
Helpline Data

2016 Annual Report



Council on
Compulsive Gambling
of Pennsylvania, Inc.

**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. 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 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, 2016 through December 31, 2016 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.

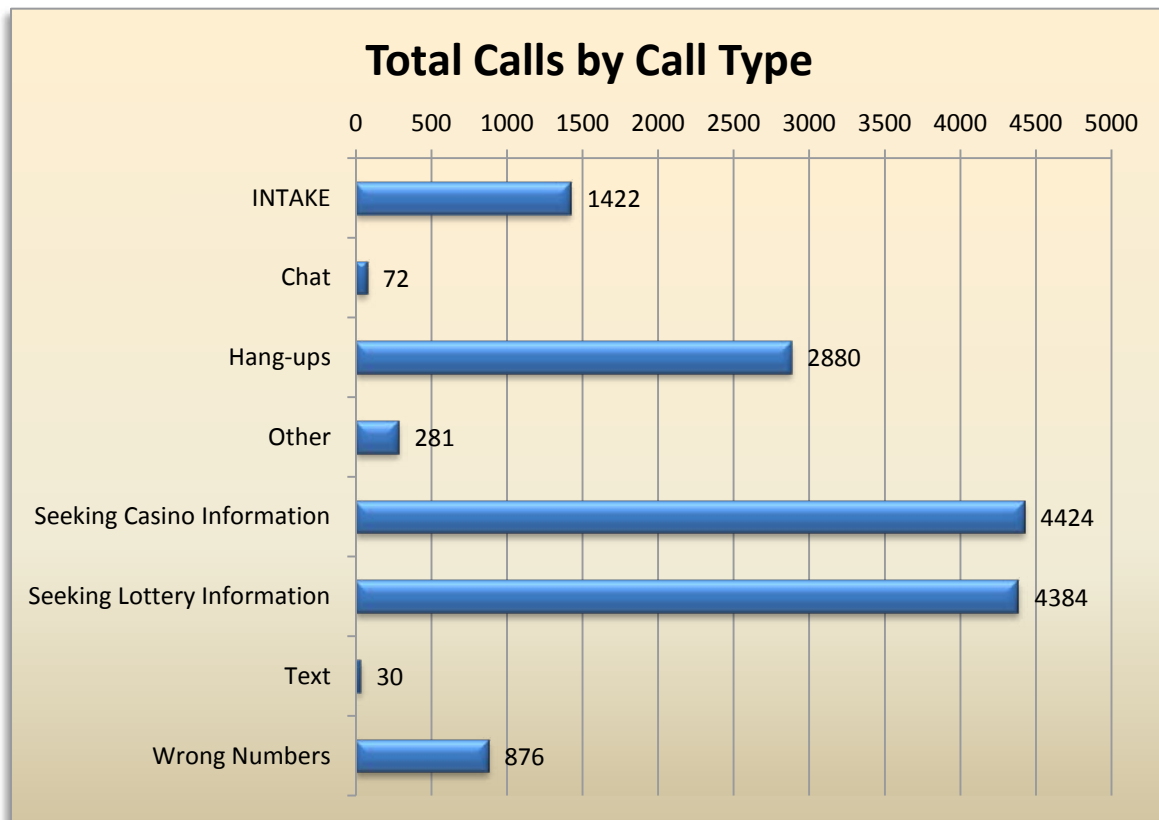
Effective March 26, 2009, “intake” calls are categorized as listed below:

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	1422	9.9%	1422
Chat	72	0.5%	72
Hang-ups	2880	20.0%	2880
Other	281	2.0%	281
Seeking Casino Information	4424	30.8%	4424
Seeking Lottery Information	4384	30.5%	4384
Text	30	0.2%	30
Wrong Numbers	876	6.1%	876
Total	14369	100.0%	14369

This table is based on the total call volume received between January 1, 2016 - December 31, 2016



