
Helpline Data 2018 Annual Report



Council on
Compulsive Gambling
of Pennsylvania, Inc.

**Council on Compulsive Gambling
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 our Helpline Services. These options allow individuals seeking assistance to contact our Helpline Center using a computer or mobile device, rather than a telephone. We feel 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, we have seen the chatline & text options being used in numbers greater than the national average, including states with legalized online gambling.

The Council's Purpose

Our 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. We refer all callers to the closest resources which may include a local trained clinician, Gamblers Anonymous or Gamanon meeting. The Helpline can use the ATT-language line, allowing us to assist callers who may speak any of 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, 2018 through December 31, 2018 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 gamblers, family members, or friends that call on the 1-800-848-1880 or 1-800-522-4700 but caller does not reside in Pennsylvania.

Intake – Calls from individuals, 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.

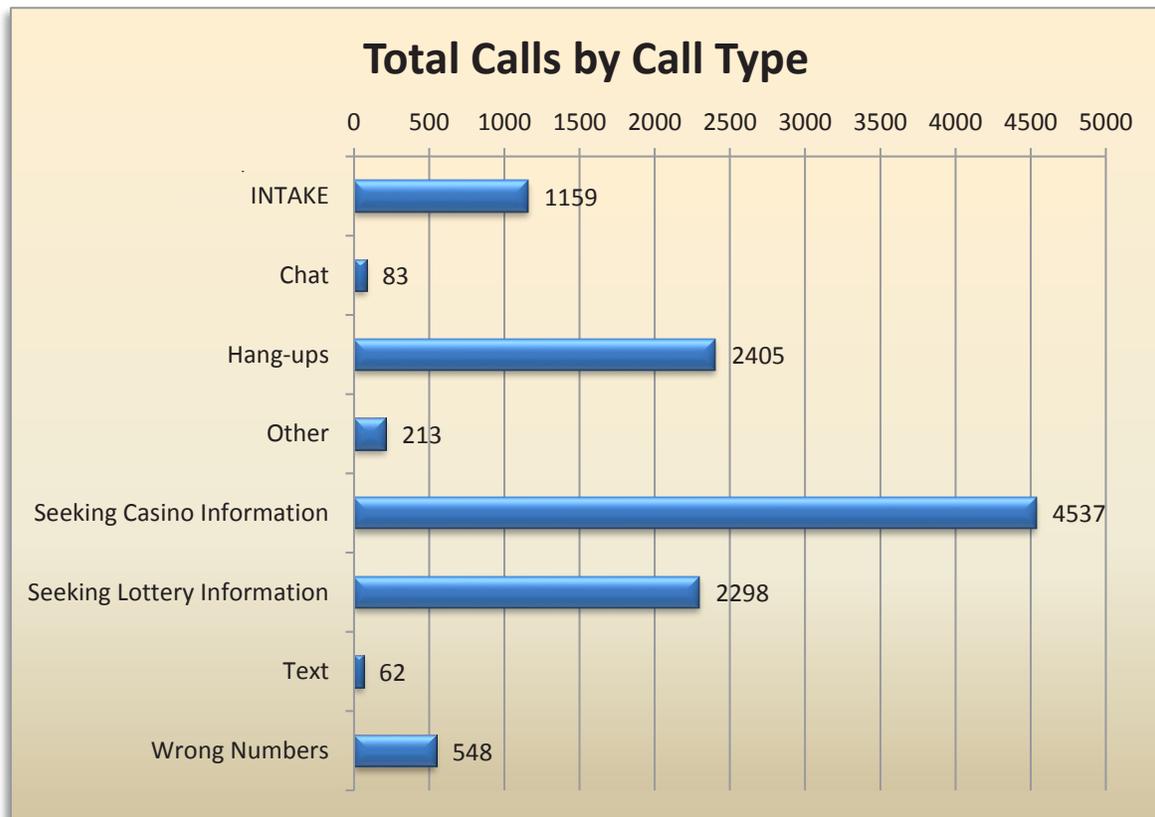
Effective March 26, 2009, “intake” calls are categorized as listed below:

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	1159	10.3%	1159
Chat	83	0.7%	83
Hang-ups	2405	21.3%	2405
Other	213	1.9%	213
Seeking Casino Information	4537	40.1%	4537
Seeking Lottery Information	2298	20.3%	2298
Text	62	0.5%	62
Wrong Numbers	548	4.8%	548
Total	11305	100.0%	11305

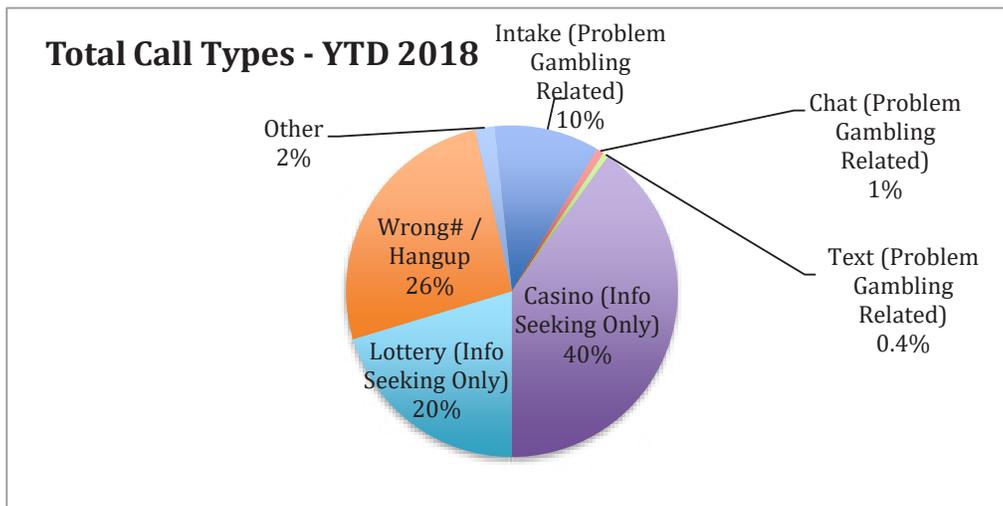
This table is based on the total call volume received between January 1, 2018 - December 31, 2018.



