
Helpline Data 2019 Annual Report



**Council on
Compulsive Gambling
of Pennsylvania**

**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. Over the past several years we have continued to see increased use of these services.

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 local trained clinicians, area Gamblers Anonymous or Gamanon meetings, or downloadable informational materials. The Helpline uses 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, 2019 through December 31, 2019 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.

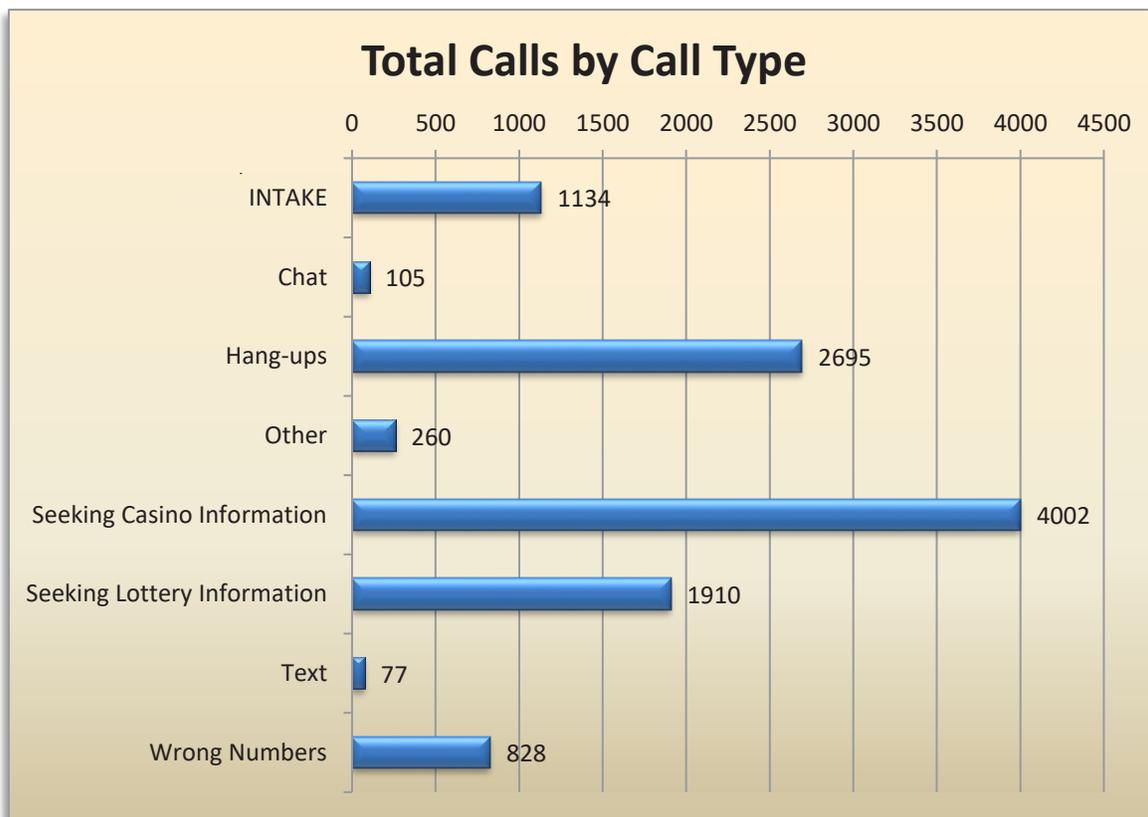
Effective March 26, 2009, “intake” calls are categorized as listed below:

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	1134	10.3%	1134
Chat	105	1.0%	105
Hang-ups	2695	24.5%	2695
Other	260	2.4%	260
Seeking Casino Information	4002	36.3%	4002
Seeking Lottery Information	1910	17.3%	1910
Text	77	0.7%	77
Wrong Numbers	828	7.5%	828
Total	11011	100.0%	11011

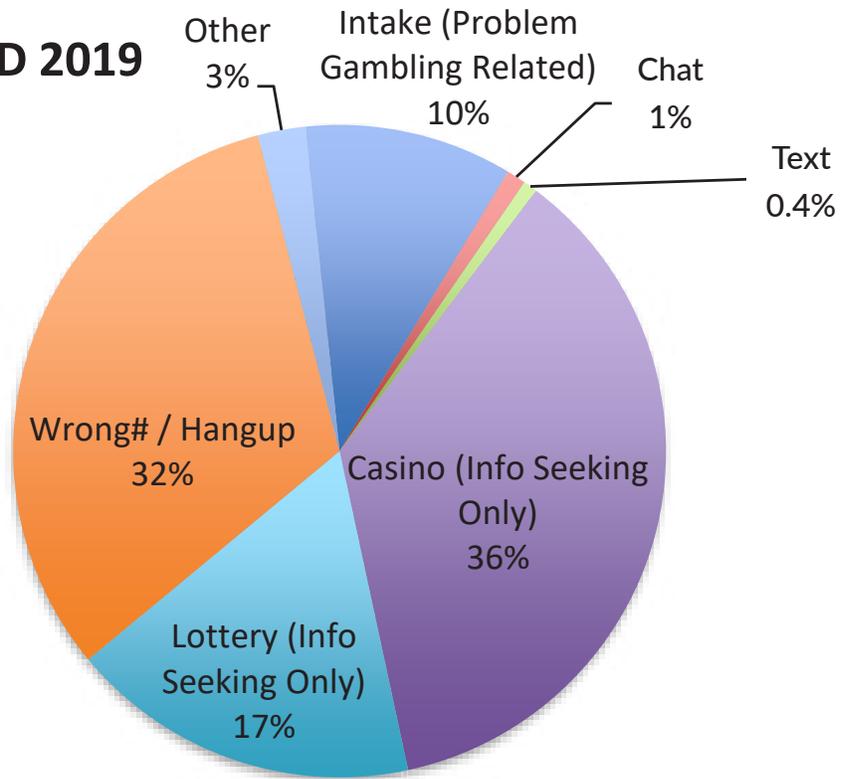
This table is based on the total call volume received between January 1, 2019 - December 31, 2019.



