Council on Compulsive Gambling of Pennsylvania, Inc.

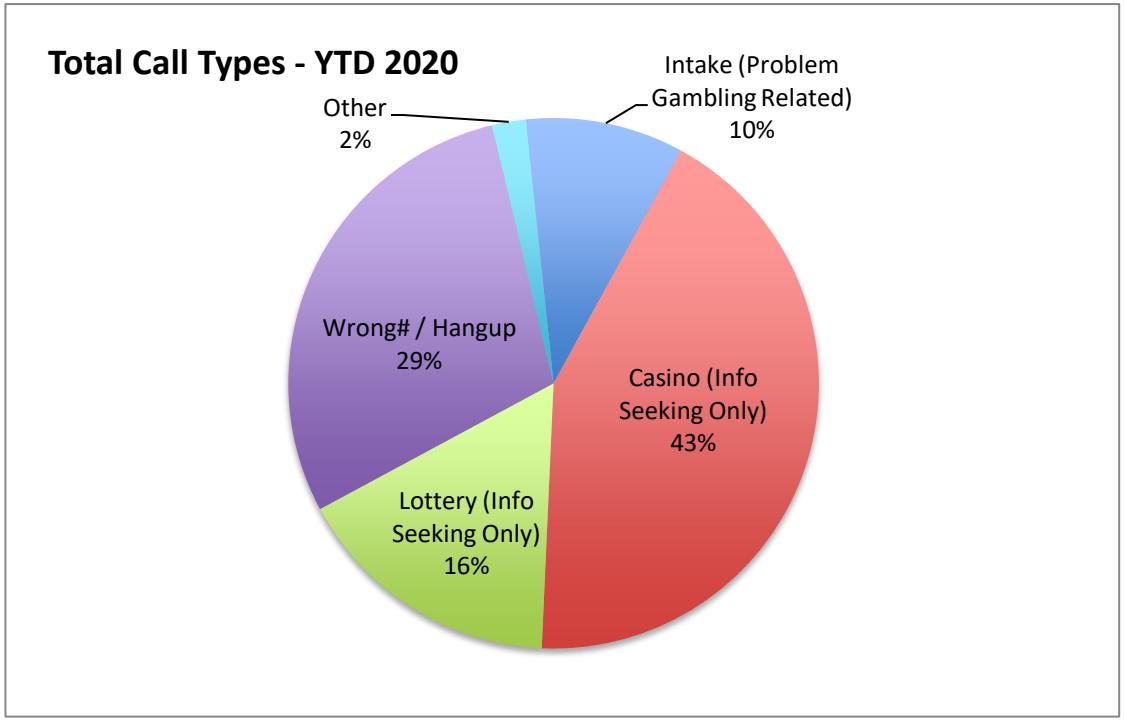
Helpline Data Report

YTD – 2020

As of October

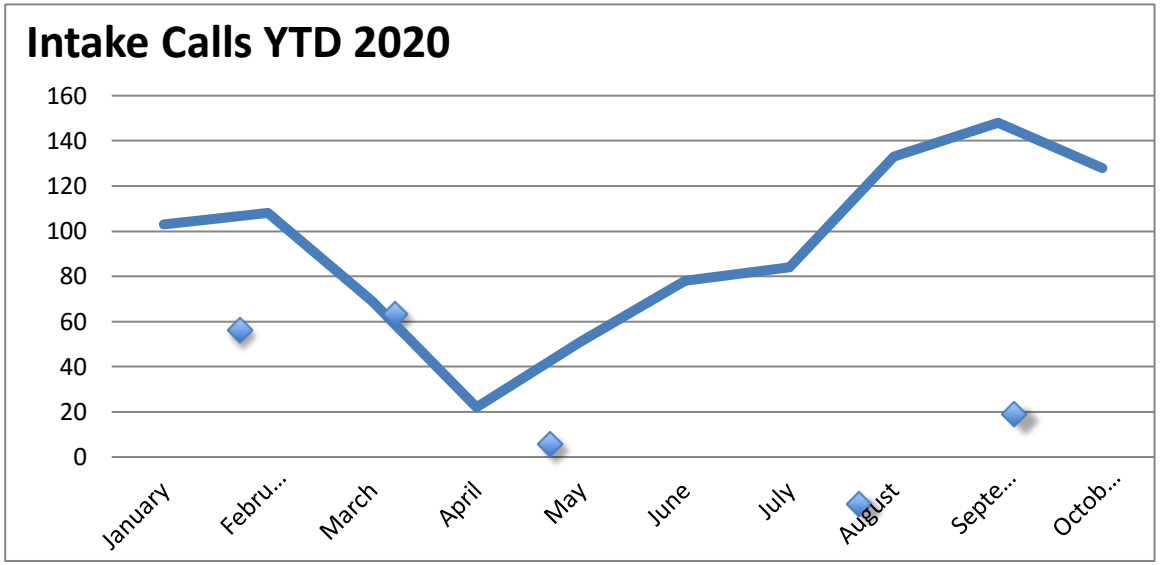
Monthly Summary						
Month	**Intake (Problem Gambling Related)**	**Casino (Info Seeking Only)**	**Lottery (Info Seeking Only)**	**Wrong# / Hangup**	**Other**	**Total**
January	103	345	195	308	31	982
February	108	361	124	281	23	897
March	69	406	131	245	13	864
April	22	207	153	175	10	567
May	51	305	191	188	7	742
June	78	516	147	237	24	1002
July	84	537	169	299	24	1113
August	133	437	134	344	17	1065
September	148	482	163	379	27	1199
October	128	497	166	333	23	1147
November						
December						
TOTAL	924	4093	1573	2789	199	9578