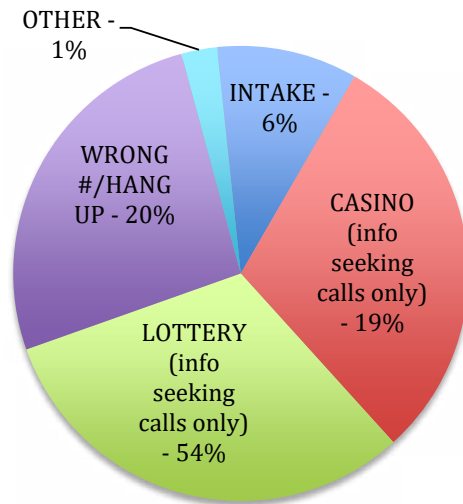
Total Helping Calls

Total Helping Calls			
Call Type	Total Calls by Type	Average Type	Total Calls
INTAKE	1422	100%	1422
Total	1422	100%	1422

Quarterly Review

Category	1st QTR	2nd QTR	3rd QTR	4th QTR
Intake (Problem Gambling Related)	378	425	331	288
Casino (Non Compulsive Gambling Related)	1101	1106	1187	1030
Lottery (Non Compulsive Gambling Related)	1646	841	1057	840
Wrong #/Hang ups	980	990	1000	786
Other	76	86	80	84
Total	4181	3448	3655	1081

Total Call Types - YTD 2016



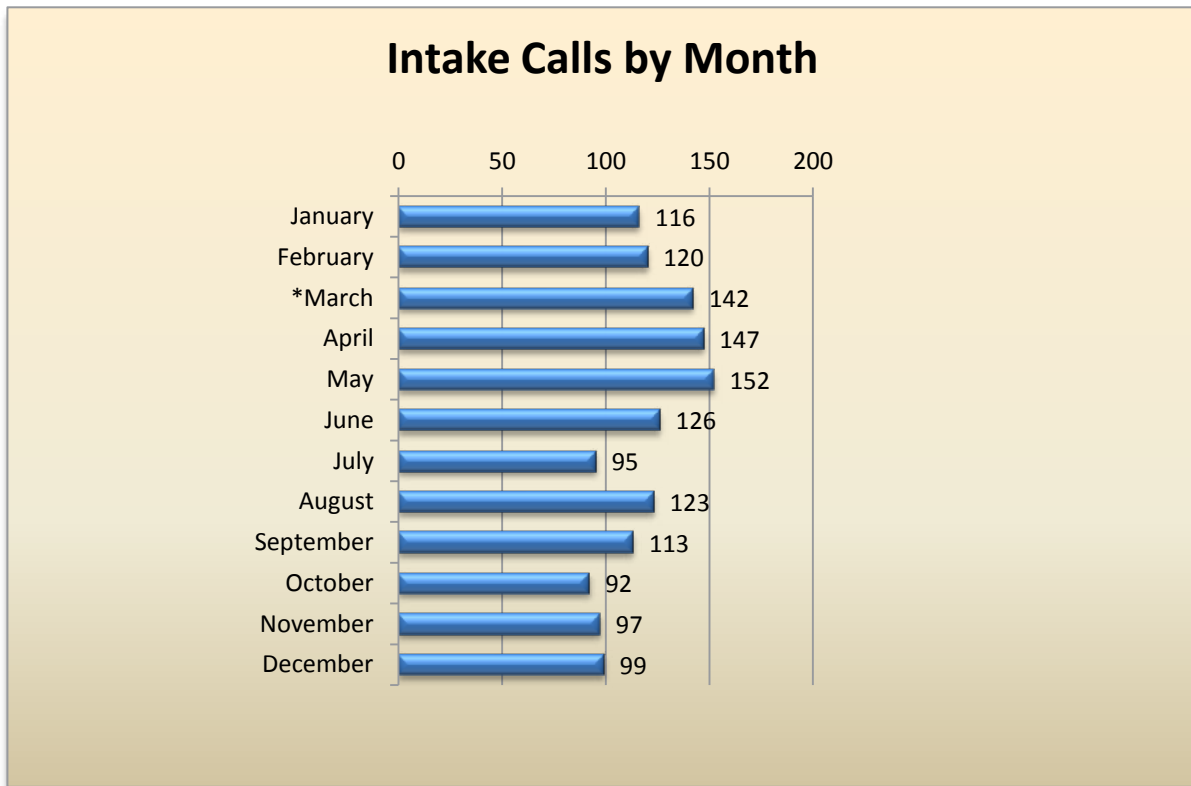
While only 6% of total calls were Intake Calls, or Problem Gambling Related, this represents a total of 1,422 calls from individuals who are seeking help for a gambling problem. This could be help for the caller themselves, or for someone they know.

