
Helpline Data 2020 Annual Report



**Council on
Compulsive Gambling
of Pennsylvania**

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

1-800-GAMBLER®

www.pacouncil.com

About the Council

The Council on Compulsive Gambling of Pennsylvania, Inc. (CCGP) is a 501(c)3 nonprofit organization whose mission is to assist individuals in Pennsylvania who are experiencing gambling related issues.

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, 2020 through December 31, 2020, 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 called 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.

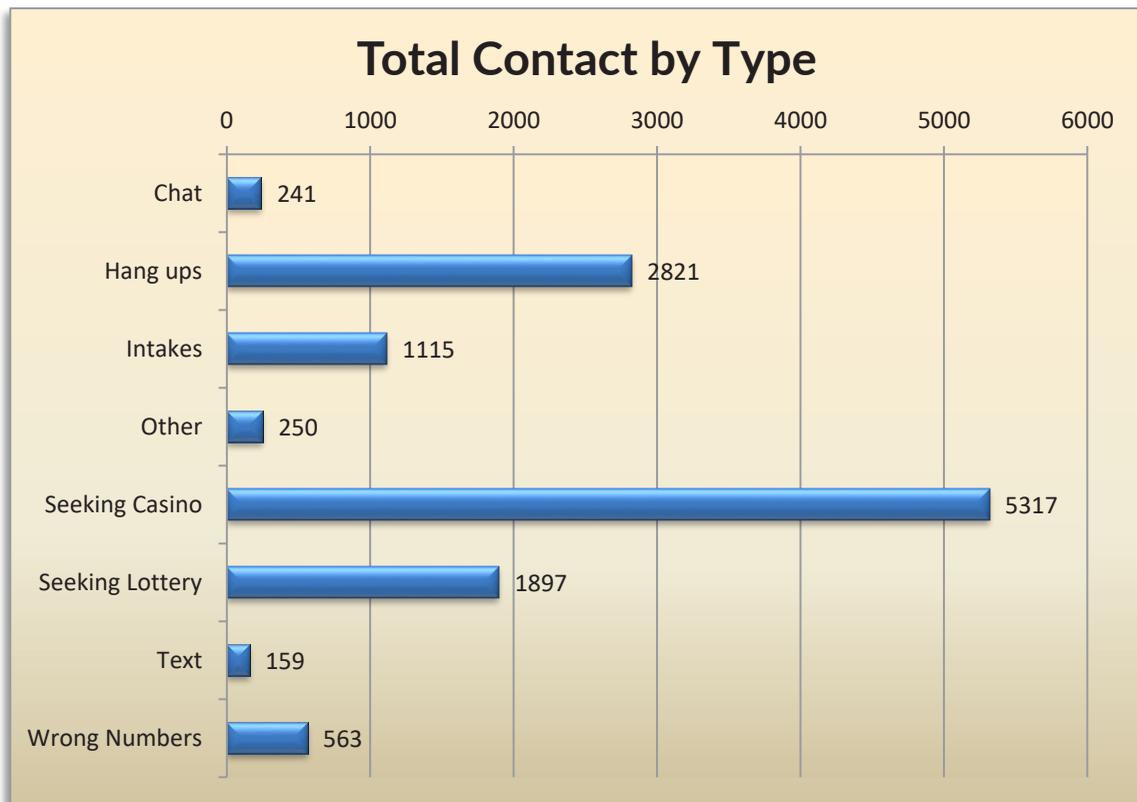
Effective March 26, 2009, “intake” calls are categorized as listed below:

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 Volume

Total Calls by Call Type			
Call Type	Total Calls by Call Type	Percent	Total Calls
Intakes	1115	9%	1115
Seeking Casino Info	5317	45%	5317
Seeking Lottery Info	1897	16%	1897
Other	250	2%	250
Wrong Numbers	563	5%	563
Hang ups	2821	23%	2821
Total	11963	100%	11963

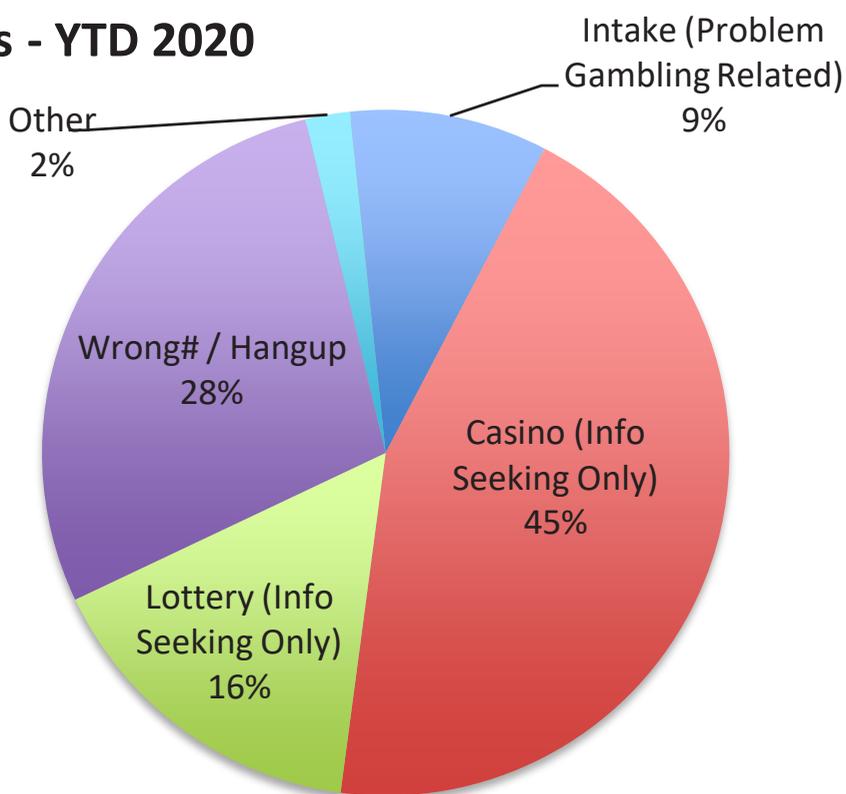
This table is based on the total call volume received between January 1, 2020 - December 31, 2020.



Total Helping Calls

Total Helping Calls			
Call Type	Total Calls by Type	Average Type	Total Calls
<i>Intakes</i>	1115	100%	1115
Total	1115	100%	1115