Total Helping Calls

Total Helping Calls			
Call Type	Total Calls by Type	Average Type	Total Calls
INTAKE	1159	100%	1159
Total	1159	100%	1159

Quarterly Review					
Category	1st QTR	2nd QTR	3rd QTR	4th QTR	Total
Intake (Problem Gambling Related)	282	303	314	260	1159
Chat (Problem Gambling Related)	19	15	26	23	83
Text (Problem Gambling Related)	15	9	15	23	62
Casino (Non Compulsive Gambling Related)	1097	1236	1256	948	4537
Lottery (Non Compulsive Gambling Related)	519	528	532	719	2298
Wrong #/Hang ups	777	716	692	768	2953
Other	62	57	44	50	213
Total	2771	2864	2879	2791	11305



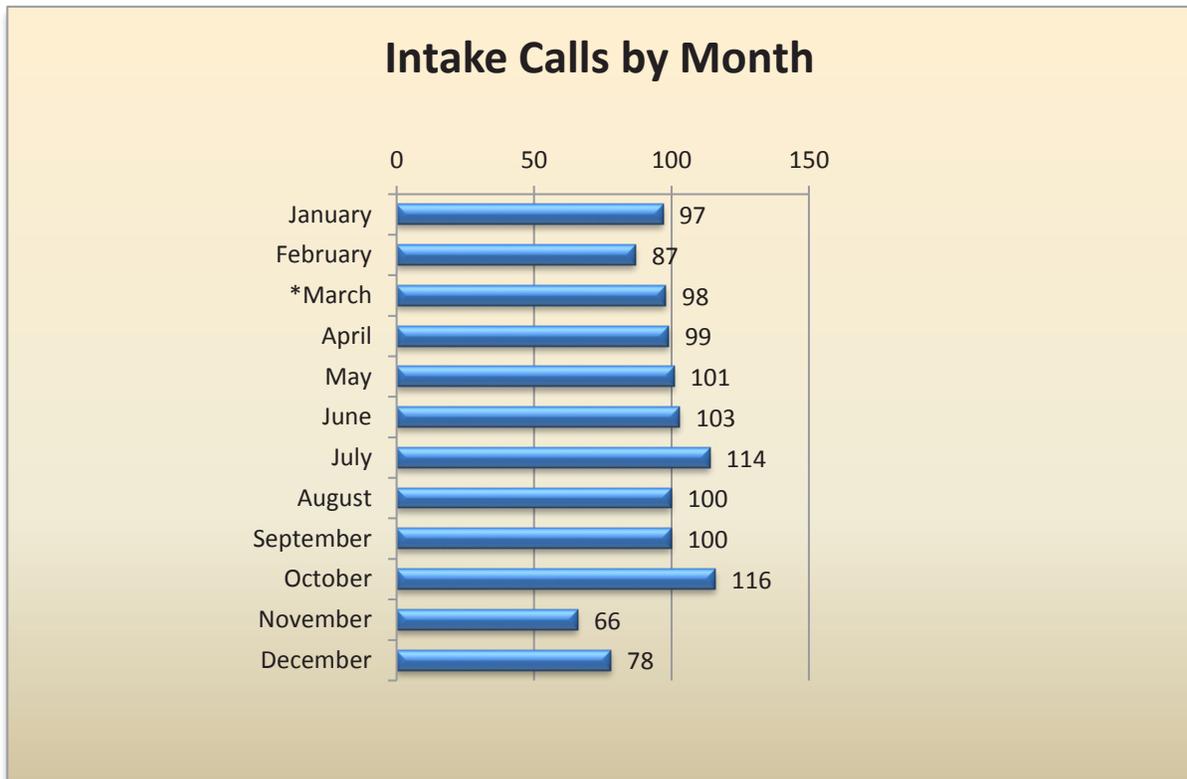
In 2018, 10% of total calls were Intake Calls, or Problem Gambling Related. This represents a total of 1,159 calls from individuals who are seeking help for a gambling problem. This could be help for the caller themselves, or for someone they know. Additionally, there were a total of 145 chats/texts for help in 2018.

Information Reported by Intake - 1/1/2018-12/31/2018

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 2018 calendar year, the Problem Gambling Helpline received a total of 1,159 intake calls.

Total Intake Calls by Month			
Month	Frequency	Percent	Total Calls
January	97	8%	97
February	87	8%	87
*March	98	8%	98
April	99	9%	99
May	101	9%	101
June	103	9%	103
July	114	10%	114
August	100	9%	100
September	100	9%	100
October	116	10%	116
November	66	6%	66
December	78	7%	78
Total	1159	100%	1159



**indicates National 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 most problematic form of gambling reported.

Most Problematic			
Problem	Frequency	Percent	Total Calls
<i>Baccarat</i>	4	0%	4
<i>Bingo</i>	0	0%	0
<i>Blackjack</i>	111	10%	111
<i>Cards</i>	22	2%	22
<i>Cards Dice/Non Casino</i>	0	0%	0
<i>Dice</i>	12	1%	12
<i>Football</i>	2	0%	2
<i>Horserace/Racetrack</i>	4	0%	4
<i>Internet</i>	19	2%	19
<i>Keno</i>	3	0%	3
<i>Lottery</i>	7	1%	7
<i>Lotto</i>	47	4%	47
<i>Not Applicable</i>	2	0%	2
<i>Poker</i>	35	3%	35
<i>Pull-Tabs</i>	2	0%	2
<i>Roulette</i>	18	2%	18
<i>Scratch-offs</i>	105	9%	105
<i>Slots</i>	382	33%	382
<i>Stocks</i>	1	0%	1
<i>Unspec.- Casino</i>	167	14%	167
<i>Unspec.- Lottery</i>	3	0%	3
<i>Unspec. -Other</i>	3	0%	3
<i>Unspec. -Sports</i>	19	2%	19
<i>Unsure</i>	15	1%	15
<i>Video Games</i>	1	0%	1
<i>Video Poker</i>	23	2%	23
<i>Video Poker- Non Casino</i>	2	0%	2
<i>Video-Keno</i>	4	0%	4
<i>Unwilling</i>	146	13%	146
Total	1159	100%	1159