Information Reported by Intake - 1/1/2016-12/31/2016

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 2016 calendar year, the Problem Gamblers Helpline received a total of 1,422 intake calls.

Total Intake Calls by Month			
Month	Frequency	Percent	Total Calls
January	116	8%	116
February	120	8%	120
*March	142	10%	142
April	147	10%	147
May	152	11%	152
June	126	9%	126
July	95	7%	95
August	123	9%	123
September	113	8%	113
October	92	6%	92
November	97	7%	97
December	99	7%	99
Total	1422	100%	1422



**indicates National Problem Gambling Awareness Month*

2016 Pennsylvania Annual Report

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>	4	0%	4
<i>8-Liner</i>	0	0%	0
<i>Bingo</i>	2	0%	2
<i>Blackjack</i>	138	10%	138
<i>Business Risk</i>	1	0%	1
<i>Cards</i>	33	2%	33
<i>Cards Dice/Non Casino</i>	1	0%	1
<i>Dice</i>	34	2%	34
<i>Fantasy Sports</i>	1	0%	1
<i>Football</i>	8	1%	8
<i>Horserace</i>	14	1%	14
<i>Internet</i>	30	2%	30
<i>Keno</i>	0	0%	0
<i>***Lottery</i>	42	3%	42
<i>Numbers</i>	0	0%	0
<i>Poker</i>	35	2%	35
<i>Pull-Tabs</i>	2	0%	2
<i>Racetrack</i>	1	0%	1
<i>Roulette</i>	33	2%	33
<i>Scratch-offs</i>	121	9%	121
<i>Slots</i>	464	33%	464
<i>*Sports</i>	25	2%	25
<i>Stocks</i>	1	0%	1
<i>Table games</i>	1	0%	1
<i>Unknown</i>	0	0%	0
<i>Unspec.- Casino</i>	262	18%	262
<i>Unspec.- Lottery</i>	4	0%	4
<i>Unspec. -Other</i>	0	0%	0
<i>Unsure</i>	9	1%	9
<i>****Unwilling</i>	138	10%	138
<i>Video Games</i>	1	0%	1
<i>**Video Poker</i>	14	1%	14
<i>Video Poker- Non Casino</i>	1	0%	1
<i>Video-Keno</i>	2	0%	2
Total	1422	100%	1422