Total Call Types - YTD 2020



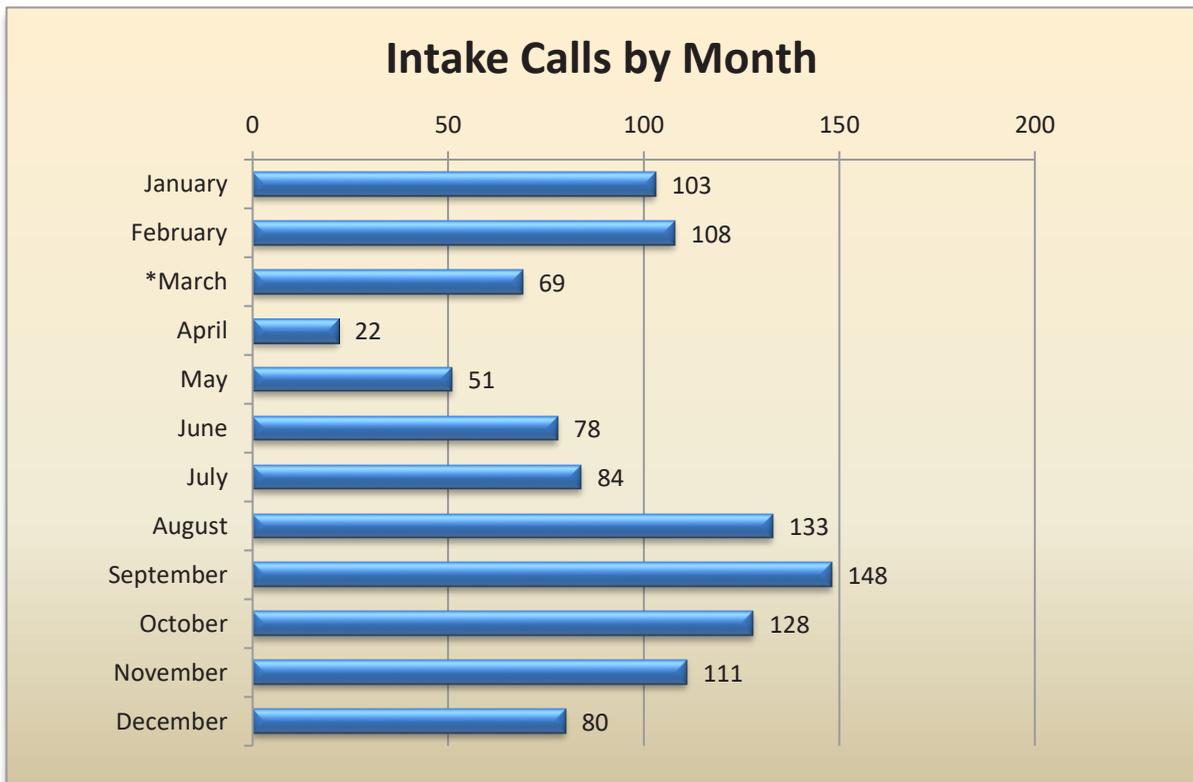
In 2020, 9% of total calls were Intake Calls, or Problem Gambling Related. This represents a total of 1,115 calls from individuals who were seeking help for a gambling problem. This could be help for the caller themselves, or for someone they know. Additionally, there were a total of 400 chats/texts in 2020, 172 of which were for help.

Information Reported by Intake - 1/1/2020-12/31/2020

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 2020 calendar year, the Problem Gambling Helpline received a total of 1,115 intake calls.

Total Intake Calls by Month			
Month	Frequency	Percent	Total Calls
January	103	9%	103
February	108	10%	108
*March	69	6%	69
April	22	2%	22
May	51	5%	51
June	78	7%	78
July	84	8%	84
August	133	12%	133
September	148	13%	148
October	128	11%	128
November	111	10%	111
December	80	7%	80
Total	1115	100%	1115



**indicates Problem Gambling Awareness Month*

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

Most Problematic Form of Gambling

This table reflects the most problematic form of gambling reported.

Most Problematic			
Problem	Frequency	Percent	Total Calls
<i>Baccarat</i>	5	<1%	5
<i>Bingo</i>	2	<1%	2
<i>Blackjack</i>	61	5%	61
<i>Cards</i>	12	1%	12
<i>Cards Dice/Non Casino</i>	3	<1%	3
<i>Dice</i>	3	<1%	3
<i>Football</i>	4	<1%	4
<i>Horserace/Racetrack</i>	9	1%	9
<i>Internet</i>	250	22%	250
<i>Keno</i>	3	<1%	3
<i>Lottery</i>	13	1%	13
<i>Lotto</i>	41	4%	41
<i>Not Applicable</i>	1	<1%	1
<i>Poker</i>	19	2%	19
<i>Numbers</i>	1	<1%	1
<i>Roulette</i>	11	1%	11
<i>Scratch-offs</i>	55	5%	55
<i>Skill Touch</i>	11	1%	11
<i>Slots</i>	227	20%	227
<i>Stocks</i>	6	1%	6
<i>Unspec. - Casino</i>	172	15%	172
<i>Unspec. - Lottery</i>	6	1%	6
<i>Unspec. -Other</i>	2	<1%	2
<i>Unspec. -Sports</i>	64	6%	64
<i>Unsure</i>	3	<1%	3
<i>Video Games</i>	0	0%	0
<i>Video Poker</i>	2	<1%	2
<i>Video Poker- Non Casino</i>	11	1%	11
<i>Video-Keno</i>	2	<1%	2
<i>Unwilling</i>	116	10%	116
Total	1115	100%	1115

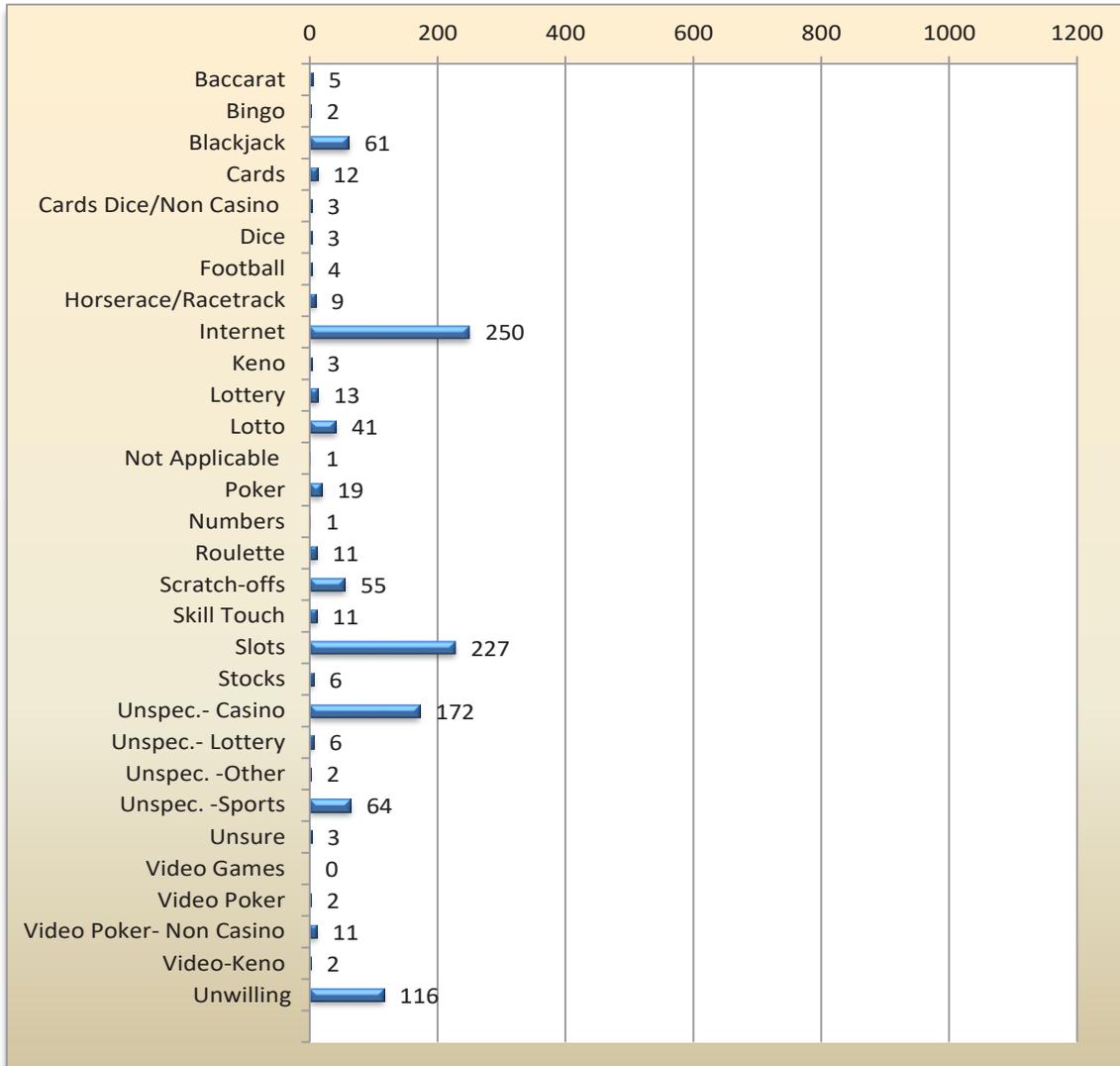
* **Sports-** unspecified sports, football, basketball.

