Council on Compulsive Gambling of Pennsylvania, Inc.

Helpline Data Report

YTD – 2018

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	97	8	5	401	213	262	17	1003
February	87	4	1	317	147	236	30	822
March	98	7	9	379	159	279	15	946
April	99	3	5	345	157	213	19	841
May	101	7	0	417	185	236	19	965
June	103	5	4	474	186	267	19	1058
July	114	6	3	458	193	263	14	1051
August	100	7	5	460	174	203	12	961
September	100	13	7	338	165	226	18	867
October	116	10	6	314	340	281	11	1078
November	66	7	6	303	169	244	17	812
December	78	6	11	331	210	243	22	901
TOTAL	1159	83	62	4537	2298	2953	213	11305

Figure 1

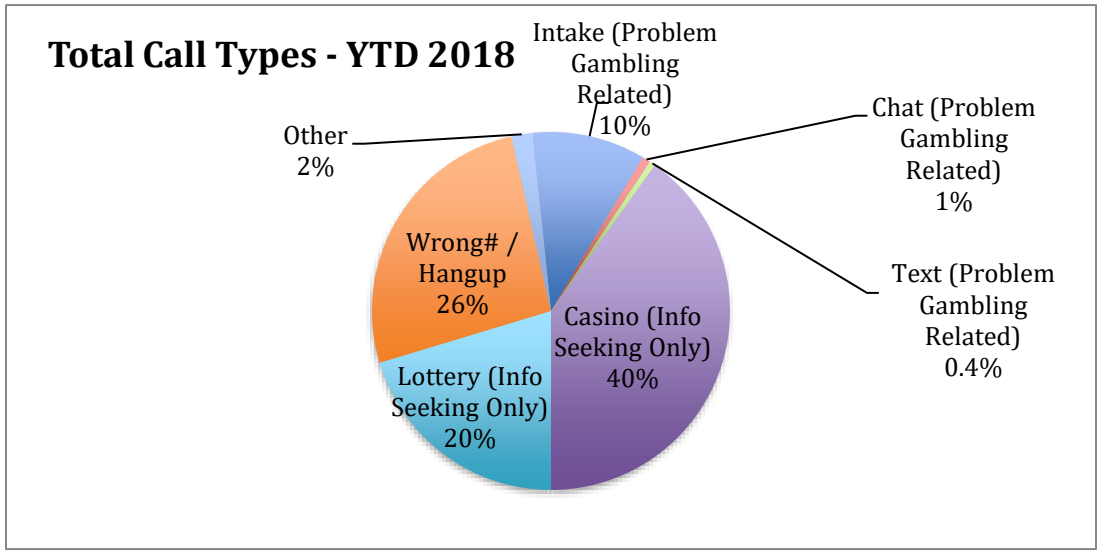
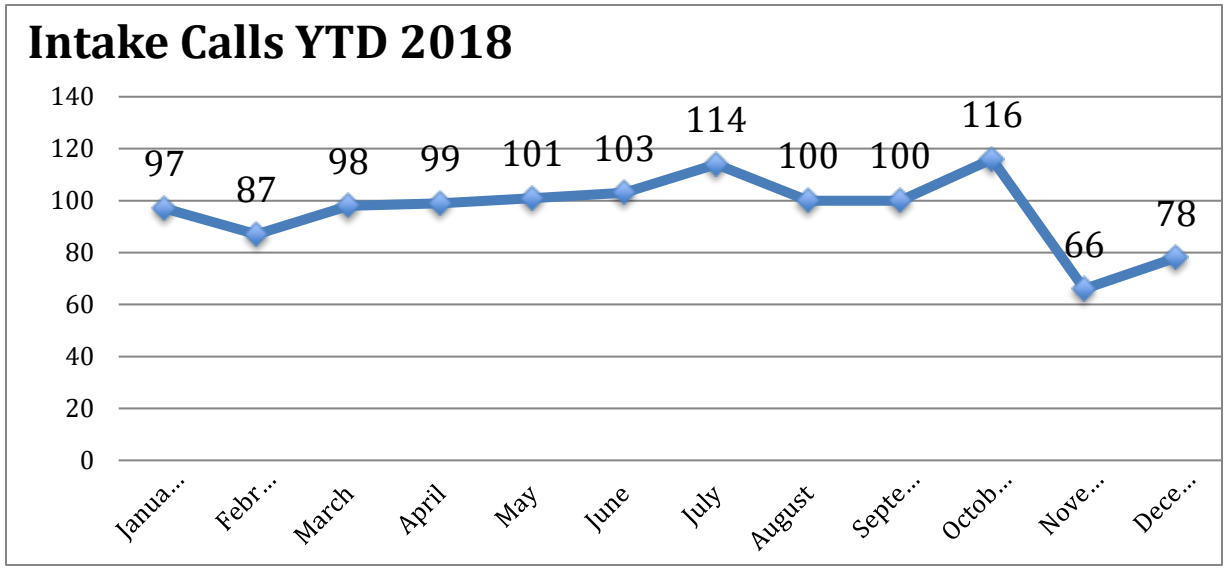