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

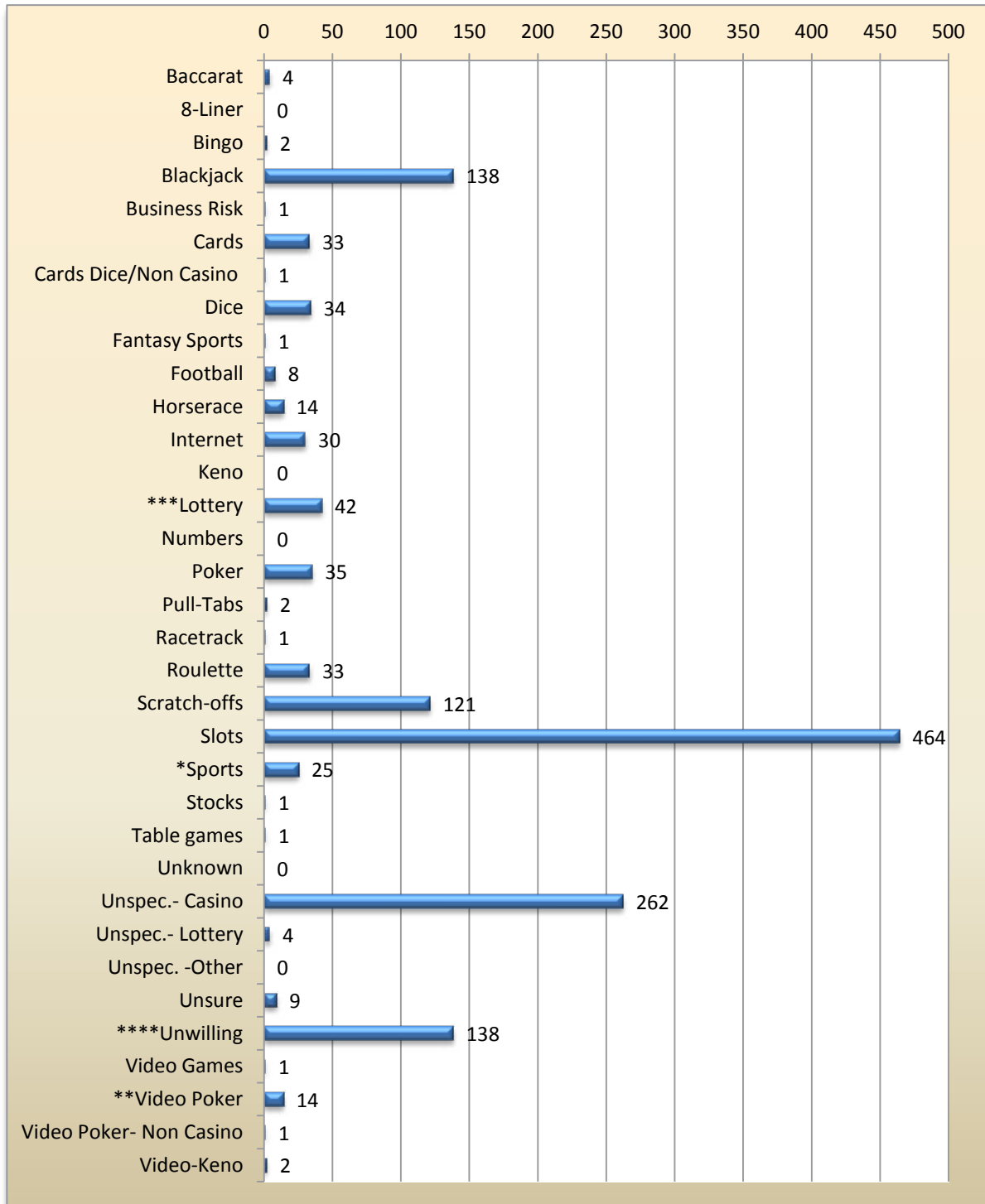
** **Video Poker Non Casino-** *video poker at truck stops, restaurants, etc.*

*** **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.*

2016 Pennsylvania Annual Report

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.