** **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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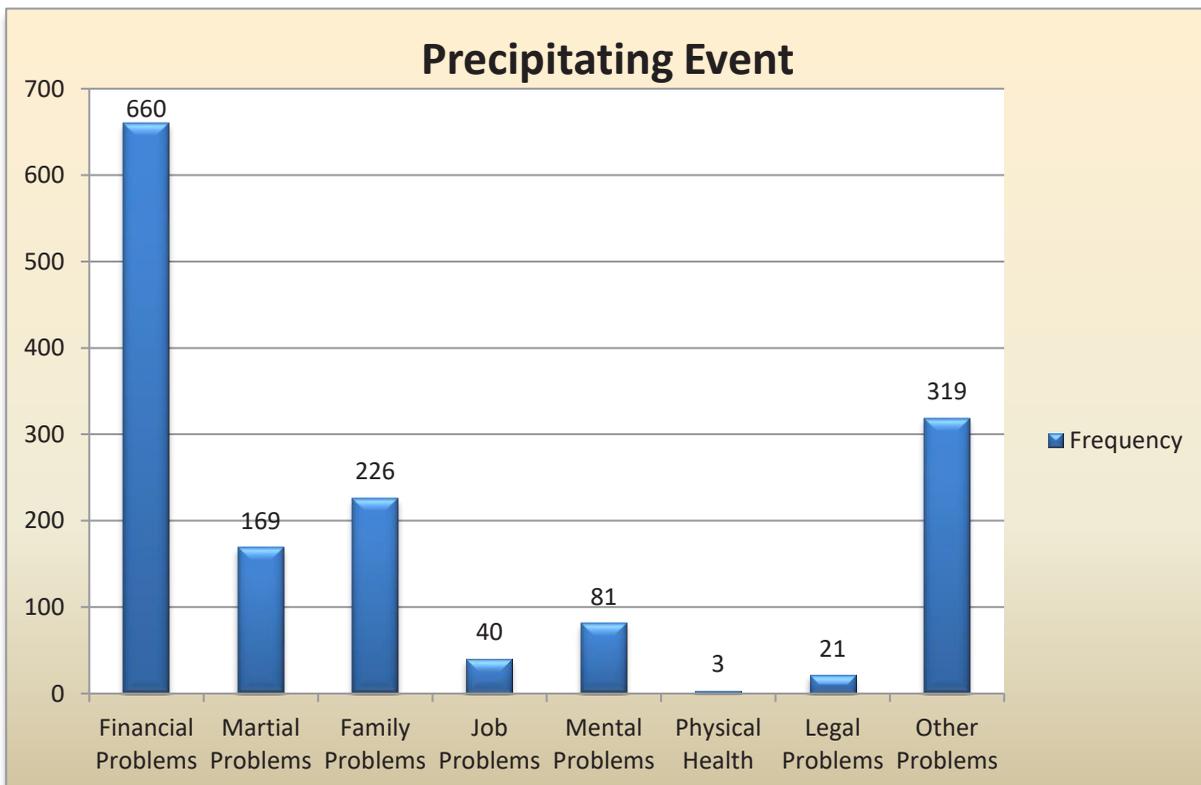
Precipitating Events

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
<i>Financial Problems</i>	660	59%	660
<i>Martial Problems</i>	169	15%	169
<i>Family Problems</i>	226	20%	226
<i>Job Problems</i>	40	4%	40
<i>Mental Problems</i>	81	7%	81
<i>Physical Health</i>	3	<1%	3
<i>Legal Problems</i>	21	2%	21
<i>Other Problems</i>	319	29%	319

**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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2020 Monthly Intake Calls

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Number Called	Calls												
800-848-1880	16	7	10	0	3	4	4	14	26	10	21	24	139
800-GAMBLER	56	59	26	13	30	45	41	57	64	63	43	27	524
877-565-2112	1	2	0	0	1	1	2	3	3	0	2	3	18
National Helpline	15	21	13	1	2	8	14	23	22	23	17	14	173
Other/Unknown	15	19	20	8	15	20	23	36	33	32	28	12	261
** <i>(Lottery Prompt)</i>	0	0	0	0	0	0	0	0	0	0	0	0	0

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Marital Status	Calls												
Cohabiting	2	12	4	2	3	2	2	2	3	8	6	4	50
Divorced	4	7	3	0	5	3	6	7	9	7	8	5	64
Married	29	25	14	3	17	30	30	38	46	41	21	24	318
Separated	1	0	0	0	1	3	0	1	3	0	1	0	10
Single	34	36	24	7	13	24	24	35	50	45	43	33	368
Unasked/unwilling	33	24	21	10	12	15	21	44	36	27	27	13	283
Widowed	0	4	3	0	0	1	1	6	1	0	5	1	22

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
How Caller Heard of Helpline	Calls												
Billboard	1	3	2	2	0	2	2	0	1	2	2	2	19
Brochure	1	0	0	0	0	0	0	0	2	1	1	0	5
Casino / Casino Card	25	23	11	3	4	6	13	16	12	10	8	11	142
PGCB / Council	0	0	0	0	0	0	0	0	1	0	0	0	1
Crisis Line / Therapy	1	0	1	0	1	0	1	0	0	2	2	0	8
Family / Friend	3	6	2	0	2	1	3	4	1	5	1	5	33
Internet	47	53	25	6	24	44	36	58	72	67	60	49	541
Lottery	7	2	3	2	4	0	3	1	8	5	2	0	37
Newspaper	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	1	0	0	2	0	1	0	2	2	0	0	8
Phonebook / Operator	1	0	0	0	0	0	0	0	0	0	0	0	1
TV	2	2	2	2	0	3	2	4	1	1	1	1	21
Radio	1	0	2	0	0	2	0	2	2	1	2	1	13
Unwilling	14	18	21	7	14	20	23	48	46	32	32	11	286

