
Helpline Data 2017 Annual Report



**Council on
Compulsive Gambling
of Pennsylvania, Inc.**

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of Pennsylvania, Inc.**

**1-800-848-1880 • 1-800-GAMBLER®
1-800-522-4700 • 1-877-565-2112**

www.pacouncil.com

About the Council

The Council on Compulsive Gambling of Pennsylvania, Inc. (CCGP) is a 501(c)3 nonprofit organization affiliated with the National Council on Problem Gambling. Its purpose is to educate and disseminate information on compulsive gambling and to facilitate referrals.

The CCGP provides speakers, workshops, seminars, and information on this public health problem to business, industry and labor groups, schools and colleges, health care and treatment facilities, and to community and religious organizations.

Since November 2015, the CCGP has offered a Chatline and Text option as a part of its Helpline Services. These options allow individuals seeking assistance to contact our Helpline Center using a computer or mobile device, rather than a telephone. The CCGP feels that this additional level of anonymity may encourage individuals to reach out for assistance. Despite having no legal online gaming in PA at the time of this report, chatline & text options have been used in numbers greater than the national average, including states with existing legalized online gambling.

The Council's Purpose

The CCGP's purpose is to assist those seeking help for a gambling problem throughout the state of Pennsylvania. The CCGP manages the 24/7, free, live and confidential Problem Gambling Helpline in Pennsylvania. Callers receive information about the nearest resources which may include local trained clinicians or Gamblers Anonymous/Gamanon meetings. The Helpline can use the ATT-language line, allowing callers to access help in over 120 languages, and the TTY allows us to offer referral information and assistance to the hard of hearing and deaf community.

Explanation of Categories

(The following list is a breakdown/explanation of each type)

From January 1, 2017 through December 31, 2017 the Helpline categorized calls in the following manner:

Other: This category is for all calls that do not fit in a specific group or there is not enough caller information to make it relevant to any other category, i.e. prank calls, solicitors, verify number etc.....

OOS, Out of State Intake – Calls from individuals experiencing problems related to gambling, family members, or friends located outside of Pennsylvania, who call 1-800-848-1880 or 1-800-522-4700.

Intake – Calls from individuals experiencing problems related to gambling, family members or friends requesting help for a gambling problem.

ICFU – Incoming Follow-up: Callers who have previously called the Helpline but are calling to provide their status on how they are doing.

Lottery – Callers looking for lottery results or to make a lottery complaint.

GA - Gamblers Anonymous: Callers requesting additional gamblers anonymous information.

Casino – Callers seeking reservations, casino card info, casino events, and any other casino-type information.

HL - Helpline information: Callers requesting general information on Helpline services, i.e. media calls.

Hang-ups and Wrong numbers - Self explanatory.

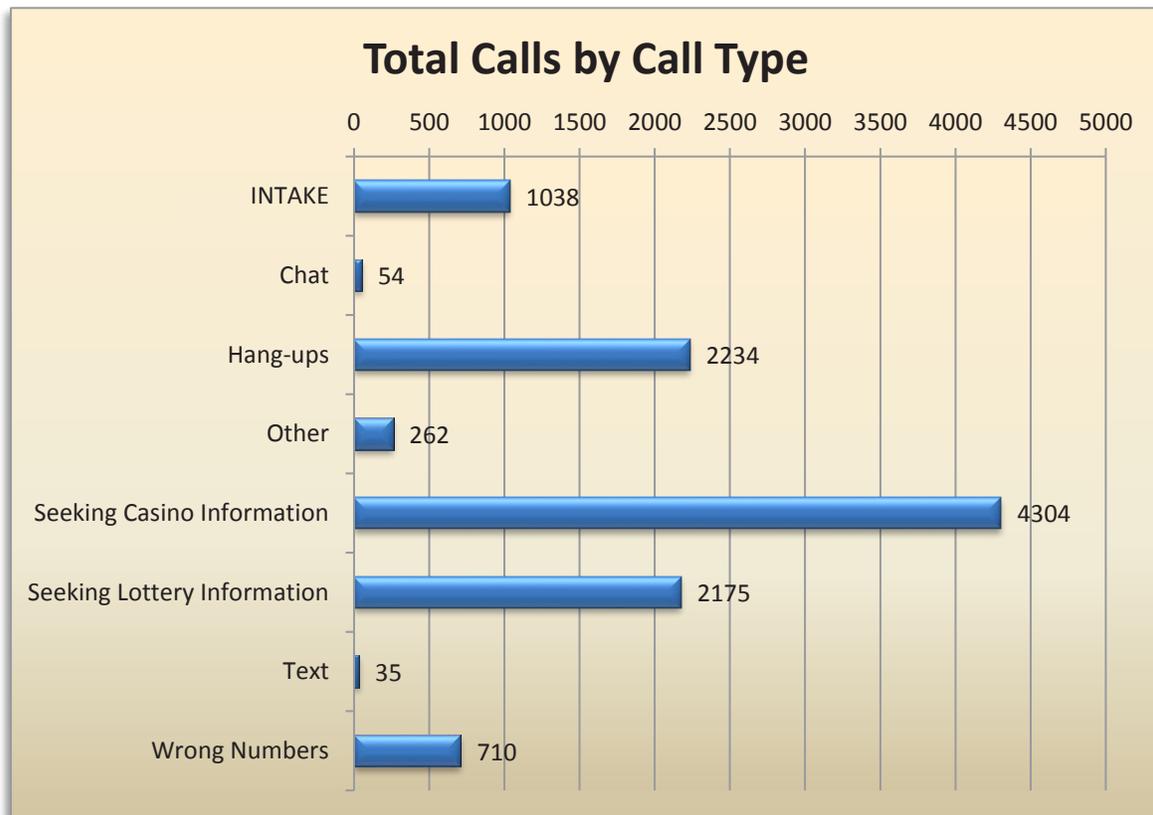
Effective March 26, 2009, “intake” calls are categorized in the following manner:

These calls (“intake”) detail callers who actually have a gambling problem, have relapsed or know someone with a gambling problem. This category also includes providing GA and/or counselor contact information, HL information, Incoming follow-up calls, and other calls where information was obtained and a direct service provided.

Total Call Volumes

Total Calls by Call Type			
Call Type	Total Calls by Call Type	Percent	Total Calls
INTAKE	1038	9.6%	1038
Chat	54	0.5%	54
Hang-ups	2234	20.7%	2234
Other	262	2.4%	262
Seeking Casino Information	4304	39.8%	4304
Seeking Lottery Information	2175	20.1%	2175
Text	35	0.3%	35
Wrong Numbers	710	6.6%	710
Total	10812	100.0%	10812

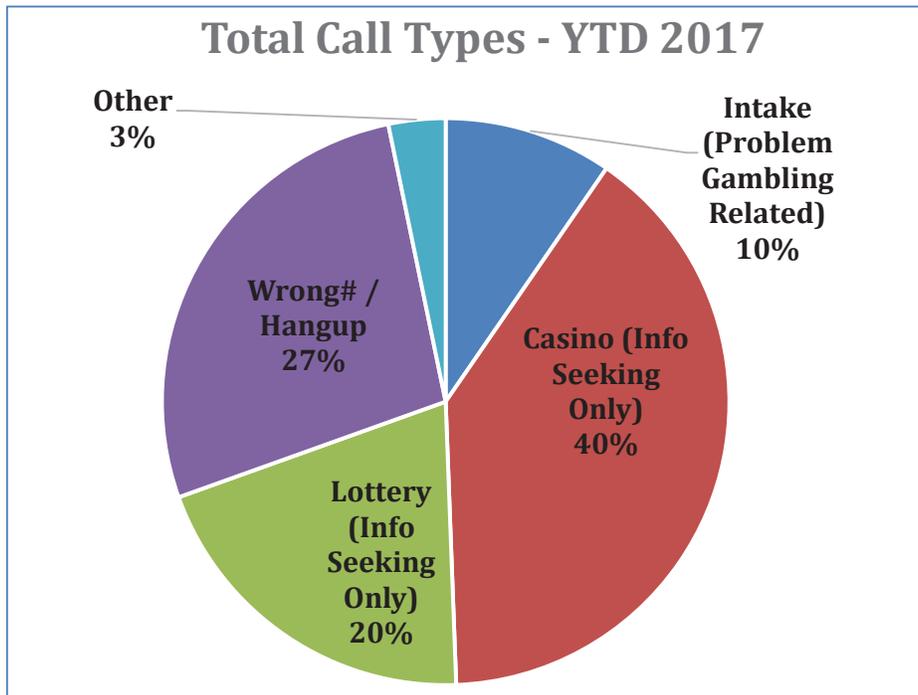
This table is based on the total call volume received between January 1, 2017 - December 31, 2017.



