
Helpline Data 2015 Annual Report



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

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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.

In November 2015, the CCGP implemented a Chatline and Text option to our available Helpline Services. These options will 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 already 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, 2015 through December 31, 2015 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 gamblers, 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.

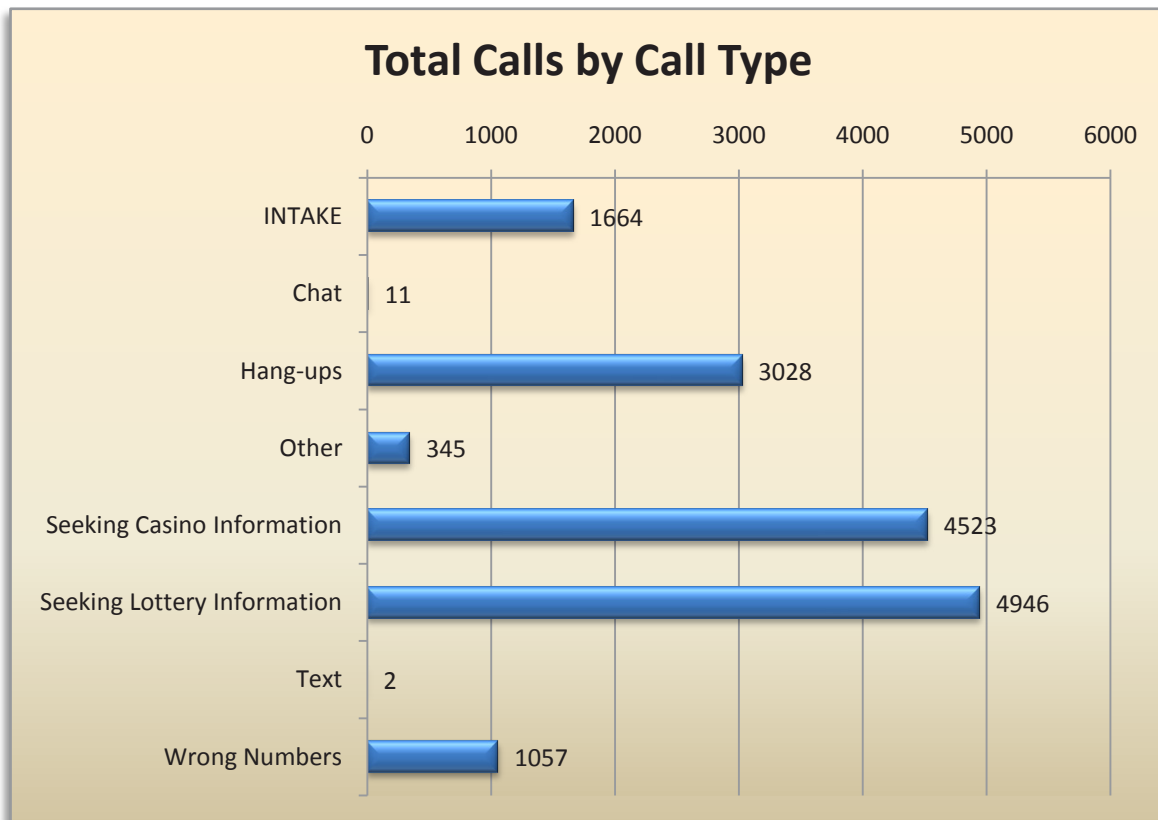
Effective March 26, 2009 calls are categorized as listed below:

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.

Total Call Volumes

Total Calls by Call Type			
Call Type	Total Calls by Call Type	Percent	Total Calls
INTAKE	1664	10.7%	1664
Chat	11	0.1%	11
Hang-ups	3028	19.4%	3028
Other	345	2.2%	345
Seeking Casino Information	4523	29.0%	4523
Seeking Lottery Information	4946	31.8%	4946
Text	2	0.1%	2
Wrong Numbers	1057	6.8%	1057
Total	15576	100.0%	15576

This table is based on the total call volume received between January 1, 2015 through December 31, 2015



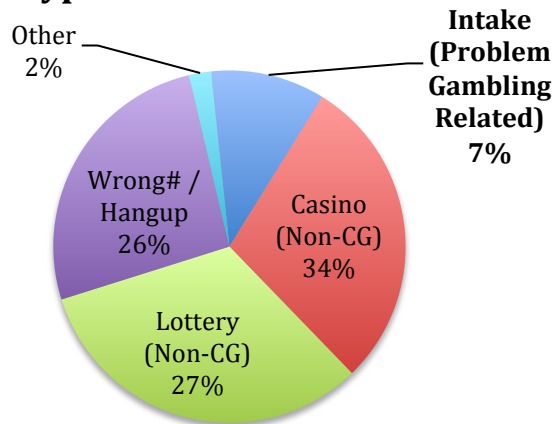
Total Helping Calls

Total Helping Calls			
Call Type	Total Calls by Type	Average Type	Total Calls
INTAKE	1664	100%	1664
Total	1664	100%	1664

Quarterly Review

Category	1st QTR	2nd QTR	3rd QTR	4th QTR	Total
Intake (Problem Gambling Related)	407	409	463	385	1664
Casino (Non Compulsive Gambling Related)	1183	1212	1132	996	4523
Lottery (Non Compulsive Gambling Related)	1458	1292	1196	1000	4946
Wrong #/Hang ups	1236	1030	922	897	4085
Other	85	100	93	98	376
Total	4369	4043	3806	3376	15594

Total Call Types - YTD 2015



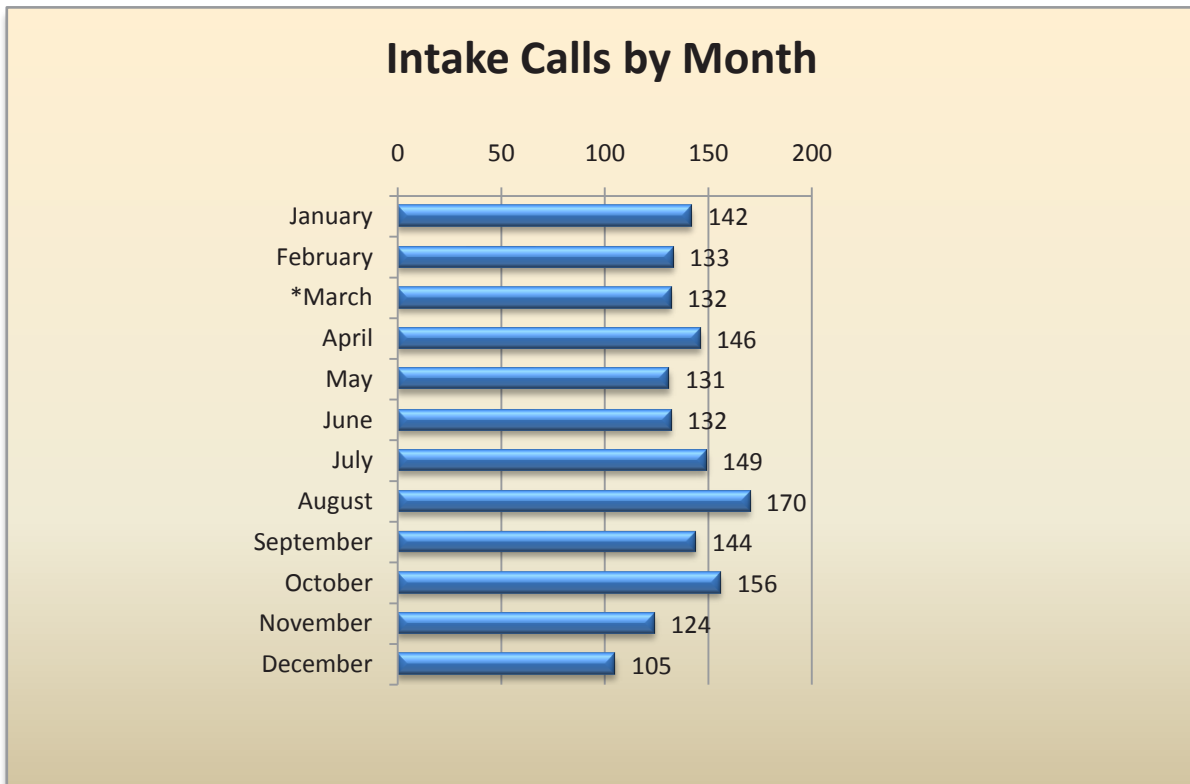
While only 7% of total calls were Intake Calls, or Problem Gambling Related, this represents 1,664 calls