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 typically information inquiries (last night's lottery drawing, room reservations, etc.). *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.*

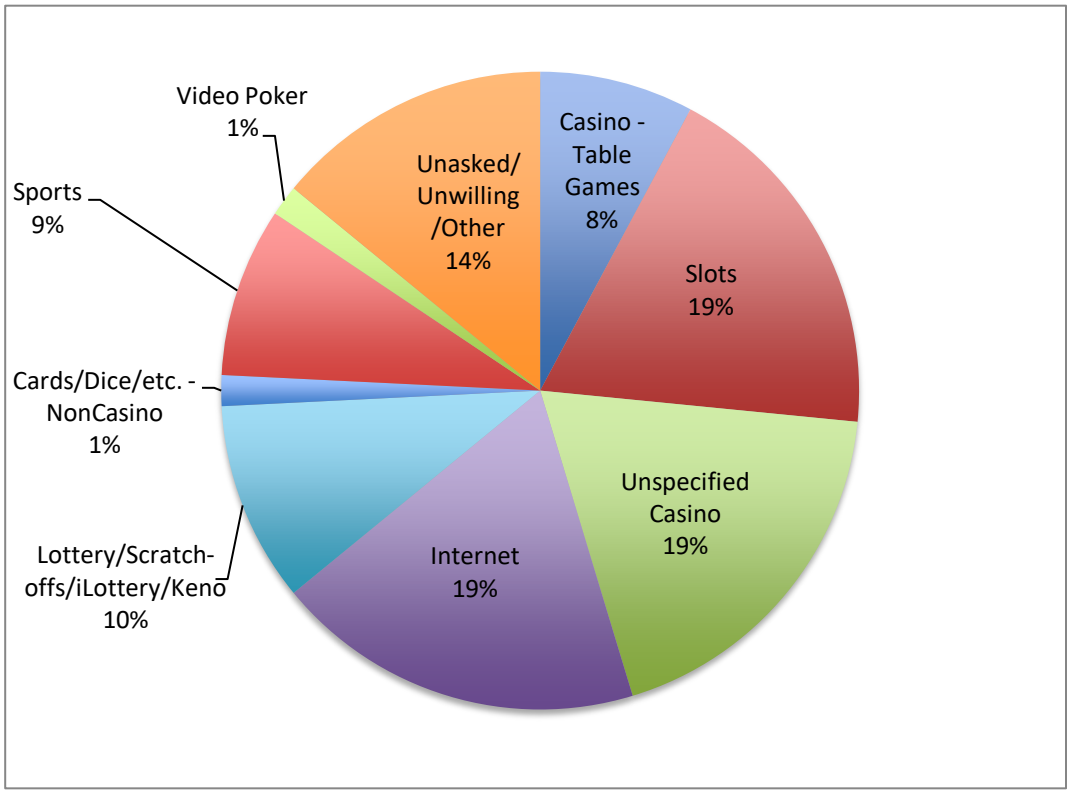
Figure 2



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 of October 2020, the total number of intake calls was 128 (fig. 3).**

The Council has received 19 chat/text requests for help in October 2020. This is in addition to the 128 phone calls requesting help in October.