Total Helping Calls

Total Helping Calls			
Call Type	Total Calls by Type	Average Type	Total Calls
<i>INTAKE</i>	1134	100%	1134
Total	1134	100%	1134

Total Call Types - YTD 2019



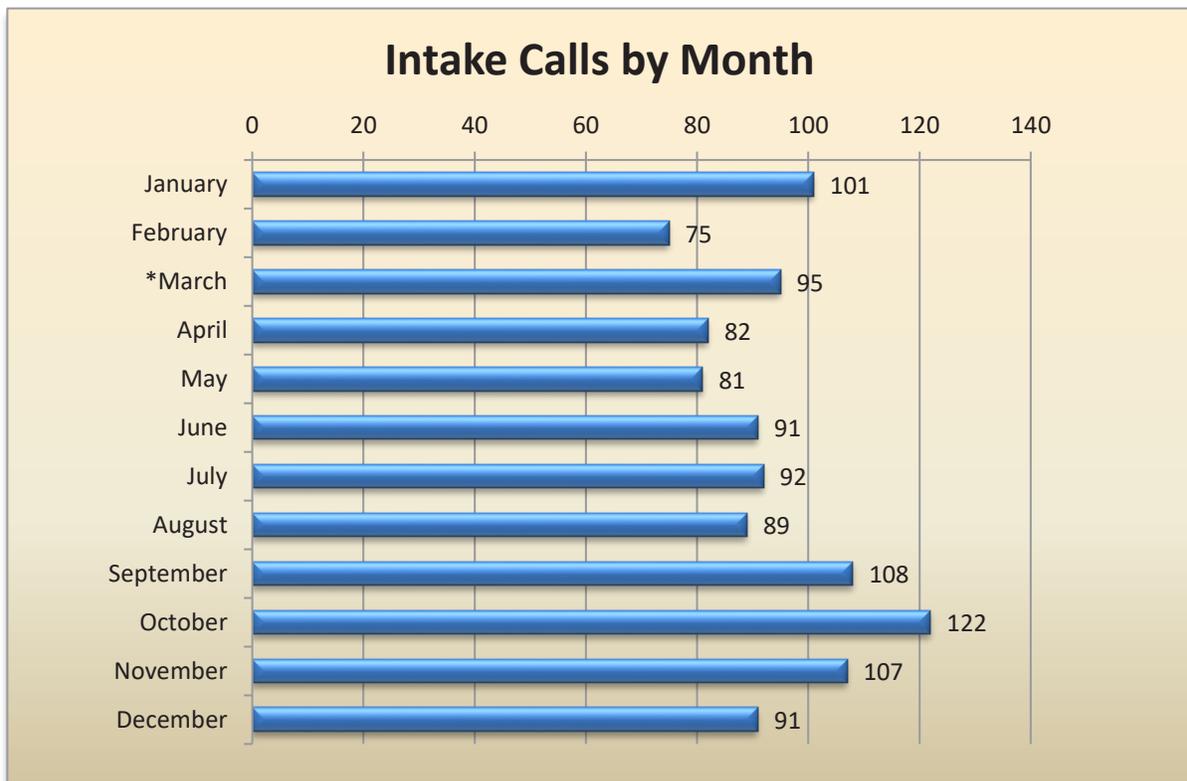
In 2019, 10% of total calls were Intake Calls, or Problem Gambling Related. This represents a total of 1,134 calls from individuals who were seeking help for a gambling problem. This could be help for the caller themselves, or for someone they know. Additionally, there were a total of 182 chats/texts for help in 2019.

Information Reported by Intake - 1/1/2019-12/31/2019

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 2019 calendar year, the Problem Gambling Helpline received a total of 1,134 intake calls.

Total Intake Calls by Month			
Month	Frequency	Percent	Total Calls
January	101	9%	101
February	75	7%	75
*March	95	8%	95
April	82	7%	82
May	81	7%	81
June	91	8%	91
July	92	8%	92
August	89	8%	89
September	108	10%	108
October	122	11%	122
November	107	9%	107
December	91	8%	91
Total	1134	100%	1134



*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 most problematic form of gambling reported.

Most Problematic			
Problem	Frequency	Percent	Total Calls
<i>Baccarat</i>	4	1%	4
<i>Bingo</i>	1	0%	1
<i>Blackjack</i>	94	8%	94
<i>Cards</i>	13	1%	13
<i>Cards Dice/Non Casino</i>	3	0%	3
<i>Dice</i>	8	1%	8
<i>Football</i>	6	1%	6
<i>Horserace/Racetrack</i>	6	1%	6
<i>Internet</i>	59	5%	59
<i>Keno</i>	9	1%	9
<i>Lottery</i>	9	1%	9
<i>Lotto</i>	16	1%	16
<i>Not Applicable</i>	0	0%	0
<i>Poker</i>	28	2%	28
<i>Pull-Tabs</i>	0	0%	0
<i>Roulette</i>	23	2%	23
<i>Scratch-offs</i>	104	9%	104
<i>Skill Touch</i>	10	1%	10
<i>Slots</i>	387	34%	387
<i>Stocks</i>	2	0%	2
<i>Unspec.- Casino</i>	152	13%	152
<i>Unspec.- Lottery</i>	2	0%	2
<i>Unspec. -Other</i>	1	0%	1
<i>Unspec. -Sports</i>	35	3%	35
<i>Unsure</i>	11	1%	11
<i>Video Poker</i>	31	3%	31
<i>Video Poker- Non Casino</i>	8	1%	8
<i>Video-Keno</i>	1	0%	1
<i>Unwilling</i>	111	10%	111
Total	1134	100%	1134

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

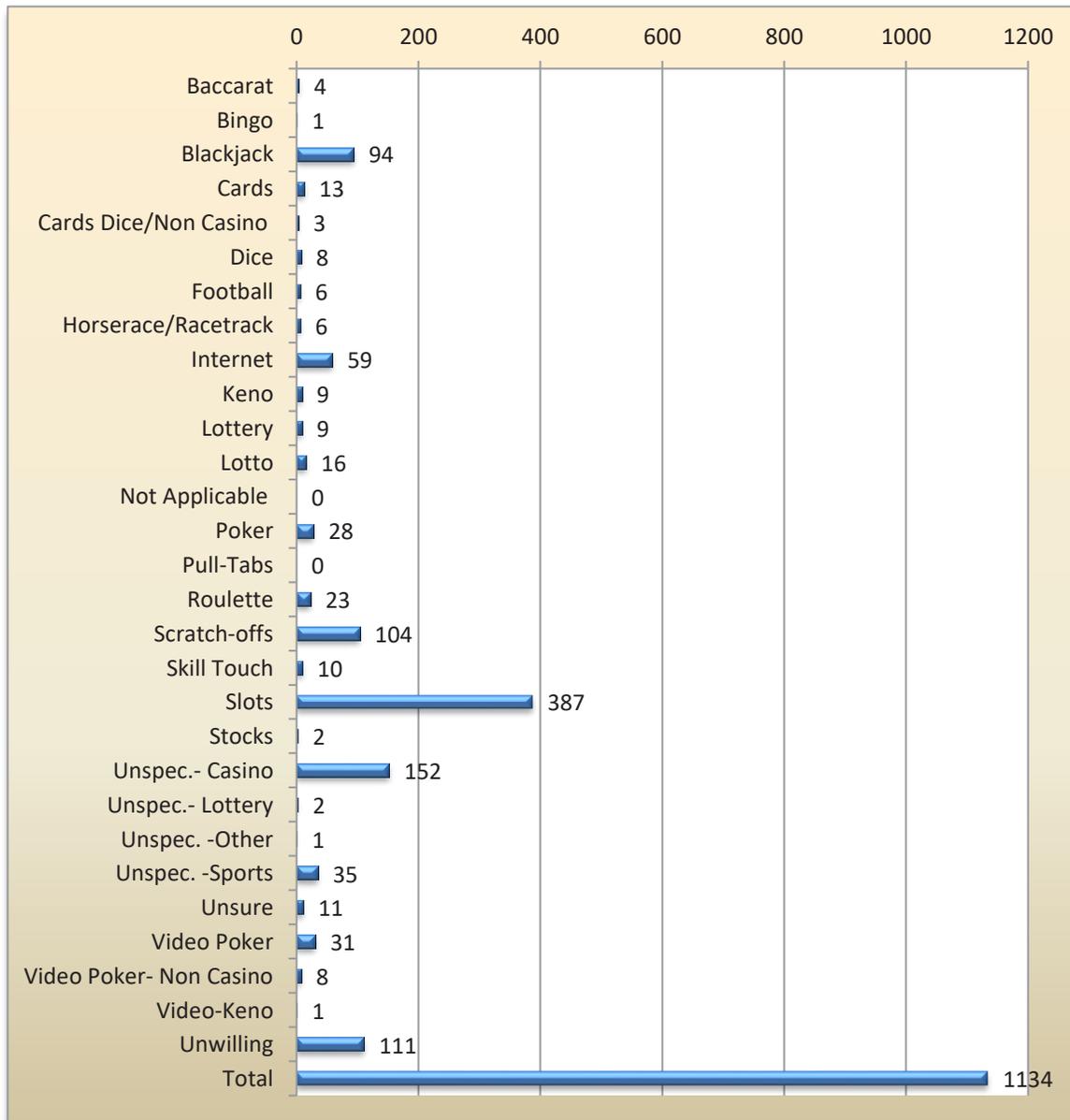
** **Video Poker Non Casino-** *video poker at truck stops, restaurants, etc.*

