
Helpline Data 2022 Annual Report



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, local and virtual mutual aid meetings, or downloadable informational materials. The Helpline uses a language line service, allowing us to assist callers who may speak any 240 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, 2022 through December 31, 2022, 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, operator inquiry, etc.*)

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

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

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

Casino Info – 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 was provided.

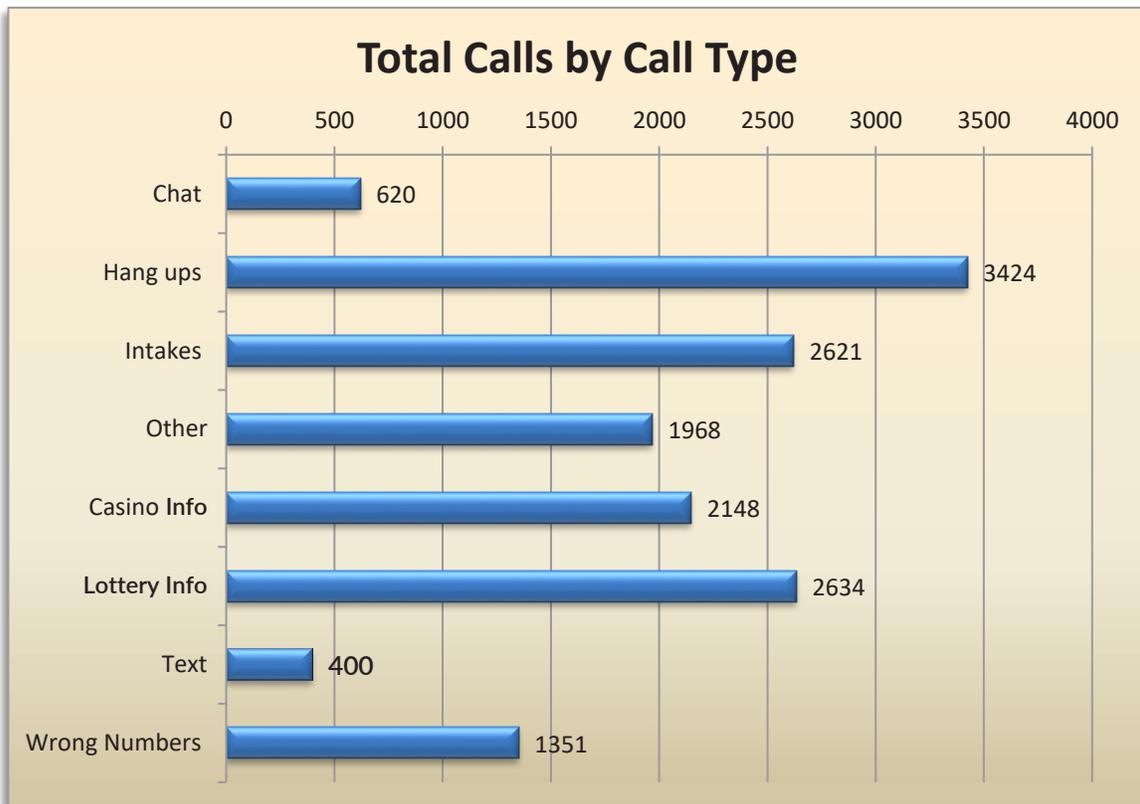
**Call percentages in this report are often rounded to the nearest decimal and/or whole number, so some chart totals may not add up to 100% exactly.*

Any questions regarding call data can be directed to josh@pacouncil.com.

Total Call Volumes

Total Calls by Call Type			
Call Type	Total Calls by Call Type	Percent	Total Calls
Chat	620	4.1%	620
Hang ups	3424	22.5%	3424
Intakes	2621	17.3%	2621
Other	1968	13.0%	1968
Casino Info	2148	14.2%	2148
Lottery Info	2634	17.4%	2634
Text	400	2.6%	400
Wrong Numbers	1351	8.9%	1351
Total	15166	100.0%	15166

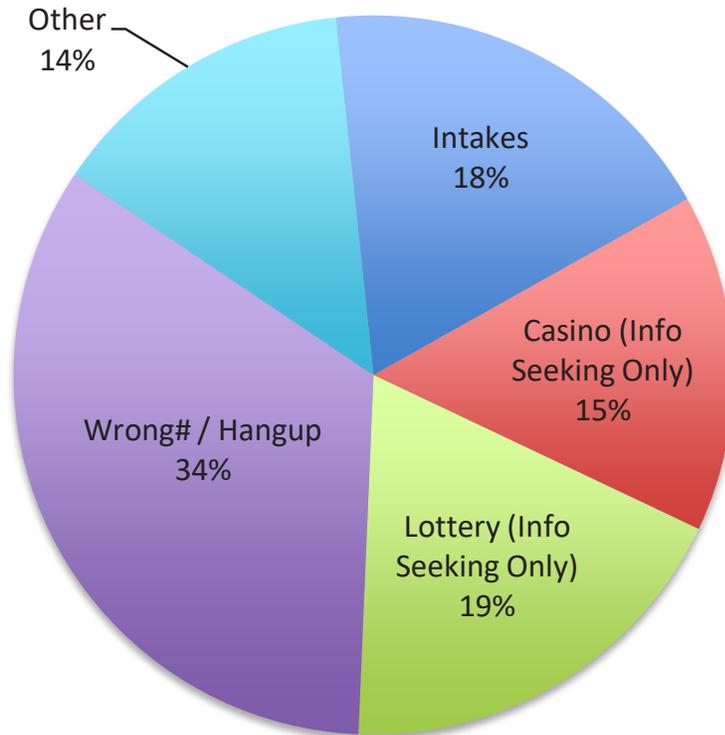
This table is based on the total call volume received between January 1, 2022 - December 31, 2022.



Total Helping Calls

Total Helping Calls			
Call Type	Total Calls by Type	Average Type	Total Calls
Intakes	2621	100%	2621
Total	2621	100%	2621

Total Call Types



	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTALS
Chat Requests	52	44	65	49	43	31	42	43	52	61	73	65	620
Text Requests	30	22	23	14	23	29	35	47	32	31	50	64	400
INTAKES	30	18	33	21	17	15	22	33	30	28	46	49	342

In 2022, approximately 18% of total calls were Intake Calls, or Problem Gambling Related. This represents a **total of 2,621 calls from individuals who were seeking help** for a gambling problem, which was a significant increase from the 2,090 calls in 2021. These calls were placed seeking help for the caller themselves, or for someone they know. Additionally, there were a total of 1,020 chats/texts in 2022, **342 of which were for help** - an increase from the 241 chats/texts for help in 2021.

Through each of these channels, a total of 2,963 requests for help were made in 2022.

Information Reported by Intake - 1/1/2022-12/31/2022

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 2022 calendar year, the Problem Gambling Helpline received a total of 2,621 intake calls.

