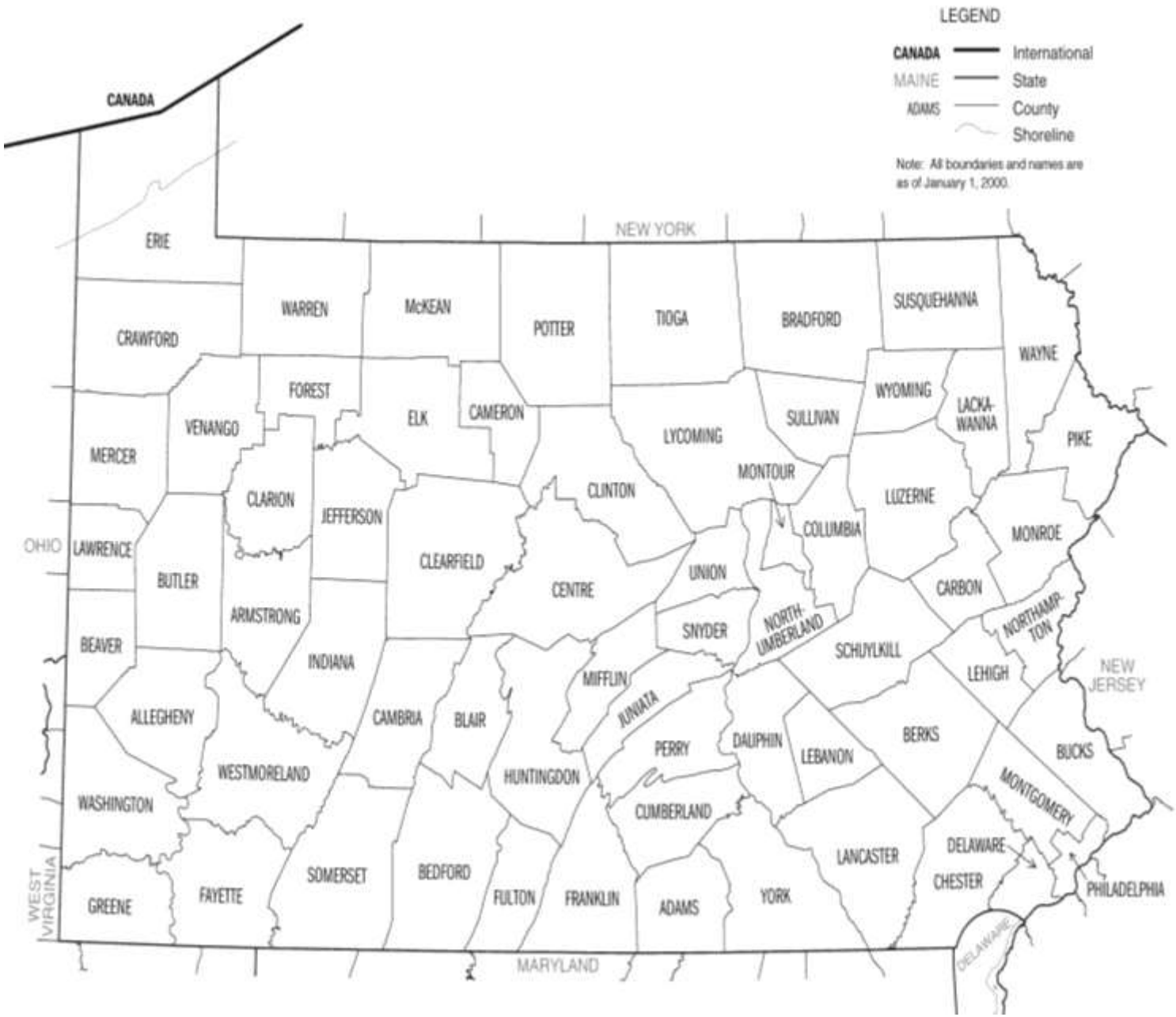
One of the primary pieces of information collected from our Helpline Specialists during intake calls is the most problematic form of gambling that a caller, or subject, is engaging in. Slots and other casino based games were the activity named during the majority of calls in February 2019 (fig. 4). This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

Pennsylvania Helpline for Compulsive Gamblers

This month, Philadelphia and Allegheny counties accounted for 19% of intake calls. In February 2019, the Helpline saw Bucks, Montgomery and Beaver counties make up an additional 15% of intake calls.