*** **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.*

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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

**** **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.

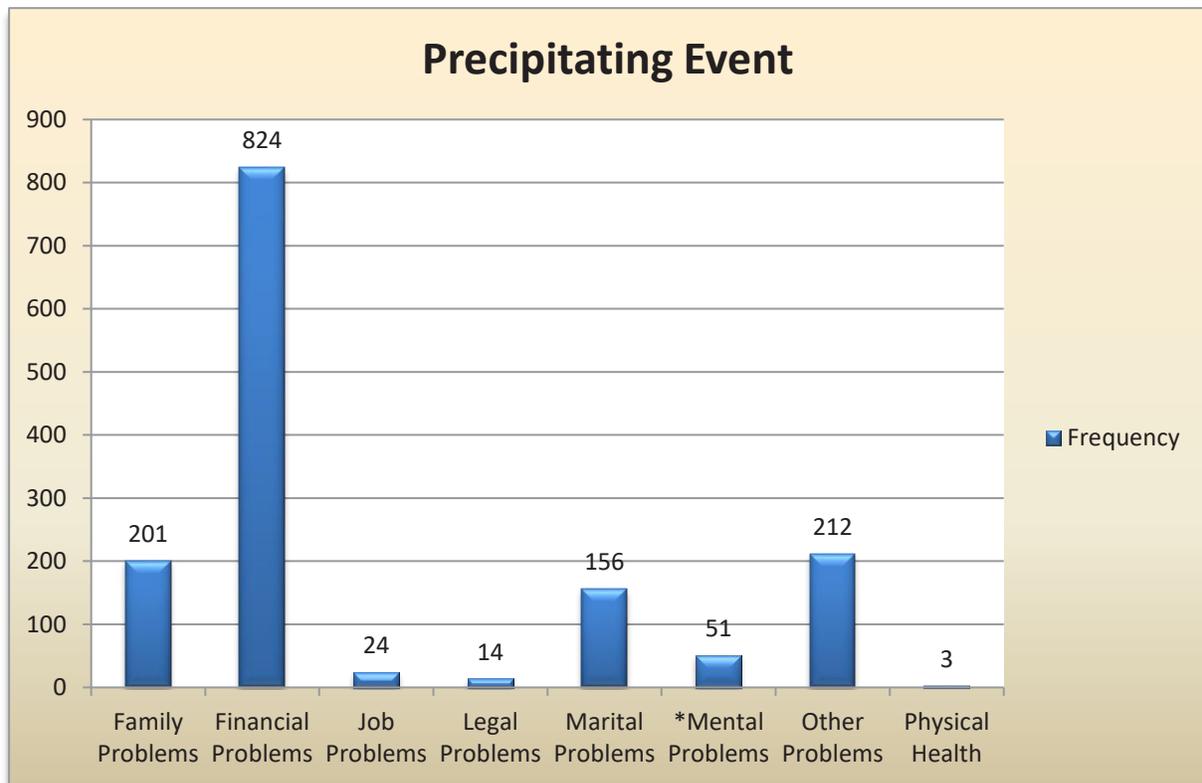
Precipitating Events

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	201	18%	201
Financial Problems	824	73%	824
Job Problems	24	2%	24
Legal Problems	14	1%	14
Marital Problems	156	14%	156
*Mental Problems	51	4%	51
Other Problems	212	19%	212
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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2019 Monthly Intake Calls

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Number Called	Calls												
800-848-1880	15	18	20	15	10	18	16	14	19	16	16	9	186
800-GAMBLER	44	26	36	31	34	36	43	45	63	60	56	45	519
877-565-2112	7	5	3	0	1	5	5	4	2	5	1	3	41
National Helpline	18	15	20	19	20	18	14	12	12	22	13	9	192
Other/Unknown	17	11	16	17	16	14	14	14	12	19	21	25	196
** <i>(Lottery Prompt)</i>	0	0	0	0	0	0	1	0	0	0	0	0	1

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Marital Status	Calls												
Cohabiting	4	2	4	5	6	6	6	6	10	5	10	10	74
Divorced	6	5	5	3	2	5	8	3	1	10	6	3	57
Married	29	25	25	21	22	17	23	23	27	30	23	22	287
Separated	1	1	3	1	3	1	1	1	2	3	2	0	19
Single	26	22	36	29	24	30	22	24	23	31	35	26	328
Unasked/unwilling	30	19	19	20	20	25	27	31	45	41	29	30	336
Widowed	5	1	3	3	4	7	5	1	0	2	2	0	33

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
How Caller Heard of Helpline	Calls												
Billboard	2	3	5	1	2	3	3	2	4	3	2	1	31
Brochure	2	0	3	2	1	4	2	0	1	2	0	5	22
Casino / Casino Card	31	19	28	17	29	19	26	28	34	29	25	16	301
PGCB / Council	0	0	0	0	0	0	0	0	0	0	0	0	0
Crisis Line / Therapy	2	1	0	1	0	0	0	0	3	2	1	0	10
Family / Friend	3	4	6	8	3	2	4	3	3	5	7	5	53
Internet	29	25	26	20	23	38	31	35	39	49	44	32	391
Lottery	7	5	7	10	4	5	8	5	8	7	4	2	72
Newspaper	0	0	0	0	0	0	1	0	0	0	0	0	1
Other	3	4	0	0	0	3	1	2	1	3	3	0	20
Phonebook / Operator	0	1	0	1	0	0	0	1	0	1	0	0	4
TV	1	0	0	1	1	1	3	0	1	1	3	3	15
Radio	5	1	4	3	3	2	0	0	3	2	0	2	25
Unwilling	16	12	16	18	15	14	13	13	11	18	18	25	189