Total Intake Calls by Month			
Month	Frequency	Percent	Total Calls
January	177	6.8%	177
February	195	7.5%	195
*March	220	8.3%	220
April	249	9.5%	249
May	211	8.2%	211
June	219	8.3%	219
July	221	8.4%	221
August	214	8.2%	214
September	217	8.3%	217
October	226	8.6%	226
November	254	9.6%	254
December	218	8.3%	218
Total	2621	100%	2621



*indicates Problem Gambling Awareness Month, held annually in March

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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.

*Casino - Table Games	234	8.9%	234
Slots	525	20%	525
**Unspecified Casino	318	12.1%	318
***Internet/Online	618	23.5%	618
Lottery/Scratch-offs/Online	142	5.4%	142
Races	8	<1%	8
****Non-casino (cards/dice/etc)	58	2.2%	58
***** Sports	296	11.2%	296
***** Poker/Video Poker	34	1.2%	34
Video Gaming Terminals (VGTs)	3	<1%	3
Airport	0	0%	0
Other/Did Not Answer	385	14.6%	385
Total	2621	100%	2621

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

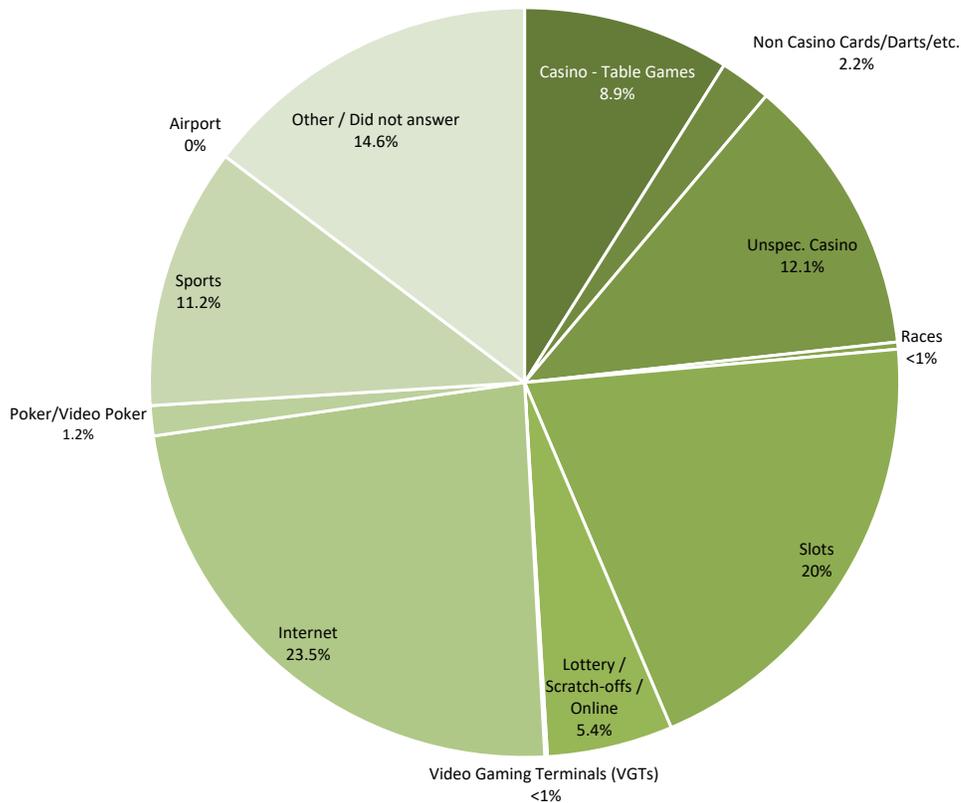
**Unspecified Casino – caller indicated that ‘casino gambling’ is the most problematic activity, but did not specify which games

***Internet – primarily online casino style gambling – could also relate to unregulated online gambling/other online gambling

****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)



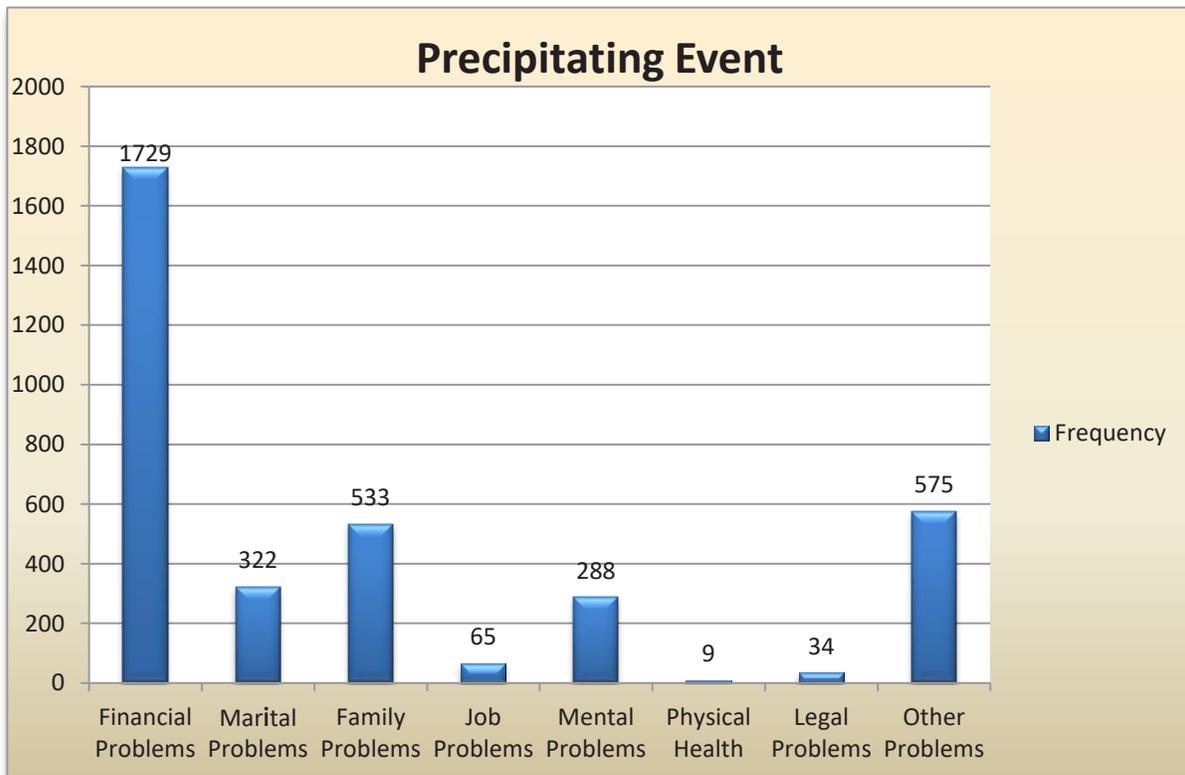
Precipitating Events

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>	1729	66%	1729
<i>Marital Problems</i>	322	12%	322
<i>Family Problems</i>	533	20%	533
<i>Job Problems</i>	65	2%	65
<i>Mental Problems</i>	288	11%	288
<i>Physical Health</i>	9	0%	9
<i>Legal Problems</i>	34	1%	34
<i>Other Problems</i>	575	22%	575

