
Helpline Data 2024 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 of 240 different languages, and the TTY allows us to offer referral information and assistance to the hard of hearing and deaf community.

Explanation of Categories

From January 1, 2024 through December 31, 2024, the Helpline categorized calls in the following manner:

Chats:

Individual connected with a Helpline Specialist through an online chat application.

Hang ups:

Caller(s) hung up before any info was gathered.

Intakes:

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

Other:

This category is for all calls that do not apply to 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.*)

Seeking Casino Info:

Callers seeking information about casino location, events, account info, player services info and any other online and/or brick and mortar casino related information.

Seeking Lottery Info:

Callers looking for lottery results or other lottery related information.

Texts:

Individual connected with a Helpline Specialist through a text messaging application.

Wrong Numbers:

Caller(s) indicated that they had mistakenly contacted the Helpline Center.

Effective March 26, 2009, "intake" calls are categorized as:

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. Some chart totals may not add up to 100% exactly.*

Additionally, the primary goal of the Helpline is to connect callers with resources. Due to the nature of calls, and the issues that some callers are experiencing, some call data may be incomplete and/or subject to interpretation. Minor discrepancies may be found and this should be considered when attempts to analyze data are made.

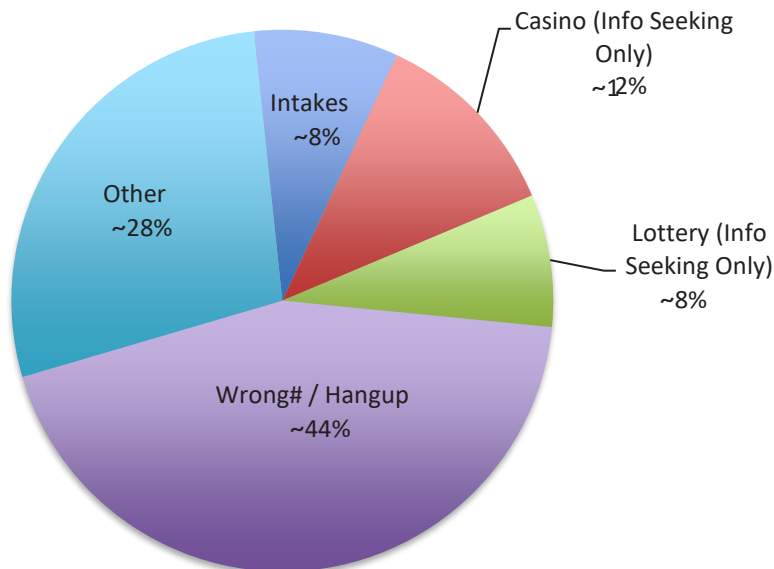
Any questions regarding call data can be directed to josh@pacouncil.com.

Total Annual Volume

Total Helpline Volume			
Call Type	Total Calls by Call Type	Percent	Total Calls
Chats	926	3.5%	926
Hang ups	6447	24.1%	6447
Intakes	2168	8.1%	2168
Other	7016	26.2%	7016
Seeking Casino Info	2946	11.0%	2946
Seeking Lottery Info	1990	7.4%	1990
Texts	658	2.5%	658
Wrong Numbers	4600	17.2%	4600
Total	26751	100.0%	26751

This table is based on the total call volume received between January 1, 2024 - December 31, 2024.

Total Call Types



	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Chat Requests	58	55	69	54	62	71	69	76	93	115	92	112	926
Text Requests	37	36	49	79	52	51	45	52	54	49	80	74	658
INTAKES	30	38	55	45	37	42	38	41	47	52	65	72	562

In 2024, approximately 8% of total calls to the Helpline were Intake Calls, or calls related to problem gambling. This represents a total of 2,168 calls from individuals who were seeking help. These calls were made by individuals seeking help for the themselves, or for someone they know.

Additionally, there were a total of 1,584 chats/texts in 2024, 562 of which were for help.

The CCGP office also directly received 89 calls for help in 2024.

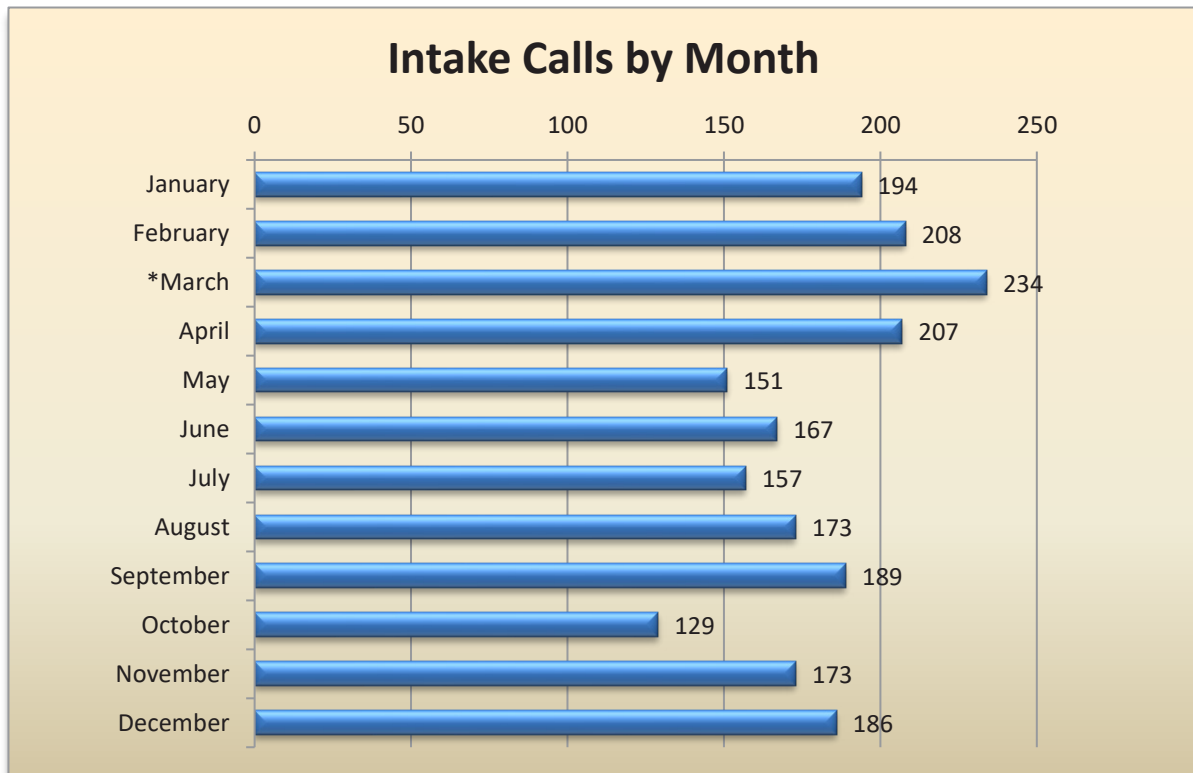
Through all of these channels, a total of 2,819 requests for help were made in 2024.