Information Reported by Intake - 1/1/2015-12/31/2015

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 2015 calendar year, the Problem Gamblers Helpline received a total of 1,664 intake calls.

Total Intake Calls by Month			
Month	Frequency	Percent	Total Calls
January	142	9%	142
February	133	8%	133
*March	132	8%	132
April	146	9%	146
May	131	8%	131
June	132	8%	132
July	149	9%	149
August	170	10%	170
September	144	9%	144
October	156	9%	156
November	124	7%	124
December	105	6%	105
Total	1664	100%	1664



**indicates National Problem Gambling Awareness Month*

Problem Gamblers Game of Choice

This table reflects the gamblers most problematic form of gambling.

Most Problematic			
Problem	Frequency	Percent	Total Calls
<i>Baccarat</i>	8	0%	8
****Unwilling	182	11%	182
***Lottery	34	2%	34
**Video Poker- Non Casino	1	0%	1
*Sports	21	1%	21
<i>8-Liner</i>	0	0%	0
<i>Bingo</i>	2	0%	2
<i>Blackjack</i>	225	14%	225
<i>Cards</i>	25	2%	25
<i>Cards Dice/Non Casino</i>	1	0%	1
<i>Cockfighting</i>	0	0%	0
<i>Dice</i>	24	1%	24
<i>Dice Non-Casino</i>	0	0%	0
<i>Dog Race</i>	0	0%	0
<i>Horserace</i>	11	1%	11
<i>Internet</i>	15	1%	15
<i>Keno</i>	3	0%	3
<i>Numbers</i>	2	0%	2
<i>Poker</i>	52	3%	52
<i>Pull-Tabs</i>	0	0%	0
<i>Racetrack</i>	1	0%	1
<i>Roulette</i>	49	3%	49
<i>Scratch-offs</i>	142	9%	142
<i>Slots</i>	589	35%	589
<i>Stocks</i>	3	0%	3
<i>Table games</i>	0	0%	0
<i>Unknown</i>	2	0%	2
<i>Unspec.- Casino</i>	201	12%	201
<i>Unspec.- Lottery</i>	15	1%	15
<i>Unspec. -Other</i>	20	1%	20
<i>Unspec. Stock</i>	0	0%	0
<i>Unsure</i>	22	1%	22
<i>Video Poker</i>	12	1%	12
<i>Video-Keno</i>	2	0%	2
Total	1664	100%	1664

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

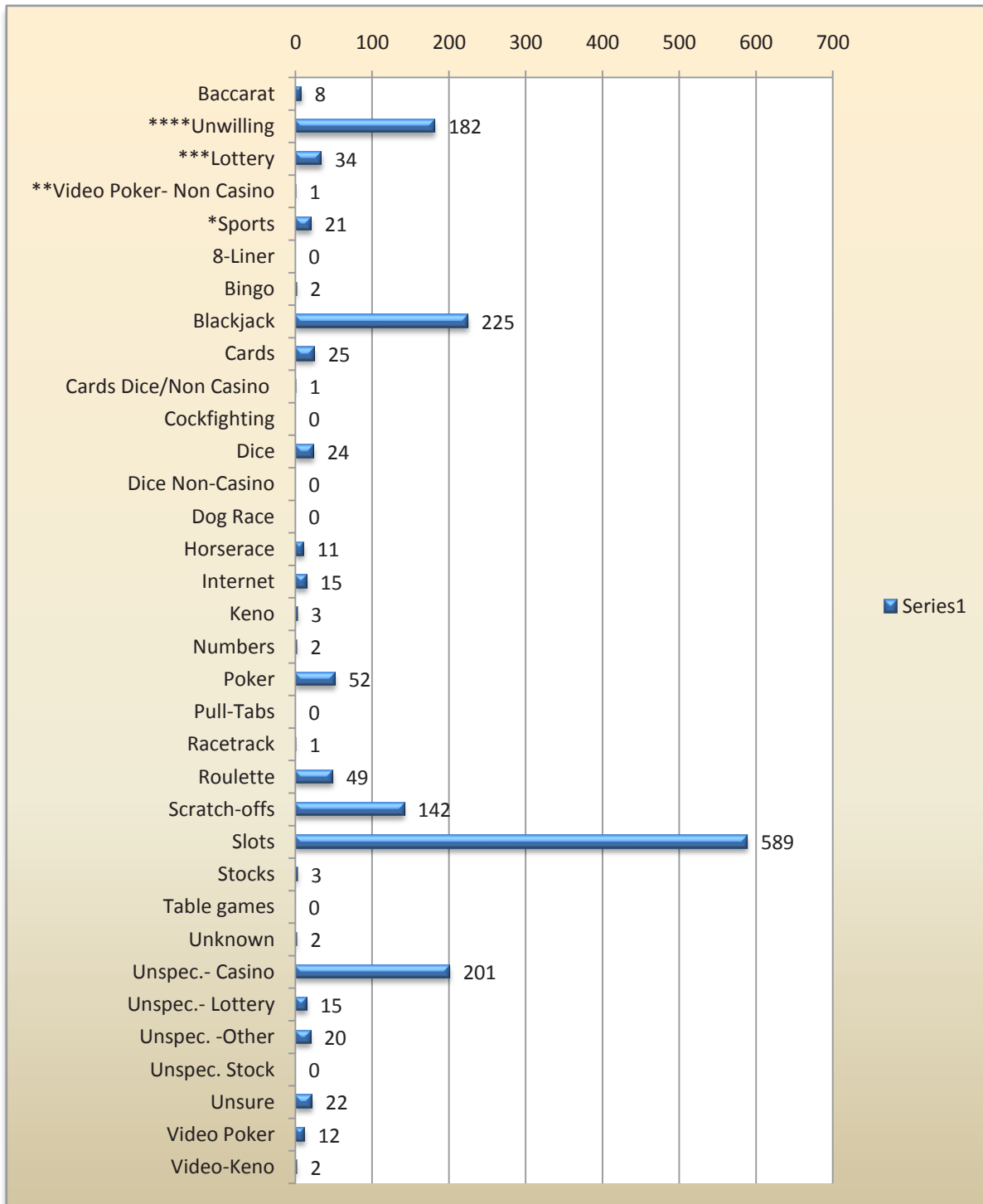
** **Video Poker Non Casino-** *video poker at truck stops, restaurants, etc.*

*** **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 gamblers most problematic form of gambling.



* **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.