**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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2022 Monthly Intake Calls

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Number Called	Calls												
800-848-1880	24	23	37	23	19	36	49	17	19	13	12	12	284
800-GAMBLER	71	70	76	93	90	91	66	70	59	80	96	68	930
877-565-2112	0	0	2	3	2	0	0	0	2	4	1	1	15
800-522-4700	32	36	47	48	36	46	50	55	57	50	61	58	576
Other/Did Not Answer	50	66	58	82	64	45	56	72	80	79	84	79	815
** <i>(Lottery Prompt)</i>	0	0	0	0	0	1	0	0	0	0	0	0	1

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Marital Status	Calls												
Cohabiting	5	19	15	14	18	15	14	16	16	21	16	16	185
Divorced	4	12	8	12	10	9	10	12	10	12	12	9	120
Married	61	39	62	60	51	64	49	40	59	48	56	58	647
Separated	5	1	3	5	1	1	2	2	3	3	2	0	28
Single	67	75	84	88	73	74	97	78	67	80	103	87	973
Other/Did Not Answer	31	46	45	68	53	54	45	59	56	56	60	45	618
Widowed	4	3	3	2	5	2	4	7	6	6	5	3	50

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
How Caller Heard of Helpline	Calls												
Billboard	3	3	2	1	1	0	2	2	1	0	1	3	19
Brochure	0	1	1	1	1	0	0	3	0	0	1	1	9
Casino / Casino Card	27	12	21	23	18	24	29	18	16	28	29	17	262
PGCB / Council	0	0	0	0	0	0	0	0	0	0	0	0	0
Crisis Line / Therapy	1	1	0	2	5	0	0	3	2	2	2	1	19
Family / Friend	1	6	4	16	8	11	5	3	4	7	5	10	80
Internet	83	97	106	114	107	131	109	111	105	84	119	102	1268
Lottery	5	2	13	2	4	2	7	2	3	2	3	1	46
Newspaper	1	0	2	0	0	0	0	0	0	0	0	0	3
Phonebook / Operator	0	0	0	1	0	0	0	0	0	0	0	0	1
TV	2	4	3	3	1	3	1	2	1	4	4	5	33
Radio	1	6	5	4	1	1	5	1	4	6	5	1	40
Other/Did Not Answer	53	63	63	82	65	47	63	69	81	93	85	77	841

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Suicide	Calls	Call	Calls	CALLS									
Present	1	0	1	2	1	2	0	0	0	1	1	2	11
No	175	192	214	245	206	217	219	214	216	223	252	216	2589
Past	1	3	5	2	4	0	2	0	1	2	1	0	21

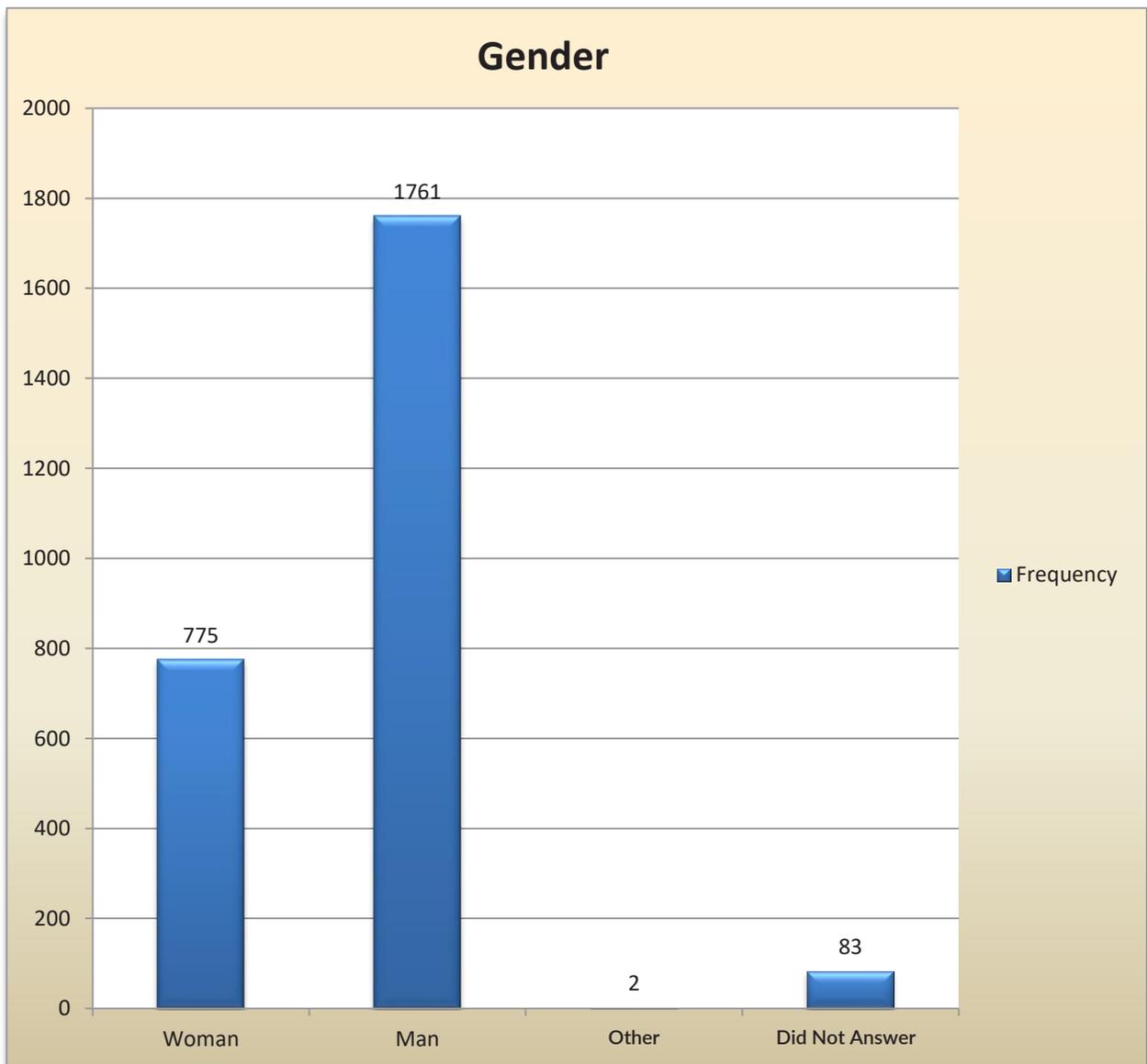
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Callers Subject	Calls												
Family	17	16	9	22	13	23	21	13	10	24	20	20	208
Friend	6	4	7	6	11	13	11	4	5	6	9	4	86
Self	140	152	180	192	167	164	176	185	173	181	201	178	2089
Spouse	10	16	15	15	16	12	9	7	17	10	17	12	156
Other/Did Not Answer	4	7	9	14	4	7	4	5	12	5	7	4	82

Gender

This category compares the identified gender of helpline callers.