Total Helping Calls

Total Helping Calls			
Call Type	Total Calls by Type	Average Type	Total Calls
INTAKE	1038	100%	1038
Total	1038	100%	1038

Quarterly Review					
Category	1st QTR	2nd QTR	3rd QTR	4th QTR	Total
Intake (Problem Gambling Related)	315	239	224	260	1038
Casino (Non Compulsive Gambling Related)	1122	1059	1124	999	4304
Lottery (Non Compulsive Gambling Related)	599	448	637	491	2175
Wrong #/Hang ups	796	722	669	757	2691
Other	99	107	73	72	351
Total	2931	2575	2727	2579	10812



Approximately 10% of the total calls in 2017 were Intake Calls, or Problem Gambling Related. This represents a total of 1,038 calls made by individuals who were seeking help for a gambling problem.

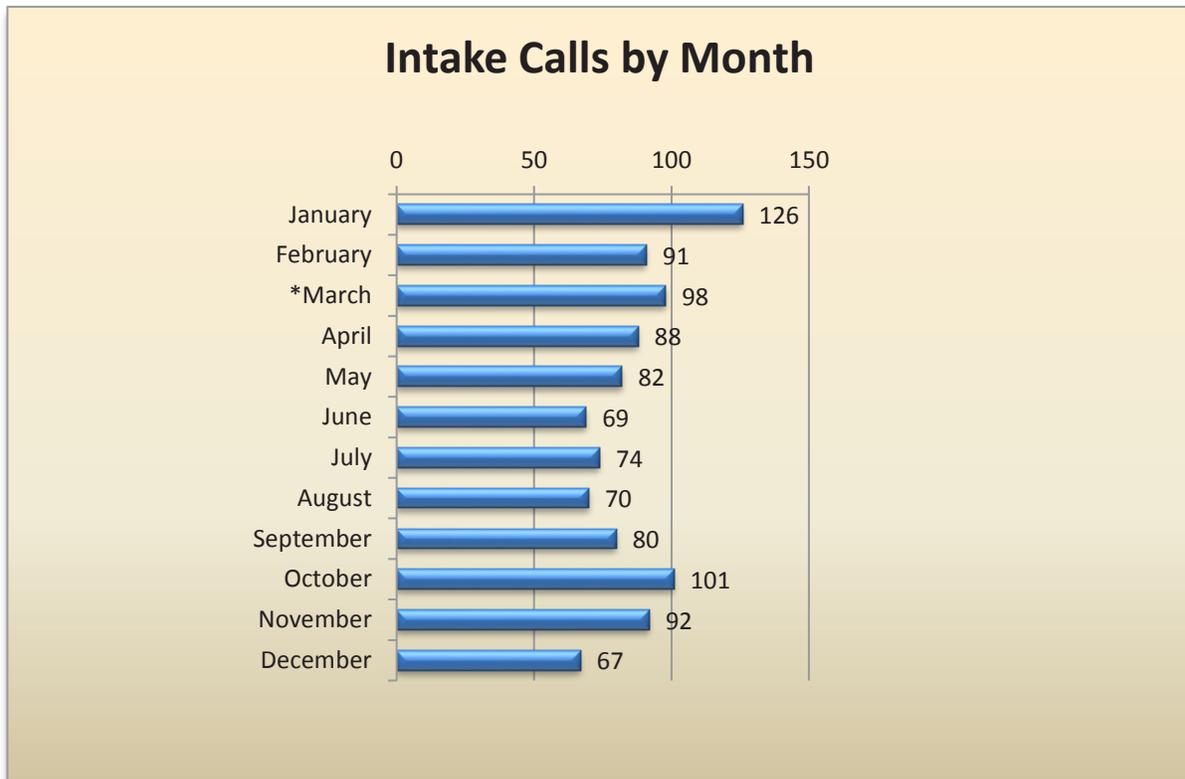
These calls may have been made by the individual experiencing gambling related problems, or by someone who knows them.

Information Reported by Intake - 1/1/2017-12/31/2017

Intake: This call details callers who actually have a gambling problem, have relapsed or know someone with a gambling problem. This category also includes providing GA and/or counselor contact information, HL information, Incoming follow-up calls, and other calls where information was obtained and a direct service provided.

For the 2017 calendar year, the Problem Gamblers Helpline received a total of 1,038 intake calls.

Total Intake Calls by Month			
Month	Frequency	Percent	Total Calls
January	126	12%	126
February	91	9%	91
*March	98	9%	98
April	88	8%	88
May	82	8%	82
June	69	7%	69
July	74	7%	74
August	70	7%	70
September	80	8%	80
October	101	10%	101
November	92	9%	92
December	67	6%	67
Total	1038	100%	1038



**indicates Problem Gambling Awareness Month*

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*Callers may answer yes to more than one of the above categories.

Game of Choice

This table reflects the individuals most problematic form of gambling.

Most Problematic			
Problem	Frequency	Percent	Total Calls
<i>Baccarat</i>	2	0%	2
<i>****Unwilling</i>	75	7%	75
<i>***Lottery</i>	3	0%	3
<i>**Video Poker</i>	22	2%	22
<i>*Sports</i>	12	1%	12
<i>8-Liner</i>	0	0%	0
<i>Bingo</i>	0	0%	0
<i>Blackjack</i>	87	8%	87
<i>Business Risk</i>	0	0%	0
<i>Cards</i>	16	2%	16
<i>Cards Dice/Non Casino</i>	0	0%	0
<i>Dice</i>	10	1%	10
<i>Fantasy Sports</i>	1	0%	1
<i>Football</i>	8	1%	8
<i>Horserace</i>	7	1%	7
<i>Internet</i>	31	3%	31
<i>Keno</i>	0	0%	0
<i>Lotto</i>	32	3%	32
<i>Not Applicable</i>	2	0%	2
<i>Numbers</i>	0	0%	0
<i>Poker</i>	32	3%	32
<i>Pull-Tabs</i>	1	0%	1
<i>Punch Boards</i>	1	0%	1
<i>Racetrack</i>	0	0%	0
<i>Rip Tickets</i>	1	0%	1
<i>Roulette</i>	27	3%	27
<i>Scratch-offs</i>	108	10%	108
<i>Slots</i>	388	37%	388
<i>Stocks</i>	5	0%	5
<i>Table games</i>	0	0%	0
<i>Unknown</i>	0	0%	0
<i>Unspec.- Casino</i>	143	14%	143
<i>Unspec.- Lottery</i>	9	1%	9
<i>Unspec. -Other</i>	1	0%	1
<i>Unsure</i>	9	1%	9
<i>Video Games</i>	1	0%	1
<i>Video Poker- Non Casino</i>	4	0%	4
<i>Video-Keno</i>	0	0%	0
Total	1038	100%	1038

* **Sports**- unspecified sports, football, basketball.