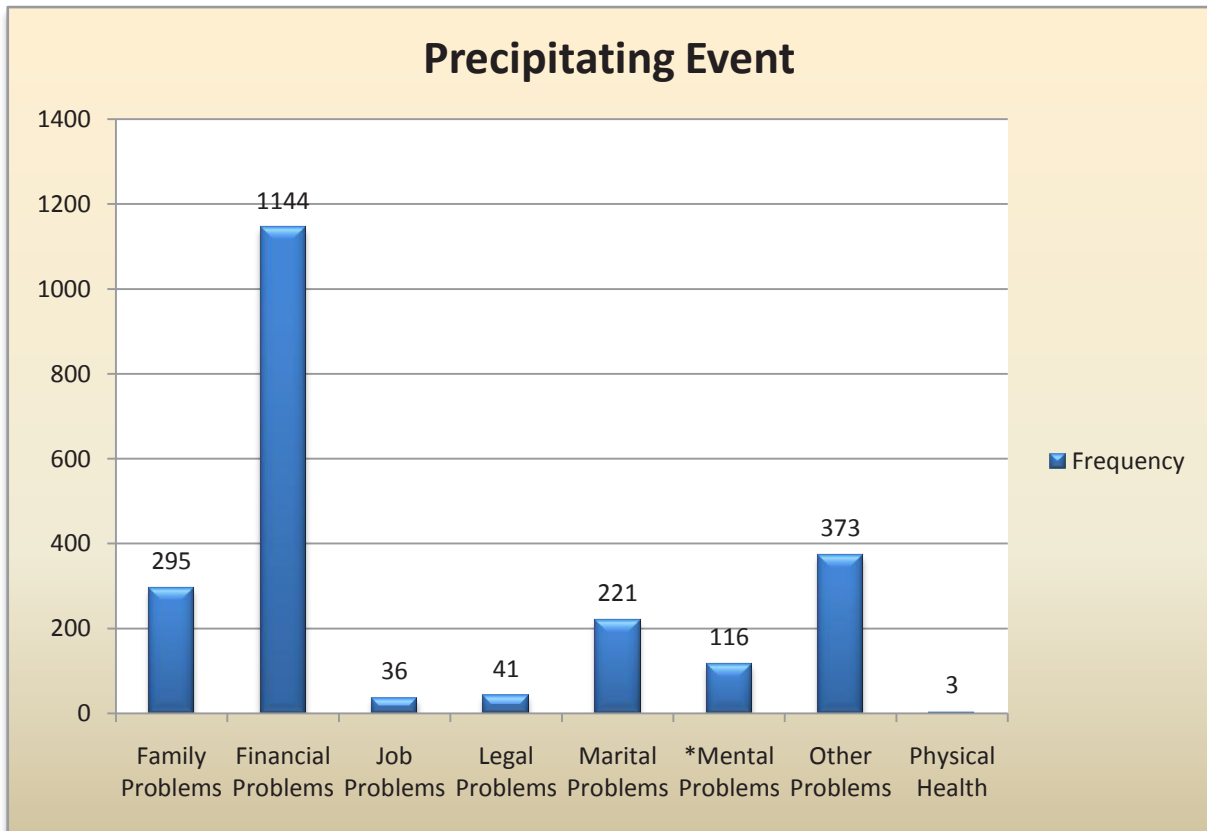
Precipitating Events

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	295	13%	295
Financial Problems	1144	69%	1144
Job Problems	36	2%	36
Legal Problems	41	2%	41
Marital Problems	221	13%	221
*Mental Problems	116	7%	116
Other Problems	373	22%	373
Physical Health	3	0%	3

**Mental Health indicates not only suicidal ideation, but also diagnosed disorders, such as Schizophrenia, Bi-polar, or Clinical Depression.*

Percent greater than 100 because many individuals indicated more than one problem area. The percent associated with each type of gambling indicates what percent of all the callers indicated that form of gambling was a problem.



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2015 Monthly Intake Calls

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

Callers Subject	CALLS	CALLS	CALLS	CALLS	CALLS	CALLS	CALLS	CALLS	CALLS	CALLS	CALLS	CALLS	CALLS	CALLS
Family	12	9	10	9	12	16	18	15	11	15	13	16	156	
Friend	5	7	1	4	7	5	4	8	12	6	2	4	65	
Self	108	107	108	124	103	100	120	130	109	117	95	75	1296	
Spouse	16	7	11	4	8	7	4	14	7	12	9	5	104	
Unwilling/Other	1	3	2	5	1	4	3	3	5	6	5	5	43	

How Caller Heard of Helpline	CALLS	CALLS	CALLS	CALLS	CALLS	CALLS	CALLS	CALLS	CALLS	CALLS	CALLS	CALLS	CALLS	CALLS
Billboard	4	7	7	3	6	5	4	8	5	4	8	6	67	
Brochure	5	6	6	6	2	7	5	7	11	3	5	3	66	
Casino / Casino Card	48	52	51	62	58	46	69	61	62	60	53	34	656	
PGCB / Council	0	0	0	0	0	0	0	0	0	0	0	0	0	
Crisis Line / Therapy	2	2	0	1	0	1	1	3	7	1	1	1	20	
Family / Friend	7	8	3	0	1	2	3	7	2	6	3	7	49	
Internet	34	19	25	20	28	26	24	31	33	38	23	23	324	
Lottery	7	9	11	10	11	13	13	16	7	12	8	7	124	
Newspaper	0	1	1	1	1	0	0	0	0	0	0	0	4	
Other	6	3	2	7	3	4	8	4	1	6	4	1	49	
Phonebook/Operator	1	1	1	3	4	0	5	1	1	0	1	1	19	
TV	7	3	5	2	3	3	4	4	3	3	2	0	39	
Radio	3	2	3	4	1	6	0	1	0	3	2	1	26	
Unwilling	18	20	17	27	13	19	13	27	12	20	13	21	220	

Number Called	CALLS	CALLS	CALLS	CALLS	CALLS	CALLS	CALLS	CALLS	CALLS	CALLS	CALLS	CALLS	CALLS	CALLS
800-848-1880	22	17	28	43	34	25	22	25	22	19	12	7	276	
800-GAMBLER	59	56	62	46	58	62	85	90	74	75	73	61	801	
877-565-2112	12	13	9	18	5	6	11	11	12	16	15	8	136	
National Helpline	39	39	24	22	24	26	24	32	23	31	14	13	311	
Other/Unknown	10	8	9	17	10	13	7	12	13	15	10	16	140	
** <i>(Lottery Prompt)</i>	0	0	0	0	0	0	1	4	0	2	1	1	9	