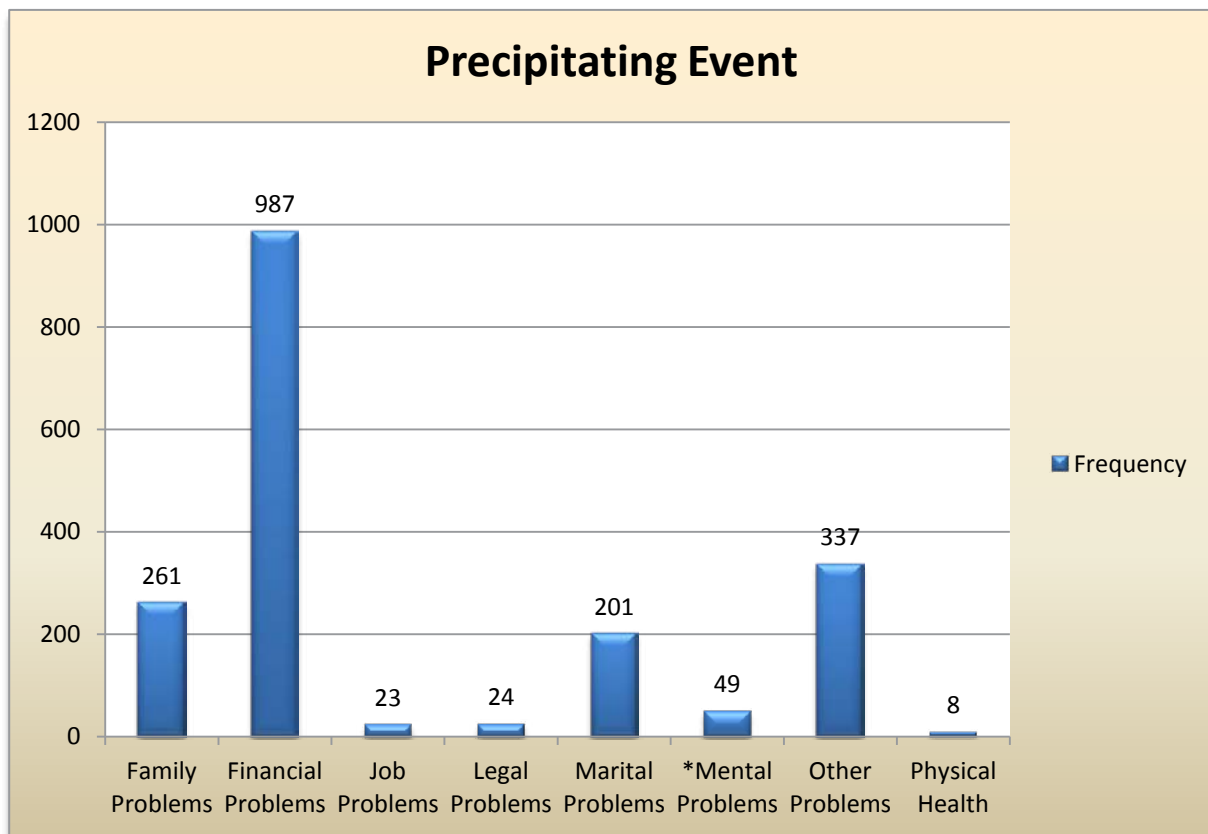
Precipitating Events

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
<i>Family Problems</i>	261	18%	261
<i>Financial Problems</i>	987	69%	987
<i>Job Problems</i>	23	2%	23
<i>Legal Problems</i>	24	2%	24
<i>Marital Problems</i>	201	14%	201
<i>*Mental Problems</i>	49	3%	49
<i>Other Problems</i>	337	24%	337
<i>Physical Health</i>	8	1%	8

**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.



2016 Pennsylvania Annual Report

2016 Monthly Intake Calls

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Number Called	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	CALLS
800-848-1880	25	17	19	32	27	19	14	22	10	4	14	19	222
800-GAMBLER	59	60	80	77	88	71	58	53	71	49	44	48	758
877-565-2112	9	6	4	6	4	10	6	15	9	7	10	5	91
National Helpline	25	22	16	19	19	19	12	24	16	25	20	15	232
Other/Unknown	11	15	23	13	14	7	5	9	7	7	9	12	132
** <i>(Lottery Prompt)</i>	0	3	1	0	1	0	0	1	0	0	0	0	6

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Marital Status	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	CALLS
Cohabiting	0	6	3	4	3	3	11	8	9	7	8	6	68
Divorced	7	6	14	8	8	6	7	5	9	9	6	5	90
Married	28	34	35	38	40	39	26	31	30	19	23	27	370
Separated	2	1	0	2	6	5	3	4	1	2	7	1	34
Single	34	35	44	46	49	37	28	38	24	31	26	25	417
Unasked/unwilling	38	31	40	45	36	31	15	30	33	22	23	28	372
Widowed	7	7	6	4	10	5	5	7	7	2	4	7	71

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
How Caller Heard of Helpline	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	CALLS
Billboard	5	1	3	5	6	3	3	5	10	7	1	9	58
Brochure	7	4	0	4	2	11	6	4	4	3	3	2	50
Casino / Casino Card	37	34	52	49	52	39	33	38	38	31	29	34	466
PGCB / Council	0	0	0	0	0	0	0	0	0	0	0	0	0
Crisis Line / Therapy	1	2	2	2	1	2	1	2	2	0	3	1	19
Family / Friend	3	5	7	10	12	8	6	7	4	4	5	4	75
Internet	29	28	32	37	43	43	27	37	34	32	35	22	399
Lottery	8	14	10	11	9	6	5	8	7	2	6	7	93
Newspaper	0	0	1	1	0	1	0	1	0	0	0	0	4
Other	3	7	4	5	3	0	2	4	1	2	1	3	35
Phonebook / Operator	1	1	1	2	1	1	2	3	0	0	0	3	15
TV	3	0	5	6	3	1	1	1	0	0	1	0	21
Radio	1	4	0	3	2	1	0	3	2	2	2	3	23
Unwilling	18	20	25	12	18	10	9	10	11	9	11	11	164