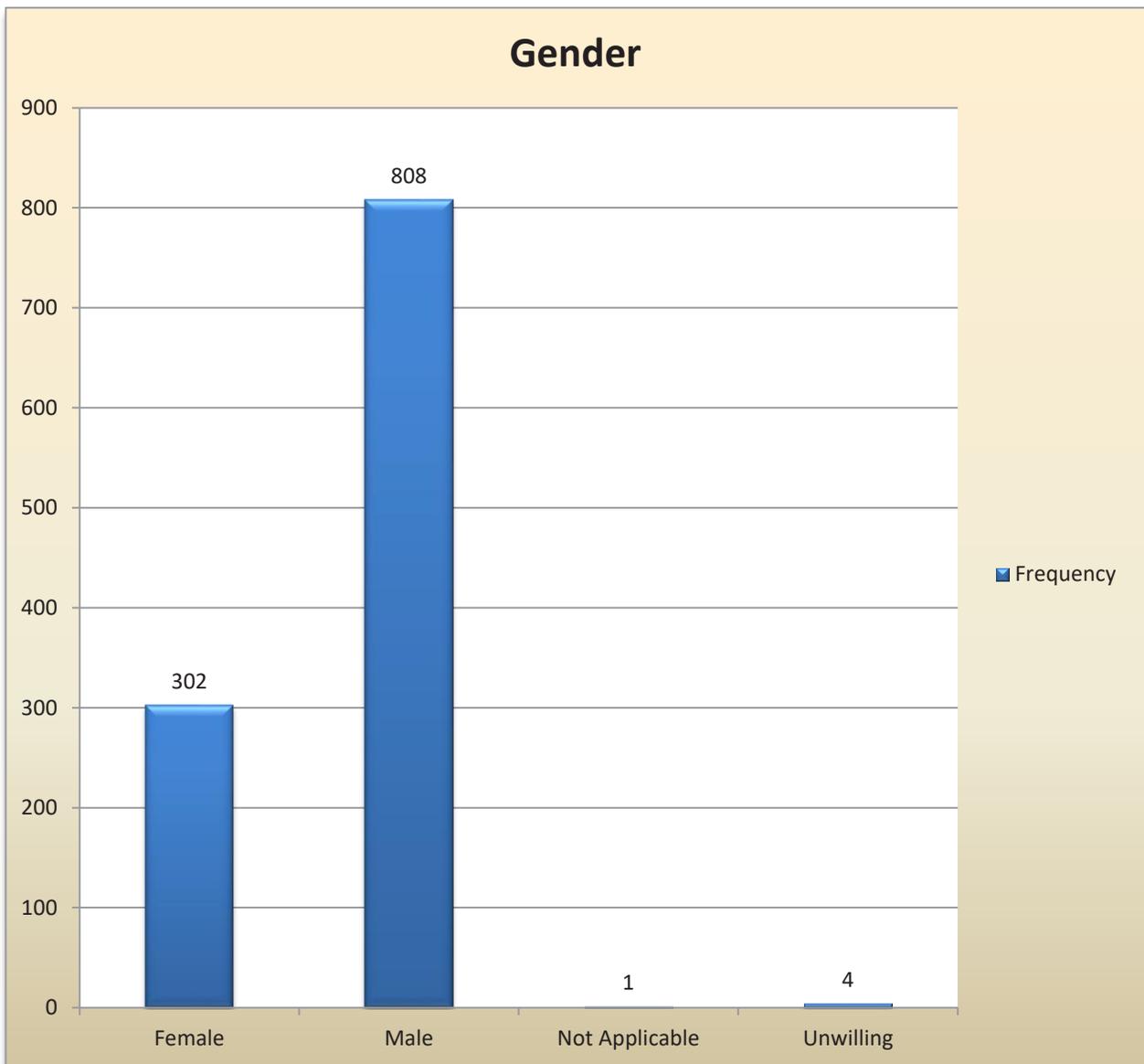
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Callers Subject	Calls												
Family	8	12	3	1	4	7	7	8	10	9	13	17	99
Friend	2	2	3	4	2	1	3	6	5	4	4	1	37
Self	85	85	57	16	41	62	65	107	118	104	90	52	882
Spouse	6	9	5	1	4	5	8	9	13	8	4	9	81
Unwilling/Other	2	0	1	0	0	3	1	3	2	3	0	1	16

Gender

This category compares those experiencing issues based on gender.

Gender			
Gender	Frequency	Percent	Total Calls
Female	302	27%	302
Male	808	72%	808
Not Applicable	1	<1%	1
Unwilling	4	<1%	4
Total	1115	100%	1115

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



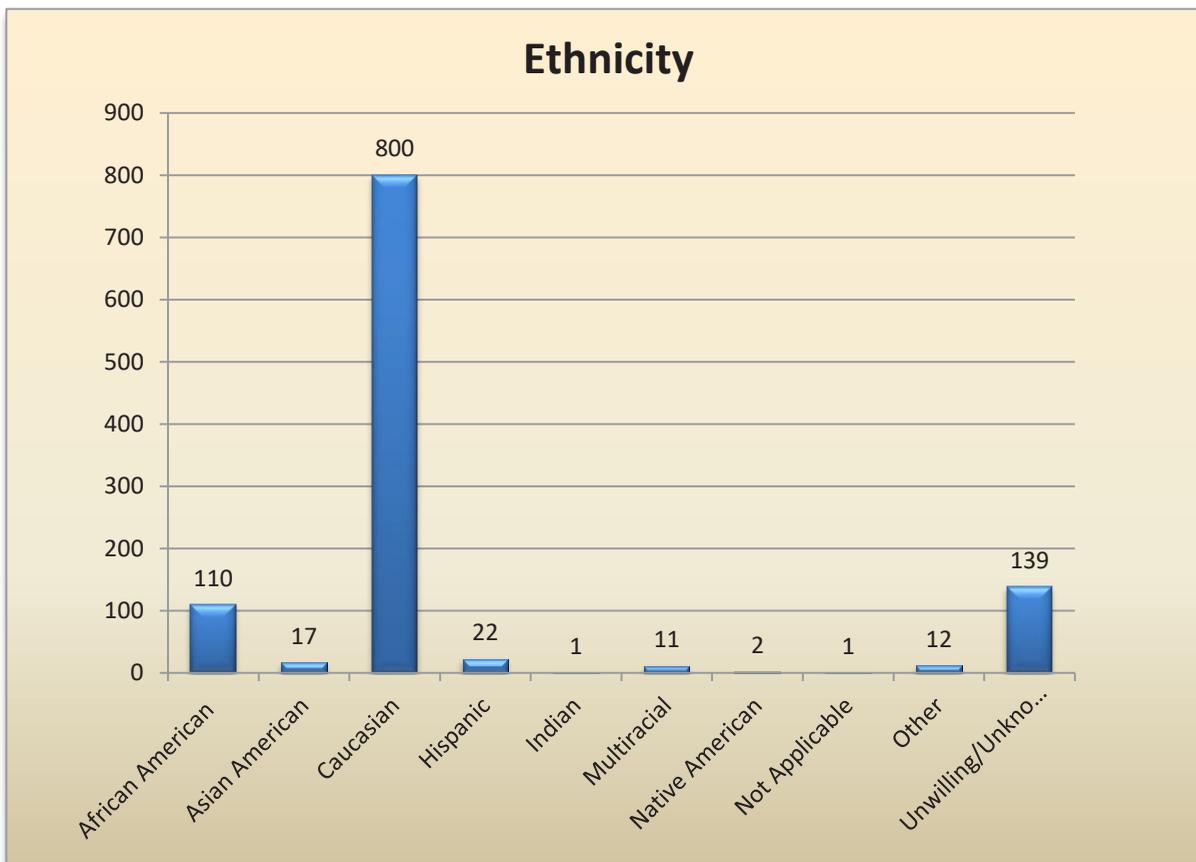
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Ethnicity