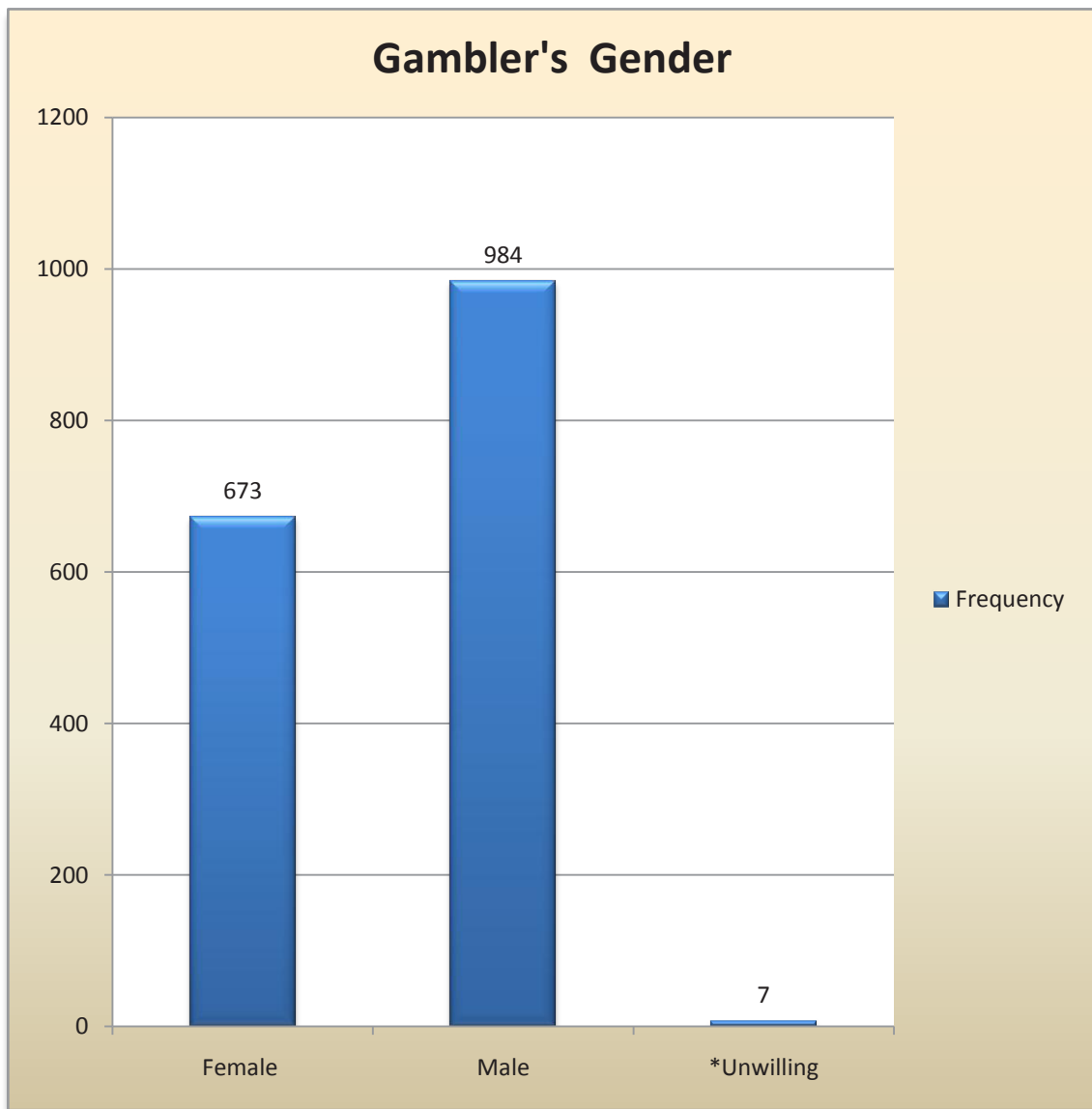
Marital Status	CALLS	CALLS	CALLS	CALLS	CALLS	CALLS	CALLS	CALLS	CALLS	CALLS	CALLS	CALLS	CALLS	CALLS
Cohabiting	10	9	6	6	7	7	10	6	3	9	9	8	90	
Divorced	14	13	8	8	8	13	10	7	12	8	10	12	123	
Married	40	33	33	37	41	28	38	50	35	55	34	18	442	
Separated	1	4	5	9	6	4	4	4	1	5	3	2	48	
Single	38	41	43	42	35	43	40	57	49	34	34	34	490	
Unasked/unwilling	30	28	28	40	29	31	37	42	36	36	31	27	395	
Widowed	9	5	9	4	5	6	10	4	8	9	3	4	76	

Gender of Gambler

This category compares male to female ratio of problem gamblers.

Gambler's Gender			
Gambler Gender	Frequency	Percent	Total Calls
Female	673	40%	673
Male	984	59%	984
*Unwilling	7	0%	7
Total	1664	99%	1664

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

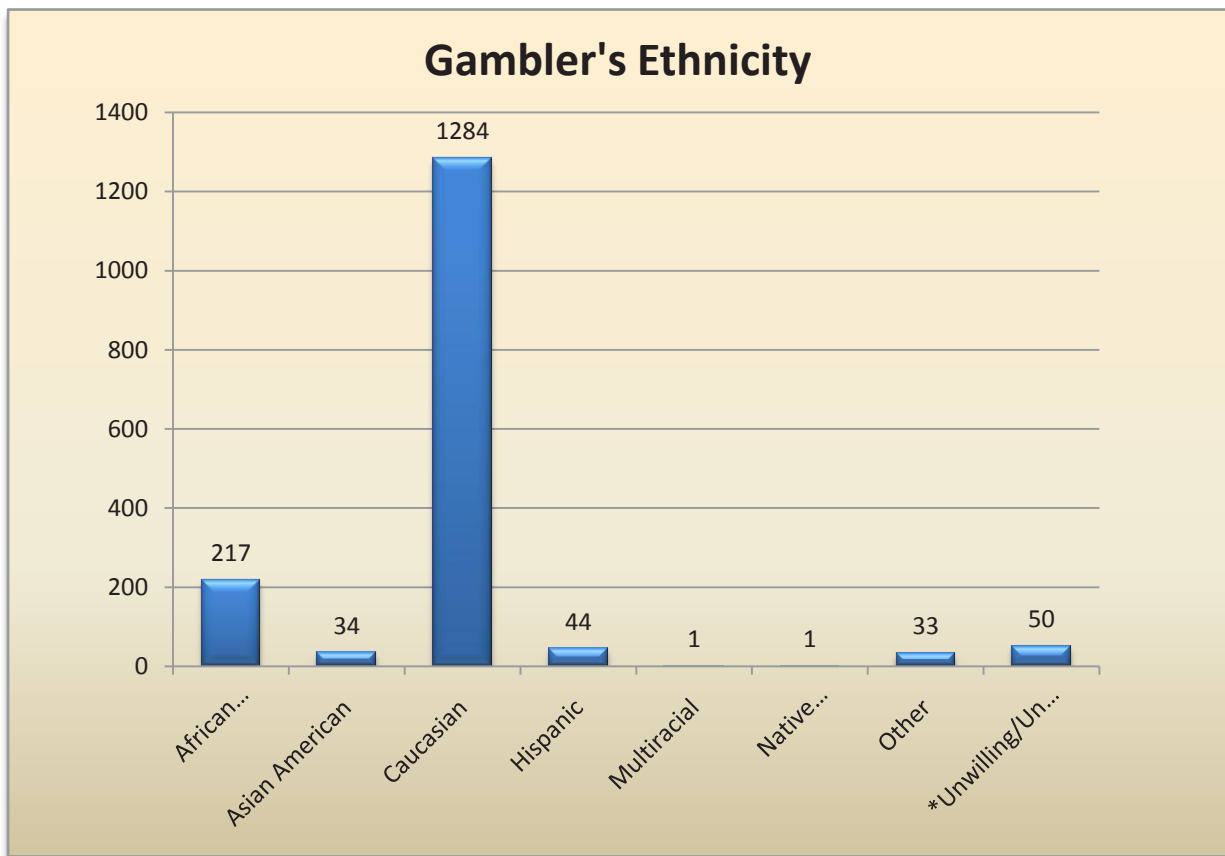


Ethnicity of Gambler

This categories identifies the gamblers' ethnicity.