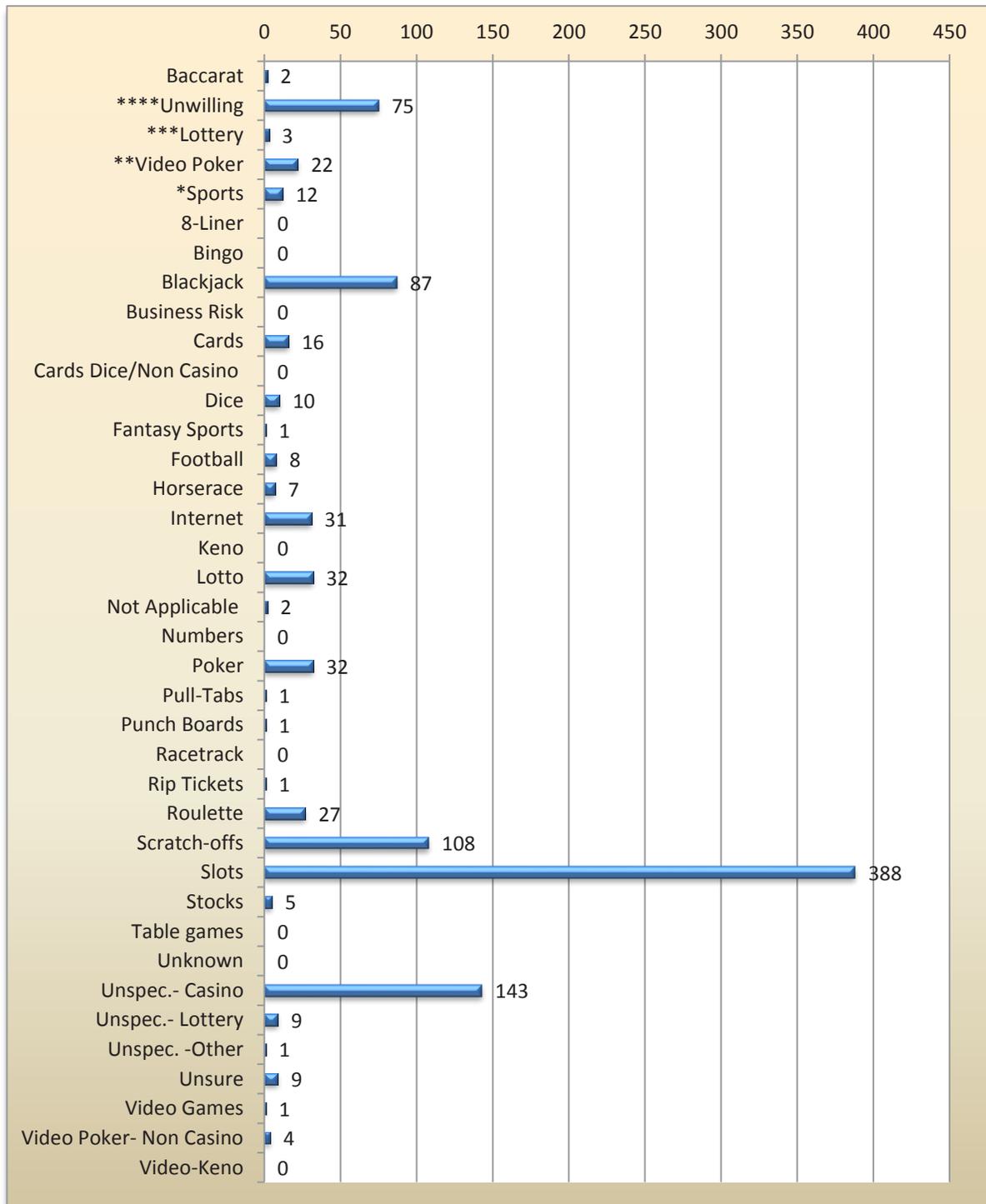
** **Video Poker Non Casino**- video poker at truck stops, restaurants, etc.

*** **Lottery**- other- lottery, unspecified. lottery

******Unwilling**- This category includes those callers who hung up before capturing this information,

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This chart reflects the individuals most problematic form of gambling



* **Sports-** unspecified sports, football, basketball.

** **Video Poker-** video poker non-casino, video poker at truck stops, restaurants, etc.

*** **Lottery-** other- lottery, unspecified. lottery

**** **Unwilling-** This category includes those callers who hung up before capturing this information, callers who could not identify only one problem area and those callers who refused to answer.

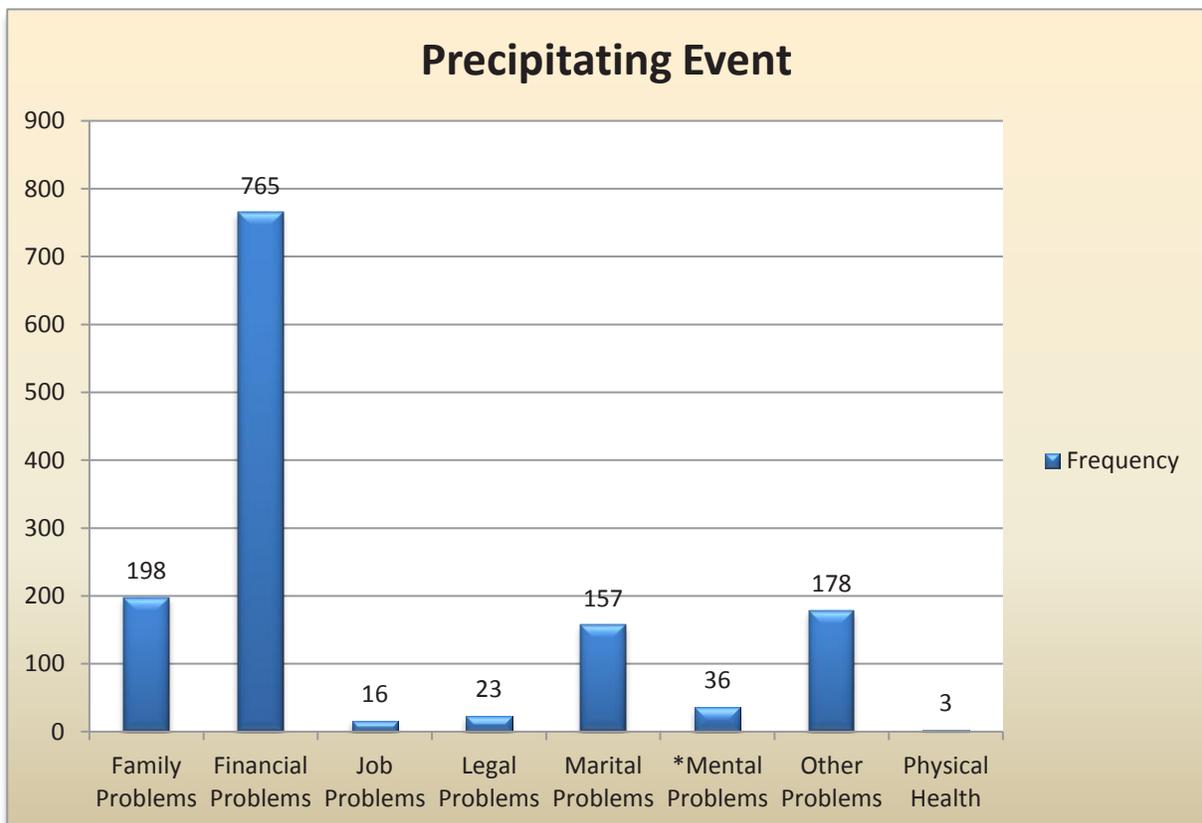
Precipitating Events

A list of the primary issues that prompted the caller to contact the Helpline. Callers may answer yes to more than one of the categories below:

Precipitating Event			
Precipitating Event	Frequency	Percent	Total Calls
Family Problems	198	19%	198
Financial Problems	765	74%	765
Job Problems	16	2%	16
Legal Problems	23	2%	23
Marital Problems	157	15%	157
*Mental Problems	36	3%	36
Other Problems	178	17%	178
Physical Health	3	0%	3

*Mental Health indicates not only suicidal ideation, but also diagnosed disorders, such as Schizophrenia, Bi-polar, or Clinical Depression.