Figure 2

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.).

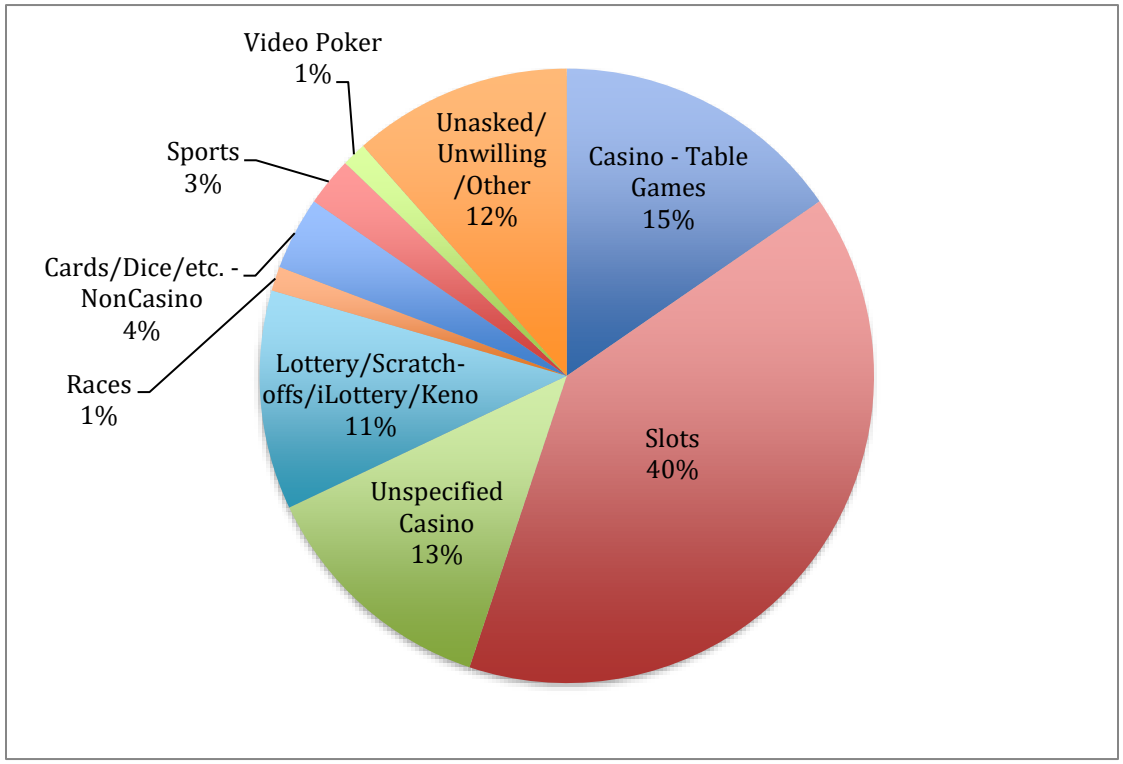
December 2018 saw an increase in intake calls, with 66 in November and 78 in December. *The calls received by the HelpLine Center labeled "Lottery" and "Casino" are from individuals seeking general information specific to those activities, not seeking help for a gambling problem as a result of participating 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 December 2018, the total number of intake calls was 78 (fig. 3).**

The Council has received 145 chat and text requests for help to date in 2018. This is in addition to the 1159 phone calls requesting help in 2018.

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 2018 (fig. 4). This may be related to high visibility of the Helpline number throughout each of the 12 casinos that currently operate in Pennsylvania.