Gambler's Ethnicity			
Ethnicity	Frequency	Percent	Total Calls
African American	217	13%	217
Asian American	34	2%	34
Caucasian	1284	77%	1284
Hispanic	44	3%	44
Multiracial	1	0%	1
Native American	1	0%	1
Other	33	2%	33
*Unwilling/Unknown	50	3%	50
Total	1664	100%	1664

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



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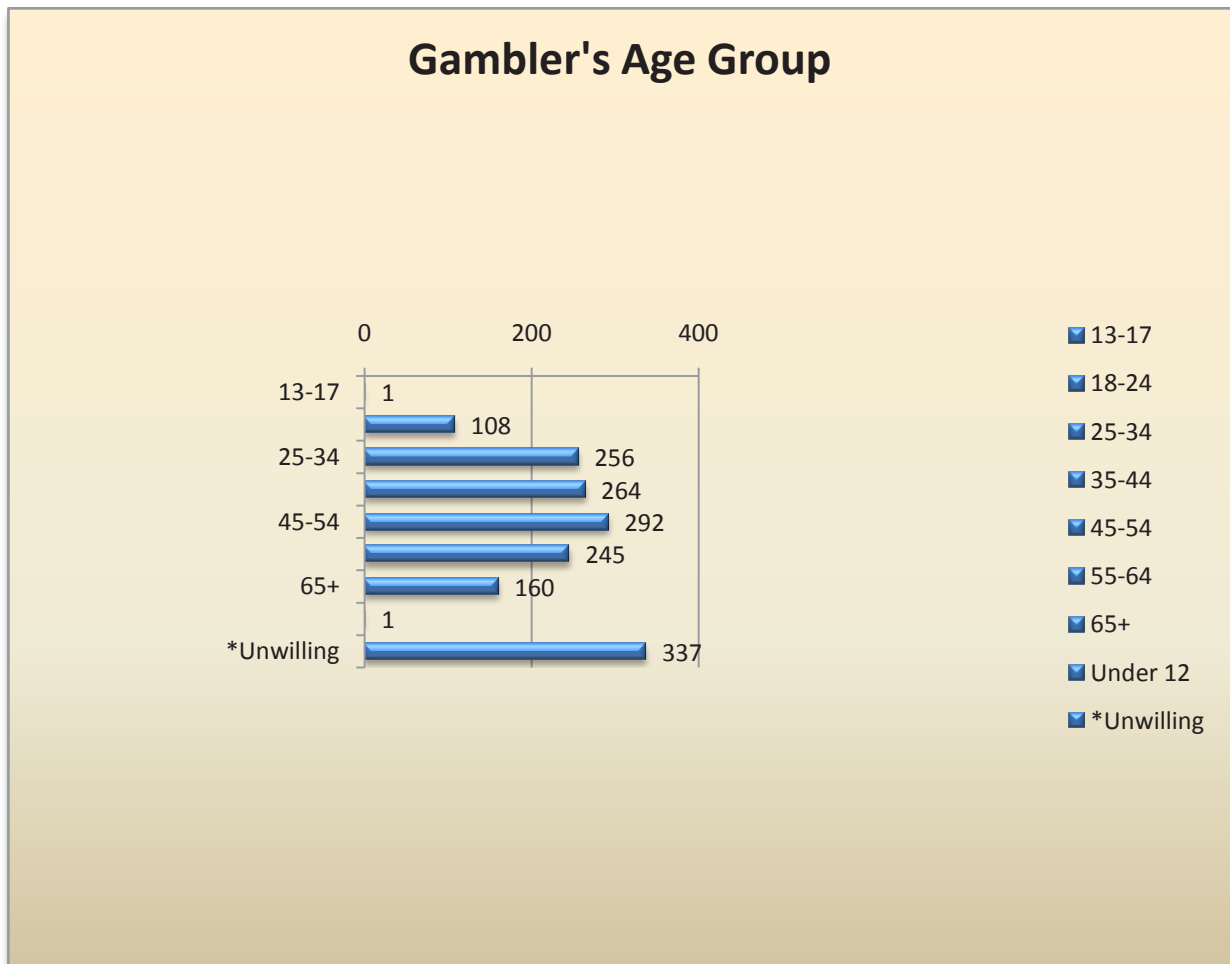
Language Line	CALLS	CALLS	CALLS	CALLS	CALLS	CALLS	CALLS	CALLS	CALLS	CALLS	CALLS	CALLS	CALLS	CALLS
Callers passed along	2	0	0	0	0	0	0	0	0	1	0	0	0	3

Age Group

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

Age Group of Gamblers			
Gamblers Age	Frequency	Percent	Total
13-17	1	0%	1
18-24	108	6%	108
25-34	256	15%	256
35-44	264	16%	264
45-54	292	18%	292
55-64	245	15%	245
65+	160	10%	160
Under 12	1	0%	1
*Unwilling	337	20%	337
Total	1664	100%	1664