PLEASE NOTE: Many individuals indicated more than one problem area. The percent associated with each type of gambling indicates what percent of the total number of callers indicated that specific form of gambling was a problem. Percent totals will not, and should not, equal 100%, as a result.



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2017 Monthly Intake Calls

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Number Called	Calls												
800-848-1880	20	9	17	17	16	16	15	17	17	17	14	6	181
800-GAMBLER	57	54	48	41	32	27	38	29	42	66	58	45	537
877-565-2112	12	9	9	7	3	5	7	8	3	3	2	4	72
National Helpline	27	10	12	17	20	16	12	6	13	15	13	7	168
Other/Unknown	10	9	12	6	11	5	2	10	5	0	5	5	80
** <i>(Lottery Prompt)</i>	0	1	1	0	1	0	0	1	0	2	0	1	7

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Marital Status	Calls												
Cohabiting	4	6	5	8	7	3	5	0	5	4	6	1	54
Divorced	4	4	4	6	4	6	7	5	5	12	5	7	69
Married	41	22	23	22	29	19	18	25	29	32	36	13	309
Separated	5	2	0	5	1	3	1	2	1	2	1	1	24
Single	38	34	26	27	25	19	27	23	25	28	21	24	317
Unasked/unwilling	30	17	35	19	12	19	10	13	12	20	20	15	222
Widowed	4	6	5	1	4	0	6	2	3	3	3	6	43

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
How Caller Heard of Helpline	Calls												
Billboard	7	1	1	7	1	3	3	1	2	3	2	4	35
Brochure	6	1	5	2	3	8	2	5	3	0	3	4	42
Casino / Casino Card	39	22	26	29	28	24	28	24	26	35	29	24	334
PGCB / Council	0	0	0	0	1	0	0	0	0	0	0	0	1
Crisis Line / Therapy	4	1	1	1	0	0	1	1	0	2	1	2	14
Family / Friend	2	6	2	3	7	4	8	3	12	2	4	4	57
Internet	33	34	28	21	18	12	17	12	21	29	34	15	274
Lottery	12	9	14	10	9	3	2	12	9	6	3	5	94
Newspaper	1	0	0	0	0	0	0	0	0	0	0	0	1
Other	2	2	1	4	2	4	2	4	1	3	2	0	27
Phonebook / Operator	0	0	1	0	0	1	1	0	0	2	1	0	6
TV	2	2	3	3	1	0	0	1	2	5	3	1	23
Radio	3	1	0	1	1	0	1	1	1	8	3	2	22
Unwilling	15	12	16	7	11	10	9	6	3	4	7	6	106

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Callers Subject	Calls												
Family	10	13	11	13	8	4	7	5	12	7	20	12	122
Friend	4	2	5	1	3	1	0	2	6	3	2	1	30
Self	99	67	67	62	64	54	65	60	47	81	57	52	775
Spouse	11	6	11	10	5	9	2	3	13	8	11	2	91
Unwilling/Other	2	3	4	2	2	1	0	0	2	2	2	0	20

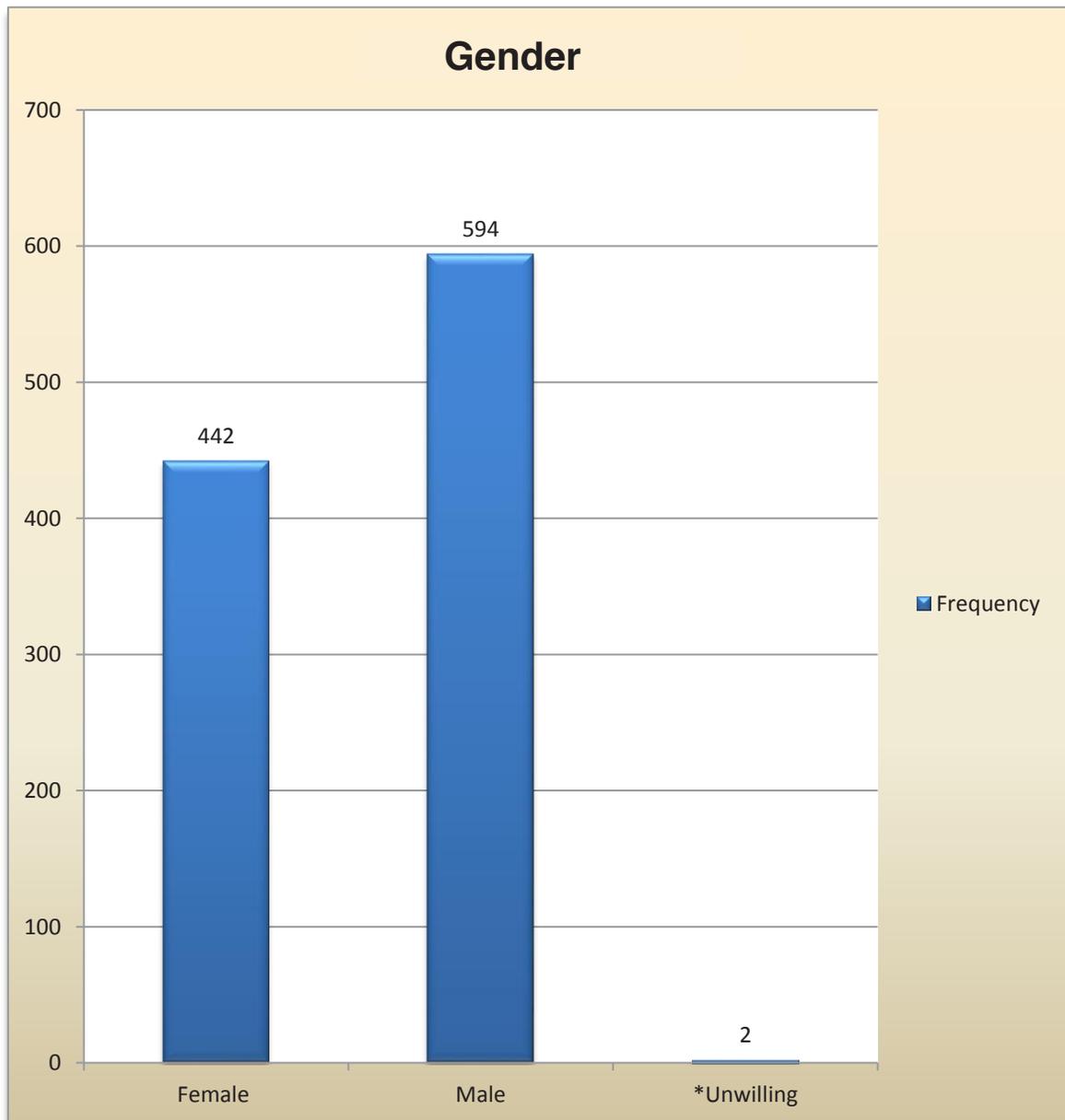
Callers Subject represents the person who the caller was seeking help for. Typically, the caller is the one experiencing the issue. However, there are several instances of friends and/or family members who call seeking assistance.