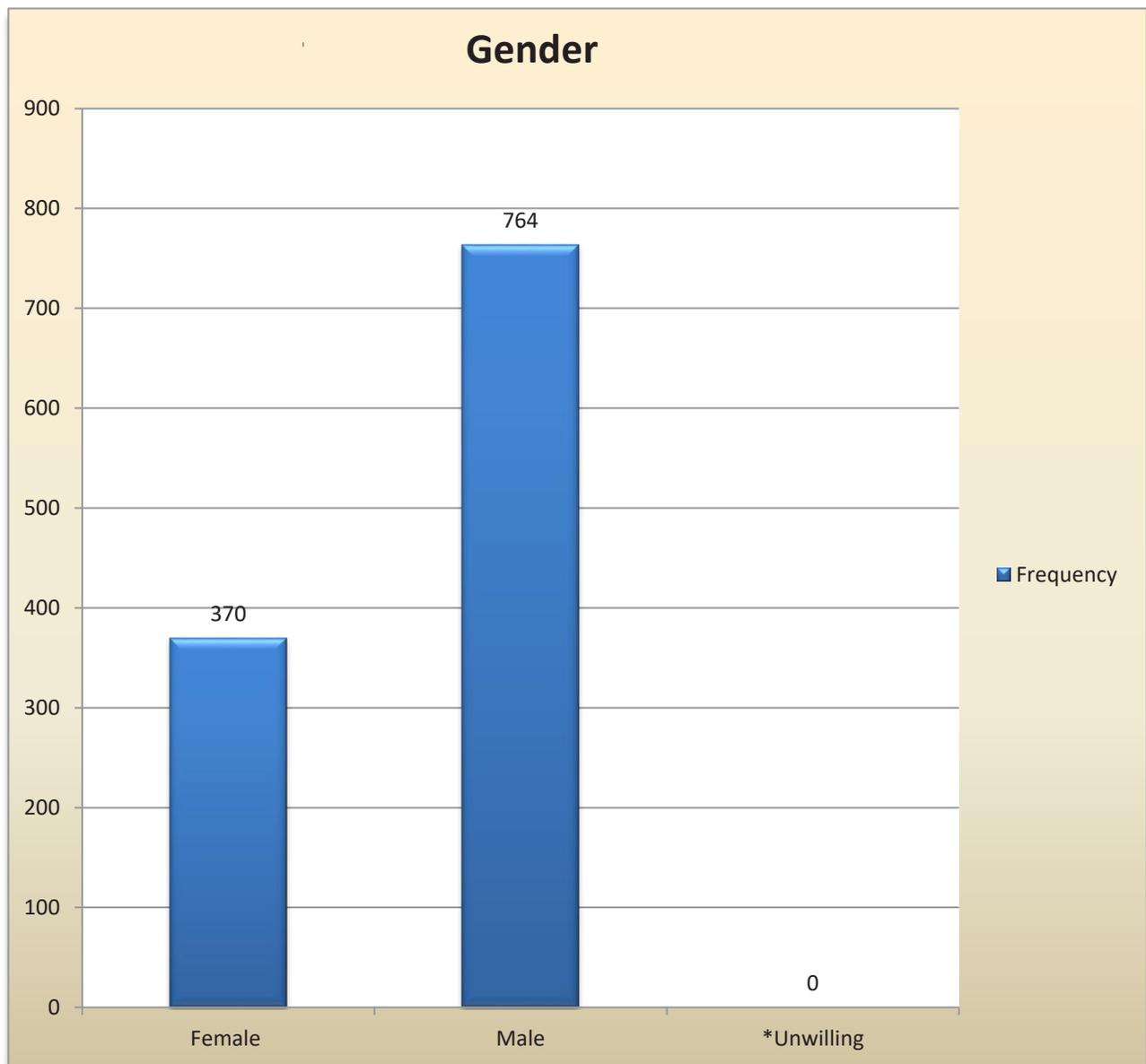
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Callers Subject	Calls												
Family	15	8	6	11	11	12	14	11	13	16	7	7	131
Friend	2	5	2	8	2	5	3	4	3	4	4	3	45
Self	73	58	75	55	62	69	70	72	84	92	87	78	875
Spouse	7	3	11	6	6	3	3	1	6	8	7	3	64
Unwilling/Other	4	1	1	2	0	2	2	1	2	2	2	0	19

Gender

This category compares those experiencing issues based on gender.

Gender			
Gender	Frequency	Percent	Total Calls
Female	370	33%	370
Male	764	67%	764
*Unwilling	0	0%	0
Total	1134	100%	1134