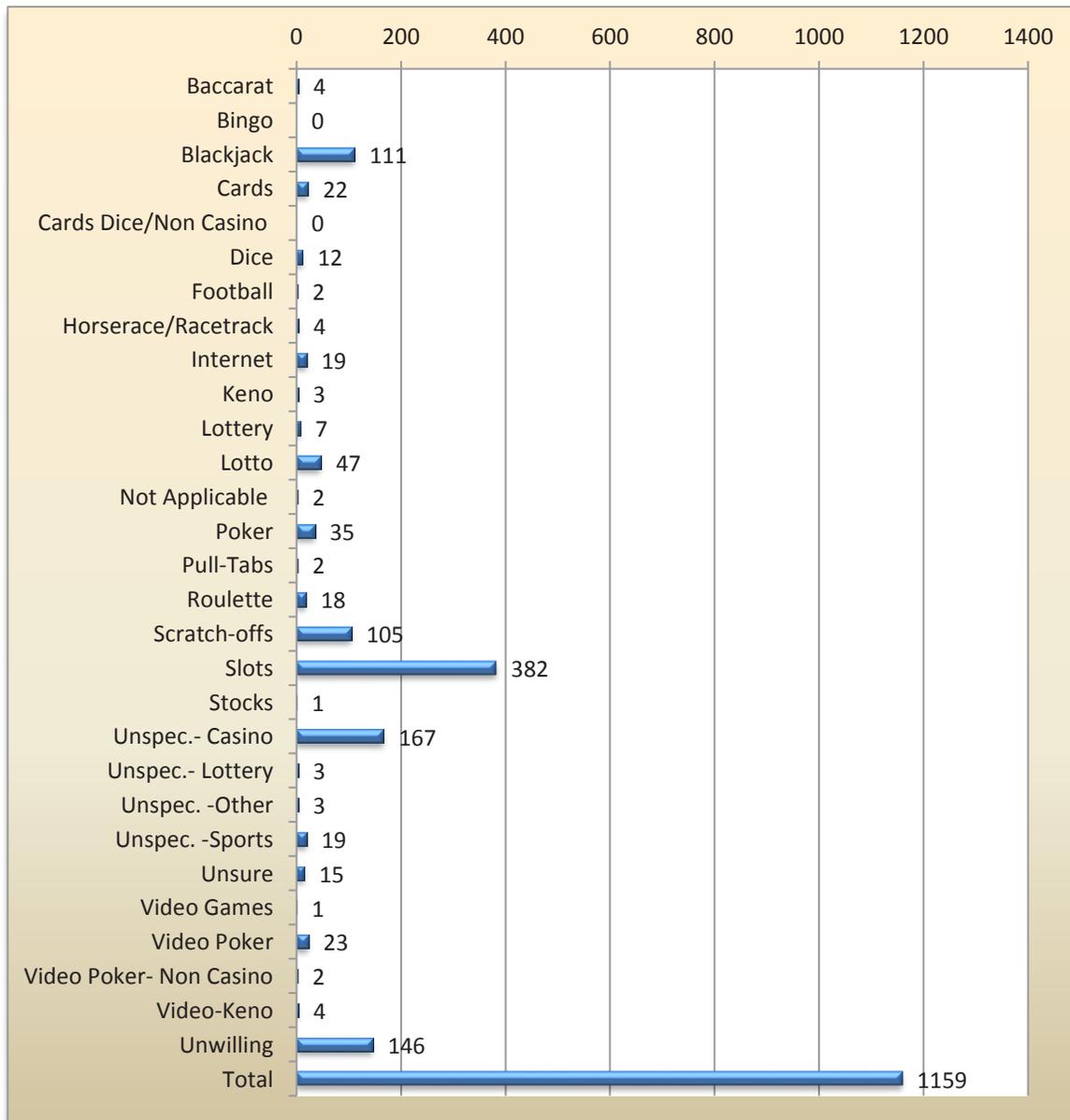
* **Sports**- unspecified sports, football, basketball.

** **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, callers who could not identify only one problem area and those callers who refused to answer.

This chart reflects the most problematic forms of gambling reported.



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

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

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

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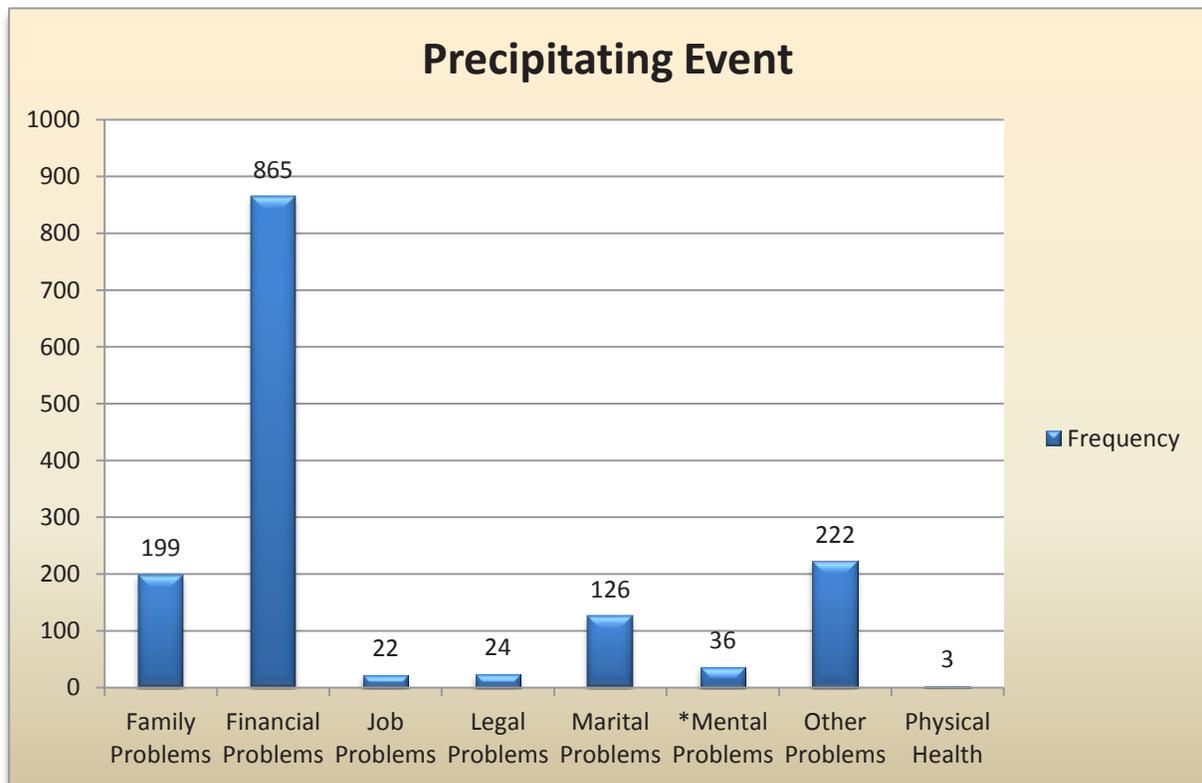
Precipitating Events

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	199	17%	199
Financial Problems	865	75%	865
Job Problems	22	2%	22
Legal Problems	24	2%	24
Marital Problems	126	11%	126
*Mental Problems	36	3%	36
Other Problems	222	19%	222
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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2018 Monthly Intake Calls

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Number Called	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
** <i>(Lottery Prompt)</i>	0	2	1	0	2	0	0	1	0	2	0	0	8

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Marital Status	Calls												
Cohabiting	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

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
How Caller Heard of Helpline	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

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Callers Subject	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