Gender

This category compares the male to female ratio of individuals experiencing gambling related problems.

Gender			
Gender	Frequency	Percent	Total Calls
Female	442	43%	442
Male	594	57%	594
*Unwilling	2	0%	2
Total	1038	100%	1038

**This category includes callers who hung up prior to capturing this information.*

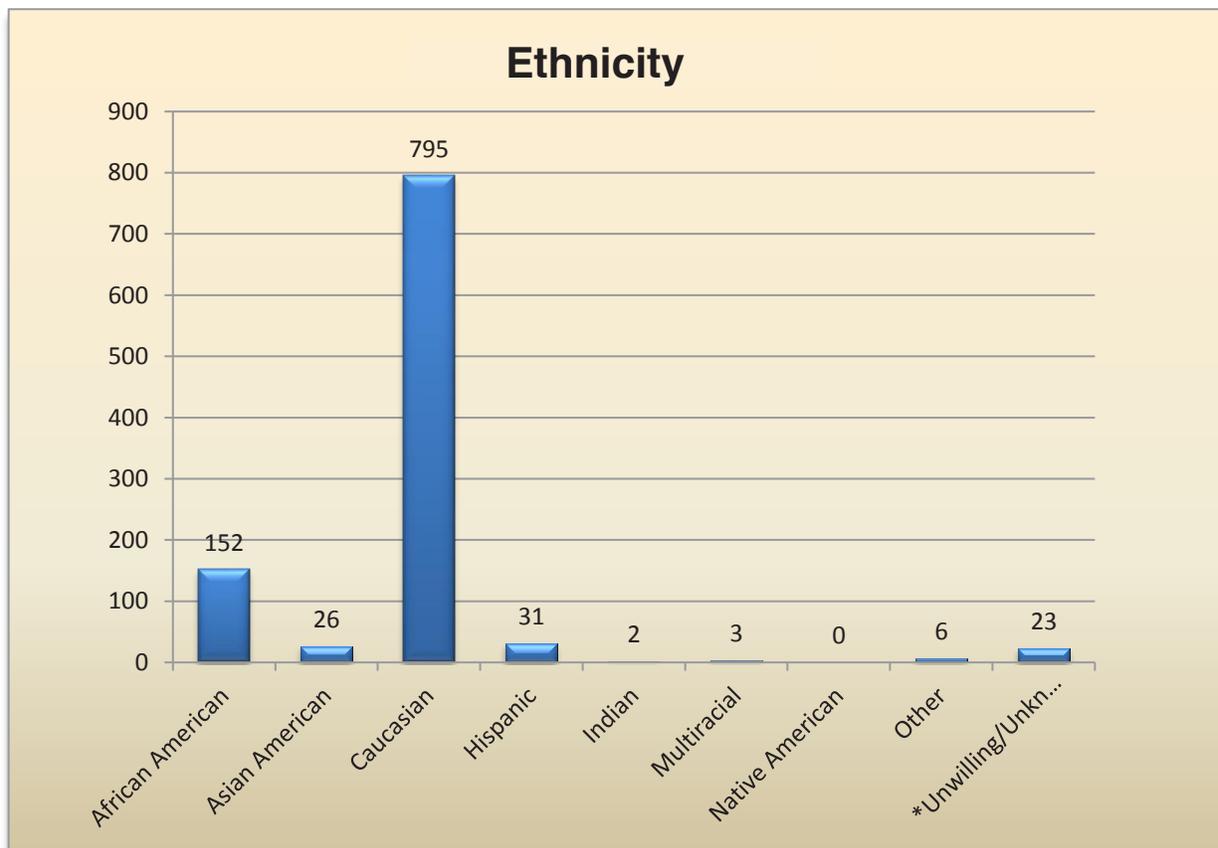


Ethnicity

This categories identifies the ethnicity of the individual.

Ethnicity			
Ethnicity	Frequency	Percent	Total Calls
African American	152	15%	152
Asian American	26	3%	26
Caucasian	795	77%	795
Hispanic	31	3%	31
Indian	2	0%	2
Multiracial	3	0%	3
Native American	0	0%	0
Other	6	1%	6
*Unwilling/Unknown	23	2%	23
Total	1038	100%	1038

*This category includes callers who hung up prior to capturing this information and/or those callers who were unwilling to answer this question.



Language Line	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	CALLS
Callers passed along	0	0	0	1	1	0	2	1	0	0	1	0	7	

For the 2017 calendar year, the Problem Gamblers Helpline received a total of seven (7) requests for Language Line services. All seven (7) of these requests were for assistance with Spanish translation.

Age Group

This table depicts the age group of the individual, as reported by the caller.

Age Group			
Age Group	Frequency	Percent	Total
13-17	1	0%	1
18-24	51	5%	51
25-34	139	13%	139
35-44	186	18%	186
45-54	176	17%	176
55-64	189	18%	189
65+	107	10%	107
Unknown	3	0%	3
Unsure	2	0%	2
*Unwilling	184	18%	184
Total	1038	100%	1038

**This category includes callers who hung up prior to capturing this information and/or those callers who were unwilling to answer this question.*

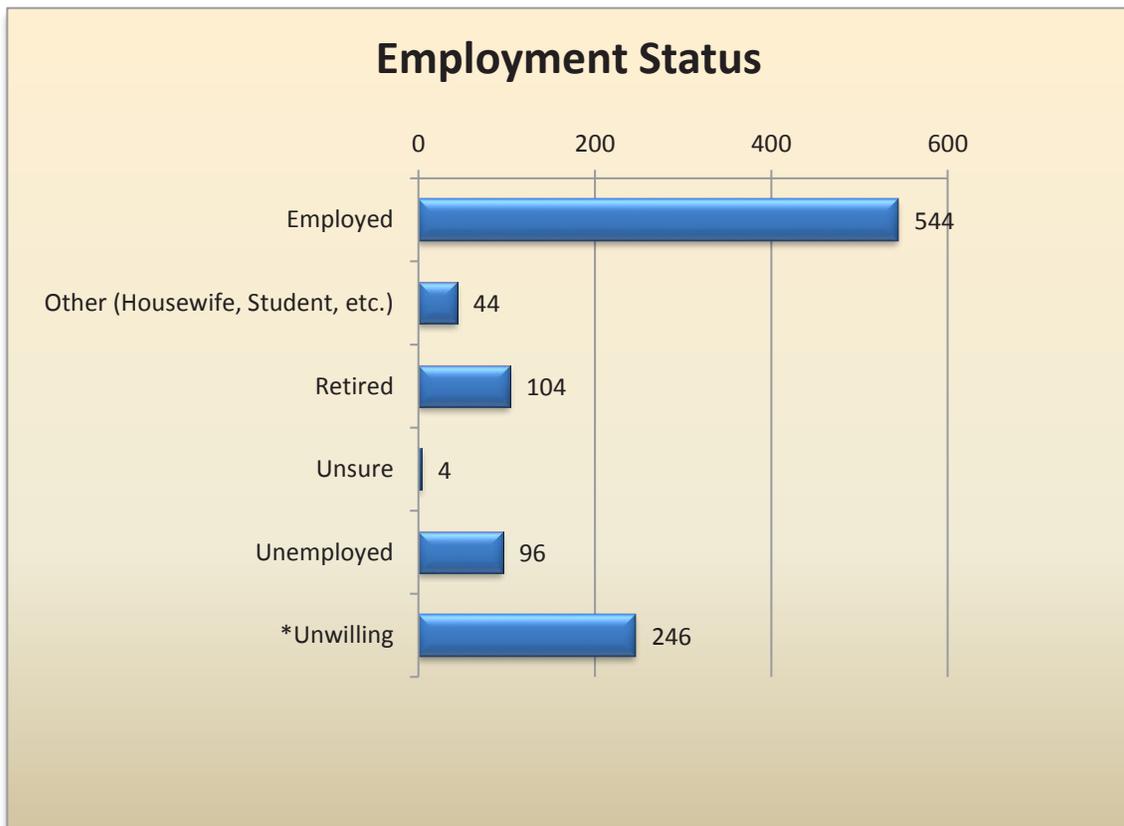


Employment Status

This category identifies the individuals employment status at the time the Helpline received the call.