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

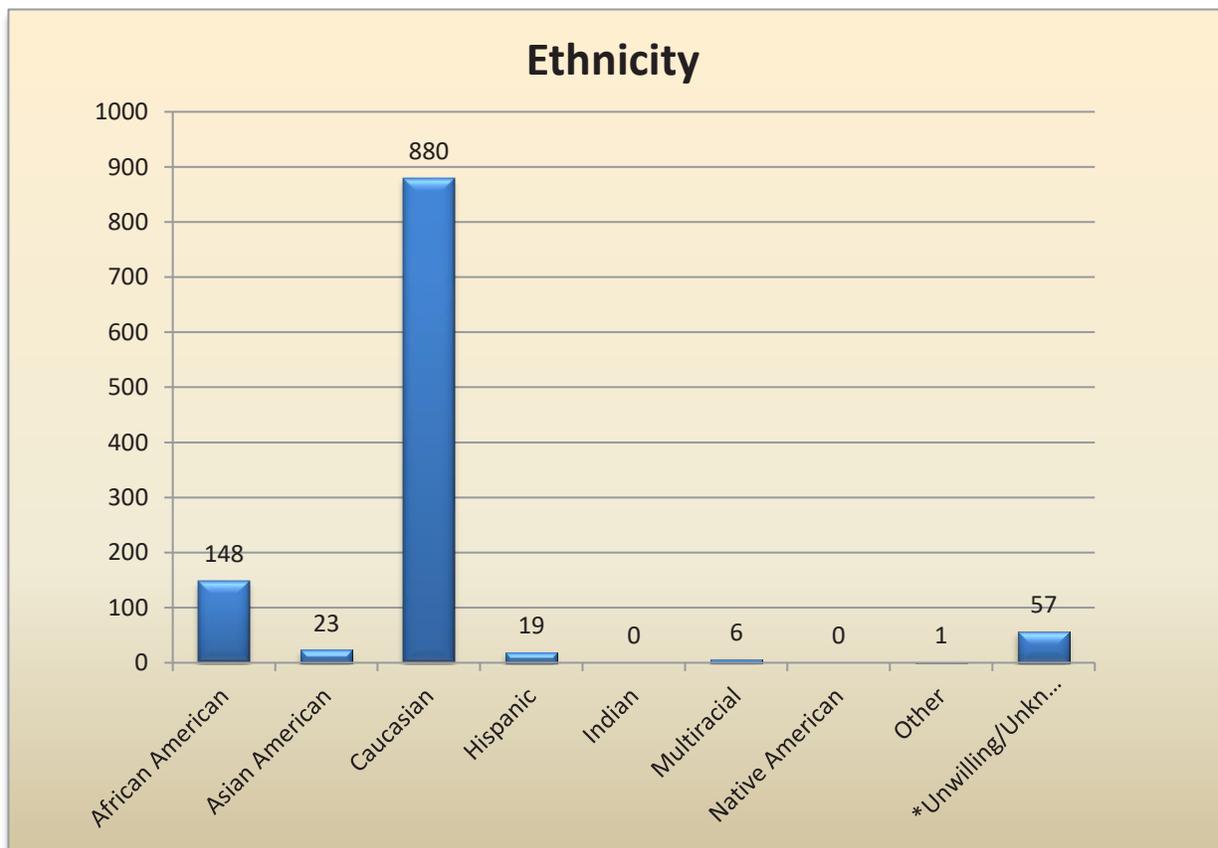


Ethnicity

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

Ethnicity			
Ethnicity	Frequency	Percent	Total Calls
African American	148	13%	148
Asian American	23	2%	23
Caucasian	880	77%	880
Hispanic	19	2%	19
Indian	0	0%	0
Multiracial	6	1%	6
Native American	0	0%	0
Other	1	0%	1
*Unwilling/Unknown	57	5%	57
Total	1134	100%	1134

*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												
Callers passed along	0	0	0	0	0	0	0	1	0	0	0	0	1

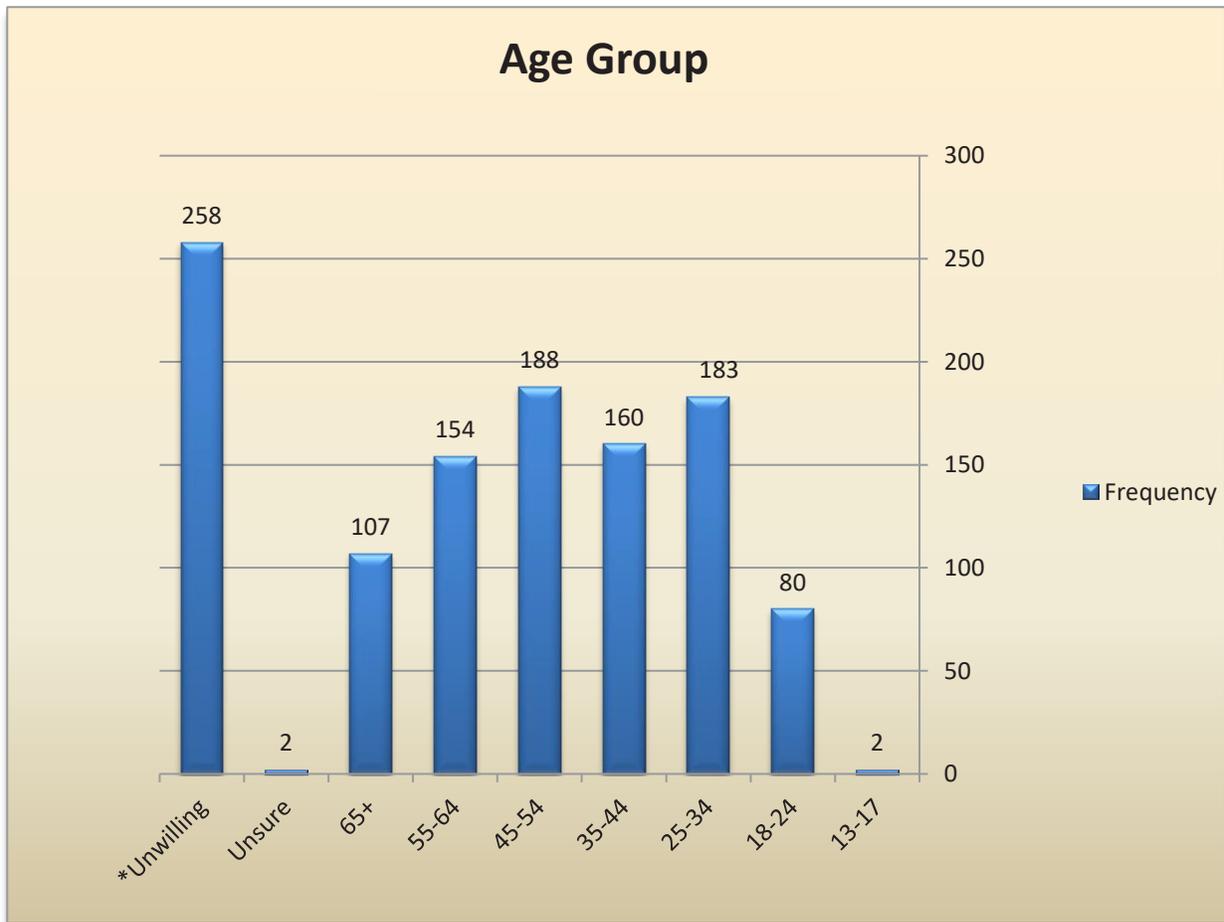
For the 2019 calendar year, the Problem Gamblers Helpline received a total of one (1) request for Language Line services. This call, which was placed in August 2019, was a request for assistance with Spanish translation.

Age Group

This category breaks down the age group of the individual experiencing problems.

Age Group			
Age Group	Frequency	Percent	Total
13-17	2	0%	2
18-24	80	7%	80
25-34	183	16%	183
35-44	160	14%	160
45-54	188	17%	188
55-64	154	14%	154
65+	107	9%	107
Unsure	2	0%	2
*Unwilling	258	23%	258
Total	1134	100%	1134

**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	49%	553
<i>Other (Housewife, etc.)</i>	26	2%	26
<i>Retired</i>	111	10%	111
<i>Student</i>	0	0%	0
<i>Unemployed</i>	92	8%	92
<i>Unsure</i>	3	0%	3
<i>*Unwilling</i>	349	31%	349
Total	1134	100%	1134