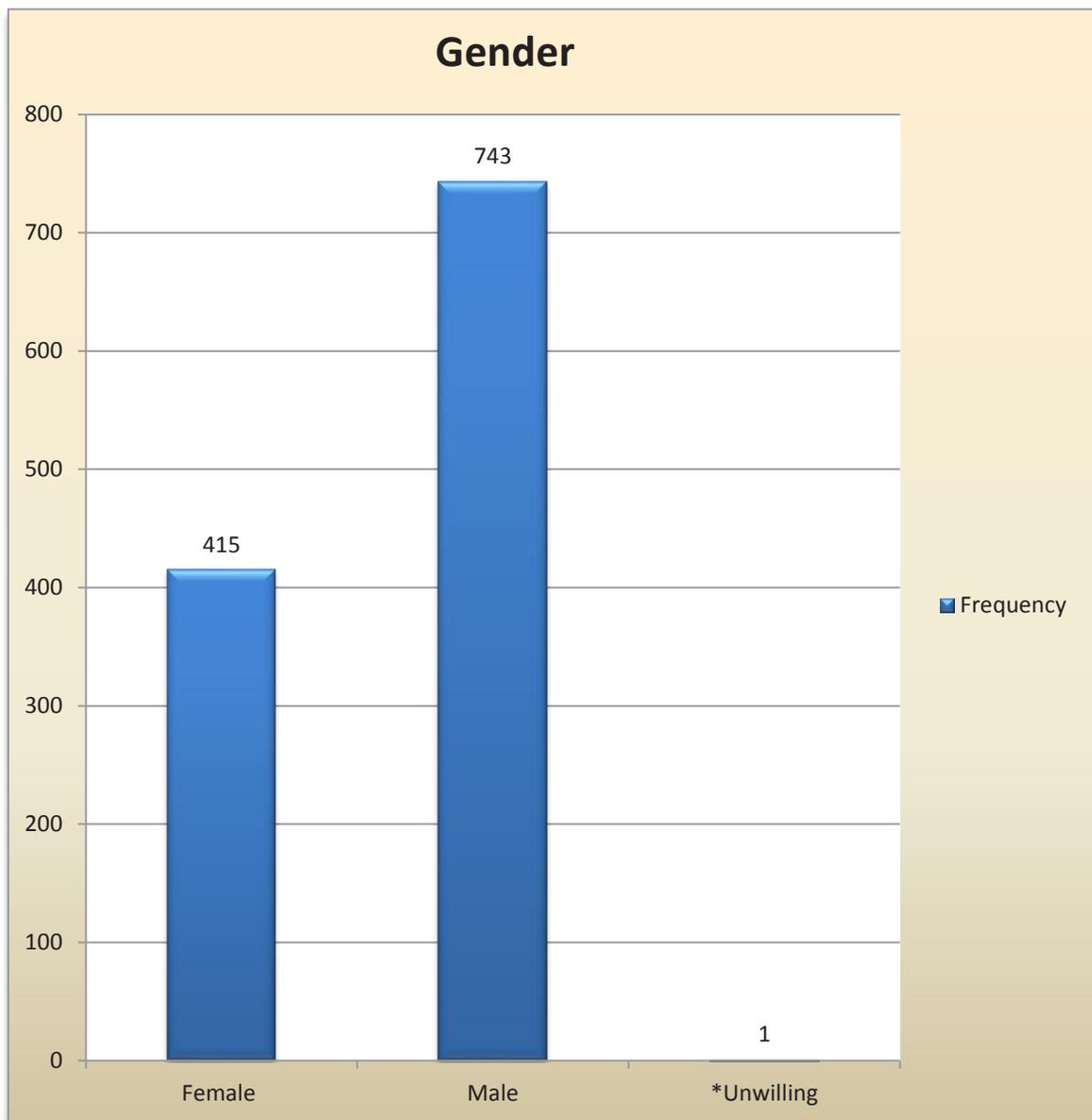
Callers Subject represents the person who the caller was seeking help for. Typically, the caller is the one experiencing the issue. However, there are several instances of friends and/or family members who call seeking assistance.

Gender

This category compares those experiencing issues based on gender.

Gender			
Gambler Gender	Frequency	Percent	Total Calls
Female	415	36%	415
Male	743	64%	743
*Unwilling	1	0%	1
Total	1159	100%	1159

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

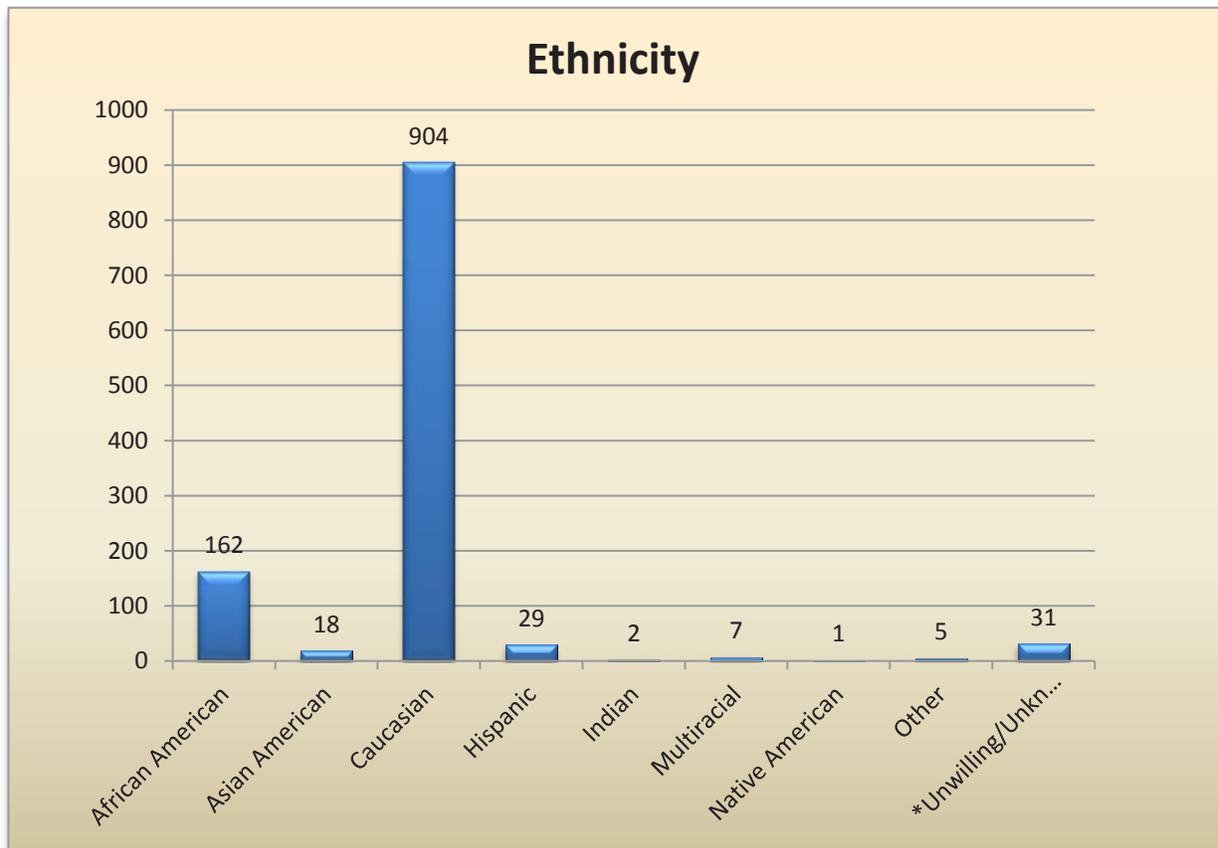


Ethnicity

This category breaks down the ethnicity of the individual experiencing problems.