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

Ethnicity			
Ethnicity	Frequency	Percent	Total Calls
African American	110	10%	110
Asian American	17	2%	17
Caucasian	800	72%	800
Hispanic	22	2%	22
Indian	1	<1%	1
Multiracial	11	1%	11
Native American	2	<1%	2
Not Applicable	1	<1%	1
Other	12	1%	12
Unwilling/Unknown/Unsure	139	12%	139
Total	1115	100%	1115

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

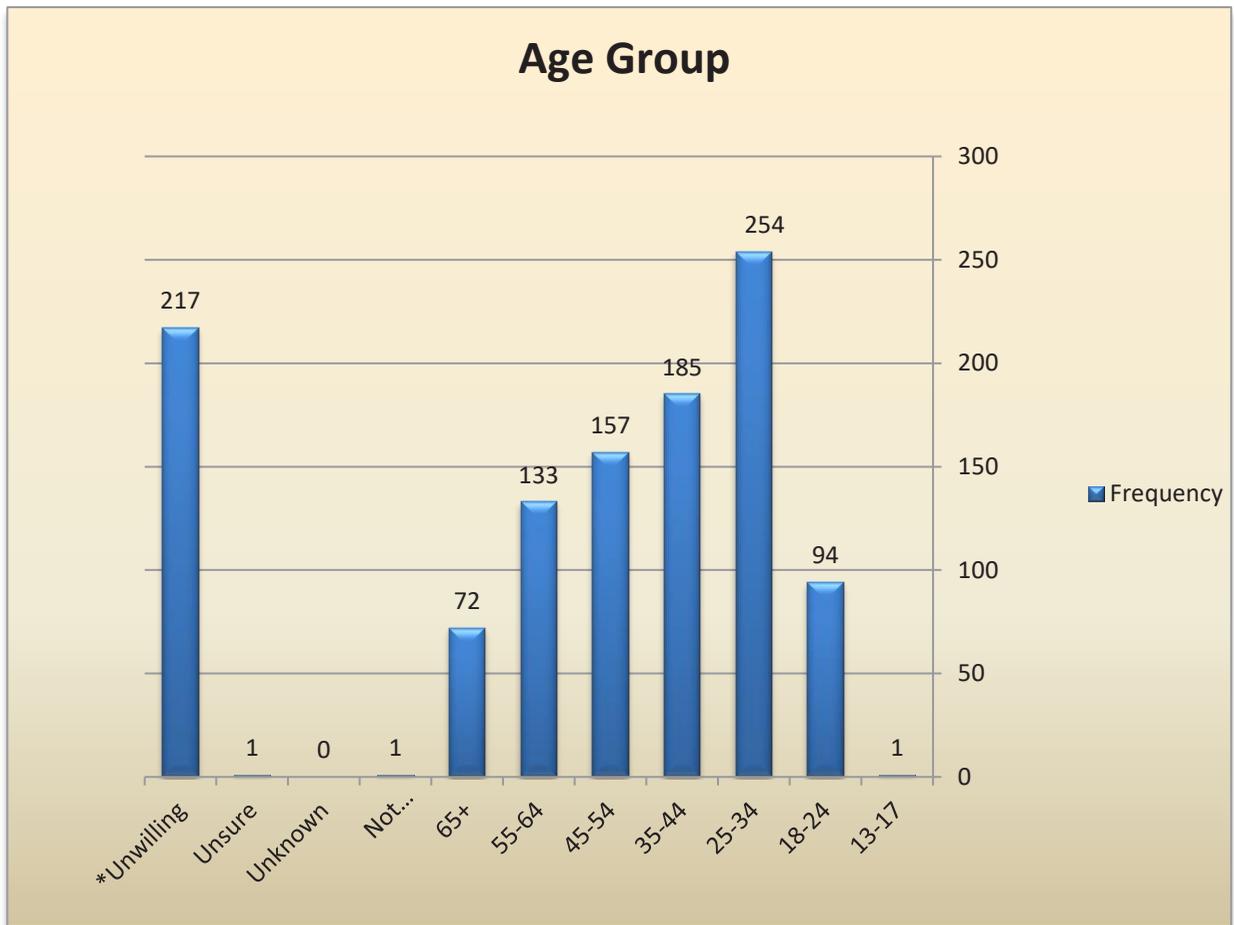
For the 2020 calendar year, the Problem Gamblers Helpline received a total of two (2) requests for Language Line services. These calls, which were placed in April and August of 2020, were both requests for assistance with Spanish translation.

Age Group

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

Age Group			
Age	Frequency	Percent	Total
13-17	1	<1%	1
18-24	94	8%	94
25-34	254	23%	254
35-44	185	17%	185
45-54	157	14%	157
55-64	133	12%	133
65+	72	6%	72
Not Applicable	1	<1%	1
Unknown	0	0%	0
Unsure	1	<1%	1
*Unwilling	217	19%	217
Total	1115	100%	1115