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



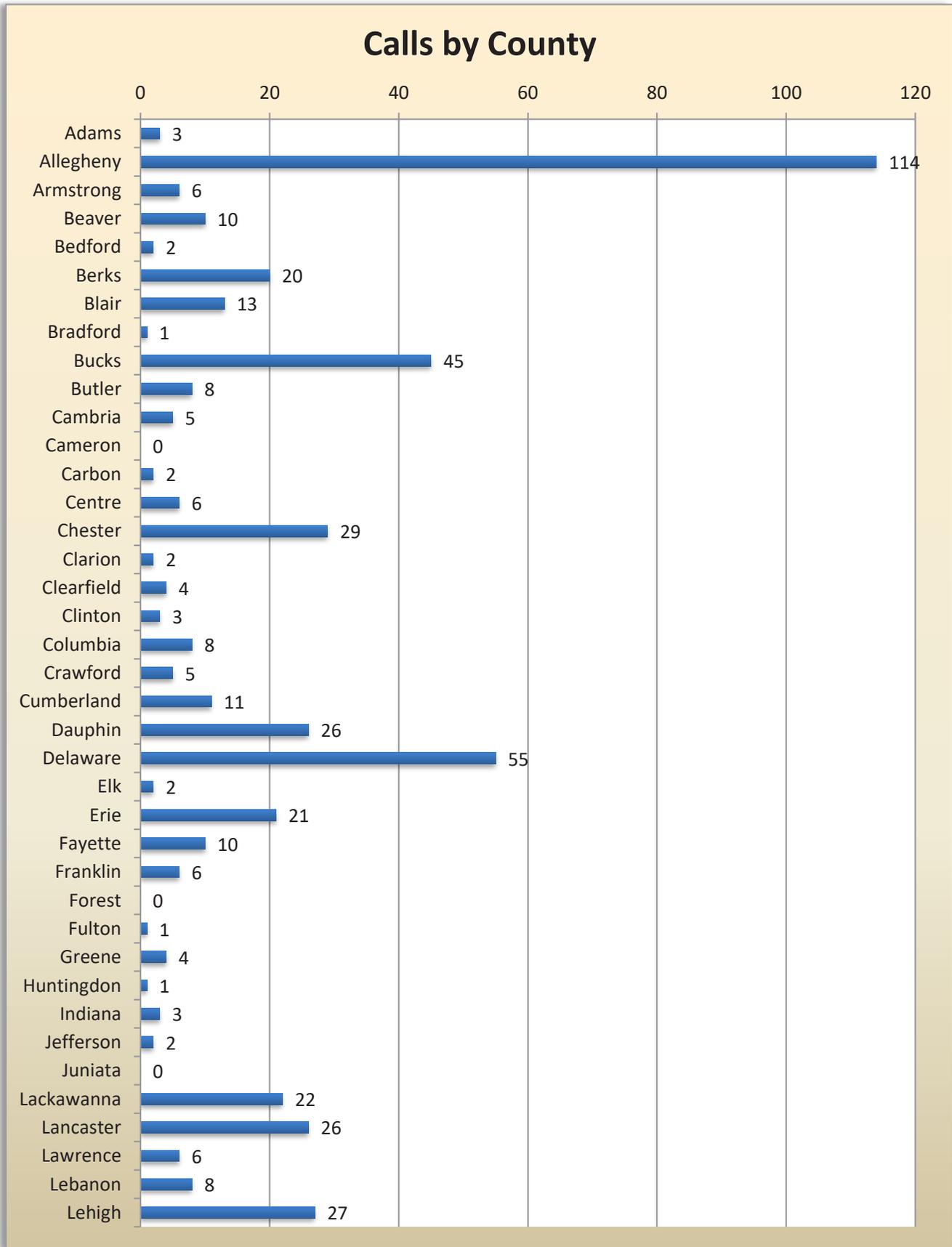
Location of Intake Calls by County

Calls by County			
Gamblers County	Frequency	Average	Total
<i>Adams</i>	3	<1%	3
<i>Allegheny</i>	114	10%	114
<i>Armstrong</i>	6	1%	6
<i>Beaver</i>	10	1%	10
<i>Bedford</i>	2	<1%	2
<i>Berks</i>	20	2%	20
<i>Blair</i>	13	1%	13
<i>Bradford</i>	1	<1%	1
<i>Bucks</i>	45	4%	45
<i>Butler</i>	8	1%	8
<i>Cambria</i>	5	0%	5
<i>Cameron</i>	0	0%	0
<i>Carbon</i>	2	<1%	2
<i>Centre</i>	6	1%	6
<i>Chester</i>	29	3%	29
<i>Clarion</i>	2	<1%	2
<i>Clearfield</i>	4	<1%	4
<i>Clinton</i>	3	<1%	3
<i>Columbia</i>	8	1%	8
<i>Crawford</i>	5	<1%	5
<i>Cumberland</i>	11	1%	11
<i>Dauphin</i>	26	2%	26
<i>Delaware</i>	55	5%	55
<i>Elk</i>	2	0%	2
<i>Erie</i>	21	2%	21
<i>Fayette</i>	10	1%	10
<i>Franklin</i>	6	<1%	6
<i>Forest</i>	0	0%	0
<i>Fulton</i>	1	<1%	1
<i>Greene</i>	4	<1%	4
<i>Huntingdon</i>	1	<1%	1
<i>Indiana</i>	3	<1%	3
<i>Jefferson</i>	2	<1%	2
<i>Juniata</i>	0	0%	0
<i>Lackawanna</i>	22	2%	22
<i>Lancaster</i>	26	2%	26
<i>Lawrence</i>	6	1%	6
<i>Lebanon</i>	8	1%	8
<i>Lehigh</i>	27	2%	27
<i>Luzerne</i>	38	3%	38
<i>Lycoming</i>	13	1%	13
<i>McKean</i>	4	<1%	4
<i>Mercer</i>	7	1%	7
<i>Mifflin</i>	5	<1%	5
<i>Monroe</i>	13	1%	13
<i>Montgomery</i>	39	3%	39
<i>Montour</i>	1	<1%	1