Ethnicity			
Ethnicity	Frequency	Percent	Total Calls
African American	162	14%	162
Asian American	18	2%	18
Caucasian	904	78%	904
Hispanic	29	3%	29
Indian	2	0%	2
Multiracial	7	1%	7
Native American	1	0%	1
Other	5	0%	5
*Unwilling/Unknown	31	3%	31
Total	1159	100%	1159

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



	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Language Line													
Callers passed along	3	0	0	0	0	0	0	0	0	1	0	0	4

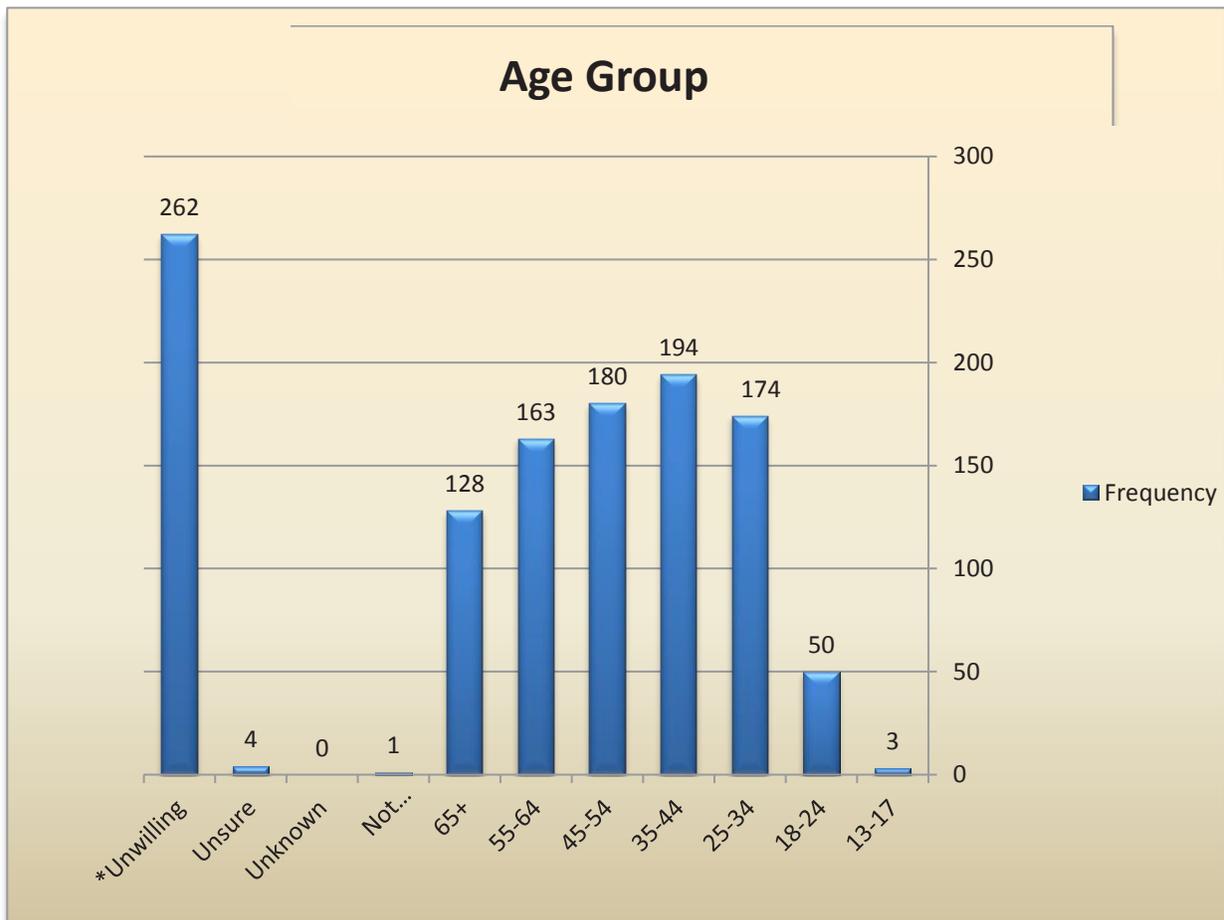
For the 2018 calendar year, the Problem Gamblers Helpline received a total of four (4) requests for Language Line services. Three (3) of these requests were for assistance with Spanish translation, and one (1) request was for assistance with Vietnamese translation.

Age Group

This category breaksdown the age group of the individual experiencing problems.

Age Group			
Gamblers Age	Frequency	Percent	Total
13-17	3	0%	3
18-24	50	4%	50
25-34	174	15%	174
35-44	194	17%	194
45-54	180	16%	180
55-64	163	14%	163
65+	128	11%	128
Not Applicable	1	0%	1
Unknown	0	0%	0
Unsure	4	0%	4
*Unwilling	262	23%	262
Total	1159	100%	1159