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

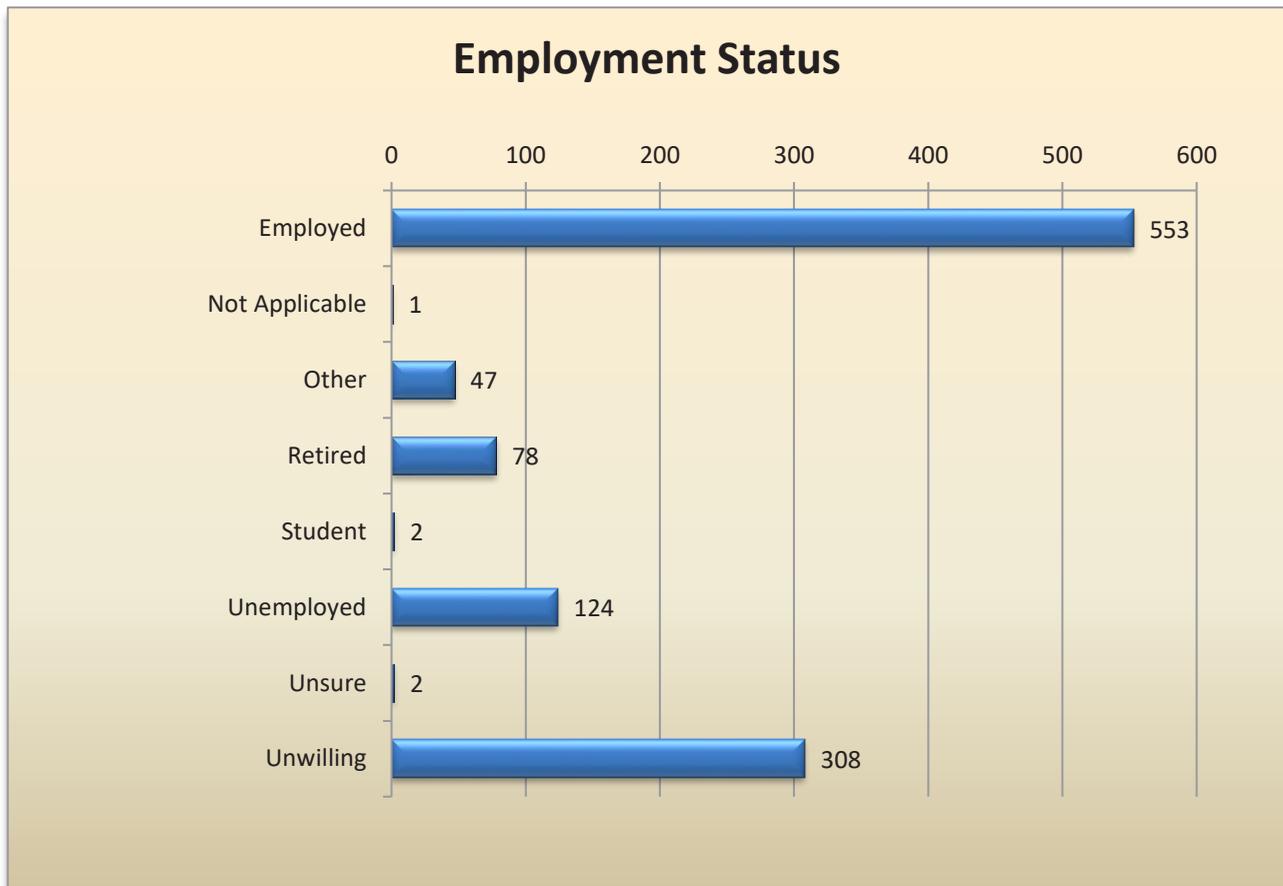


Employment Status

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	50%	553
<i>Not Applicable</i>	1	<1%	1
<i>Other</i>	47	4%	47
<i>Retired</i>	78	7%	78
<i>Student</i>	2	<1%	2
<i>Unemployed</i>	124	11%	124
<i>Unsure</i>	2	<1%	2
<i>Unwilling</i>	308	28%	308
Total	1115	100%	1115

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



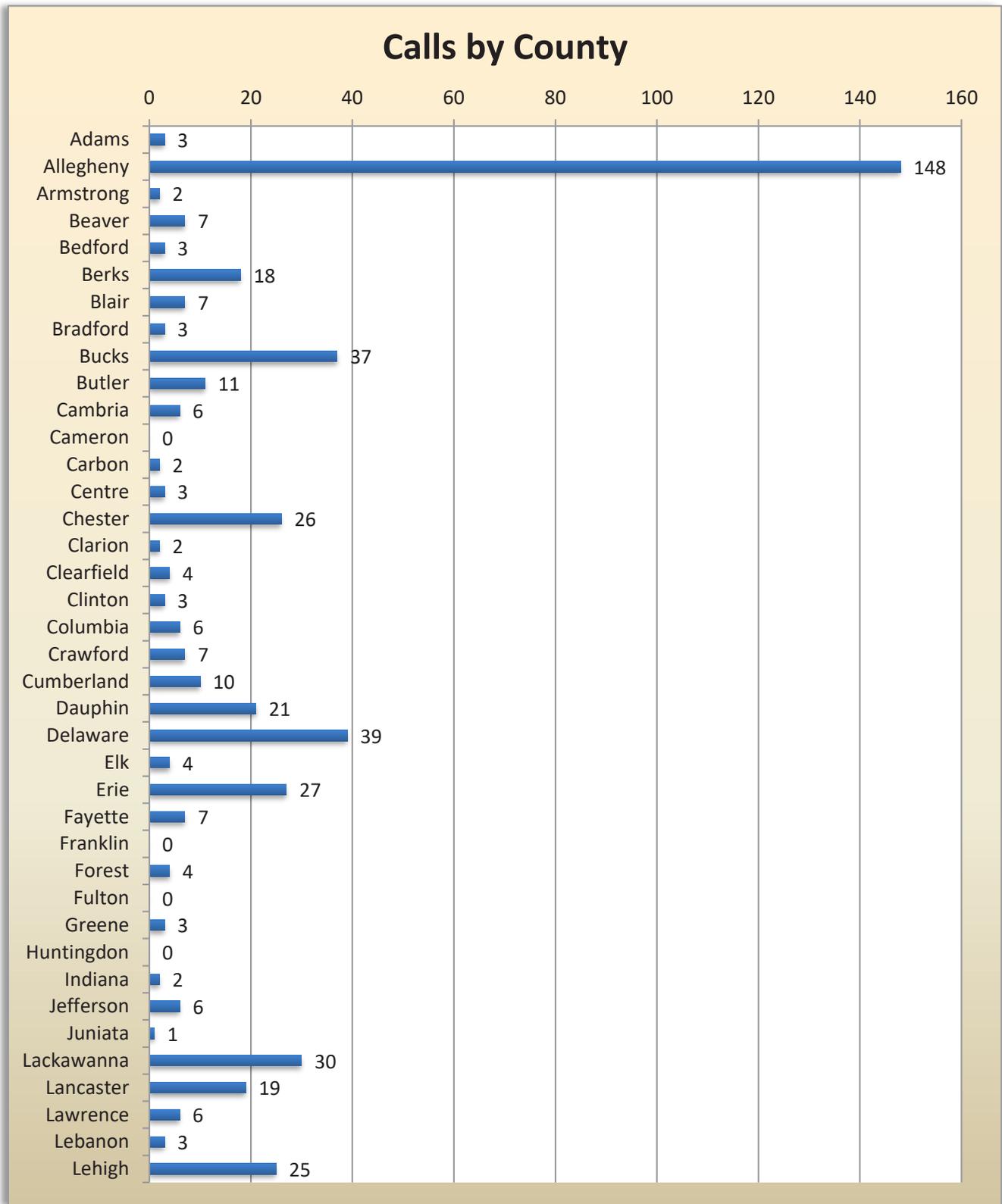
Location of Intake Calls by County

Calls by County			
County	Frequency	Average	Total
Adams	3	<1%	3
Allegheny	148	13%	148
Armstrong	2	<1%	2
Beaver	7	1%	7
Bedford	3	<1%	3
Berks	18	2%	18
Blair	7	1%	7
Bradford	3	0%	3
Bucks	37	3%	37
Butler	11	1%	11
Cambria	6	1%	6
Cameron	0	0%	0
Carbon	2	<1%	2
Centre	3	<1%	3
Chester	26	2%	26
Clarion	2	<1%	2
Clearfield	4	<1%	4
Clinton	3	<1%	3
Columbia	6	1%	6
Crawford	7	1%	7
Cumberland	10	1%	10
Dauphin	21	2%	21
Delaware	39	3%	39
Elk	4	<1%	4
Erie	27	2%	27
Fayette	7	1%	7
Franklin	0	0%	0
Forest	4	<1%	4
Fulton	0	0%	0
Greene	3	<1%	3
Huntingdon	0	0%	0
Indiana	2	<1%	2
Jefferson	6	1%	6
Juniata	1	<1%	1
Lackawanna	30	3%	30
Lancaster	19	2%	19
Lawrence	6	1%	6
Lebanon	3	<1%	3
Lehigh	25	2%	25
Luzerne	33	3%	33
Lycoming	5	<1%	5
McKean	1	<1%	1
Mercer	7	1%	7
Mifflin	3	<1%	3
Monroe	9	1%	9
Montgomery	47	4%	47
Montour	1	<1%	1