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. Internet gambling was one of top activities named during calls in October 2020 (fig. 4). This is likely related to the restrictions impacting in-person access to gaming venues due to COVID-19.

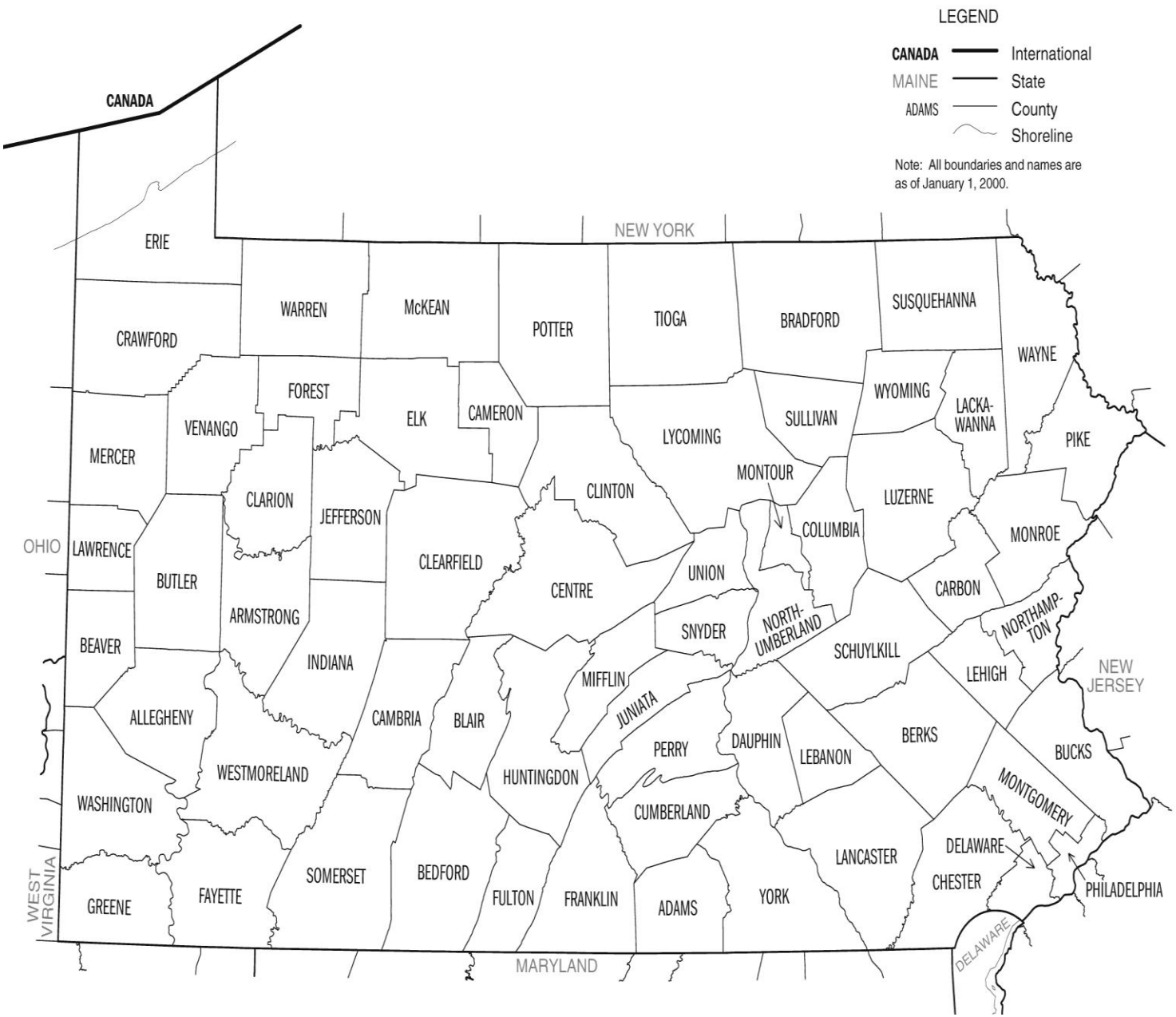
Figure 4

Pennsylvania Helpline for Compulsive Gamblers

This month, Allegheny and Philadelphia counties accounted for about 34% intake calls. In October 2020, the Helpline saw Montgomery, Bucks and Luzerne Counties make up an additional 13% of intake calls.