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

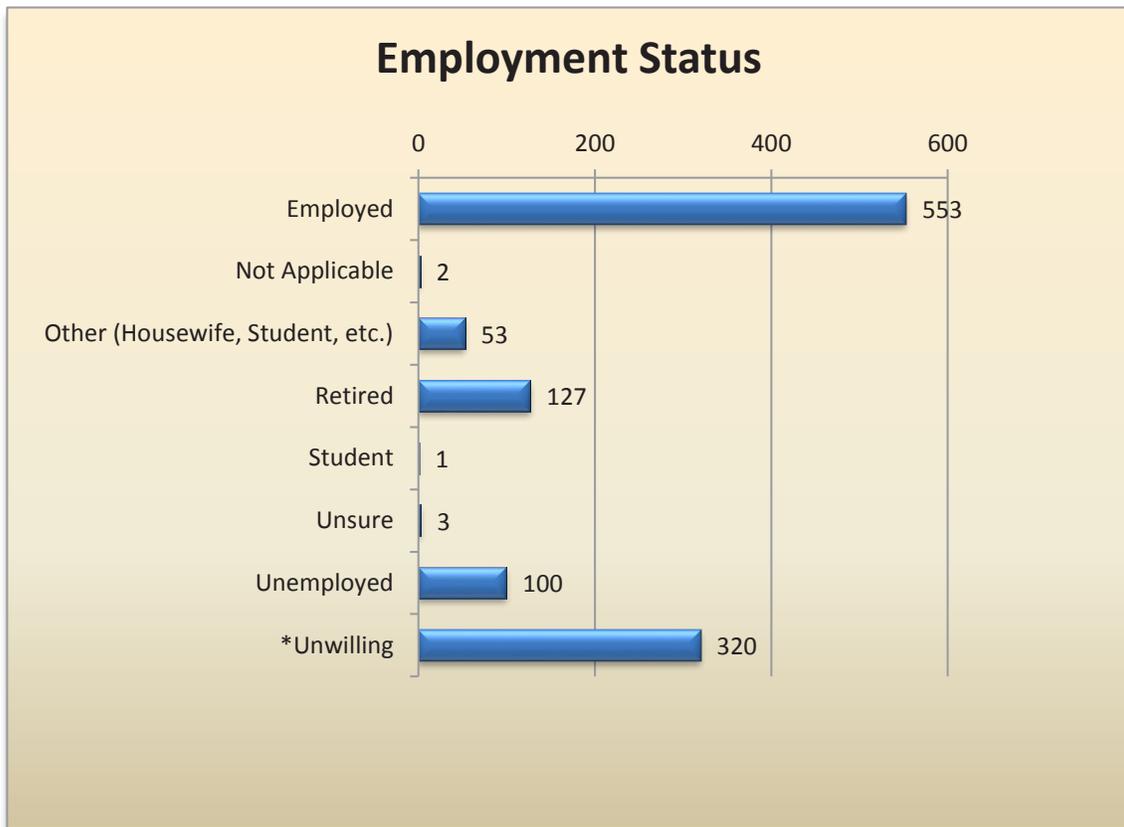


Employment Status

This category identifies the employment status of the individual experiencing problems at the time of the call.

Employment Status			
Employed	Frequency	Percent	Total Calls
<i>Employed</i>	553	48%	553
<i>Not Applicable</i>	2	0%	2
<i>Other (Housewife, Student, etc.)</i>	53	5%	53
<i>Retired</i>	127	11%	127
<i>Student</i>	1	0%	1
<i>Unsure</i>	3	0%	3
<i>Unemployed</i>	100	9%	100
<i>*Unwilling</i>	320	28%	320
Total	1159	100%	1159