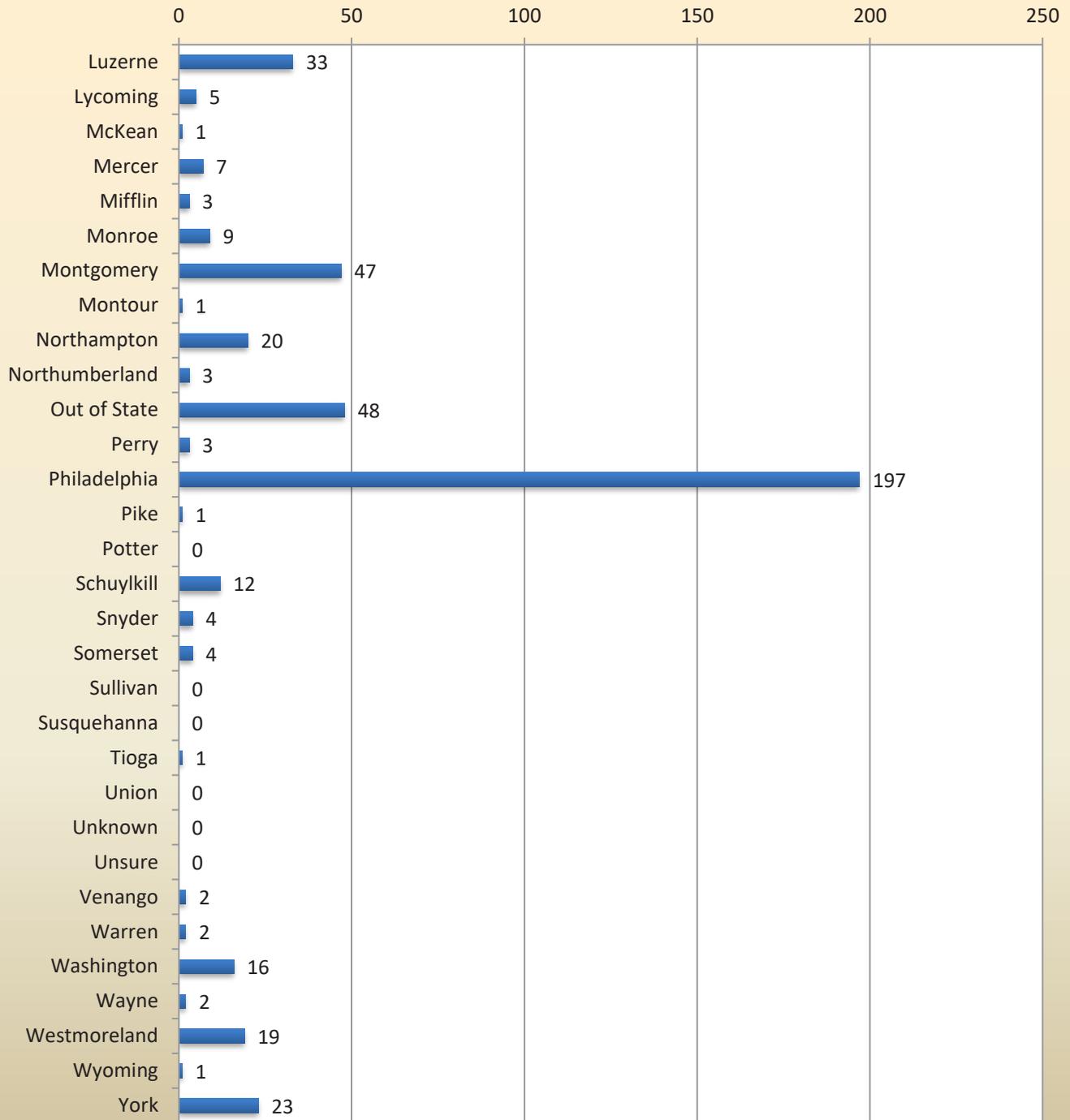
Location of Intake Calls by County

Calls by County			
County	Frequency	Average	Total
Northampton	20	2%	20
Northumberland	3	<1%	3
Out of State	48	4%	48
Perry	3	<1%	3
Philadelphia	197	18%	197
Pike	1	<1%	1
Potter	0	0%	0
Schuylkill	12	1%	12
Snyder	4	<1%	4
Somerset	4	<1%	4
Sullivan	0	0%	0
Susquehanna	0	0%	0
Tioga	1	<1%	1
Union	0	0%	0
Unknown	0	0%	0
Unsure	0	0%	0
Venango	2	<1%	2
Warren	2	<1%	2
Washington	16	1%	16
Wayne	2	<1%	2
Westmoreland	19	2%	19
Wyoming	1	<1%	1
York	23	2%	23
*Unwilling	146	13%	146
Total	1115	100%	1115