Information Reported by Intake - 1/1/2024-12/31/2024

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 2024 calendar year, the Problem Gambling Helpline received a total of 2,168 intake calls. The chart below outlines the monthly breakdown of calls for help throughout 2024.

Total Intake Calls by Month			
Month	Frequency	Percent	Total Calls
January	194	~9%	194
February	208	~10%	208
*March	234	~11%	234
April	207	~10%	207
May	151	~7%	151
June	167	~8%	167
July	157	~7%	157
August	173	~8%	173
September	189	~9%	189
October	129	~6%	129
November	173	~8%	173
December	186	~9%	186
Total	2168	100%	2168



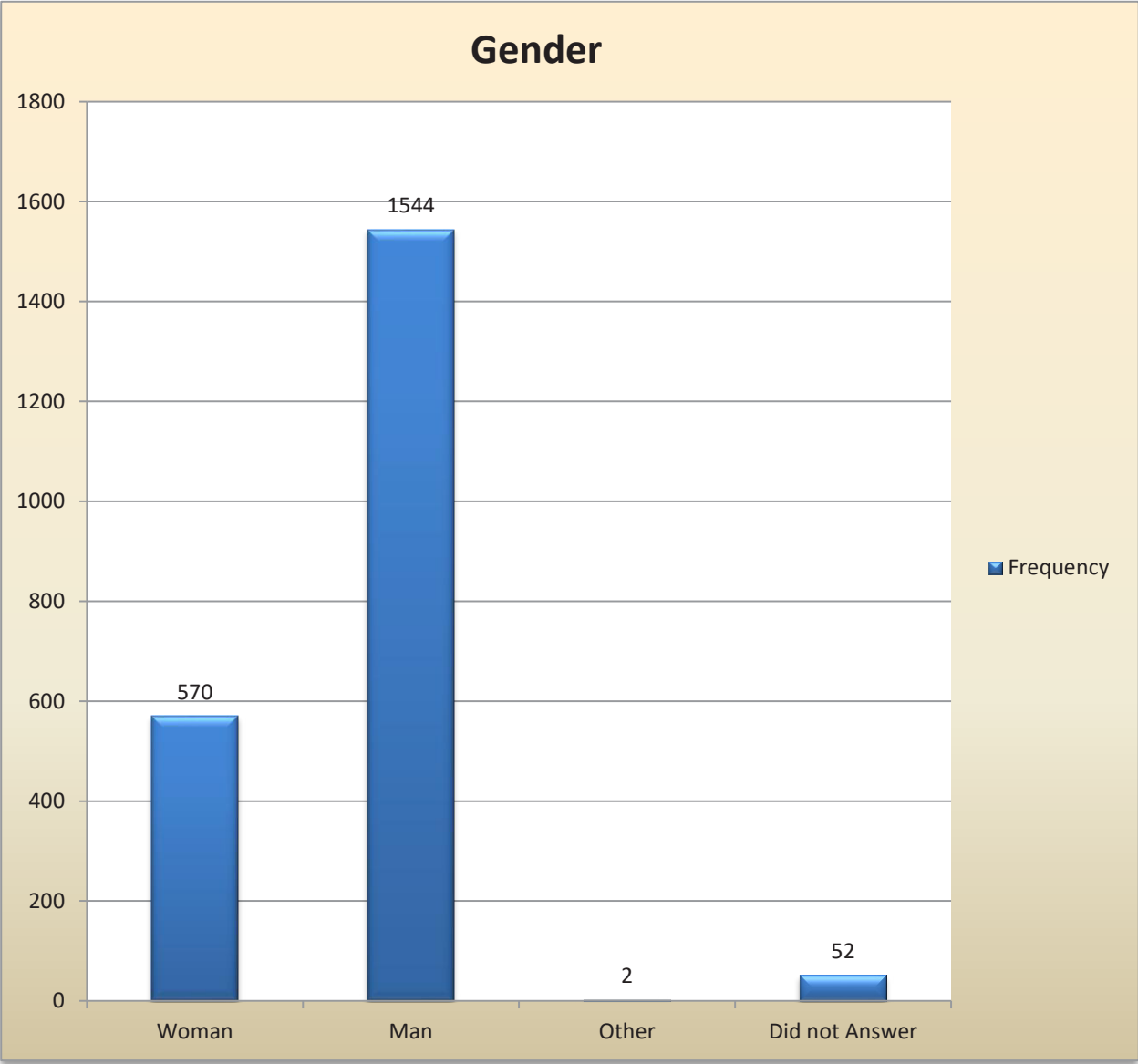
**indicates Problem Gambling Awareness Month, held annually in March*

Gender

This category compares men to women ratio of helpline callers.