Employment Status			
Employed	Frequency	Percent	Total Calls
<i>Employed</i>	544	52%	544
<i>Other (Housewife, Student, etc.)</i>	44	4%	44
<i>Retired</i>	104	10%	104
<i>Unsure</i>	4	0%	4
<i>Unemployed</i>	96	9%	96
<i>*Unwilling</i>	246	24%	246
Total	1038	100%	1038

**This category includes callers who hung up prior to capturing this information and/or those callers who were unwilling to answer this question.*



Location of Intake Calls by County

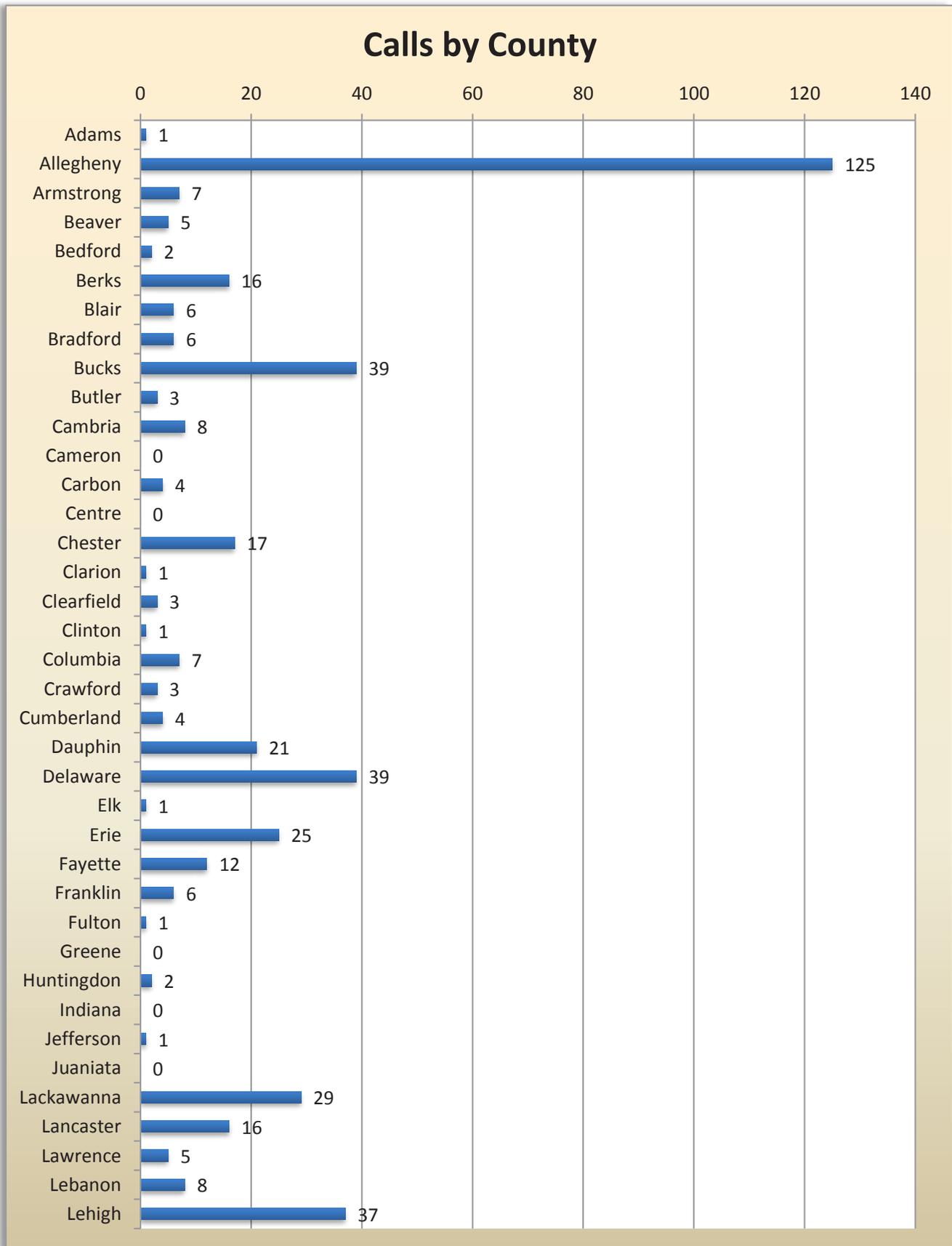
Calls by County			
County	Frequency	Average	Total
<i>Adams</i>	1	0%	1
<i>Allegheny</i>	125	12%	125
<i>Armstrong</i>	7	1%	7
<i>Beaver</i>	5	0%	5
<i>Bedford</i>	2	0%	2
<i>Berks</i>	16	2%	16
<i>Blair</i>	6	1%	6
<i>Bradford</i>	6	1%	6
<i>Bucks</i>	39	4%	39
<i>Butler</i>	3	0%	3
<i>Cambria</i>	8	1%	8
<i>Cameron</i>	0	0%	0
<i>Carbon</i>	4	0%	4
<i>Centre</i>	0	0%	0
<i>Chester</i>	17	2%	17
<i>Clarion</i>	1	0%	1
<i>Clearfield</i>	3	0%	3
<i>Clinton</i>	1	0%	1
<i>Columbia</i>	7	1%	7
<i>Crawford</i>	3	0%	3
<i>Cumberland</i>	4	0%	4
<i>Dauphin</i>	21	2%	21
<i>Delaware</i>	39	4%	39
<i>Elk</i>	1	0%	1
<i>Erie</i>	25	2%	25
<i>Fayette</i>	12	1%	12
<i>Franklin</i>	6	1%	6
<i>Fulton</i>	1	0%	1
<i>Greene</i>	0	0%	0
<i>Huntingdon</i>	2	0%	2
<i>Indiana</i>	0	0%	0
<i>Jefferson</i>	1	0%	1
<i>Juaniata</i>	0	0%	0
<i>Lackawanna</i>	29	3%	29
<i>Lancaster</i>	16	2%	16
<i>Lawrence</i>	5	0%	5
<i>Lebanon</i>	8	1%	8
<i>Lehigh</i>	37	4%	37
<i>Luzerne</i>	28	3%	28
<i>Lycoming</i>	8	1%	8
<i>McKean</i>	4	0%	4
<i>Mercer</i>	3	0%	3
<i>Mifflin</i>	2	0%	2
<i>Monroe</i>	11	1%	11
<i>Montgomery</i>	57	5%	57
<i>Montour</i>	1	0%	1