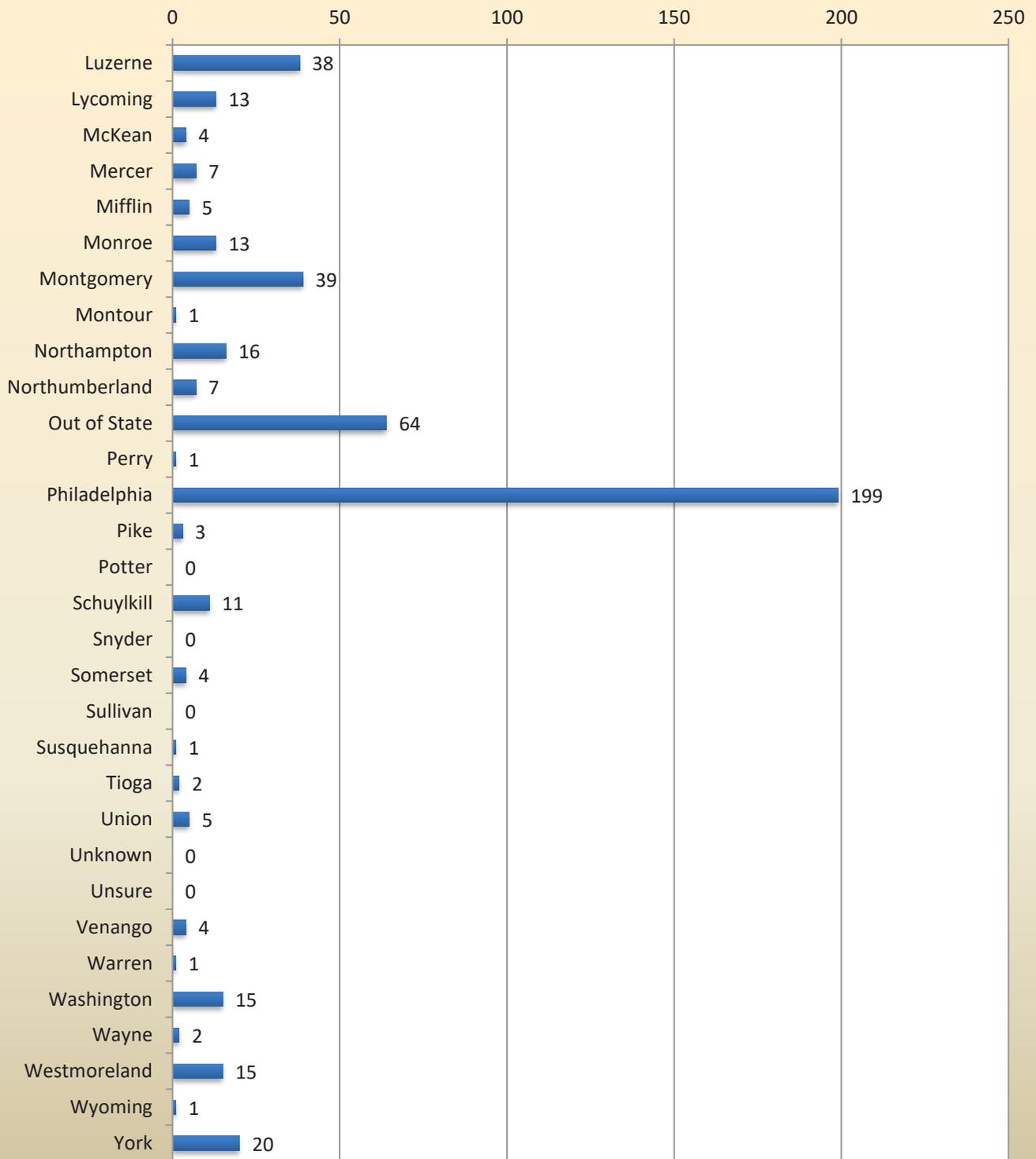
Location of Intake Calls by County

Calls by County			
Gamblers County	Frequency	Average	Total
<i>Northampton</i>	16	1%	16
<i>Northumberland</i>	7	1%	7
<i>Out of State</i>	64	6%	64
<i>Perry</i>	1	<1%	1
<i>Philadelphia</i>	199	18%	199
<i>Pike</i>	3	<1%	3
<i>Potter</i>	0	0%	0
<i>Schuylkill</i>	11	1%	11
<i>Snyder</i>	0	0%	0
<i>Somerset</i>	4	<1%	4
<i>Sullivan</i>	0	0%	0
<i>Susquehanna</i>	1	<1%	1
<i>Tioga</i>	2	<1%	2
<i>Union</i>	5	<1%	5
<i>Unknown</i>	0	0%	0
<i>Unsure</i>	0	0%	0
<i>Venango</i>	4	<1%	4
<i>Warren</i>	1	<1%	1
<i>Washington</i>	15	1%	15
<i>Wayne</i>	2	<1%	2
<i>Westmoreland</i>	15	1%	15
<i>Wyoming</i>	1	<1%	1
<i>York</i>	20	2%	20
<i>*Unwilling</i>	126	11%	126
Total	1134	100%	1134

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



Calls by County



Other Problems Identified

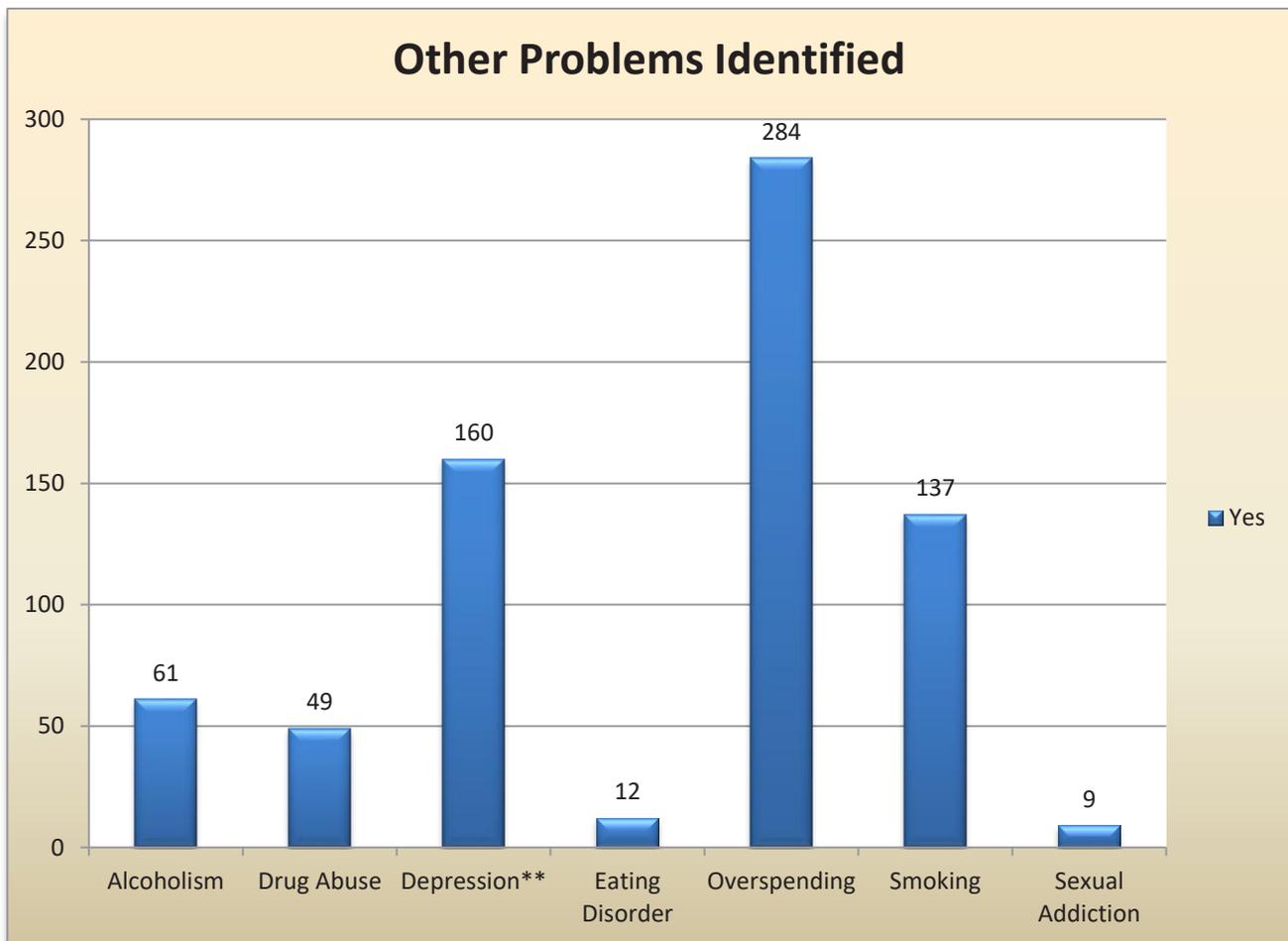
Other Problems Identified			
Other Problems*	Yes	Yes Percent	No
Alcoholism	61	5%	715
Drug Abuse	49	4%	726
Depression**	160	14%	618
Eating Disorder	12	1%	763
Overspending	284	25%	507
Smoking	137	12%	636
Sexual Addiction	9	1%	761