Gender			
Gender	Frequency	Percent	Total Calls
Woman	570	~26%	570
Man	1544	~71%	1544
Other	2	~1%	2
*Did not Answer	52	~2%	52
Total	2168	100%	2168

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

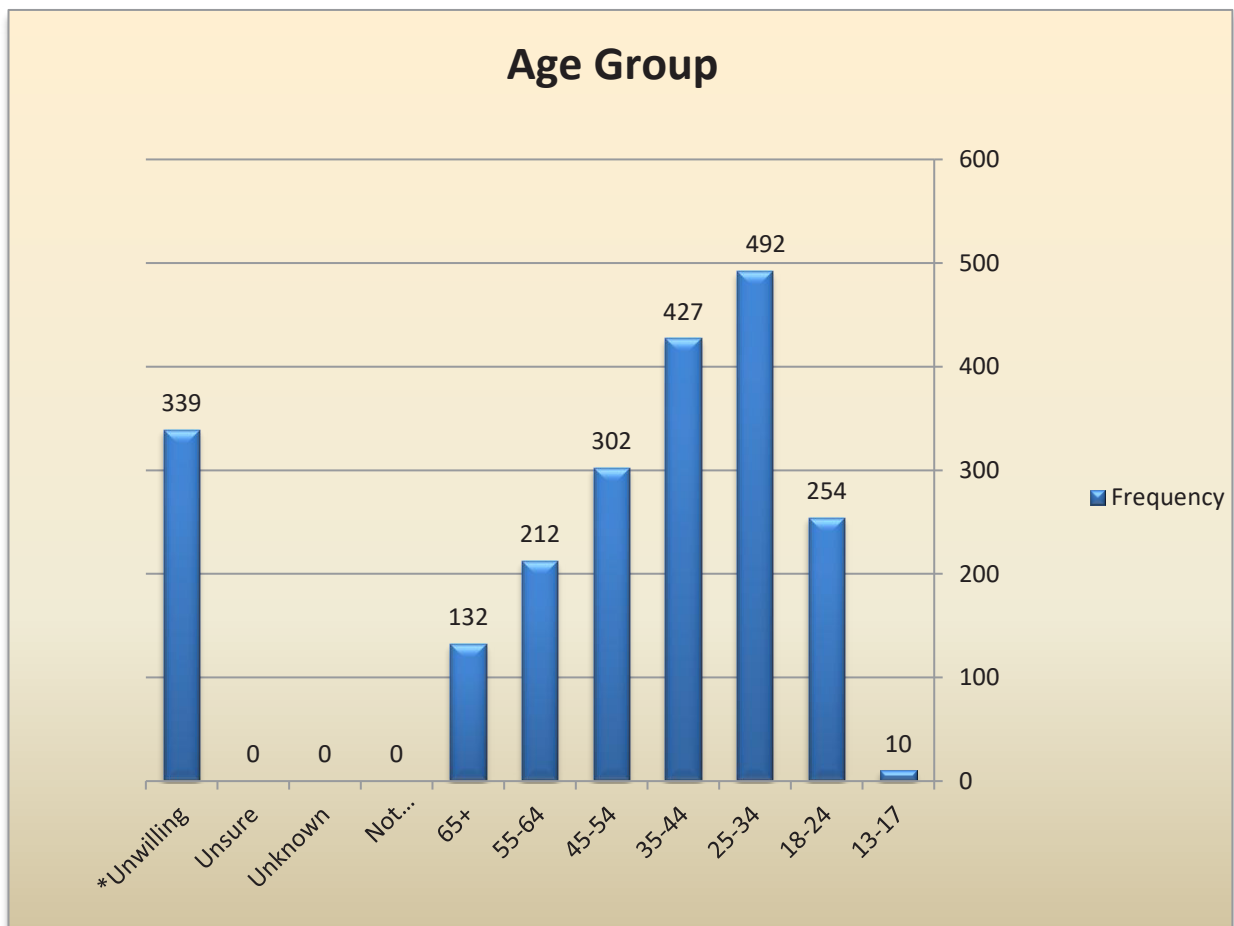


Age Group

This table depicts the reported age group of the impacted individual.

Age Group			
Age	Frequency	Percent	Total
13-17	10	~1%	10
18-24	254	~12%	254
25-34	492	~23%	492
35-44	427	~20%	427
45-54	302	~14%	302
55-64	212	~10%	212
65+	132	~6%	132
Not Applicable	0	0%	0
Unknown	0	0%	0
Unsure	0	0%	0
*Unwilling	339	~16%	339
Total	2168	100%	2168

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

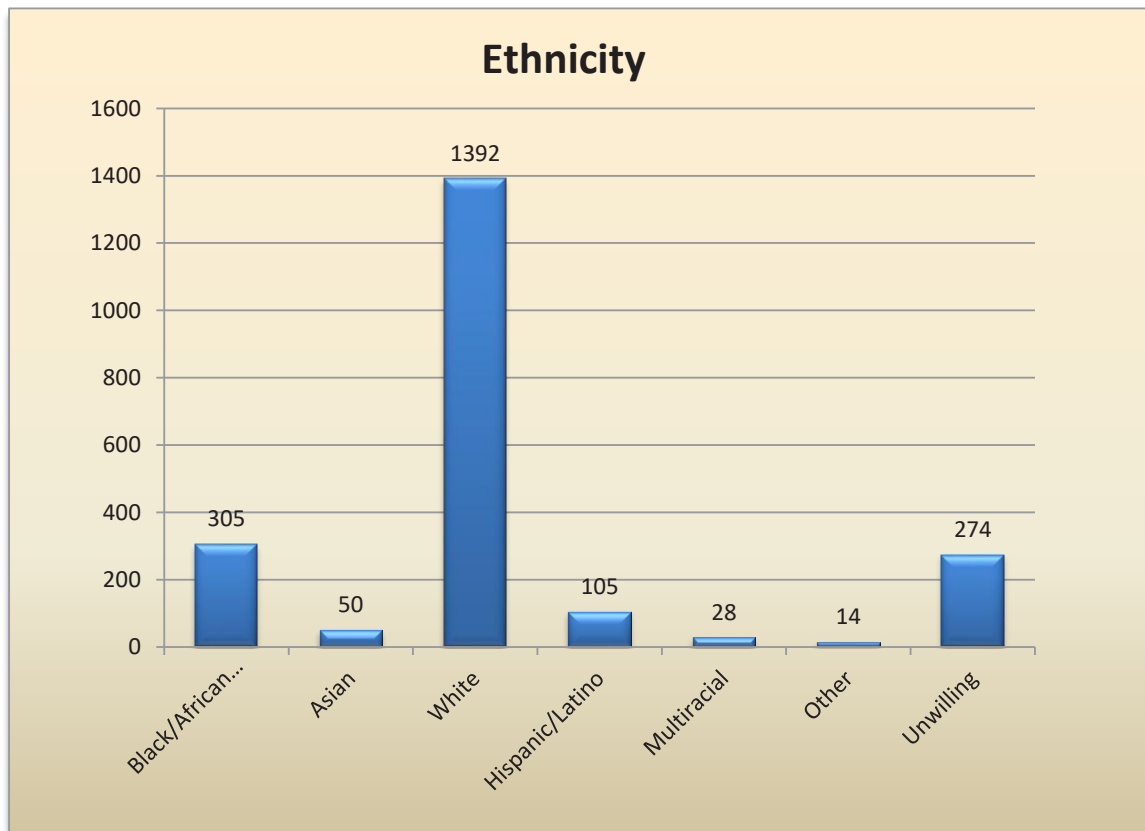


Ethnicity

This categories identifies the ethnicity of the individual experiencing issues.