Calls by County – October 2020		
	County	**Calls**
1	Allegheny	24
2	Philadelphia	19
3	Montgomery	8
4	Bucks	4
5	Luzerne	4
6	York	4
7	Delaware	3
8	Lancaster	3
9	Monroe	3
10	Northampton	3
11	Beaver	2
12	Butler	2
13	Chester	2
14	Cumberland	2
15	Elk	2
16	Erie	2
17	Washington	2
18	Berks	1
19	Columbia	1
20	Crawford	1
21	Dauphin	1
22	Fayette	1
23	Franklin	1
24	Jefferson	1
25	Lackawanna	1
26	Lawrence	1
27	Lehigh	1
28	Mercer	1
29	Northumberland	1
30	Pike	1
31	Somerset	1
32	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 (PFY20-21)

	July	August	September	October	November	December	January	February	March	April	May	June	Totals
Intakes	84	133	148	128									493
Hang-ups	266	253	271	249									1039
***Casino (Info)**	537	437	482	497									1953
***Lottery (Info)**	169	134	163	166									632
Wrong#	33	91	108	84									316
Other	24	17	27	23									91
Totals	1113	1065	1199	1147									4524

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

Additional Helpline Details – 2020

		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	1	0	0	0	0	0	1	0	0			2
	No	103	107	68	22	51	78	83	130	146	128			916
	Past	0	0	1	0	0	0	1	2	2	0			6

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 October 2020, 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	3	1	4	7	7	8	10	9			69
	Friend	2	2	3	4	2	1	3	6	5	4			32
	Self	85	85	57	16	41	62	65	107	118	104			740
	Spouse	6	9	5	1	4	5	8	9	13	8			68
	Unwilling/Other	2	0	1	0	0	3	1	3	2	3			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	27	29	13	4	12	23	23	47	45	34			257
	Male	75	79	56	18	39	54	60	86	103	92			662
	Unwilling	1	0	0	0	0	1	1	0	0	2			3

On average in 2019, the percentage ratio of female to male callers/subjects was 33% to 67%. 2020 shows that approximately 28% 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	13	14	6	4	4	7	8	12	16	8			92
	Asian American	1	0	1	0	1	1	1	2	2	3			12
	Caucasian	74	80	54	12	42	65	66	82	89	86			650
	Hispanic	2	0	1	2	0	1	2	3	1	5			17
	Other	2	4	2	1	1	0	2	3	5	3			23
	Unwilling	11	10	5	3	3	4	5	31	35	23			130

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	1-SP	0	0	0	1- SP	0	0			2

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 October 2020.

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	67	78	42	9	39	48	47	67	81	65			543
	Marital Problems	16	17	7	2	9	19	16	16	14	20			136
	Family Problems	17	24	12	4	10	12	16	29	24	28			176
	Job Problems	5	6	4	1	2	2	0	2	3	4			29
	Mental Health Problems	3	5	3	0	6	12	4	7	16	10			66
	Physical Health Problems	1	0	0	0	0	0	1	0	0	0			2
	Legal Problems	1	1	1	1	0	2	1	3	3	0			13
	Other Problems	24	9	20	12	10	23	24	48	42	45			257

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	8	8	7	2	1	5	7	19	8	10			75
	Slots	28	44	18	2	6	13	14	24	13	24			186
	**Unspecified Casino	14	13	11	1	7	8	19	15	26	24			138
	Internet	15	4	15	6	23	21	24	40	38	24			210
	Lottery/ Scratch-offs/iLottery/Keno	12	12	7	2	6	14	3	10	23	13			102
	Races	1	1	0	0	0	1	4	2	0	0			9
	***Cards/Dice/etc. – NonCasino	1	4	2	1	1	1	2	0	0	2			14
	****Sports	4	6	1	0	1	4	3	4	6	11			40
	*****Poker/Video Poker	3	0	1	0	0	0	2	1	2	2			11
	Video Gaming Terminals (VGTs)	0	0	0	0	0	0	0	0	0	0			0
	Airport	0	0	0	0	0	0	0	0	0	0			0
	Unasked/Unwilling/Other	17	16	7	8	6	11	6	18	32	18			139

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	1	0	0	0	0	0	0			1
	18 – 24	8	8	6	3	6	4	5	10	11	15			76
	25 – 34	21	25	14	2	11	21	22	32	27	31			206
	35 – 44	15	13	9	2	10	13	11	21	27	24			145
	45 – 54	12	19	6	4	5	9	12	22	24	18			131
	55 - 64	17	18	11	2	6	13	8	16	17	10			118
	65+	7	9	7	1	3	5	6	9	12	4			63
	Unknown/Unwilling	23	16	16	7	10	13	20	23	30	26			184

The largest amount of calls in October 2020 came from the 25-34 year old with 24% of calls, followed by the 35 -44 year old age groups with 19% of calls.