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

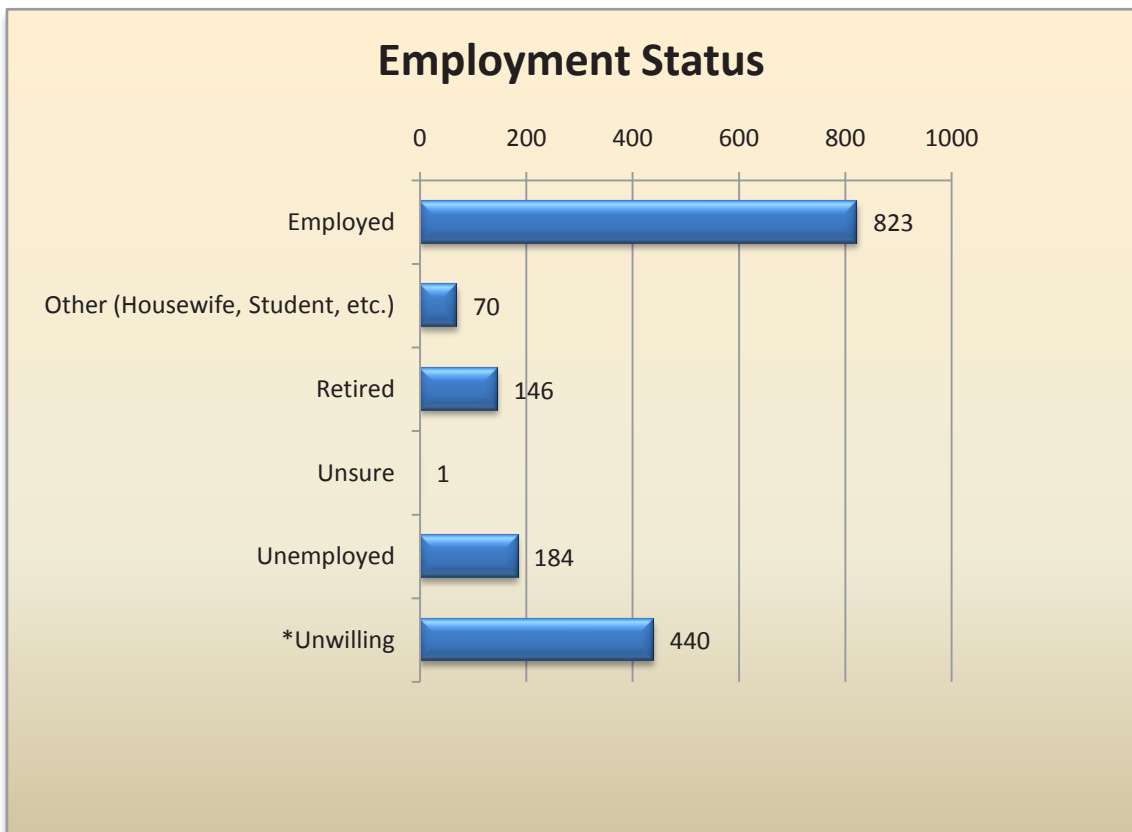


Employment Status

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

Employment Status			
Employed	Frequency	Percent	Total Calls
<i>Employed</i>	823	49%	823
<i>Other (Housewife, Student, etc.)</i>	70	4%	70
<i>Retired</i>	146	9%	146
<i>Unsure</i>	1	0%	1
<i>Unemployed</i>	184	11%	184
<i>*Unwilling</i>	440	26%	440
Total	1664	100%	1664

**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

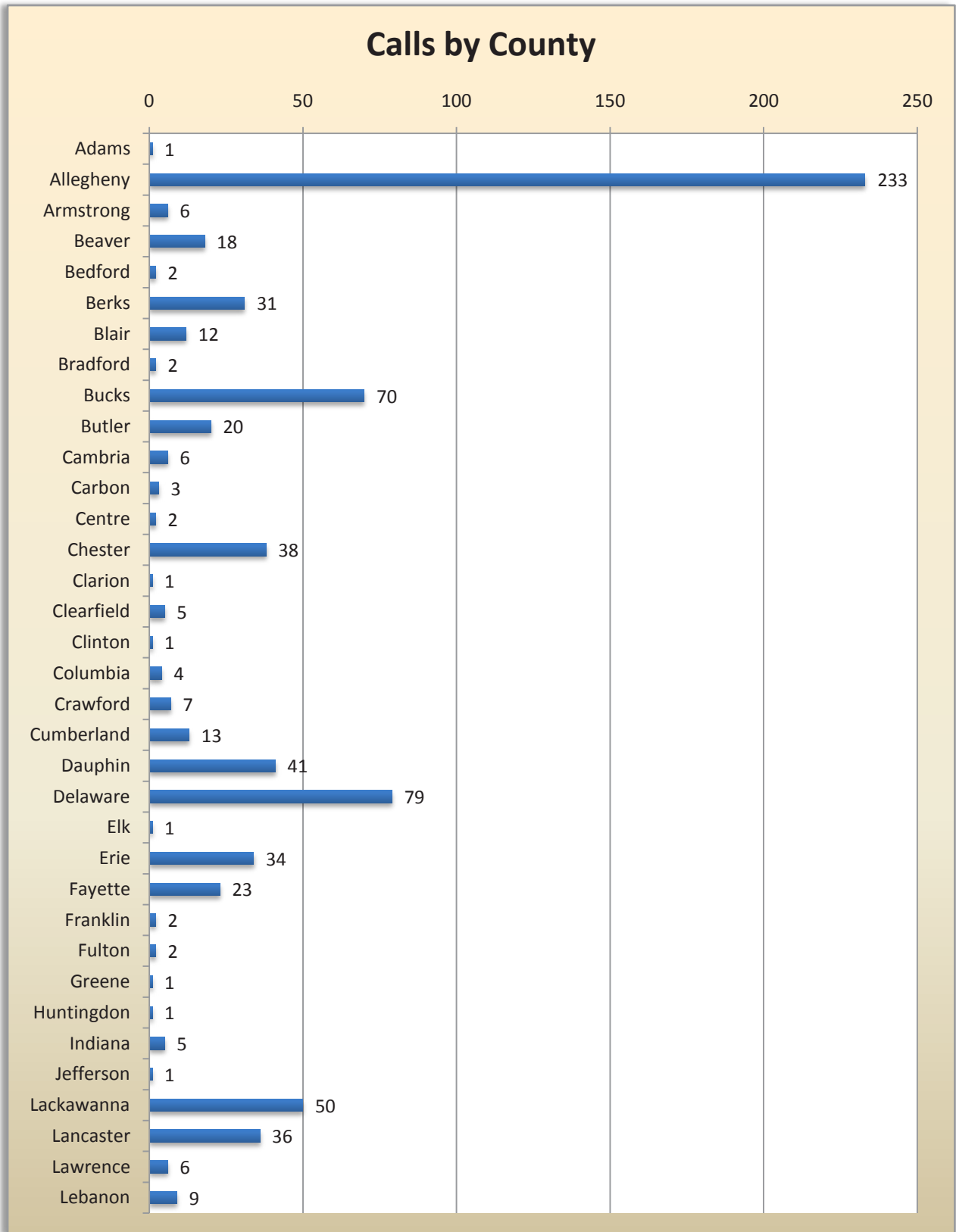
Calls by County			
Gambler's County	Frequency	Average	Total
<i>Adams</i>	1	0%	1
<i>Allegheny</i>	233	14%	233
<i>Armstrong</i>	6	0%	6
<i>Beaver</i>	18	1%	18
<i>Bedford</i>	2	0%	2
<i>Berks</i>	31	2%	31
<i>Blair</i>	12	1%	12
<i>Bradford</i>	2	0%	2
<i>Bucks</i>	70	4%	70
<i>Butler</i>	20	1%	20
<i>Cambria</i>	6	0%	6
<i>Carbon</i>	3	0%	3
<i>Centre</i>	2	0%	2
<i>Chester</i>	38	2%	38
<i>Clarion</i>	1	0%	1
<i>Clearfield</i>	5	0%	5
<i>Clinton</i>	1	0%	1
<i>Columbia</i>	4	0%	4
<i>Crawford</i>	7	0%	7
<i>Cumberland</i>	13	1%	13
<i>Dauphin</i>	41	2%	41
<i>Delaware</i>	79	5%	79
<i>Elk</i>	1	0%	1
<i>Erie</i>	34	2%	34
<i>Fayette</i>	23	1%	23
<i>Franklin</i>	2	0%	2
<i>Fulton</i>	2	0%	2
<i>Greene</i>	1	0%	1
<i>Huntingdon</i>	1	0%	1
<i>Indiana</i>	5	0%	5
<i>Jefferson</i>	1	0%	1
<i>Lackawanna</i>	50	3%	50
<i>Lancaster</i>	36	2%	36
<i>Lawrence</i>	6	0%	6
<i>Lebanon</i>	9	1%	9
<i>Lehigh</i>	52	3%	52
<i>Luzerne</i>	76	5%	76
<i>Lycoming</i>	5	0%	5
<i>Mercer</i>	6	0%	6
<i>Mifflin</i>	1	0%	1
<i>Monroe</i>	16	1%	16
<i>Montgomery</i>	76	5%	76
<i>Montour</i>	2	0%	2
<i>Northampton</i>	29	2%	29
<i>Northumberland</i>	10	1%	10
<i>Out of State</i>	55	3%	55
<i>Perry</i>	0	0%	0