Ethnicity			
Ethnicity	Frequency	Percent	Total Calls
<i>Black/African American</i>	305	~14%	305
<i>Asian</i>	50	~2%	50
<i>White</i>	1392	~64%	1392
<i>Hispanic/Latino</i>	105	~5%	105
<i>Multiracial</i>	28	~1%	28
<i>Other</i>	14	~1%	14
<i>*Unwilling</i>	274	~13%	274
Total	2168	100%	2168

**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
Callers passed along	0	3	3	3	1	1	1	1	0	0	0	3	16

For the 2024 calendar year, the Problem Gambling Helpline received a total of sixteen (16) requests for Language Line services.

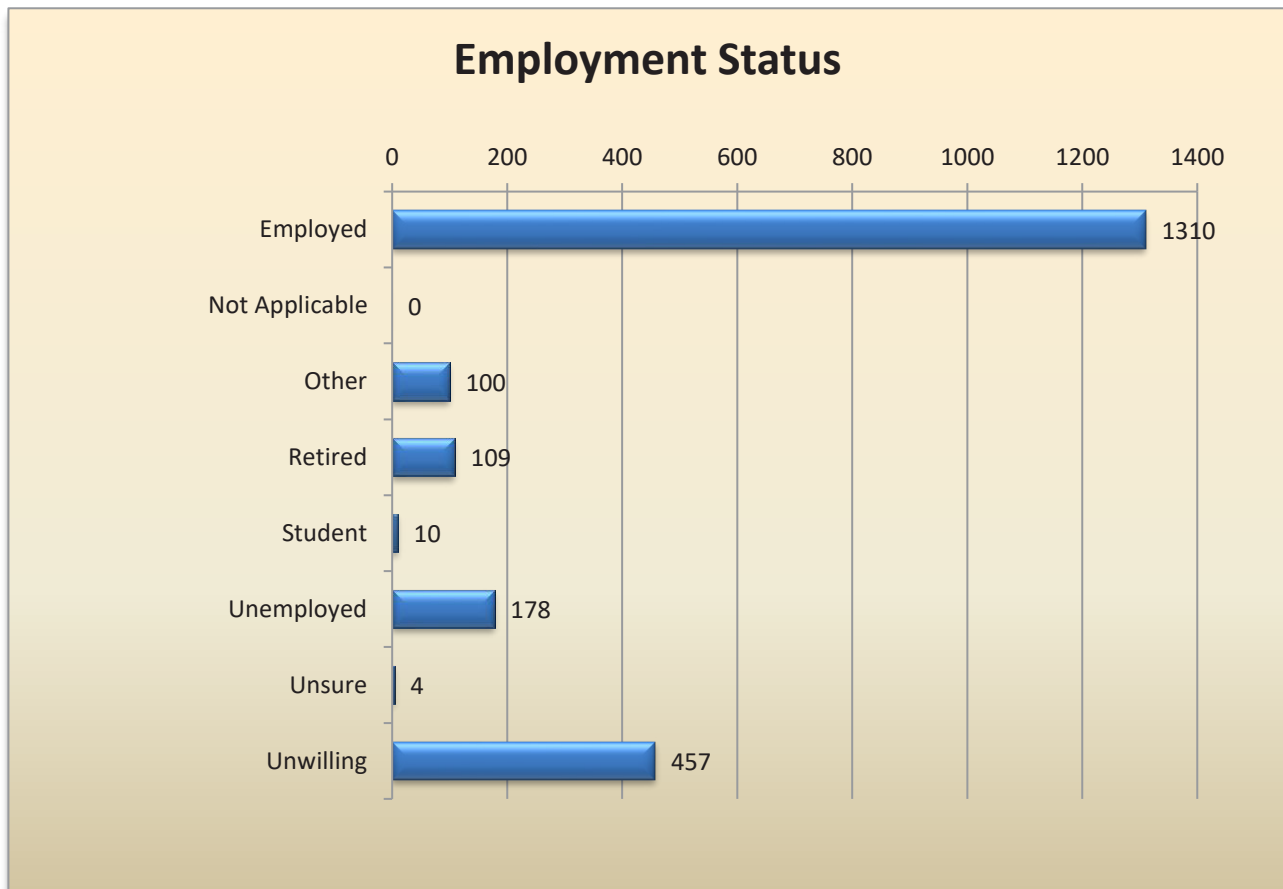
CCGP continues to focus outreach efforts on non-English speaking populations, as well as training multi-lingual clinicians, with the goal of increasing the current infrastructure of available help.