		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Other Problems Identified		**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**TOTAL**
	Alcoholism	5	7	5	0	5	9	10	5	8	12			66
	Drug Abuse	6	4	2	1	2	5	2	9	6	13			50
	Depression	10	14	6	2	10	18	9	23	21	23			136
	Eating Disorder	1	1	0	0	0	1	2	1	0	1			7
	Overspending	28	30	17	2	16	17	11	11	11	23			166
	Sexual Addiction	0	0	0	0	9	0	0	1	1	3			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	2	12	4	2	3	2	2	2	3	8			40
	Divorced	4	7	3	0	5	3	6	7	9	7			51
	Married	29	25	14	3	17	30	30	38	46	41			273
	Separated	1	0	0	0	1	3	0	1	3	0			9
	Single	34	36	24	7	13	24	24	35	50	45			292
	Unasked/unwilling	33	24	21	10	12	15	21	44	36	27			243
	Widowed	0	4	3	0	0	1	1	6	1	0			16

How Caller Heard of Helpline		**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**CALLS**
	Billboard	1	3	2	2	0	2	2	0	1	2			15
	Brochure	1	0	0	0	0	0	0	0	2	1			4
	Casino / Casino Card	25	23	11	3	4	6	13	16	12	10			123
	PGCB / Council	0	0	0	0	0	0	0	0	1	0			1
	Crisis Line / Therapy	1	0	1	0	1	0	1	0	0	2			6
	Family / Friend	3	6	2	0	2	1	3	4	1	5			27
	Internet	47	53	25	6	24	44	36	58	72	67			432
	Lottery	7	2	3	2	4	0	3	1	8	5			35
	Newspaper	0	0	0	0	0	0	0	0	0	0			0
	Other	0	1	0	0	2	0	1	0	2	2			8
	Phonebook / Operator	1	0	0	0	0	0	0	0	0	0			1
	TV	2	2	2	2	0	3	2	4	1	1			19
	Radio	1	0	2	0	0	2	0	2	2	1			10
	Unwilling	14	18	21	7	14	20	23	48	46	32			243

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

		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Number Called		**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**CALLS**
	800-848-1880	16	7	10	0	3	4	4	14	26	10			94
	800-GAMBLER	56	59	26	13	30	45	41	57	64	63			454
	877-565-2112	1	2	0	0	1	1	2	3	3	0			13
	National Helpline	15	21	13	1	2	8	14	23	22	23			142
	Other/Unknown	15	19	20	8	15	20	23	36	33	32			221
	***(Lottery Prompt)*	0	0	0	0	0	0	0	0	0	0			0

Suggested Referrals		**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**Calls**	**CALLS**
	CCCS	2	3	2	0	1	1	3	13	8	4			37
	GA	54	67	33	12	16	34	37	61	49	40			403
	Gam Anon	7	12	3	2	3	4	14	10	7	2			64
	Helpline Materials	5	1	5	3	1	3	2	6	6	3			35
	Internet Resources	25	39	18	3	15	21	29	33	45	37			265
	PA Council / PGCB	12	67	39	14	19	41	45	51	90	60			438
	Refused/Unable to Give/Other	25	17	15	4	11	18	24	33	11	27			185
	Self Exclusion	20	21	16	2	9	18	23	52	118	40			319
	Treatment	72	83	77	13	21	67	77	121	94	111			736

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	20	15	9	11	12	16	19	23	36	22			183
	Text Requests	14	9	7	3	6	5	10	11	15	30			110
	INTAKES	**9**	**10**	**9**	**9**	**9**	**15**	**13**	**15**	**16**	**19**			**124**

Another resource for help in Pennsylvania is the chat/text line accessible via the CCGP website (www.pacouncil.com). A total of 51 chat and text messages were received in October 2020. Of these, 19 were from individuals looking for help with a gambling problem.