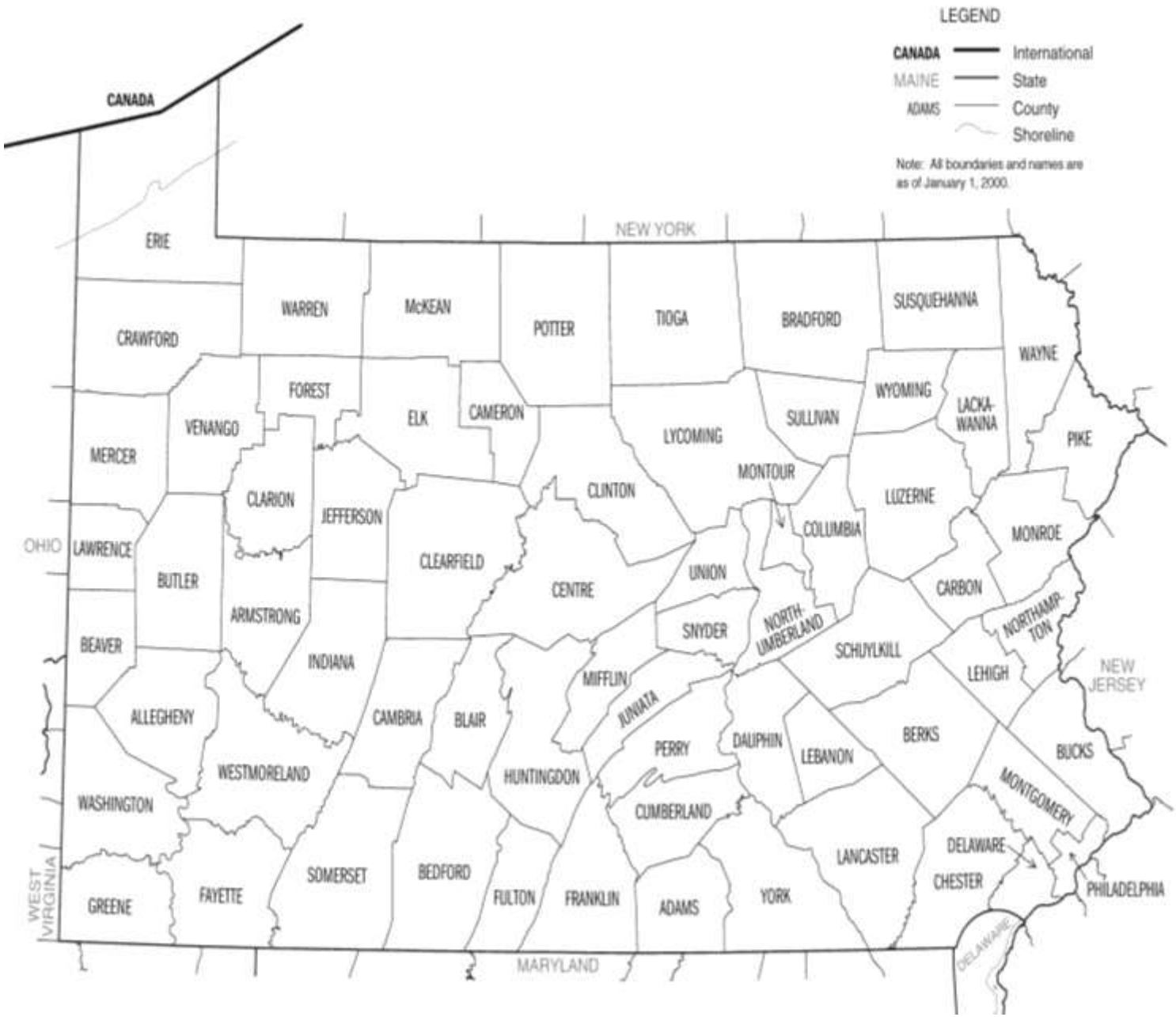
Figure 4

Pennsylvania Helpline for Compulsive Gamblers

This month, Philadelphia and Allegheny counties accounted for 28% of intake calls. In December 2018, the Helpline saw Montgomery, Bucks and Delaware counties make up an additional 20% of intake calls.