Employment Status

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

Employment Status			
Employed	Frequency	Percent	Total Calls
<i>Employed</i>	1310	~60%	1310
<i>Not Applicable</i>	0	0%	0
<i>Other</i>	100	~5%	100
<i>Retired</i>	109	~5%	109
<i>Student</i>	10	~1%	10
<i>Unemployed</i>	178	~8%	178
<i>Unsure</i>	4	~1%	4
<i>Unwilling</i>	457	~21%	457
Total	2168	100%	2168

**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

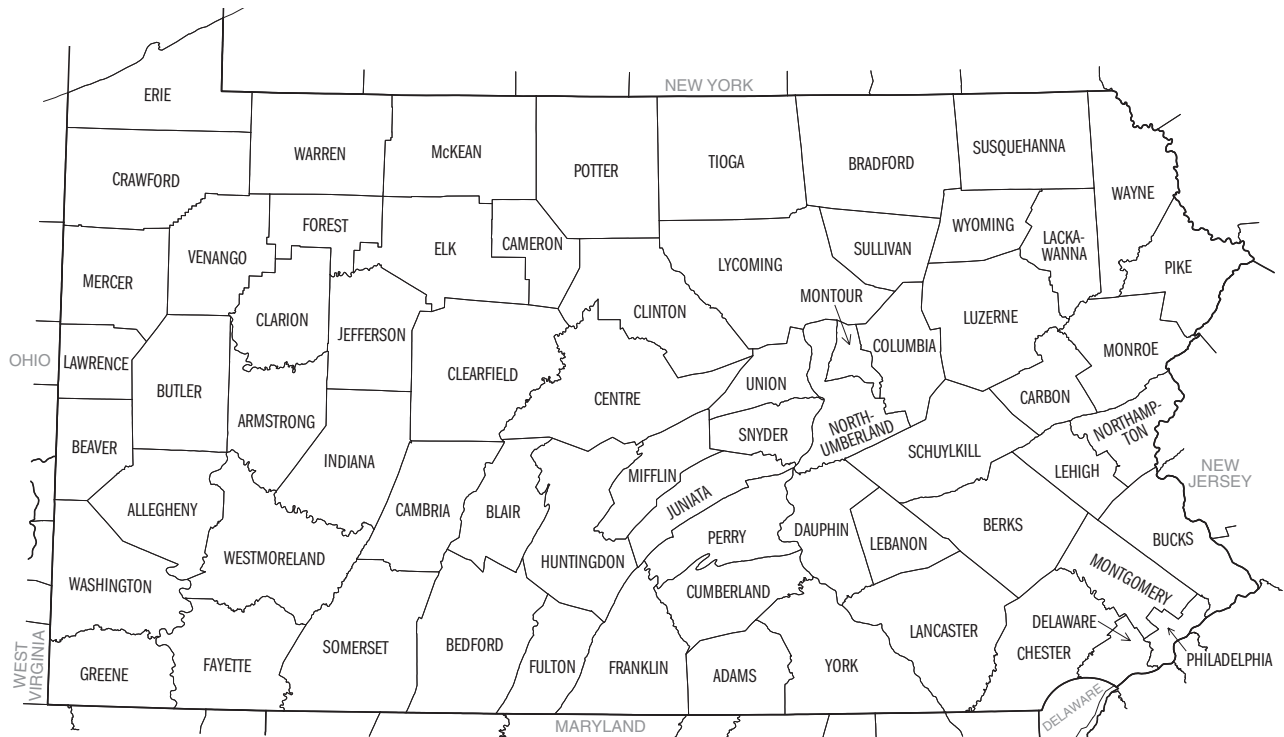
Calls by County			
County	Frequency	Average	Total
Adams	5	~1%	5
Allegheny	263	~12%	263
Armstrong	10	~1%	10
Beaver	28	~1%	28
Bedford	10	~1%	10
Berks	58	~3%	58
Blair	15	~1%	15
Bradford	6	~1%	6
Bucks	84	~4%	84
Butler	23	~1%	23
Cambria	21	~1%	21
Cameron	0	0%	0
Carbon	7	~1%	7
Centre	7	~1%	7
Chester	57	~3%	57
Clarion	3	~1%	3
Clearfield	9	~1%	9
Clinton	6	~1%	6
Columbia	10	~1%	10
Crawford	7	~1%	7
Cumberland	26	~1%	26
Dauphin	45	~2%	45
Delaware	84	~4%	84
Elk	6	~1%	6
Erie	32	~1%	32
Fayette	15	~1%	15
Franklin	0	0%	0
Forest	11	~1%	11
Fulton	0	0%	0
Greene	5	~1%	5
Huntingdon	6	~1%	6
Indiana	6	~1%	6
Jefferson	4	~1%	4
Juniata	3	~1%	3
Lackawanna	54	~2%	54
Lancaster	50	~2%	50
Lawrence	15	~1%	15
Lebanon	15	~1%	15
Lehigh	64	~3%	64
Luzerne	53	~2%	53
Lycoming	13	~1%	13
McKean	2	~1%	2
Mercer	17	~1%	17
Mifflin	4	~1%	4
Monroe	17	~1%	17
Montgomery	119	~5%	119
Montour	3	~1%	3

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Location of Intake Calls by County

Calls by County

<i>Northampton</i>	38	~2%	38
<i>Northumberland</i>	19	~1%	19
<i>Out of State</i>	112	~5%	112
<i>Perry</i>	3	~1%	3
<i>Philadelphia</i>	287	~13%	287
<i>Pike</i>	3	~1%	3
<i>Potter</i>	0	0%	0
<i>Schuylkill</i>	20	~1%	20
<i>Snyder</i>	2	~1%	2
<i>Somerset</i>	10	~1%	10
<i>Sullivan</i>	0	0%	0
<i>Susquehanna</i>	2	~1%	2
<i>Tioga</i>	5	~1%	5
<i>Union</i>	0	0%	0
<i>Unknown</i>	0	0%	0
<i>Unsure</i>	0	0%	0
<i>Venango</i>	12	~1%	12
<i>Warren</i>	3	~1%	3
<i>Washington</i>	36	~2%	36
<i>Wayne</i>	5	~1%	5
<i>Westmoreland</i>	57	~3%	57
<i>Wyoming</i>	5	~1%	5
<i>York</i>	49	~2%	49
<i>*Unwilling</i>	202	~9%	202
Total	2168	100%	2168



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2024 Monthly Intake Calls

Number Called		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
800-848-1880		17	7	7	5	5	5	1	1	1	0	1	5	55
800-GAMBLER		103	106	117	103	86	101	90	105	131	80	101	80	1203
877-565-2112		2	1	0	2	1	0	0	0	0	2	2	0	10
800-522-4700		26	44	52	56	35	25	34	20	26	21	32	36	407
Other/Did Not Answer		46	50	56	41	24	36	32	47	31	26	37	65	491
TOTAL HELPLINE INTAKES		194	208	232	207	151	167	157	173	189	129	173	186	2166
*(Lottery Prompt)		0	0	2	0	0	0	0	0	0	0	0	0	2
**CCGP Office Calls		9	8	6	6	6	7	7	7	6	15	8	4	89