Gender			
Gender	Frequency	Percent	Total Calls
Woman	775	30%	775
Man	1761	67%	1761
Other	2	<1%	2
Did Not Answer	83	3%	83
Total	2621	100%	2621

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

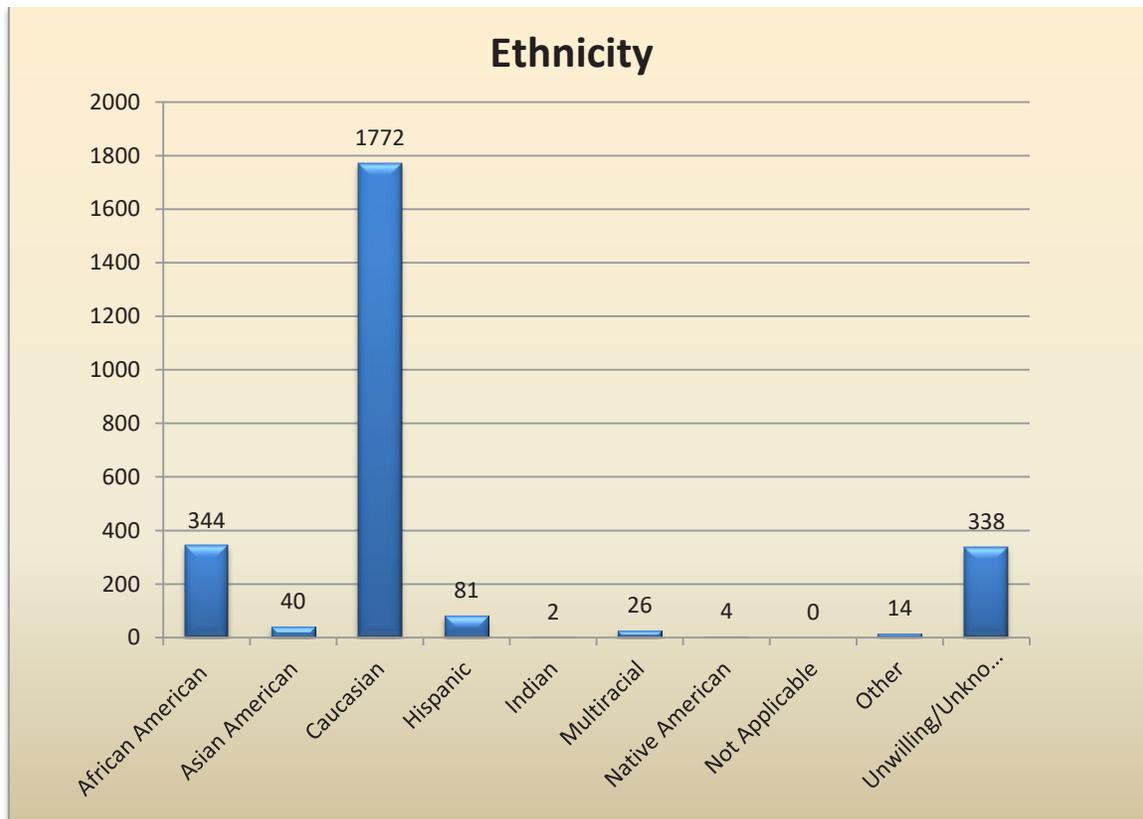


Ethnicity

This categories identifies ethnicity.

Ethnicity			
Ethnicity	Frequency	Percent	Total Calls
African American	344	13%	344
Asian American	40	1%	40
Caucasian	1772	68%	1772
Hispanic	81	3%	81
Indian	2	<1%	2
Multiracial	26	<1%	26
Native American	4	<1%	4
Not Applicable	0	0%	0
Other	14	1%	14
Unwilling/Unknown/Unsure	338	12%	338
Total	2621	100%	2621

*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	3	1	1	1	0	0	0	0	1	2	2	11

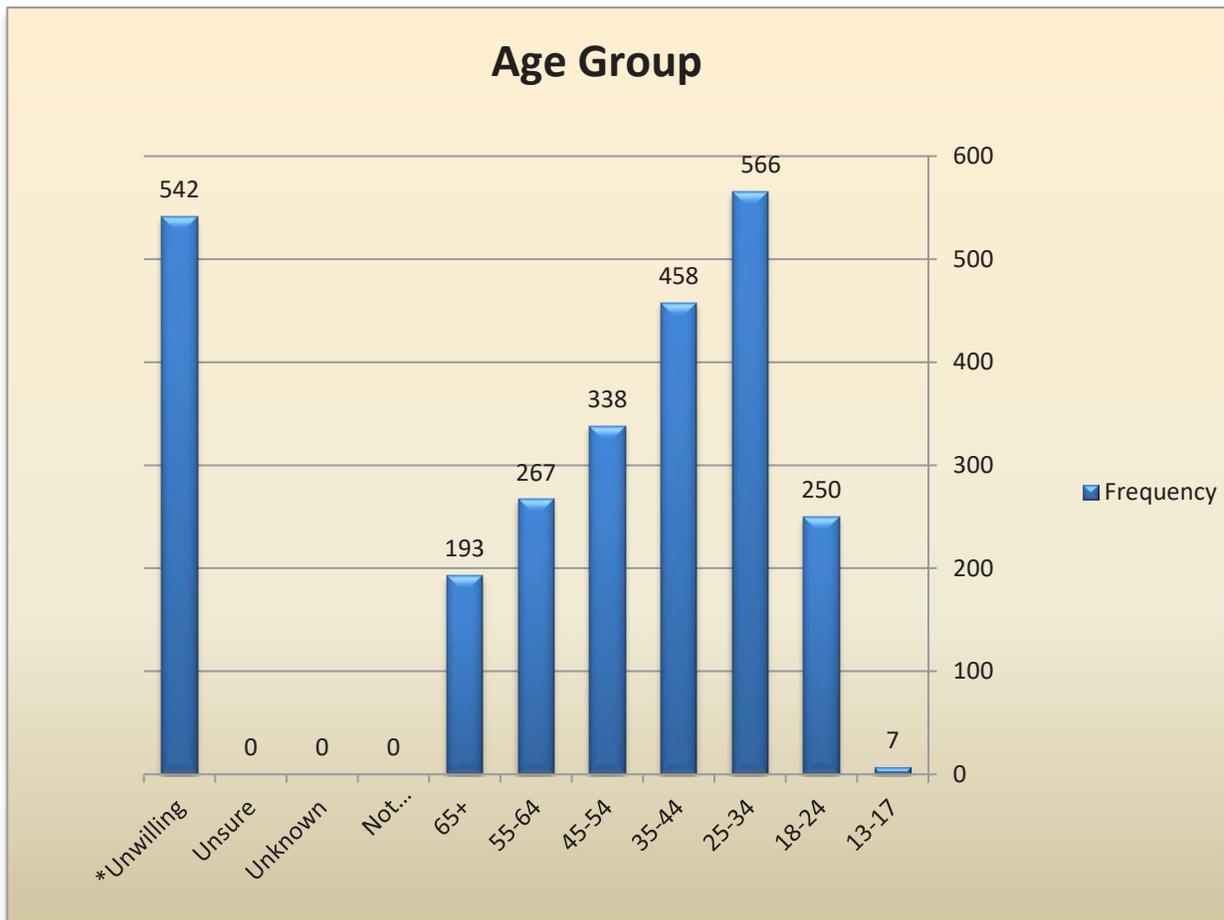
For the 2022 calendar year, the Problem Gamblers Helpline received a total of eleven (11) requests for Language Line services. CCGP added translation services to their website in 2020 with the hope of increasing access to help for non-English speaking individuals.