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

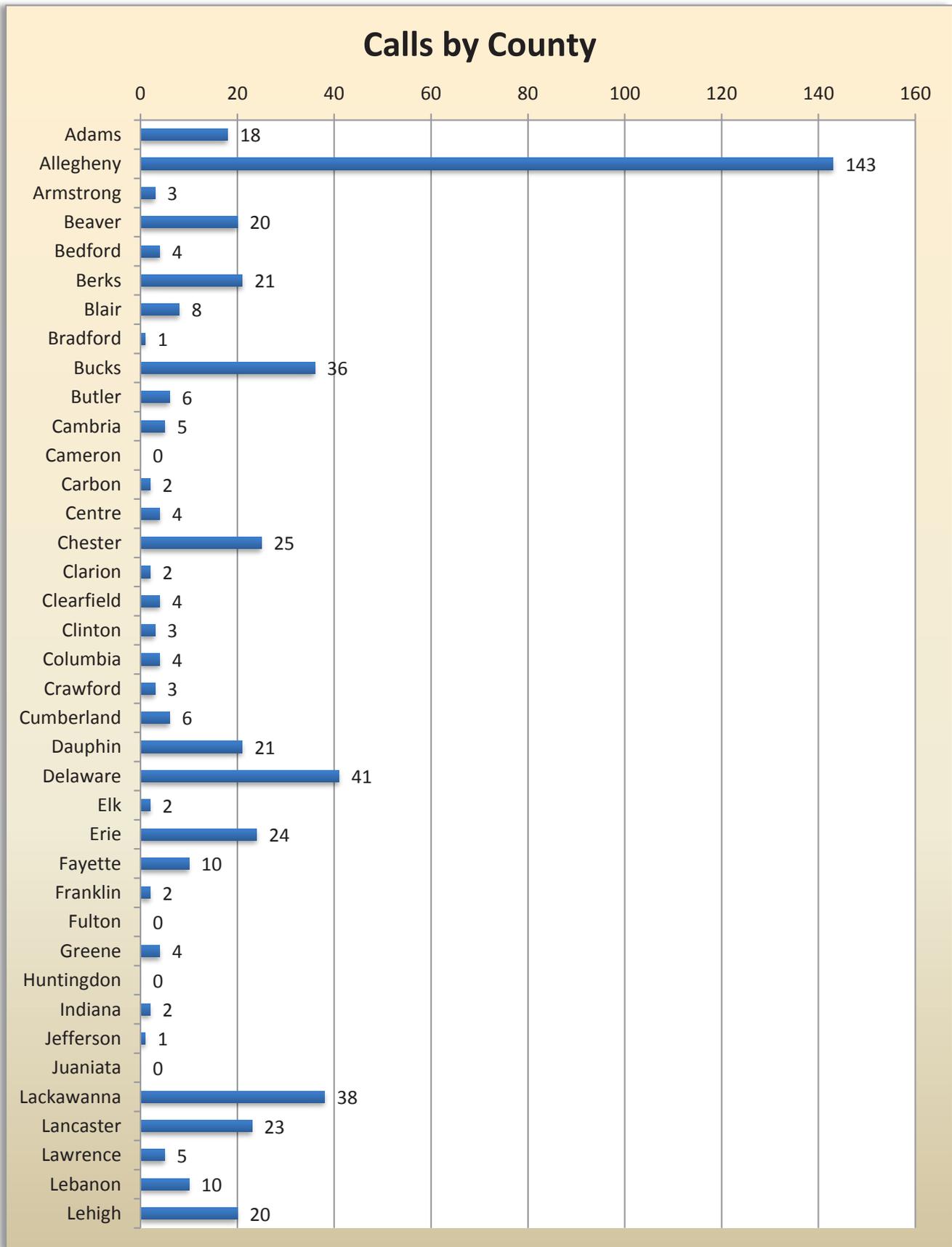


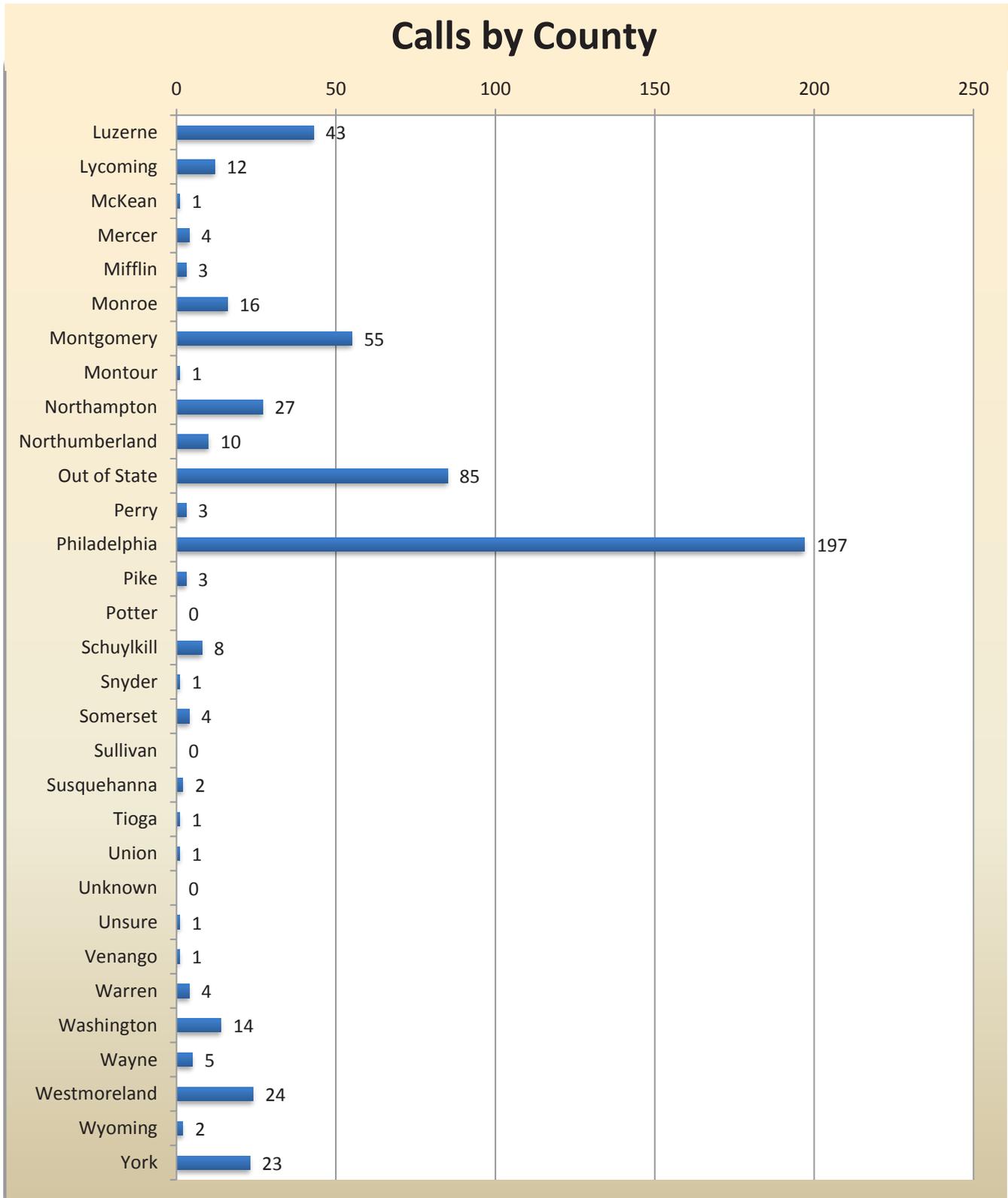
Location of Intake Calls by County

Calls by County			
Gamblers County	Frequency	Average	Total
<i>Adams</i>	18	2%	18
<i>Allegheny</i>	143	12%	143
<i>Armstrong</i>	3	0%	3
<i>Beaver</i>	20	2%	20
<i>Bedford</i>	4	0%	4
<i>Berks</i>	21	2%	21
<i>Blair</i>	8	1%	8
<i>Bradford</i>	1	0%	1
<i>Bucks</i>	36	3%	36
<i>Butler</i>	6	1%	6
<i>Cambria</i>	5	0%	5
<i>Cameron</i>	0	0%	0
<i>Carbon</i>	2	0%	2
<i>Centre</i>	4	0%	4
<i>Chester</i>	25	2%	25
<i>Clarion</i>	2	0%	2
<i>Clearfield</i>	4	0%	4
<i>Clinton</i>	3	0%	3
<i>Columbia</i>	4	0%	4
<i>Crawford</i>	3	0%	3
<i>Cumberland</i>	6	1%	6
<i>Dauphin</i>	21	2%	21
<i>Delaware</i>	41	4%	41
<i>Elk</i>	2	0%	2
<i>Erie</i>	24	2%	24
<i>Fayette</i>	10	1%	10
<i>Franklin</i>	2	0%	2
<i>Fulton</i>	0	0%	0
<i>Greene</i>	4	0%	4
<i>Huntingdon</i>	0	0%	0
<i>Indiana</i>	2	0%	2
<i>Jefferson</i>	1	0%	1
<i>Juaniata</i>	0	0%	0
<i>Lackawanna</i>	38	3%	38
<i>Lancaster</i>	23	2%	23
<i>Lawrence</i>	5	0%	5
<i>Lebanon</i>	10	1%	10
<i>Lehigh</i>	20	2%	20
<i>Luzerne</i>	43	4%	43
<i>Lycoming</i>	12	1%	12
<i>McKean</i>	1	0%	1
<i>Mercer</i>	4	0%	4
<i>Mifflin</i>	3	0%	3
<i>Monroe</i>	16	1%	16
<i>Montgomery</i>	55	5%	55
<i>Montour</i>	1	0%	1

Location of Intake Calls by County

Calls by County			
<i>Northampton</i>	27	2%	27
<i>Northumberland</i>	10	1%	10
<i>Out of State</i>	85	7%	85
<i>Perry</i>	3	0%	3
<i>Philadelphia</i>	197	17%	197
<i>Pike</i>	3	0%	3
<i>Potter</i>	0	0%	0
<i>Schuylkill</i>	8	1%	8
<i>Snyder</i>	1	0%	1
<i>Somerset</i>	4	0%	4
<i>Sullivan</i>	0	0%	0
<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>	1	0%	1
<i>Venango</i>	1	0%	1
<i>Warren</i>	4	0%	4
<i>Washington</i>	14	1%	14
<i>Wayne</i>	5	0%	5
<i>Westmoreland</i>	24	2%	24
<i>Wyoming</i>	2	0%	2
<i>York</i>	23	2%	23
<i>*Unwilling</i>	87	8%	87
Total	1159	100%	1159