Calls by County – December 2018		
	County	**Calls**
1	Philadelphia	16
2	Allegheny	6
3	Montgomery	6
4	Bucks	5
5	Delaware	5
6	Beaver	2
7	Berks	2
8	Erie	2
9	Lackawanna	2
10	Lancaster	2
11	Carbon	1
12	Centre	1
13	Columbia	1
14	Dauphin	1
15	Elk	1
16	Fayette	1
17	Lebanon	1
18	Lehigh	1
19	Lycoming	1
20	Monroe	1
21	Northampton	1
22	Northumberland	1
23	Snyder	1
24	Westmoreland	1
25	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	114	100	100	116	66	78							574
Chat	6	7	13	10	7	6							49
Text	3	5	7	6	6	11							38
Hang-ups	220	175	197	227	185	186							1190
***Casino (Info)**	458	460	338	314	303	331							2204
***Lottery (Info)**	193	174	165	340	169	210							1251
Wrong#	43	28	29	54	59	57							270
Other	14	12	18	11	17	22							94
Totals	1051	961	867	1078	812	901							5670

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

Additional Helpline Details – 2018

		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	1	0	0	0	0	0	0	0	0	1	0	0	2
	No	96	86	98	99	101	102	114	100	100	114	66	77	1153
	Past	0	1	0	0	0	1	0	0	0	1	0	1	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 December 2018, 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	8	12	10	11	17	11	15	12	12	5	6	8	127
	Friend	7	2	5	3	2	2	7	6	0	4	5	4	47
	Self	79	67	75	74	77	82	82	79	78	100	48	61	902
	Spouse	3	5	6	9	2	7	9	2	8	4	5	5	65
	Unwilling/Other	0	1	2	2	3	1	1	1	2	3	2	0	18

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	33	39	37	34	27	43	45	37	42	23	25	415
	Male	67	53	59	62	67	76	71	55	63	74	43	53	743
	Unwilling	0	1	0	0	0	0	0	0	0	0	0	0	1

On average in 2017, the percentage ratio of female to male callers/subjects was 43% to 57%. 2018 shows that approximately 36% 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	21	16	14	9	21	8	11	6	17	17	12	10	162
	Asian American	3	2	2	0	2	0	0	3	1	3	0	2	18
	Caucasian	69	63	76	84	71	93	96	83	77	88	50	54	904
	Hispanic	2	2	1	2	2	0	3	5	4	5	0	3	29
	Other	1	2	1	2	4	1	0	0	1	0	1	3	16
	Unwilling	1	2	4	2	1	1	4	3	0	3	3	6	30

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	3	0	0	0	0	0	0	0	0	1	0	0	4

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 2018.

Pennsylvania Helpline for Compulsive Gamblers

Precipitating Event		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
	Financial Problems	81	72	73	73	69	78	80	67	73	90	51	58	865
	Marital Problems	11	12	6	16	9	10	12	10	12	11	10	7	126
	Family Problems	19	20	14	15	22	16	21	19	16	16	7	14	199
	Job Problems	2	0	2	4	3	2	3	1	2	1	2	0	22
	Mental Health Problems	0	4	2	5	7	5	5	0	5	1	2	0	36
	Physical Health Problems	0	0	2	0	0	0	1	0	0	9	0	0	12
	Legal Problems	2	2	1	2	3	3	3	1	4	2	1	0	24
	Other Problems	14	12	20	20	19	21	27	24	18	18	9	17	219

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	17	15	12	17	19	10	14	7	17	18	10	12	168
	Slots	32	34	33	30	33	29	44	26	33	34	23	31	382
	**Unspecified Casino	13	9	15	15	13	15	19	18	12	19	10	10	168
	Internet	0	0	2	2	1	3	0	4	2	3	2	0	19
	Lottery/ Scratch-offs/iLottery/Keno	12	12	18	14	15	19	13	20	11	13	7	9	163
	Races	0	0	0	1	1	1	0	0	0	0	0	1	4
	***Cards/Dice/etc. – NonCasino	5	4	1	2	3	3	2	2	3	4	2	3	34
	****Sports	3	1	3	1	1	1	1	0	3	3	2	2	21
	*****Poker/Video Poker	2	2	1	3	1	2	1	2	3	4	3	1	25
	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	13	10	13	14	14	20	20	21	16	18	7	9	175

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	1	0	0	0	0	1	0	1	0	3
	18 – 24	2	4	7	9	6	1	4	2	4	5	2	4	50
	25 – 34	20	12	18	12	9	24	16	8	16	18	10	11	174
	35 – 44	11	17	16	16	26	12	21	21	13	16	15	10	194
	45 – 54	22	17	11	15	12	15	11	17	17	19	12	12	180
	55 - 64	12	11	10	18	12	10	20	13	16	20	9	12	163
	65+	9	13	7	6	12	15	18	12	12	14	4	6	128
	Unknown/Unwilling	21	13	29	22	24	26	24	27	21	24	13	23	267

The largest amount of calls in December 2018 came from the 45-54 year old age group and the 55-64 year old age group (15% each), with 25-35 year olds accounting for 14% of calls.