Age Group

This table depicts the age group as reported by the caller.

Age Group			
Age	Frequency	Percent	Total
13-17	7	0%	7
18-24	250	10%	250
25-34	566	22%	566
35-44	458	17%	458
45-54	338	13%	338
55-64	267	10%	267
65+	193	7%	193
Not Applicable	0	0%	0
Unknown	0	0%	0
Unsure	0	0%	0
*Unwilling	542	21%	542
Total	2621	100%	2621

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

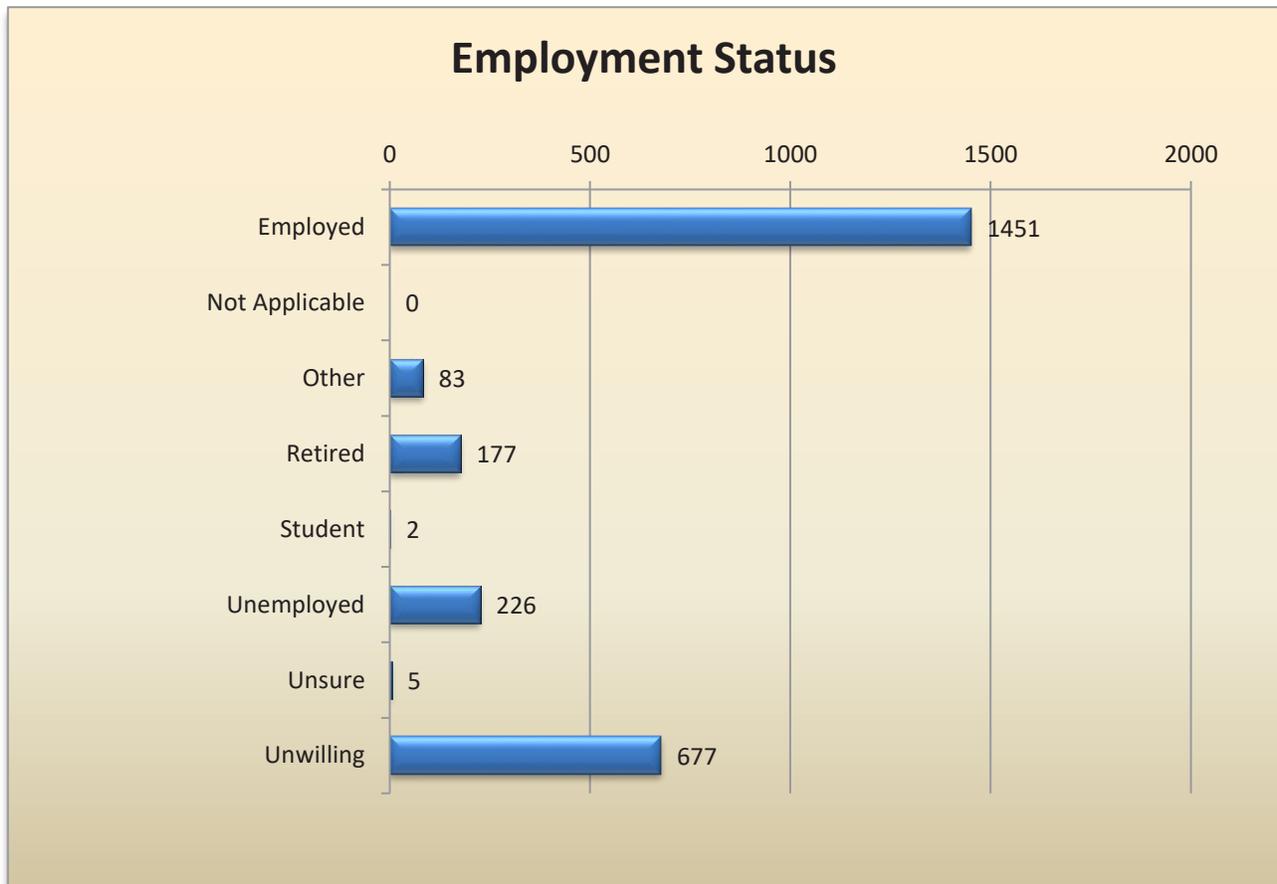


Employment Status

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>	1451	55%	1451
<i>Not Applicable</i>	0	0%	0
<i>Other</i>	83	3%	83
<i>Retired</i>	177	7%	177
<i>Student</i>	2	0%	2
<i>Unemployed</i>	226	9%	226
<i>Unsure</i>	5	0%	5
<i>Unwilling</i>	677	26%	677
Total	2621	100%	2621