* Calls directed to Helpline Center from Lottery phone prompt (included in Helpline monthly intake call totals)

** Calls placed directly to CCGP office (not included in Helpline monthly intake call totals)

Marital Status		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Cohabiting		12	15	24	12	13	15	11	11	15	10	16	11	165
Divorced		8	10	8	11	8	8	4	4	9	6	3	5	84
Married		44	50	60	51	45	37	47	49	62	25	47	54	571
Separated		3	1	1	1	2	2	4	5	8	4	5	2	38
Single		91	81	81	87	62	69	62	70	60	54	64	70	851
Other/Did Not Answer		36	49	54	41	19	33	26	31	32	27	37	43	428
Widowed		0	2	6	4	2	3	3	3	3	3	1	1	31

How Caller Heard of Helpline		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Billboard		5	2	5	0	0	0	1	2	0	0	1	1	17
Brochure		0	0	0	0	0	0	0	0	1	0	0	0	1
Casino / Casino Card		12	8	13	13	9	9	14	13	24	14	13	9	151
PGCB / Council		1	0	0	0	0	0	0	0	0	0	0	0	1
Crisis Line / Therapy		5	2	1	2	0	0	0	1	5	0	1	1	18
Family / Friend		7	6	8	5	2	8	5	7	3	2	6	8	67
Internet		99	124	129	137	100	105	90	106	118	86	88	86	1268
Lottery		1	3	6	4	5	1	1	1	4	1	0	1	28
Newspaper		0	0	0	0	0	0	0	0	0	0	0	0	0
Phonebook / Operator		0	0	0	0	0	0	0	0	0	0	0	0	0
TV		2	5	4	4	3	1	5	1	4	0	7	2	38
Radio		3	4	2	3	1	1	1	0	0	0	0	2	17
Other/Did Not Answer		59	54	66	39	31	42	40	42	30	26	57	76	562

Callers Subject		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Family		21	14	23	24	19	15	11	18	24	11	17	11	208
Friend		4	5	4	6	1	5	2	4	7	5	3	5	51
Self		154	176	189	162	122	137	132	144	140	103	135	159	1753
Spouse		13	10	16	12	9	7	9	5	15	5	12	7	120
Other/Did Not Answer		2	3	2	3	0	3	3	2	3	5	6	4	36

Precipitating Events

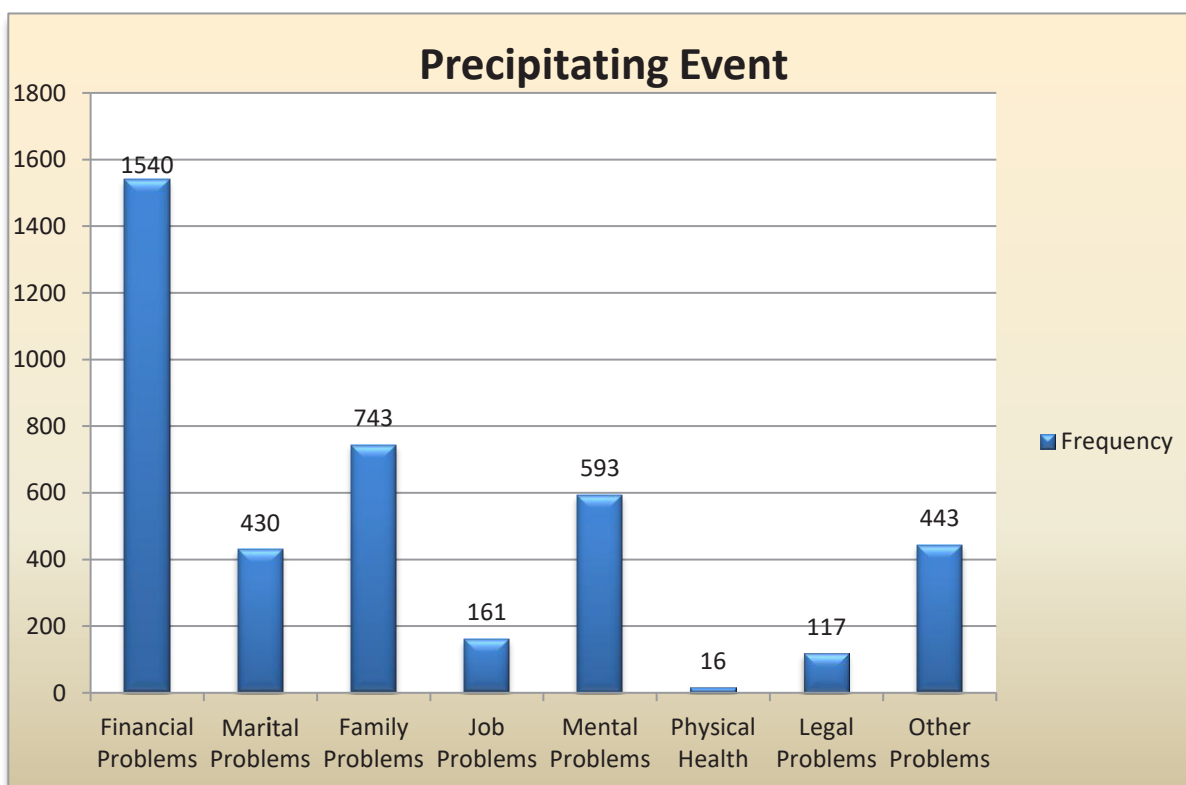
A list of the primary issues that prompted the caller to contact the Helpline.

Callers may answer yes to more than one of the categories below:

Precipitating Event			
Precipitating Event	Frequency	Percent	Total Calls
<i>Financial Problems</i>	1540	~71%	1540
<i>Marital Problems</i>	430	~20%	430
<i>Family Problems</i>	743	~34%	743
<i>Job Problems</i>	161	~7%	161
<i>Mental Problems</i>	593	~27%	593
<i>Physical Health</i>	16	~1%	16
<i>Legal Problems</i>	117	~5%	117
<i>Other Problems</i>	443	~20%	443

**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.



Most Problematic Form of Gambling

This table reflects the most problematic form of gambling reported.