Location of Intake Calls by County

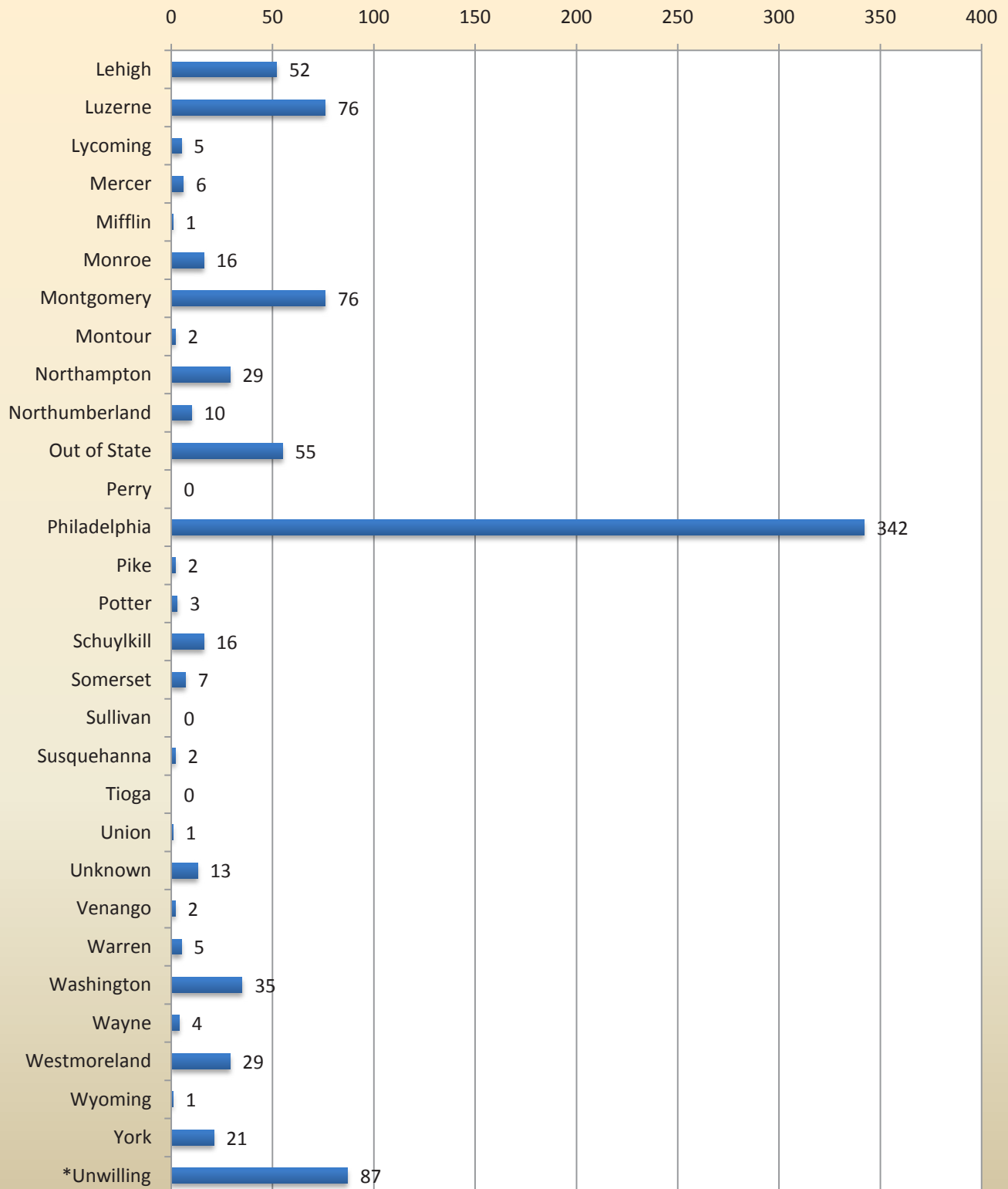
Calls by County			
Gambler's County	Frequency	Average	Total
Philadelphia	342	21%	342
Pike	2	0%	2
Potter	3	0%	3
Schuylkill	16	1%	16
Somerset	7	0%	7
Sullivan	0	0%	0
Susquehanna	2	0%	2
Tioga	0	0%	0
Union	1	0%	1
Unknown	13	1%	13
Venango	2	0%	2
Warren	5	0%	5
Washington	35	2%	35
Wayne	4	0%	4
Westmoreland	29	2%	29
Wyoming	1	0%	1
York	21	1%	21
*Unwilling	87	5%	87
Total	1664	100%	1664

Calls by County (continued)

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



Calls by County



Other Problems Identified

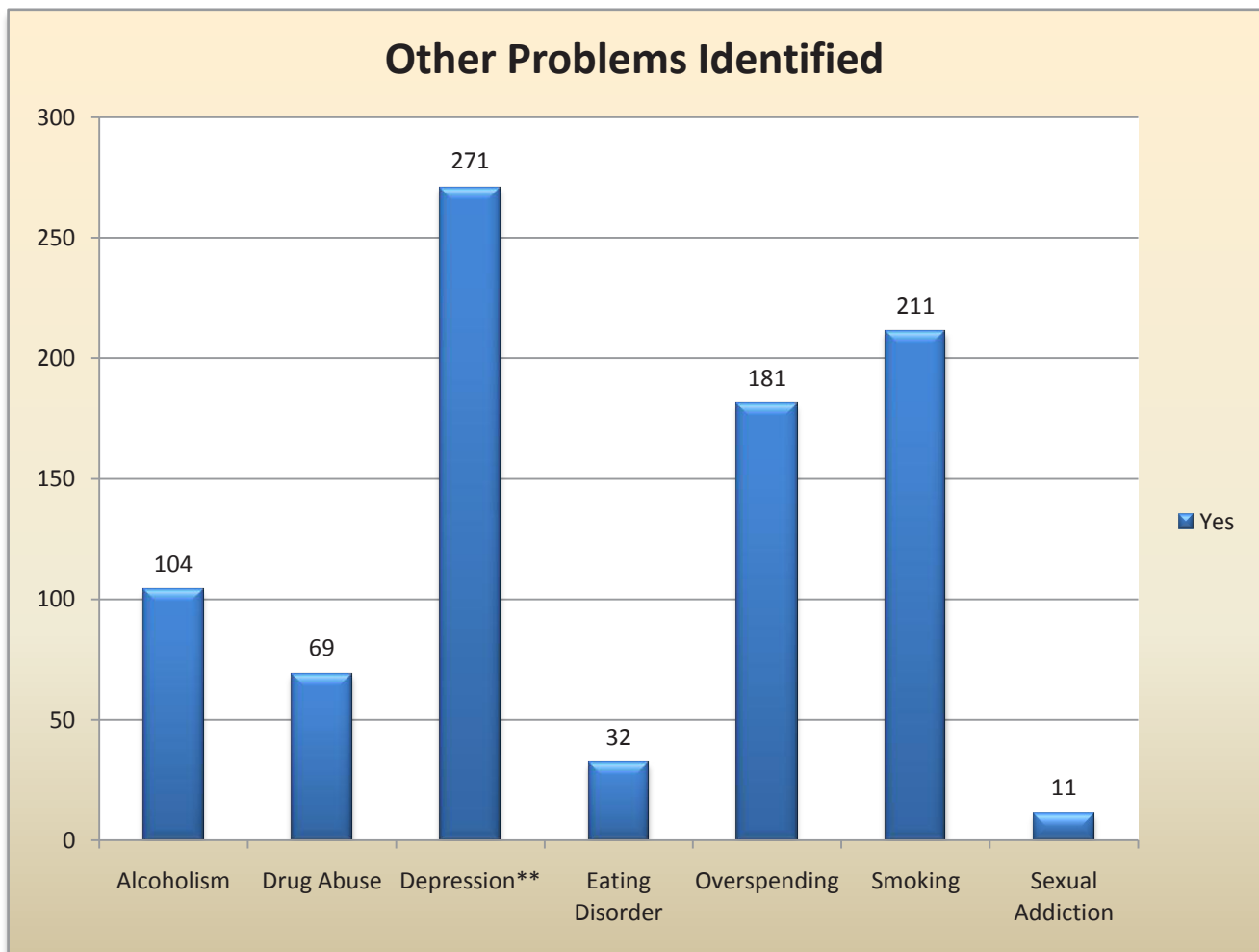
Other Problems Identified			
Other Problems*	Yes	Yes Percent	No
Alcoholism	104	8%	1165
Drug Abuse	69	5%	1202
Depression**	271	21%	989
Eating Disorder	32	2%	1236
Overspending	181	14%	1085
Smoking	211	16%	1057
Sexual Addiction	11	1%	1227