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



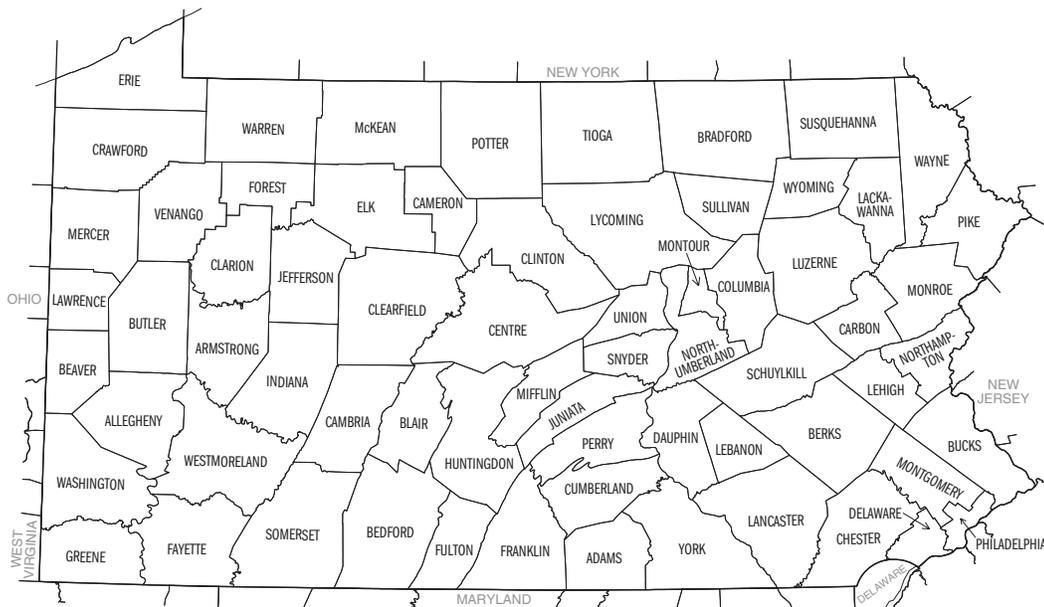
Location of Intake Calls by County

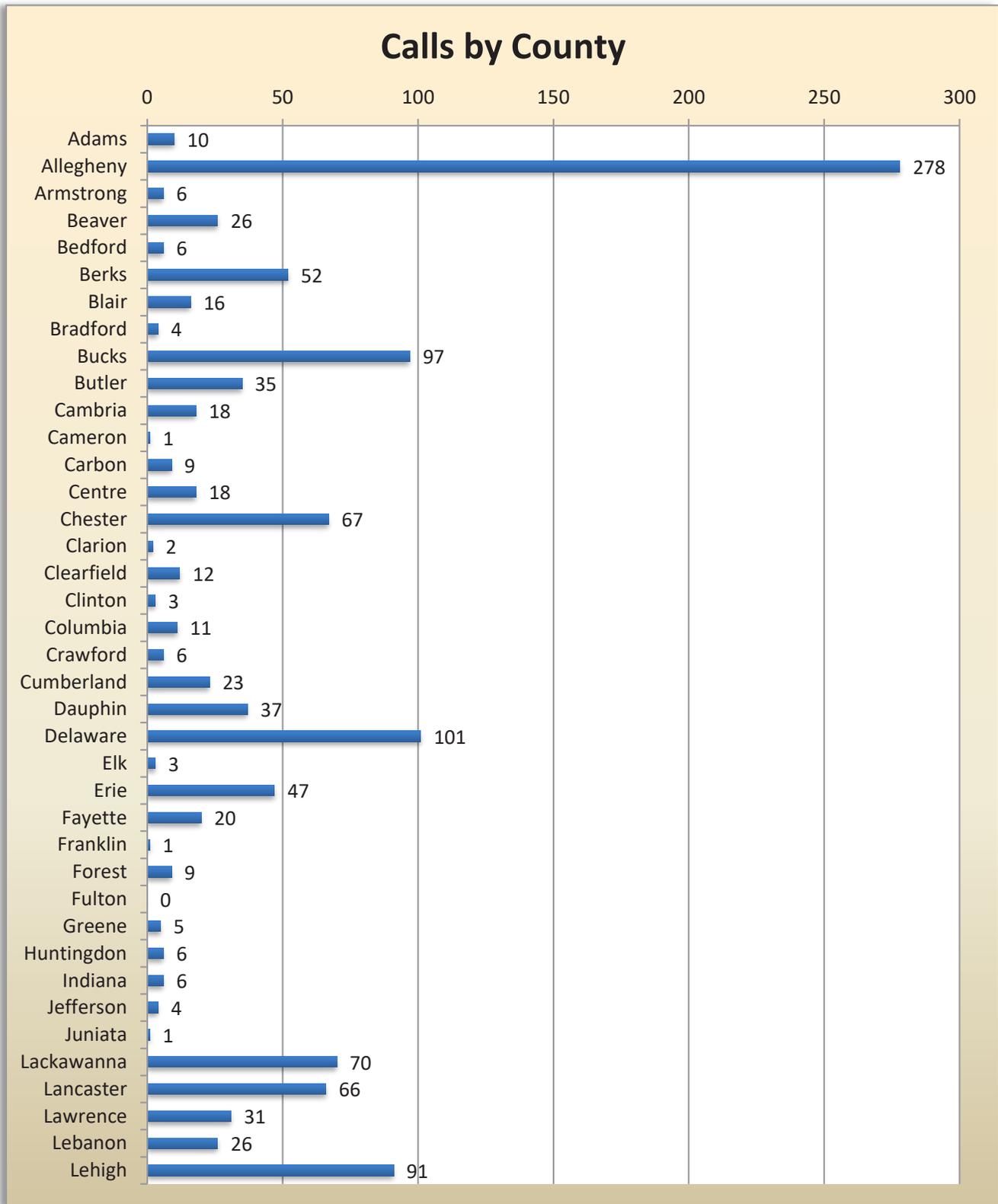
Calls by County			
County	Frequency	Average	Total
Adams	10	<1%	10
Allegheny	278	11%	278
Armstrong	6	<1%	6
Beaver	26	1%	26
Bedford	6	<1%	6
Berks	52	2%	52
Blair	16	1%	16
Bradford	4	<1%	4
Bucks	97	4%	97
Butler	35	1%	35
Cambria	18	1%	18
Cameron	1	<1%	1
Carbon	9	<1%	9
Centre	18	1%	18
Chester	67	3%	67
Clarion	2	<1%	2
Clearfield	12	<1%	12
Clinton	3	<1%	3
Columbia	11	<1%	11
Crawford	6	<1%	6
Cumberland	23	1%	23
Dauphin	37	1%	37
Delaware	101	4%	101
Elk	3	<1%	3
Erie	47	2%	47
Fayette	20	1%	20
Franklin	1	0%	1
Forest	9	<1%	9
Fulton	0	0%	0
Greene	5	<1%	5
Huntingdon	6	<1%	6
Indiana	6	<1%	6
Jefferson	4	<1%	4
Juniata	1	<1%	1
Lackawanna	70	3%	70
Lancaster	66	3%	66
Lawrence	31	1%	31
Lebanon	26	1%	26
Lehigh	91	3%	91
Luzerne	87	3%	87
Lycoming	10	<1%	10
McKean	2	<1%	2
Mercer	6	<1%	6
Mifflin	4	<1%	4
Monroe	32	1%	32
Montgomery	108	4%	108
Montour	4	<1%	4