Bingo	2
Casino - Table Games	154
Casino Games - Poker/Video Poker	22
Casino Games - Slots	244
Casino Games - Unspec./Other	125
Crypto	19
Horse Racing / Racetrack / Simulcast	12
Internet - Poker	21
Internet - Slots	380
Internet - Table Games	184
Internet - Unspec./Other	195
Lottery - Draw/Pick Games	14
Lottery - Online	8
Lottery - Scratch-offs	50
Lottery - Unspec./Other	13
Non Casino - Cards/Dice	5
Non Casino - Poker/Video Poker	12
Non Casino - Slots	58
Pull Tabs / Raffles / 50-50 Drawings	1
Skill Machines	84
Sports - Casino/Turf Club	10
Sports - Fantasy/Contests	1
Sports - Online	348
Sports - Other/Unspec.	5
Stock Market/Day Trading	3
Unspec./Unwilling/Other	195
Video Games	0
Video Gaming Terminals (VGTs)	3

Most Problematic Gambling reflects the 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 – other: primarily some type of online casino style gambling – could relate to unregulated online gambling
- Cards/Dice/etc. – NonCasino – Any unregulated card game, dice game or other type of game
- Sports – Other - unspecified sports (legal/illegal), football, basketball, fantasy sports, etc.
- Poker/Video Poker – Non-Casino - unregulated Poker games (live and video)
- Video Gaming Terminals (VGT's) - regulated video gaming terminals located at authorized truck stops
- * Skill Machines - unregulated games located at convenient stores, bars, restaurants, private clubs, vape shops, etc

Other Problems Identified

Other Problems Identified			
Other Problems*	Yes	Yes Percent	No
Alcoholism	231	~11%	1400
Drug Abuse	160	~7%	1473
Depression**	793	~37%	862
Eating Disorder	83	~4%	1493
Overspending	326	~15%	1298
Smoking	404	~19%	1139
Sexual Addiction	28	~1%	1563

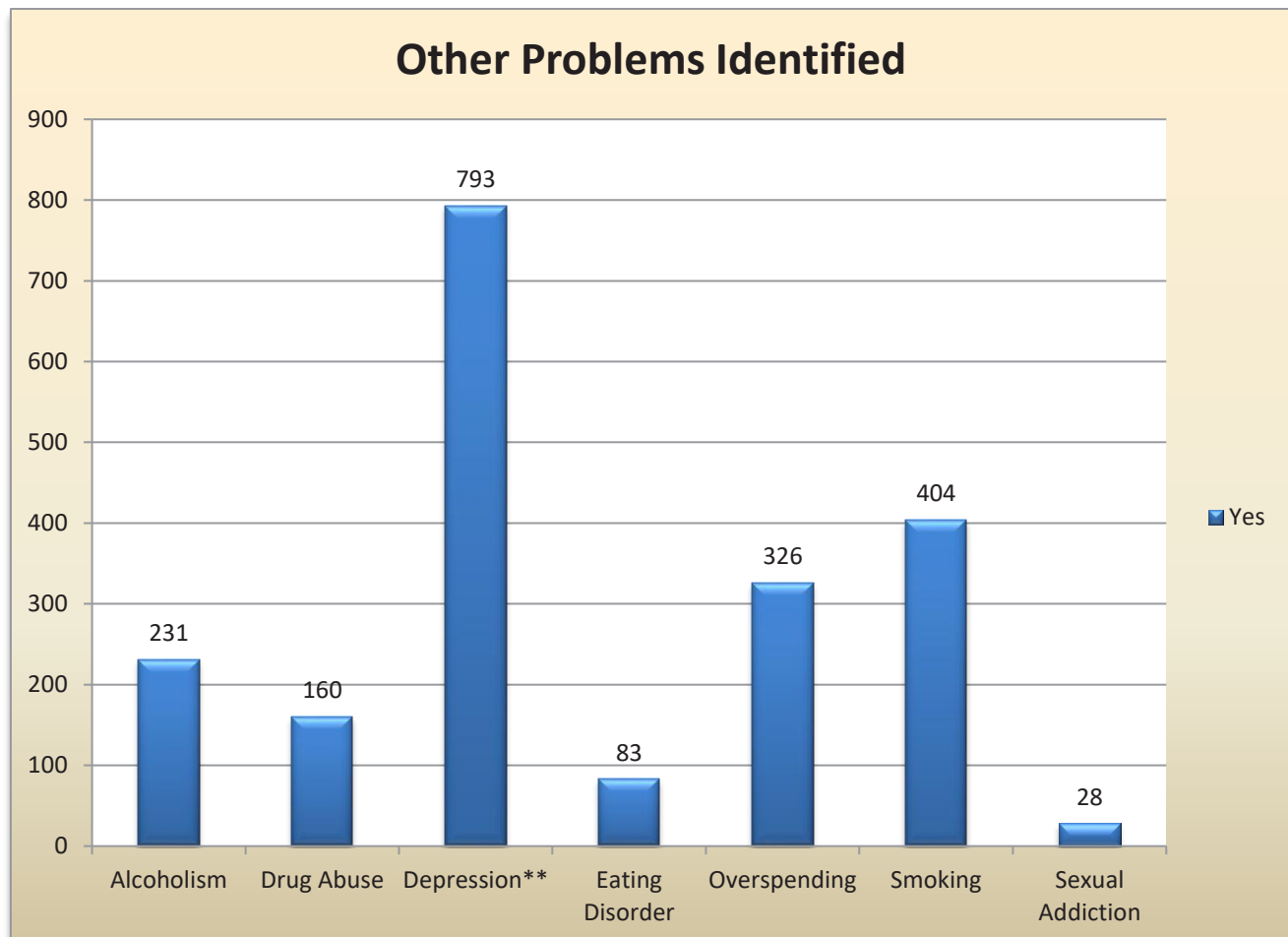
This table identifies other problem areas as reported by the caller.

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.