Other Problems Identified		Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	TOTAL
	Alcoholism	5	6	4	8	5	6	16	6	4	4	3	5	72
	Drug Abuse	6	3	8	7	4	2	5	4	6	1	3	0	49
	Depression	12	14	12	20	9	9	12	9	8	8	9	9	131
	Eating Disorder	0	0	1	0	0	0	0	1	0	0	0	0	2
	Overspending	12	5	4	11	10	5	11	10	13	17	16	9	123
	Sexual Addiction	1	0	2	1	0	0	0	0	0	0	9	1	14

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	5	3	4	6	5	3	5	3	4	7	3	0	48
	Divorced	4	5	3	6	9	6	8	7	1	11	2	8	70
	Married	30	30	26	30	22	26	30	22	29	29	20	19	313
	Separated	0	2	1	0	5	1	2	0	4	3	2	0	20
	Single	28	25	31	30	29	33	35	20	28	23	20	23	325
	Unasked/unwilling	28	17	31	22	25	33	30	41	29	35	17	25	333
	Widowed	2	5	2	5	6	1	4	7	5	8	2	3	50

How Caller Heard of Helpline		**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**CALLS**
	Billboard	7	3	1	4	3	4	4	4	3	4	3	3	43
	Brochure	3	6	0	5	2	3	4	4	7	2	0	1	37
	Casino / Casino Card	31	32	31	28	28	26	32	23	36	29	17	24	337
	PGCB / Council	0	0	0	0	0	0	0	0	0	0	0	0	0
	Crisis Line / Therapy	4	0	0	0	1	0	0	2	1	2	0	0	10
	Family / Friend	2	0	2	2	4	3	6	3	3	4	2	5	36
	Internet	31	27	33	32	33	36	35	25	26	30	23	21	352
	Lottery	5	7	6	7	9	7	7	14	7	12	3	4	88
	Newspaper	0	0	0	0	0	0	0	0	0	0	0	0	0
	Other	4	2	5	2	1	4	3	4	1	0	2	2	30
	Phonebook / Operator	0	0	1	1	0	1	0	0	1	2	0	0	6
	TV	1	1	1	1	3	1	3	3	2	1	2	2	21
	Radio	0	0	1	1	1	2	1	0	1	1	2	1	11
	Unwilling	9	9	17	16	16	16	19	18	12	29	12	15	188

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	12	7	13	18	13	14	22	16	22	33	4	10	184
	800-GAMBLER	54	50	49	54	58	53	49	43	51	37	45	40	583
	877-565-2112	5	2	6	6	6	3	5	5	5	7	2	7	59
	National Helpline	19	19	12	9	12	17	21	15	10	16	7	11	168
	Other/Unknown	7	9	18	12	12	16	17	21	12	23	8	10	165
	***(Lottery Prompt)*	0	2	1	0	2	0	0	1	0	2	0	0	8

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	1	2	4	1	0	3	2	0	5	3	5	28
	GA	63	59	57	58	72	61	78	69	69	81	50	48	765
	Gam Anon	16	11	20	12	13	15	18	11	12	11	9	10	158
	Helpline Materials	9	10	12	12	11	10	14	14	7	8	4	3	114
	Internet Resources	43	34	33	40	30	32	40	28	35	36	33	32	416
	PA Council / PGCB	0	0	0	0	0	0	0	0	0	0	0	0	0
	Refused/Unable to Give/Other	18	16	26	13	35	26	24	23	12	24	11	17	245
	Self Exclusion	26	23	24	26	16	18	27	12	21	19	21	25	258
	Treatment	66	66	59	57	60	64	68	67	65	74	47	42	735

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	8	4	7	3	7	5	6	7	13	10	7	6	83
	Text Requests	5	1	9	5	0	4	3	5	7	6	6	11	62

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.