Location of Intake Calls by County

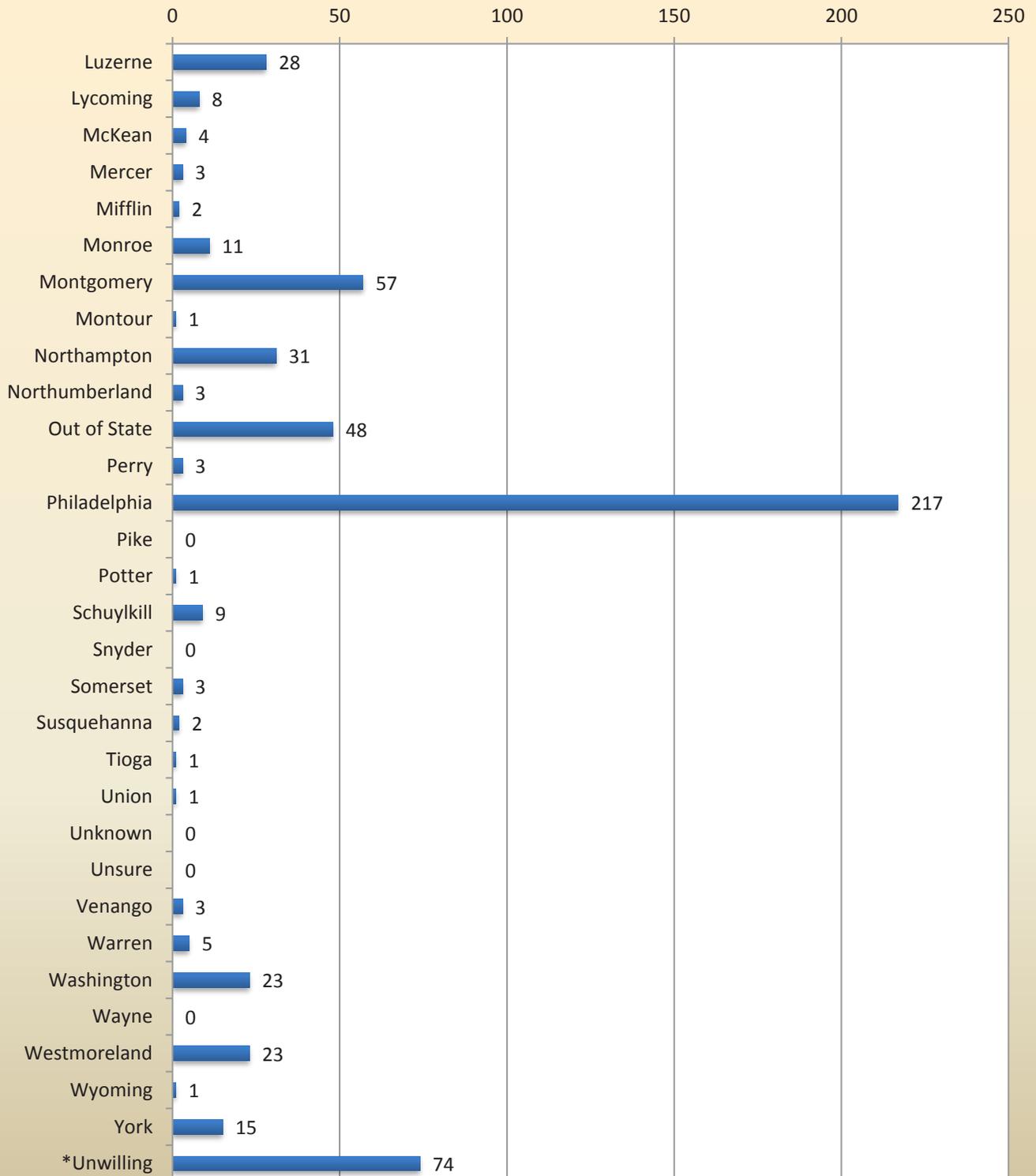
Calls by County			
<i>Northampton</i>	31	3%	31
<i>Northumberland</i>	3	0%	3
<i>Out of State</i>	48	5%	48
<i>Perry</i>	3	0%	3
<i>Philadelphia</i>	217	21%	217
<i>Pike</i>	0	0%	0
<i>Potter</i>	1	0%	1
<i>Schuylkill</i>	9	1%	9
<i>Snyder</i>	0	0%	0
<i>Somerset</i>	3	0%	3
<i>Susquehanna</i>	2	0%	2
<i>Tioga</i>	1	0%	1
<i>Union</i>	1	0%	1
<i>Unknown</i>	0	0%	0
<i>Unsure</i>	0	0%	0
<i>Venango</i>	3	0%	3
<i>Warren</i>	5	0%	5
<i>Washington</i>	23	2%	23
<i>Wayne</i>	0	0%	0
<i>Westmoreland</i>	23	2%	23
<i>Wyoming</i>	1	0%	1
<i>York</i>	15	1%	15
<i>*Unwilling</i>	74	7%	74
Total	1038	100%	1038

Calls by County (continued)

**This category includes callers who were not willing to reveal their location.*



Calls by County



Other Problems Identified

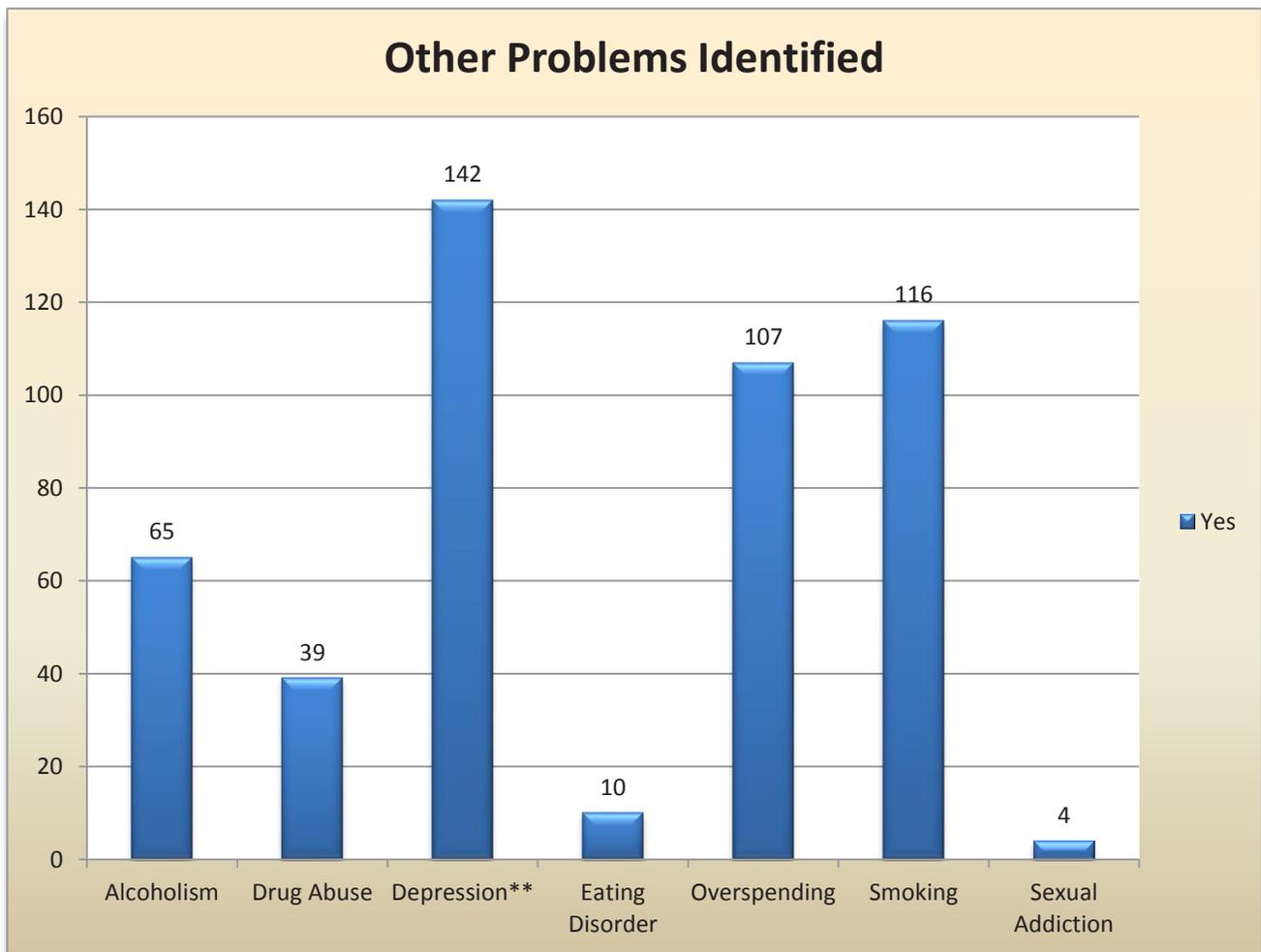
Other Problems Identified			
Other Problems*	Yes	Yes Percent	No
Alcoholism	65	8%	766
Drug Abuse	39	5%	796
Depression**	142	17%	686
Eating Disorder	10	1%	817
Overspending	107	13%	721
Smoking	116	14%	713
Sexual Addiction	4	0%	812