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.



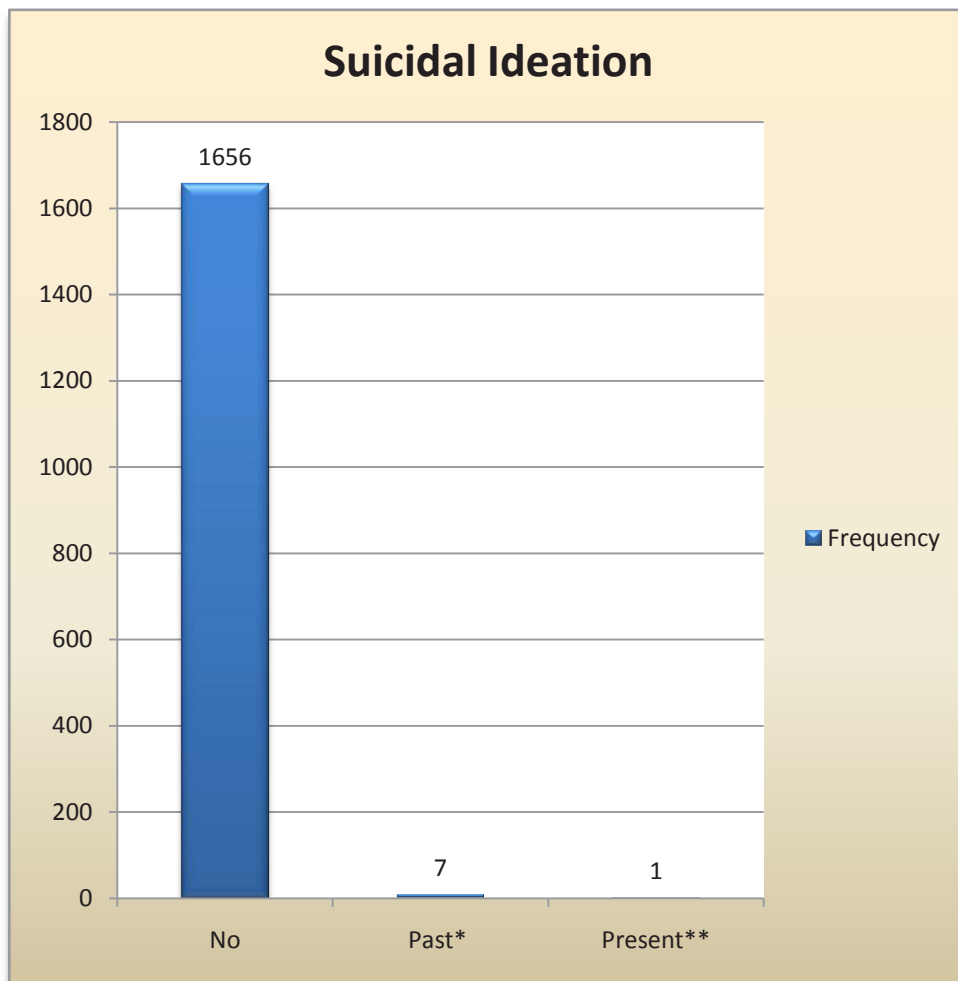
Suicidal Ideation

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	1656	100%	1656
Past*	7	0%	7
Present**	1	0%	1
Total	1664	100%	1664

**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		Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	CALLS
CCCS		6	5	2	6	5	4	4	7	8	13	6	4	70
GA		100	79	82	94	89	75	83	102	90	90	75	66	1025
Gam Anon		25	14	12	8	19	17	10	21	20	21	16	12	195
Helpline Materials		26	34	22	24	21	17	21	19	24	17	13	6	244
Internet Resources		49	43	46	45	49	26	45	53	47	57	43	46	549
PA Council / PGCB		2	1	0	1	0	0	1	0	1	1	0	0	7
Refused/Unable/Other		37	31	34	47	33	22	28	30	19	43	33	27	384
Self Exclusion		57	44	40	43	43	32	52	55	50	51	38	43	548
Treatment		102	109	94	106	96	103	96	122	102	109	90	76	1205

At a glance...

- Although 2015 saw nearly 2500 less TOTAL calls than 2014 (15,576 vs. 17,859), we did receive over 100 additional intake calls (1,664 in 2015 - 1,557 in 2014), which indicates a potential increase in the overall awareness of the Helpline service.
- Over one quarter of total calls (26.2%) were either ‘wrong numbers’ or hang ups.
- July, August and October saw the highest volume of intake calls, while December saw the fewest.
- The vast majority of intake calls (69%) were prompted by financial problems.
- 39% of intake calls named casinos as the source of how they heard of the Helpline.
- CCGP currently advertises the Helpline on four (4) billboards in the Philadelphia area - 67 of the intake calls from 2015 named billboards as the source of how callers heard of the Helpline.
- In PA, the highest number of intake calls (801) were made to 1-800-GAMBLER.
- More intake calls were made by males (59%) than females (40%).
- The majority of intake calls (77%) were placed by Caucasian gamblers. *Despite a relatively low number of language line requests, we continue to focus outreach efforts on non-English speaking populations, as well as training bilingual clinicians, with the goal of increasing the current infrastructure of available help.*
- Over 1/3 of all intake calls (35%) came from Philadelphia and Allegheny Counties.
- 21% 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 2015.