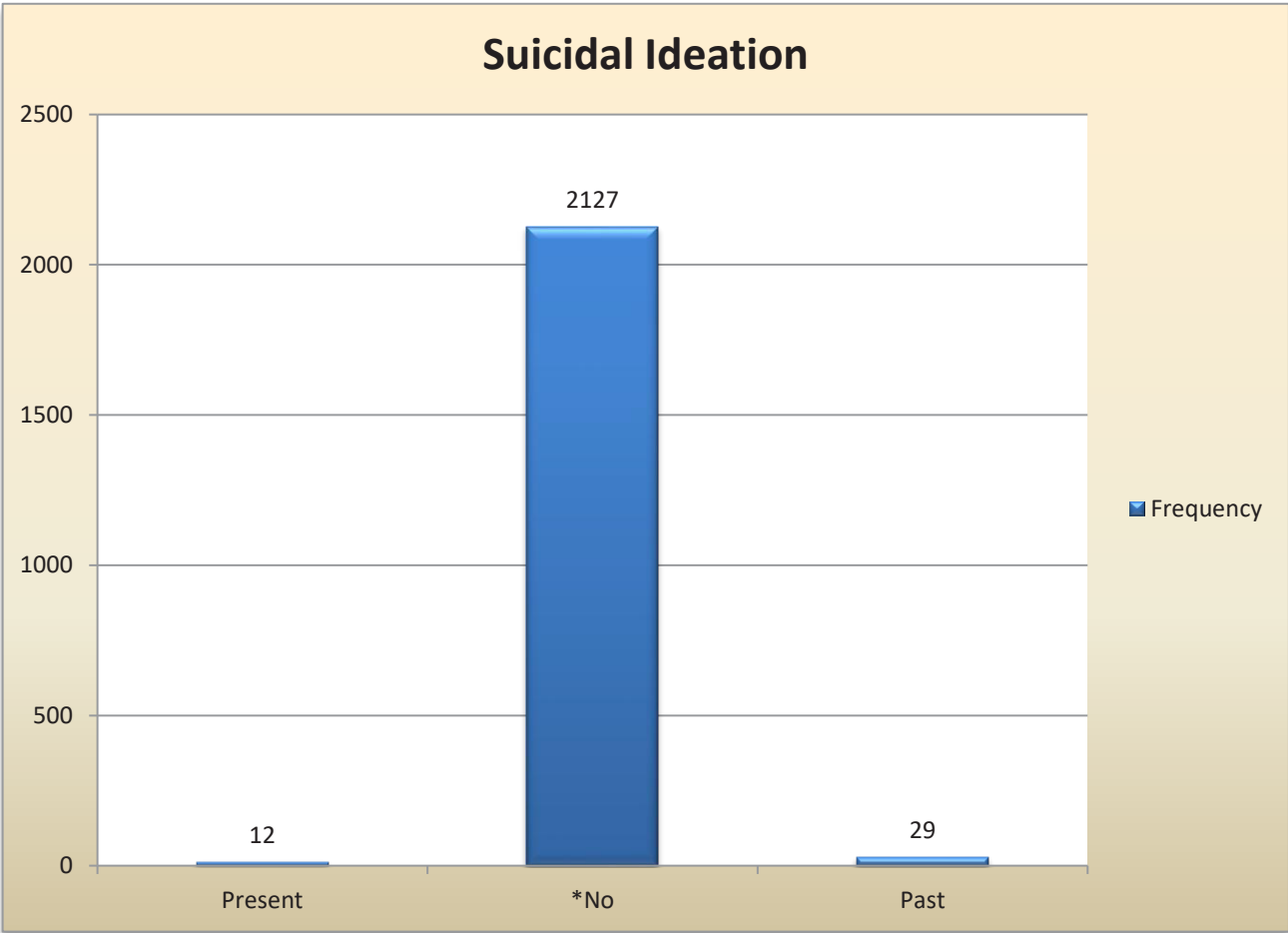


Suicidal Ideation

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 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			
Suicidal Ideation	Frequency	Percent	Total Calls
*Past	29	~1%	29
No	2127	~98%	2127
**Present	12	~1%	12
Total	2168	100%	2168

*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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Suggested Referrals		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
	CCCS	19	16	17	28	10	11	4	15	25	18	14	15	192
	GA	112	121	136	129	94	112	88	93	107	75	107	113	1287
	Gam Anon	30	28	43	27	21	24	26	27	34	31	35	20	346
	Helpline Materials	10	23	12	15	6	7	6	14	12	3	17	16	141
	Internet Resources	107	103	136	111	71	80	67	69	85	58	71	76	935
	PA Council / PGCB	111	120	125	106	78	96	78	88	89	71	82	85	1129
	Other / Refused	42	65	65	56	33	43	52	65	65	63	97	105	751
	Self Exclusion	104	88	90	95	59	57	51	52	67	57	69	63	852
	Treatment	190	168	204	197	123	132	125	120	166	124	147	160	1856

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

At a glance...

- In 2024:
 - 26,751 individuals placed a call, chat or text to the Helpline Center. Of these, 2,168 (~8%) were “intake” calls, or calls seeking help/information for issues related to gambling.
 - Of the 26,751, 926 chat & 658 text connections were made, 562 of which were for help.
 - In addition to the 26,751, 89 calls for help were made directly to the CCGP office line.
 - **Between phone, chat and text, the total of individuals seeking help in 2024 was 2,819.**
- March saw the highest volume of intake calls to the Helpline. October saw the lowest.
- The majority of intake calls (71%) were prompted by financial problems.
- A total of 41 calls reported situations involving current or past thoughts of attempting suicide.
- The gender breakdown of intake calls in 2024 was 71% men and 26% women.
- 23% of intakes were individuals in the 25-34 age range - this is higher than any other group.
- The majority of intake calls (64%) were placed by Caucasian individuals in 2024.
 - *Language line requests were made by sixteen (16) callers in 2024.*
- Internet slots, casino slots, and online sports wagering represented the most problematic types of gambling specifically reported by individuals seeking help.
- 364 calls regarding sports betting were placed in 2024, compared to 313 placed in 2023.
- 74% of intakes reported co-occurring issues related to mental health or substance/tobacco use.
- 84 callers reported Skill Machines as their most problematic type of gambling.



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