This table identifies other problem areas as reported by the caller.

Callers answer "yes or no" to the question, "Have you experienced other problems (current or past) in addition to your gambling?"

*Callers may answer yes to more than one of the above categories.

**Depression as listed in this context could refer to the answer to the simple question, "Are you depressed?" and/or a doctors diagnosis of depression or Clinical Depression.



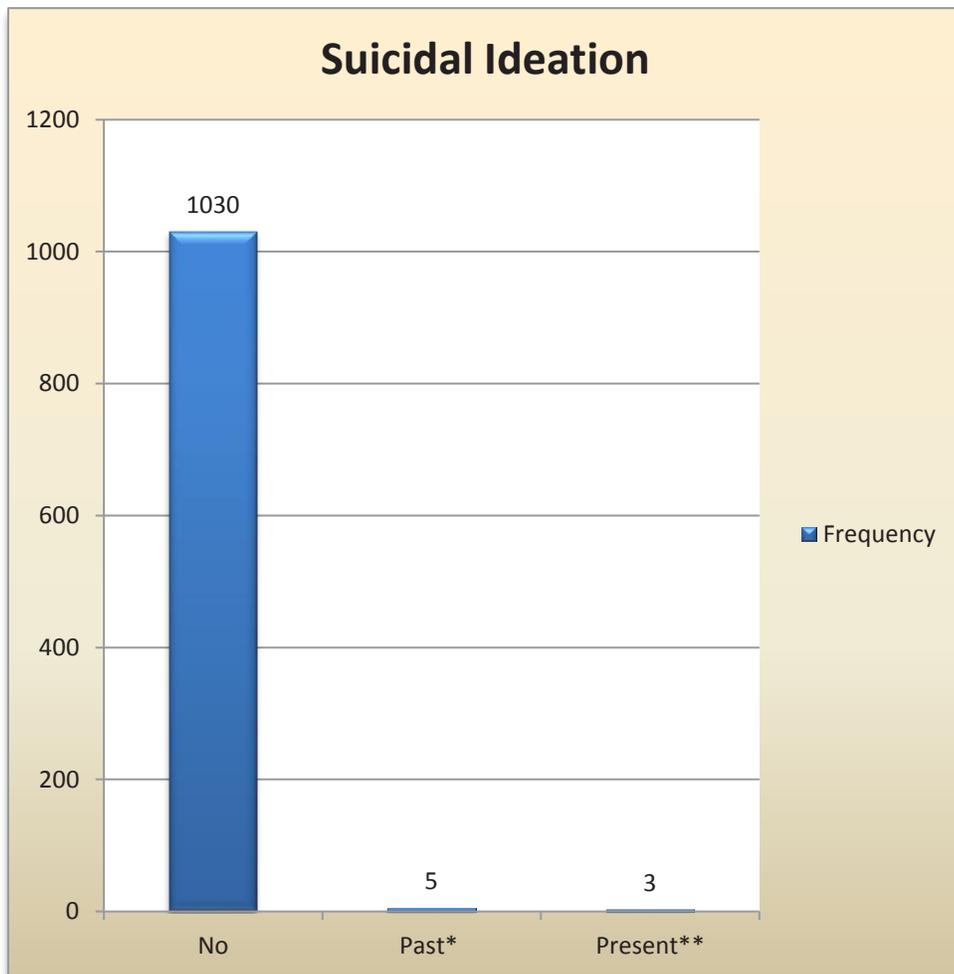
Suicidal Ideation

Calls in this category are the most serious calls received by Helpline staff. Direct and specific questions about suicide are essential in assessing suicidal ideation and risk. Callers are asked if they are having thoughts of harming themselves currently or have had said thoughts in the past. They are also asked if they have been diagnosed with a specific condition or illness such as Clinical Depression. This is a table reflective of the gamblers mental status based on those questions.

Number of Callers Who Were Suicidal			
Suicidal	Frequency	Percent	Total Calls
No	1030	99.2%	1030
Past*	5	0.5%	5
Present**	3	0.3%	3
Total	1038	100%	1038

**Callers have either attempted suicide in the past or have had said thoughts in the past. This caller is not currently in crisis and/or suicidal.*

***Caller currently is suicidal and emergency services are required.*



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		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Suggested Referrals		Calls												
	CCCS	6	5	1	9	6	0	6	5	7	5	1	5	56
	GA	89	66	61	62	54	45	50	44	46	64	56	43	680
	Gam Anon	25	17	12	24	11	8	6	5	15	14	16	9	162
	Helpline Materials	24	14	14	12	9	4	7	7	7	17	8	10	133
	Internet Resources	69	50	36	48	36	29	33	23	23	39	27	20	433
	PA Council / PGCB	1	0	0	0	0	1	0	0	0	0	0	0	2
	Refused/Unable to Give/Other	24	23	28	19	16	18	17	16	36	24	14	13	248
	Self Exclusion	40	31	29	30	19	19	22	23	23	29	29	21	315
	Treatment	80	68	63	64	69	57	50	57	61	61	72	50	752

At a glance...

- 2017 saw 10,812 total calls come into the Helpline Center. Of these calls, 1,038 (9.6%) were “intake” calls, or calls seeking help/information for issues related to gambling.
- Over 27% of total calls were either ‘wrong numbers’ or hang ups.
- January, March and October saw the highest volume of intake calls, while December saw the fewest.
- The vast majority of intake calls (74%) were prompted by financial problems.
- 32% of intake calls named casinos as the source of how they heard of the Helpline.
- In PA, the highest number of intake calls (537) were made to 1-800-GAMBLER.
- More intake calls were made by males (57%) than females (43%).
- The highest number of calls (189) came from the 55-64 age group.
- The majority of intake calls (77%) were placed by individuals who identified themselves as Caucasian.
There were a total of seven (7) language line requests in 2017. We continue to focus outreach efforts on non-English speaking populations, as well as training multi-lingual clinicians, with the goal of increasing the current infrastructure of available help.
- Nearly 1/3 of all intake calls (33%) came from Philadelphia and Allegheny Counties.
- 17% of all intake calls identified themselves as presently experiencing depression. Several intake calls referenced some other type of co-occurring disorder being present at the time of the call.
- Gamblers Anonymous and Treatment Providers received the majority of the referrals in 2017.