Calls by County – February 2019		
	County	**Calls**
1	Philadelphia	9
2	Allegheny	5
3	Bucks	4
4	Montgomery	4
5	Beaver	3
6	Delaware	3
7	Lackawanna	3
8	Dauphin	2
9	Greene	2
10	Lancaster	2
11	Luzerne	2
12	Lycoming	2
13	Monroe	2
14	Northampton	2
15	Schuylkill	2
16	Armstrong	1
17	Butler	1
18	Cambria	1
19	Chester	1
20	Clearfield	1
21	Crawford	1
22	Cumberland	1
23	Erie	1
24	Franklin	1
25	Lebanon	1
26	Lehigh	1
27	Mercer	1
28	Mifflin	1
29	Tioga	1
30	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 (PFY18-19)

	July	August	September	October	November	December	January	February	March	April	May	June	Totals
Intakes	114	100	100	116	66	78	101	75					750
Chat	6	7	13	10	7	6	14	6					69
Text	3	5	7	6	6	11	7	6					51
Hang-ups	220	175	197	227	185	186	165	231					1586
***Casino (Info)**	458	460	338	314	303	331	310	309					2823
***Lottery (Info)**	193	174	165	340	169	210	187	137					1575
Wrong#	43	28	29	54	59	57	60	67					397
Other	14	12	18	11	17	22	23	18					135
Totals	1051	961	867	1078	812	901	867	849					7386

**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
	No	101	75											176
	Past	0	0											0

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 February 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											23
	Friend	2	5											7
	Self	73	58											131
	Spouse	7	3											10
	Unwilling/Other	4	1											5

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											61
	Male	71	44											115
	Unwilling	0	0											0

On average in 2018, the percentage ratio of female to male callers/subjects was 36% to 64%. 2019 shows that approximately 35% 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											21
	Asian American	7	1											8
	Caucasian	78	62											140
	Hispanic	3	0											3
	Other	1	0											1
	Unwilling	0	3											3

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

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 February 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											131
	Marital Problems	10	11											21
	Family Problems	19	11											30
	Job Problems	4	0											4
	Mental Health Problems	1	1											2
	Physical Health Problems	0	0											0
	Legal Problems	0	4											4
	Other Problems	17	12											29

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											18
	Slots	36	39											75
	**Unspecified Casino	21	6											27
	Internet	4	0											4
	Lottery/ Scratch-offs/iLottery/Keno	12	10											22
	Races	1	1											2
	***Cards/Dice/etc. – NonCasino	1	3											4
	****Sports	0	0											0
	*****Poker/Video Poker	4	1											5
	Video Gaming Terminals (VGTs)	0	0											0
	Airport	0	0											0
	Unasked/Unwilling/Other	11	8											19

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
	18 – 24	6	3											9
	25 – 34	12	11											23
	35 – 44	14	16											30
	45 – 54	18	13											31
	55 - 64	17	10											27
	65+	9	5											14
	Unknown/Unwilling	25	17											42

The largest amount of calls in February 2019 came from the 35-44 year old age group with 21% of calls, with 45-54 year olds accounting for nearly 17% of calls.

Other Problems Identified		**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**TOTAL**
	Alcoholism	6	2											8
	Drug Abuse	3	3											6
	Depression	13	14											27
	Eating Disorder	0	1											1
	Overspending	14	22											36
	Sexual Addiction	1	1											2

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											6
	Divorced	6	5											11
	Married	29	25											54
	Separated	1	1											2
	Single	26	22											48
	Unasked/unwilling	30	19											49
	Widowed	5	1											6

How Caller Heard of Helpline		**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**CALLS**
	Billboard	2	3											5
	Brochure	2	0											2
	Casino / Casino Card	31	19											50
	PGCB / Council	0	0											0
	Crisis Line / Therapy	2	1											3
	Family / Friend	3	4											7
	Internet	29	25											54
	Lottery	7	5											12
	Newspaper	0	0											0
	Other	3	4											7
	Phonebook / Operator	0	1											1
	TV	1	0											1
	Radio	5	1											6
	Unwilling	16	12											28

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											33
	800-GAMBLER	44	26											70
	877-565-2112	7	5											12
	National Helpline	18	15											33
	Other/Unknown	17	11											28
	***(Lottery Prompt)*	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	2											4
	GA	59	48											107
	Gam Anon	7	4											11
	Helpline Materials	9	5											14
	Internet Resources	30	39											69
	PA Council / PGCB	0	0											0
	Refused/Unable to Give/Other	18	7											25
	Self Exclusion	24	21											45
	Treatment	66	45											111

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											20
	Text Requests	7	6											13

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.