Location of Intake Calls by County

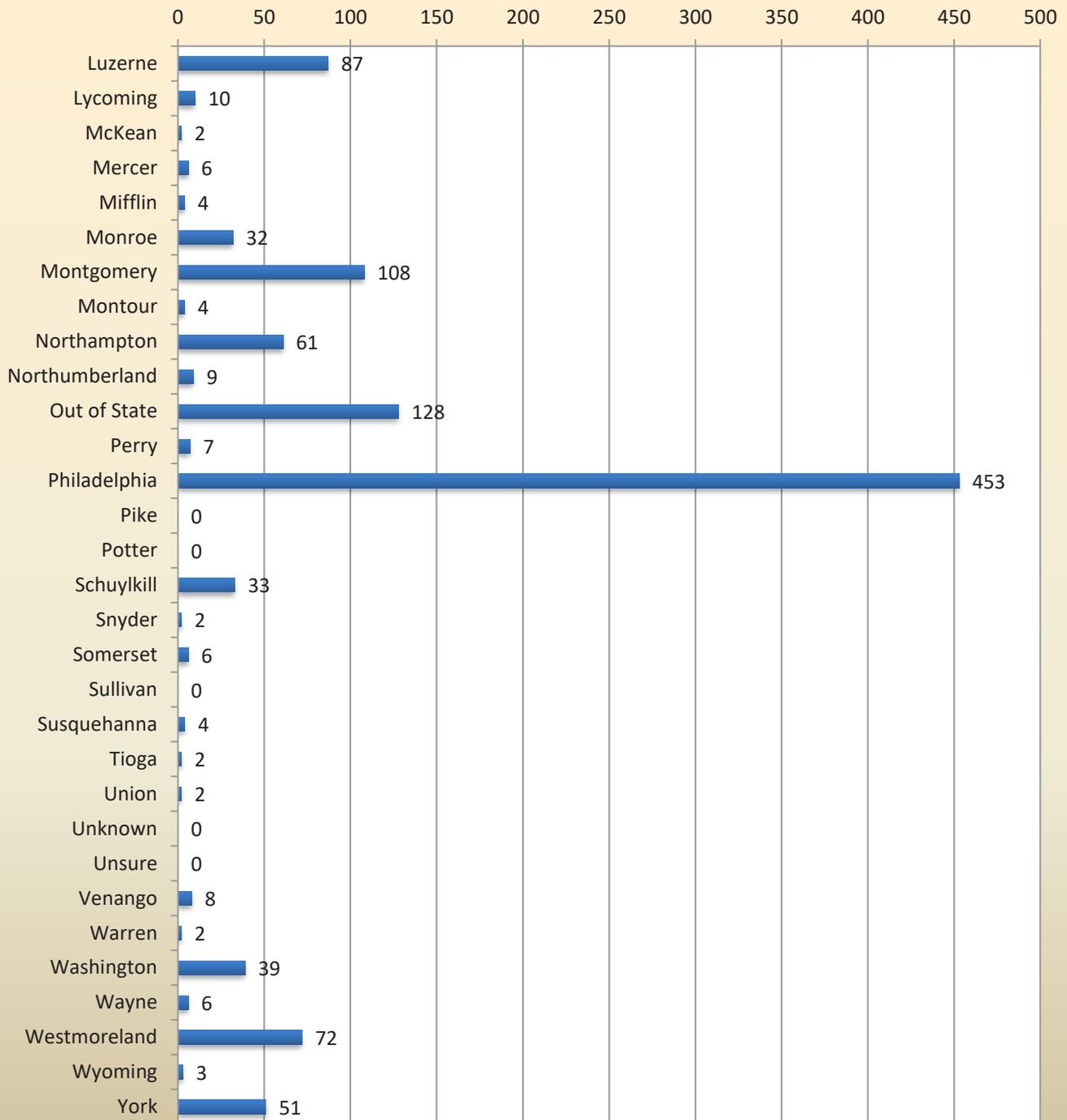
Calls by County			
County	Frequency	Average	Total
Northampton	61	2%	61
Northumberland	9	<1%	9
Out of State	128	5%	128
Perry	7	<1%	7
Philadelphia	453	17%	453
Pike	0	0%	0
Potter	0	0%	0
Schuylkill	33	1%	33
Snyder	2	<1%	2
Somerset	6	<1%	6
Sullivan	0	0%	0
Susquehanna	4	<1%	4
Tioga	2	<1%	2
Union	2	<1%	2
Unknown	0	0%	0
Unsure	0	0%	0
Venango	8	<1%	8
Warren	2	<1%	2
Washington	39	1%	39
Wayne	6	<1%	6
Westmoreland	72	3%	72
Wyoming	3	<1%	3
York	51	2%	51
*Unwilling	256	10%	256
Total	2621	100%	2621

**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	257	10%	1647
Drug use	176	7%	1719
Depression**	663	25%	1230
Eating Disorder	66	3%	1817
Overspending	276	11%	1618
Smoking	324	12%	1556
Sexual Addiction	36	1%	1828

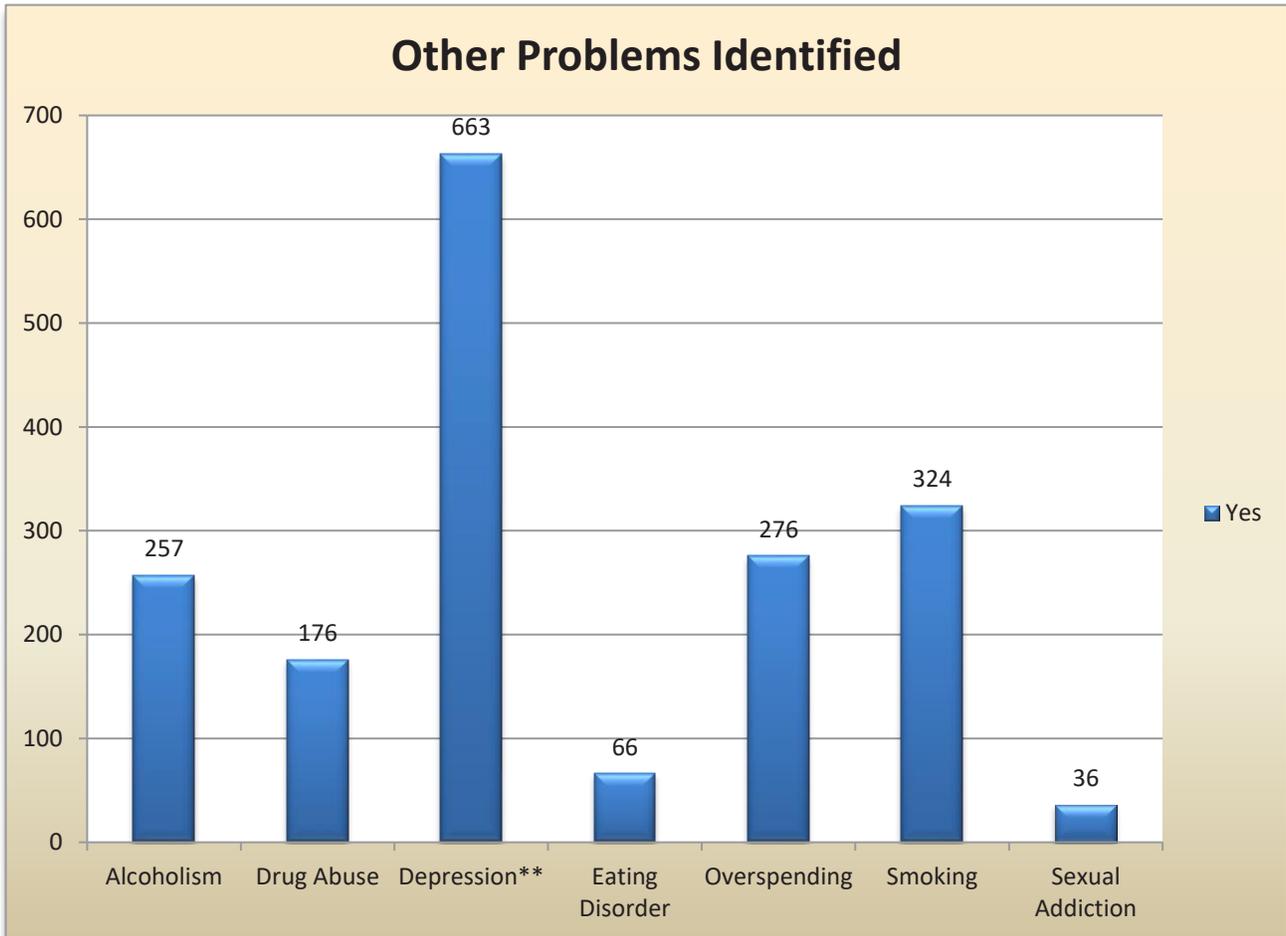
This table identifies other problem areas as reported by the caller.