Other Problems Identified

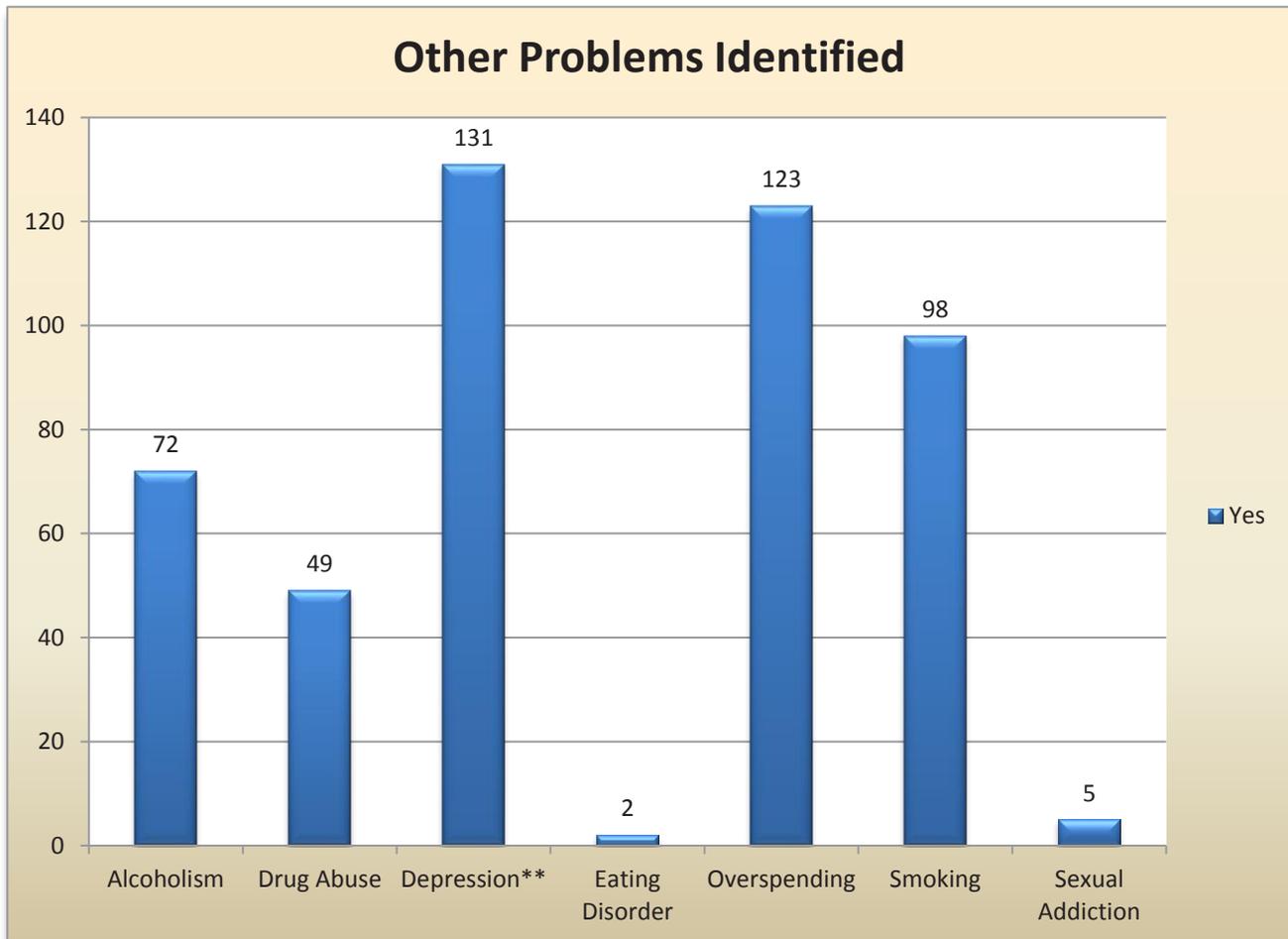
Other Problems Identified			
Other Problems*	Yes	Yes Percent	No
Alcoholism	72	9%	760
Drug Abuse	49	6%	781
Depression**	131	16%	700
Eating Disorder	2	0%	832
Overspending	123	15%	707
Smoking	98	12%	733
Sexual Addiction	5	1%	814

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.



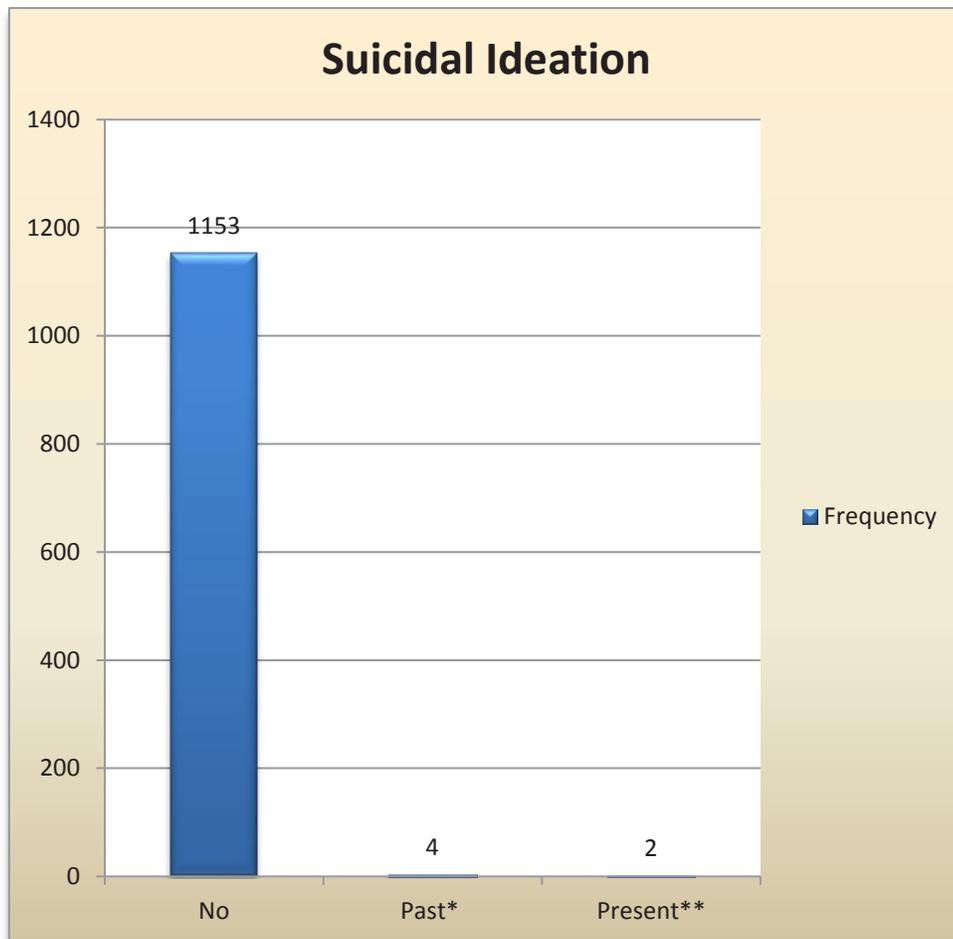
Suicidal Ideation

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	1153	99.5%	1153
Past*	4	0.3%	4
Present**	2	0.2%	2
Total	1159	100%	1159

**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	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

At a glance...

- 2018 saw 11,305 total calls come into the Helpline Center. Of these calls, 1,159 (10.3%) were “intake” calls, or calls seeking help/information for issues related to gambling.
- 83 chat requests and 62 text requests were placed in 2018, totaling 145 alternative ways of seeking help for the year.
- June, July & October saw the highest volume of intake calls, while November saw the fewest.
- The vast majority of intake calls (75%) were prompted by financial problems.
- 30.4% of intake calls named the internet as the source of how they heard of the Helpline.
- In PA, the highest number of intake calls (583) were made to 1-800-GAMBLER in 2018.
- More intake calls were made by males (64%) than females (36%).
- One-third of calls were made by individuals in the 35-54 age range. Calls by 55+ individuals accounted for one quarter of all calls in 2018.
- The majority of intake calls (78%) were placed by Caucasian gamblers in 2018.
*Language line requests were made by callers four (4) times in 2018.
 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 2018 intake calls (29%) came from Philadelphia and Allegheny Counties.
- 16% 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 2018.