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



Calls by County



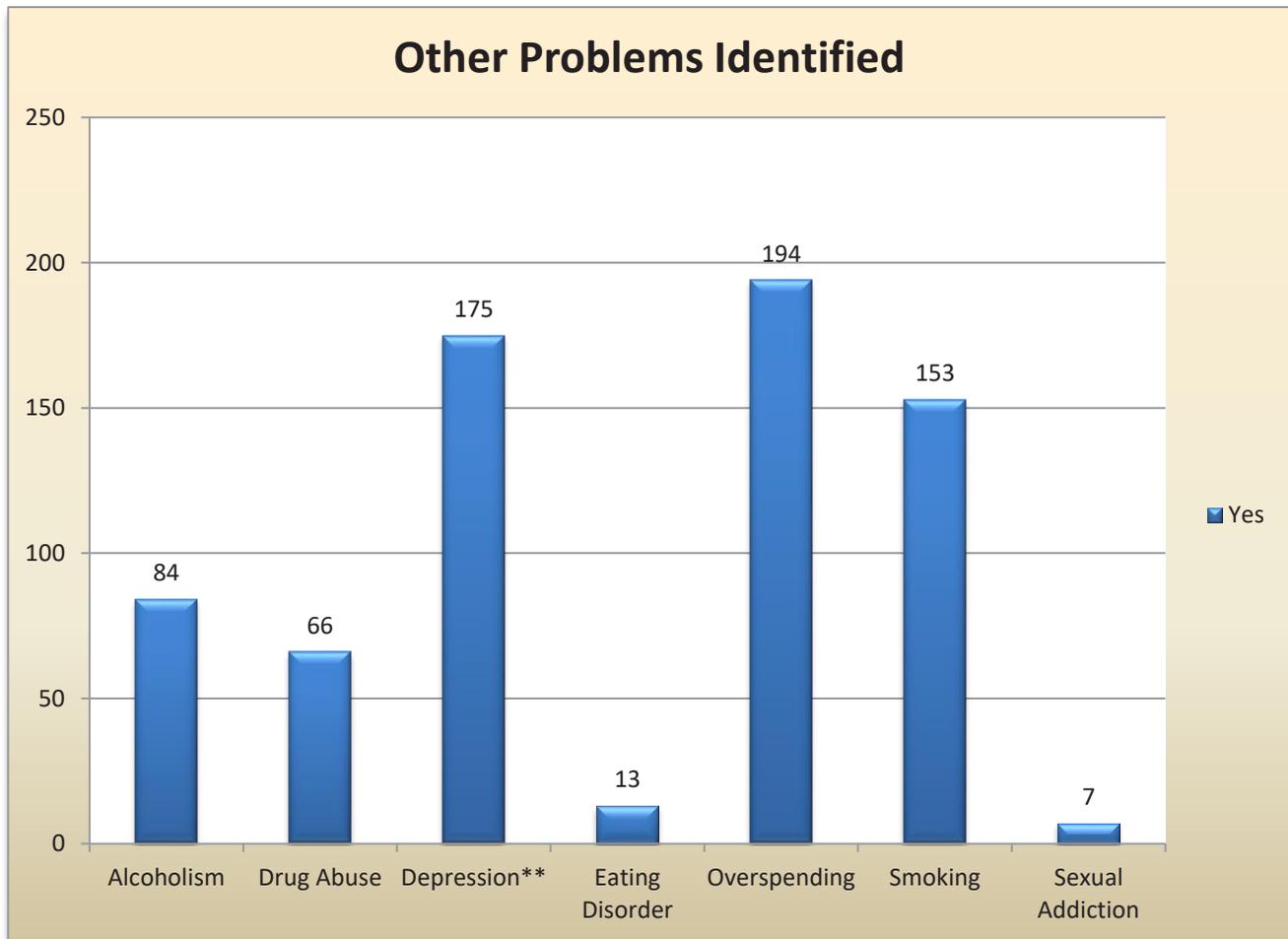
Other Problems Identified

Other Problems Identified			
Other Problems*	Yes	Yes Percent	No
Alcoholism	84	8%	743
Drug Abuse	66	6%	760
Depression**	175	16%	642
Eating Disorder	13	1%	803
Overspending	194	17%	631
Smoking	153	14%	668
Sexual Addiction	7	1%	807

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.



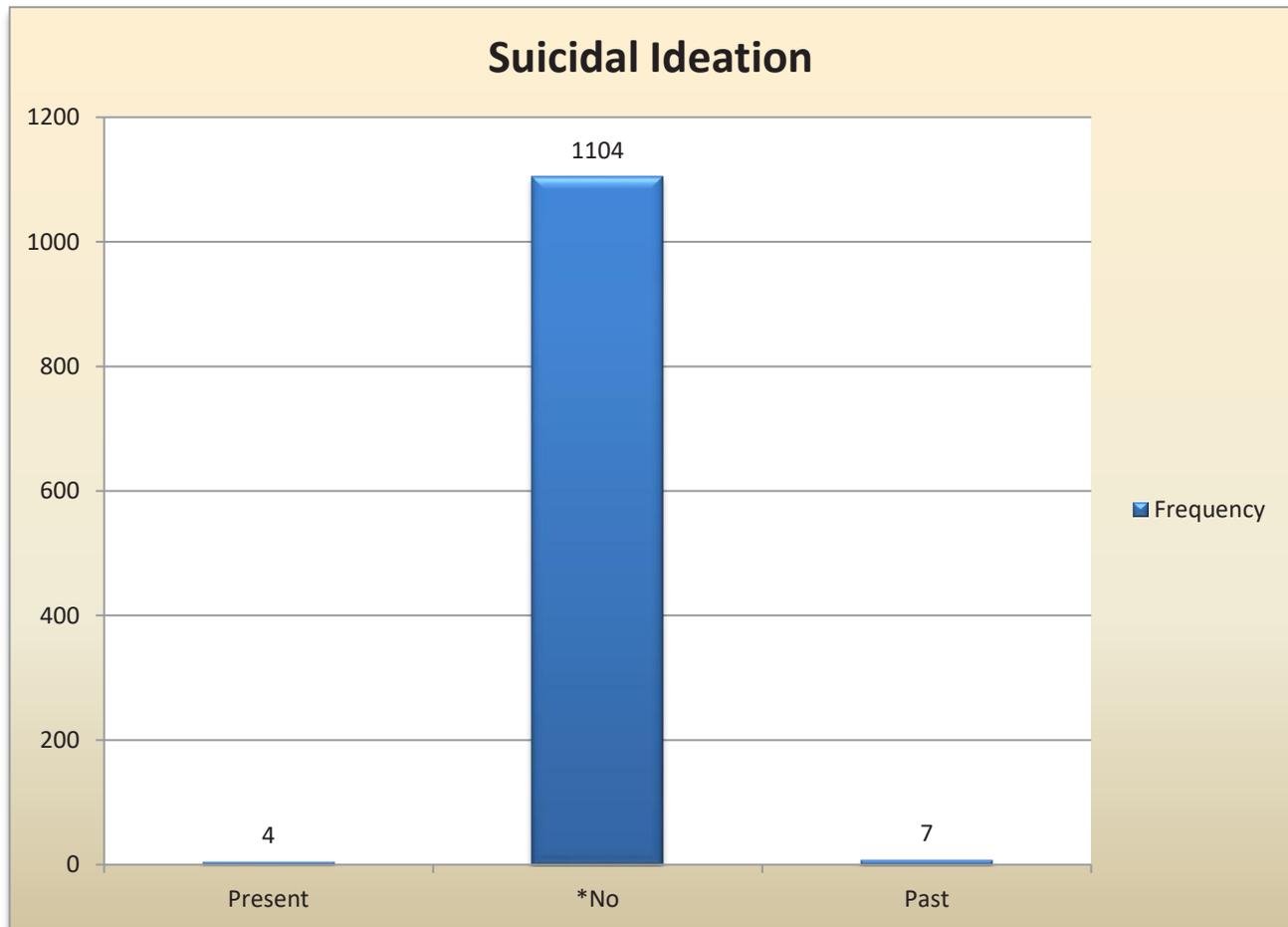
Suicidal Ideation

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
Present	4	<1%	4
*No	1104	99%	1104
Past	7	<1%	7
Total	1115	100%	1115

**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	3	2	0	1	1	3	13	8	4	6	7	50
GA	54	67	33	12	16	34	37	61	49	40	47	38	488
Gam Anon	7	12	3	2	3	4	14	10	7	2	8	11	83
Helpline Materials	5	1	5	3	1	3	2	6	6	3	7	7	49
Internet Resources	25	39	18	3	15	21	29	33	45	37	31	35	331
PA Council / PGCB	12	67	39	14	19	41	45	51	90	60	48	38	524
Refused/Unable to Give/Other	25	17	15	4	11	18	24	33	11	27	34	8	227
Self Exclusion	20	21	16	2	9	18	23	52	118	40	35	28	382
Treatment	72	83	77	13	21	67	77	121	94	111	83	81	900

At a glance...

- 2020 saw 11,963 total calls come into the Helpline Center. Of these calls, 1,115 (9.3%) were “intake” calls, or calls seeking help/information for issues related to gambling.
- Additionally, 241 chat/159 text requests were received in 2020, 172 of which were for help.
- August, September & October saw the highest volume of intake calls. April saw the fewest*.
- The majority of intake calls (59%) were prompted by financial problems.
- Nearly 1/2 (48.5%) of intake calls named “Internet” as where they learned about the Helpline.
- In PA, the highest number of intake calls (524) were made to 1-800-GAMBLER in 2020.
- More intake calls were made by males (72%) than females (27%).
- Nearly 1/4 (23%) of calls were made by individuals in the 25-34 age range.
- The majority of intake calls (72%) were placed by Caucasian gamblers in 2020.
Language line requests were made by two (2) callers in 2020.
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 2020 intake calls (31%) 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 2020.

*Please note that several 2020 statistics were dramatically impacted by COVID-19.