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.



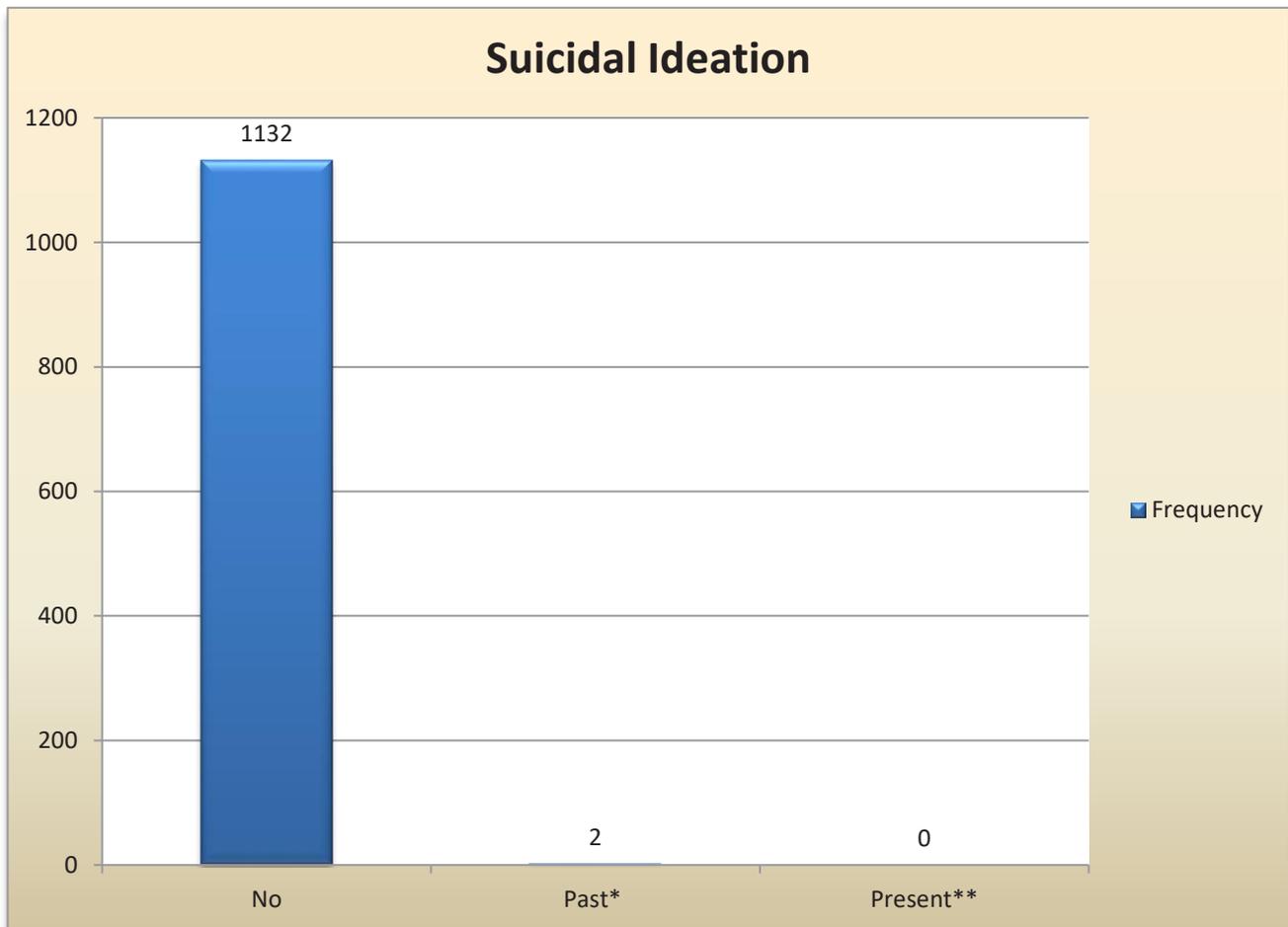
Suicidal Ideation

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	1132	99.8%	1132
Past*	2	0.2%	2
Present**	0	0.0%	0
Total	1134	100%	1134

**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	2	0	1	5	5	1	2	5	34	4	4	65
	GA	59	48	64	50	55	63	62	43	66	61	58	46	675
	Gam Anon	7	4	5	3	8	8	8	3	9	12	8	3	78
	Helpline Materials	9	5	6	5	7	12	6	1	1	6	8	0	66
	Internet Resources	30	39	21	21	29	27	25	34	35	27	44	20	352
	PA Council / PGCB	0	0	0	0	0	0	1	1	0	15	17	10	44
	Refused/Unable to Give/Other	18	7	13	19	18	15	22	24	26	40	31	33	266
	Self Exclusion	24	21	19	11	19	19	19	21	17	32	28	21	251
	Treatment	66	45	73	59	64	72	66	57	62	85	73	61	783

At a glance...

- 2019 saw 11,011 total calls come into the Helpline Center. Of these calls, 1,134 (10.3%) were “intake” calls, or calls seeking help/information for issues related to gambling.
- 105 chat requests and 77 text requests were placed in 2019.
- September, October & November saw the highest volume of intake calls. February saw the fewest.
- The vast majority of intake calls (73%) were prompted by financial problems.
- Over 1/3 (34.4%) of intake calls named the internet as where they learned about the Helpline.
- In PA, the highest number of intake calls (519) were made to 1-800-GAMBLER in 2019.
- More intake calls were made by males (67%) than females (33%).
- Nearly one-third of calls were made by individuals in the 35-54 age range. Calls by 55+ individuals accounted for nearly one quarter of all calls in 2019.
- The majority of intake calls (78%) were placed by Caucasian gamblers in 2019.
Language line requests were made by one (1) caller in 2019.
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.
- Over 1/4 of all 2019 intake calls (28%) came from Philadelphia and Allegheny Counties.
- 14% 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 2019.