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.

PLEASE NOTE: The percent associated with each response indicates what percent of the total number of callers indicated that problem was present. Percent totals will not, and should not, equal 100%, as a result.



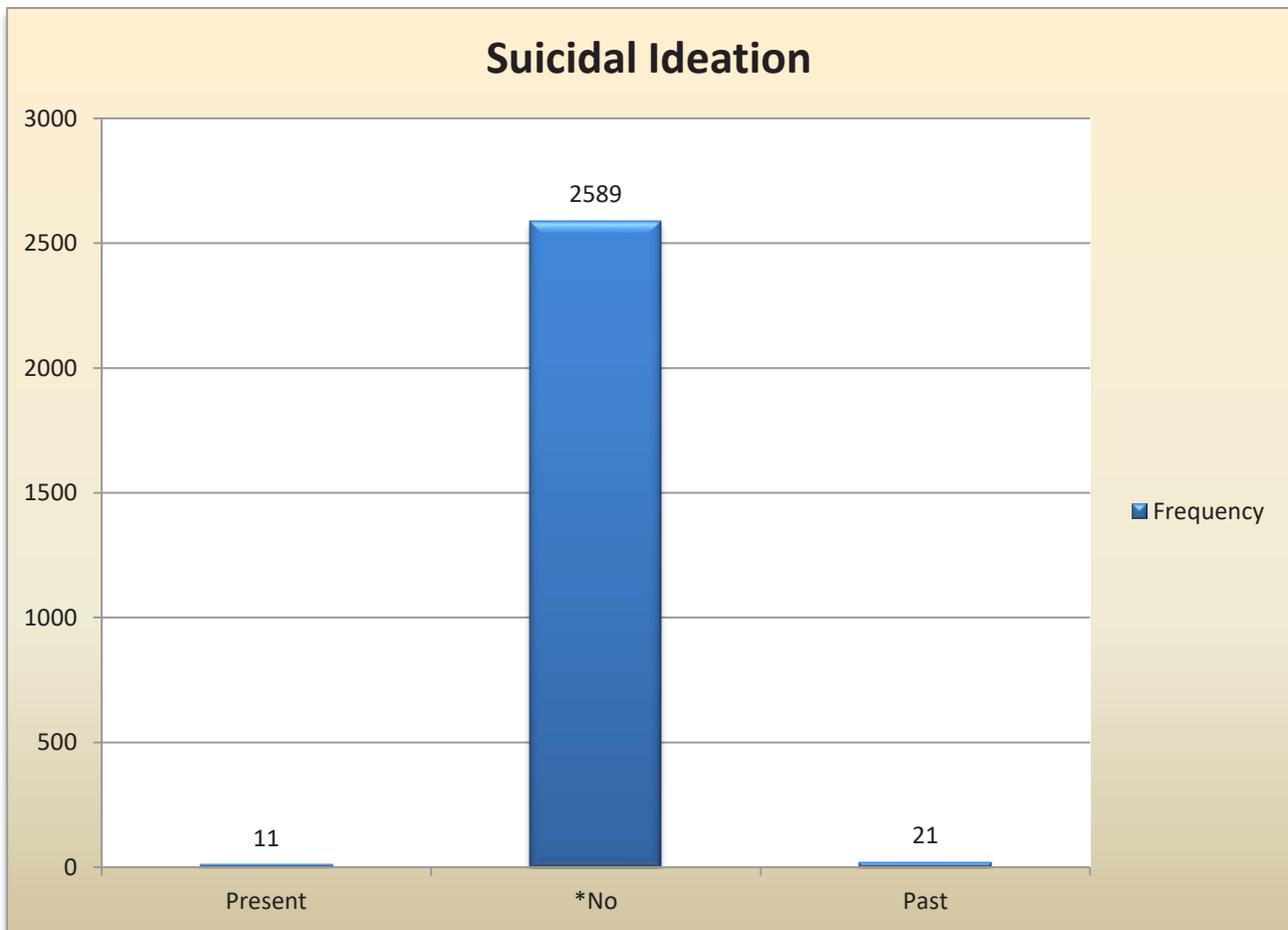
Suicidal Ideation

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/the subject are having thoughts of harming themselves currently or have had said thoughts in the past. They are also asked if they/the subject have been diagnosed with a specific condition or illness such as Clinical Depression. This is a table reflective of the caller's/subject's mental status based on those questions.

Number of Callers Who Were Suicidal			
Suicidal	Frequency	Percent	Total Calls
**Present	11	<1%	11
No	2589	99%	2589
*Past	21	<1%	21
Total	2621	100%	2621

**Callers/subjects 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/subject 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	7	17	10	10	9	10	8	8	15	14	18	13	139
GA	95	110	118	131	107	101	112	107	102	112	132	91	1318
Gam Anon	21	16	19	19	21	27	14	12	15	20	24	14	222
Helpline Materials	15	12	20	18	9	7	6	4	4	17	19	11	142
Internet Resources	72	70	80	94	61	75	68	58	62	88	105	79	912
PA Council / PGCB	83	97	100	119	108	116	110	109	99	135	136	107	1319
Other/Did Not Answer	46	46	52	62	61	50	43	35	68	48	50	49	610
Self Exclusion	66	76	100	121	99	112	96	91	85	110	127	103	1186
Treatment	152	160	168	175	163	168	185	146	161	152	230	163	2023

PLEASE NOTE: In most situations, more than one referral is given to each caller.

At a glance...

- 2022 saw 15,166 individuals place a call, chat or text to the Helpline Center. Of these, 2,621 (18%) were “intake” calls, or calls seeking help/information for issues related to gambling.
- Among the 15,166, 640 chat/400 text requests were received, 342 of which were for help.
- April and November saw the highest volume of intake calls. January saw the fewest.
- The majority of intake calls (66%) were prompted by financial problems.
- Nearly 1/2 (48.3%) of intake calls named “Internet” as where they learned about the Helpline.
- In PA, the highest number of intake calls (930) were made to the 1-800-GAMBLER number in 2022.
- More intake calls were made by males (67%) than females (30%).
- 22% of intakes were individuals in the 25-34 age range - this is higher than any other group.
- The majority of intake calls (68%) were placed by Caucasian individuals in 2022.
*Language line requests were made by eleven (11) callers in 2022.
 CCGP continues 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.*
- 28% of all 2022 intake calls came from Philadelphia and Allegheny Counties.
- Internet (23.5%), slots (20%), and other casino games (21%), and sports wagering (11.2%) represented the most problematic types of gambling reported by callers.
- 296 calls regarding sports betting were placed in 2022, compared to 220 placed in 2021.
- 54% of intakes reported co-occurring issues related to mental health or substance/tobacco use.