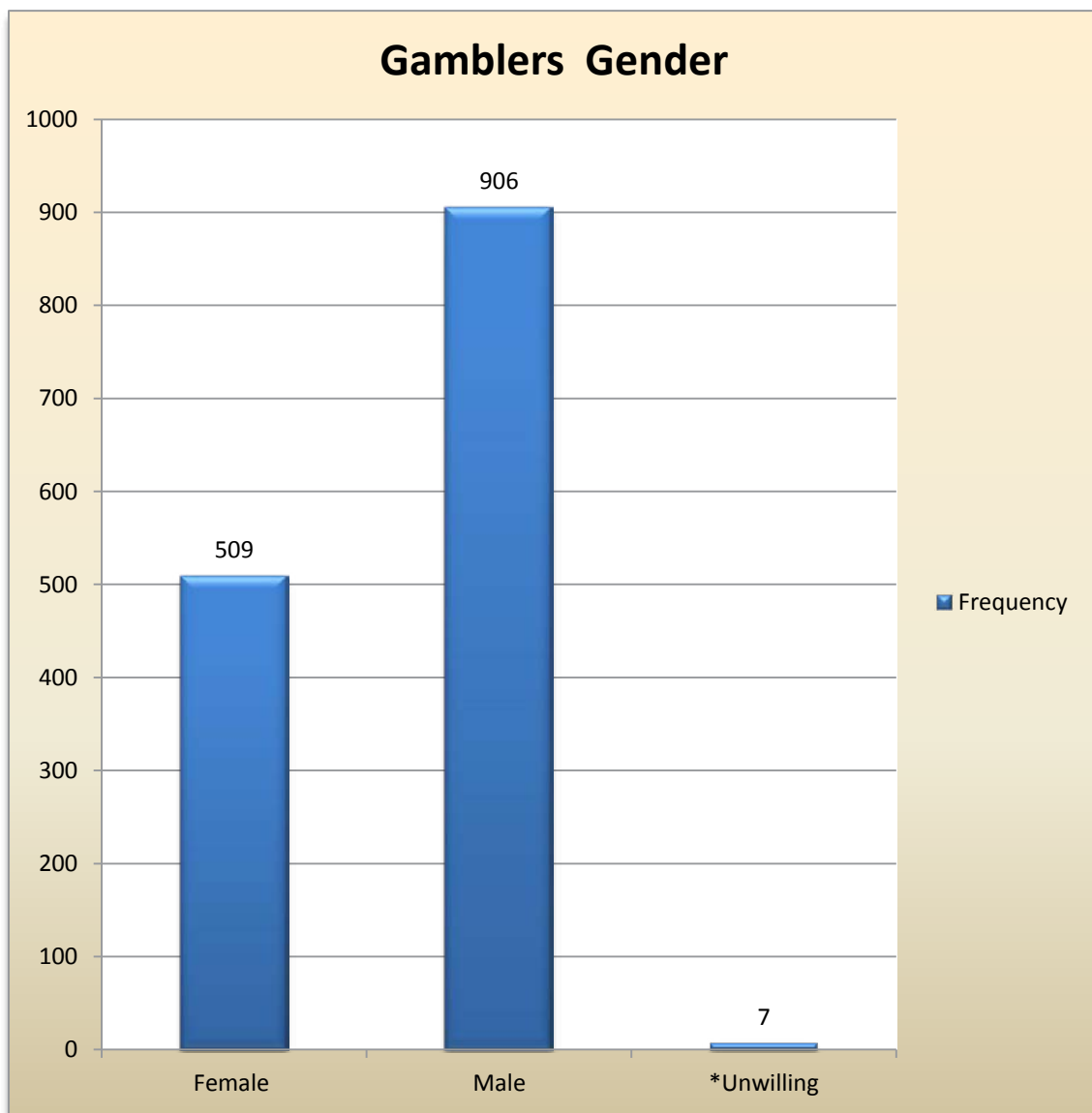
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Callers Subject	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	CALLS
Family	15	18	13	11	27	16	9	12	12	6	17	8	164
Friend	6	0	5	5	6	5	6	4	8	4	2	4	55
Self	83	92	111	115	106	93	65	97	76	70	72	75	1055
Spouse	9	7	9	12	11	10	13	8	13	8	5	8	113
Unwilling/Other	3	3	4	4	2	2	2	2	4	4	1	4	35

Gender of Gambler

This category compares male to female ratio of problem gamblers.

Gamblers Gender			
Gambler Gender	Frequency	Percent	Total Calls
Female	509	36%	509
Male	906	64%	906
*Unwilling	7	0%	7
Total	1422	100%	1422

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

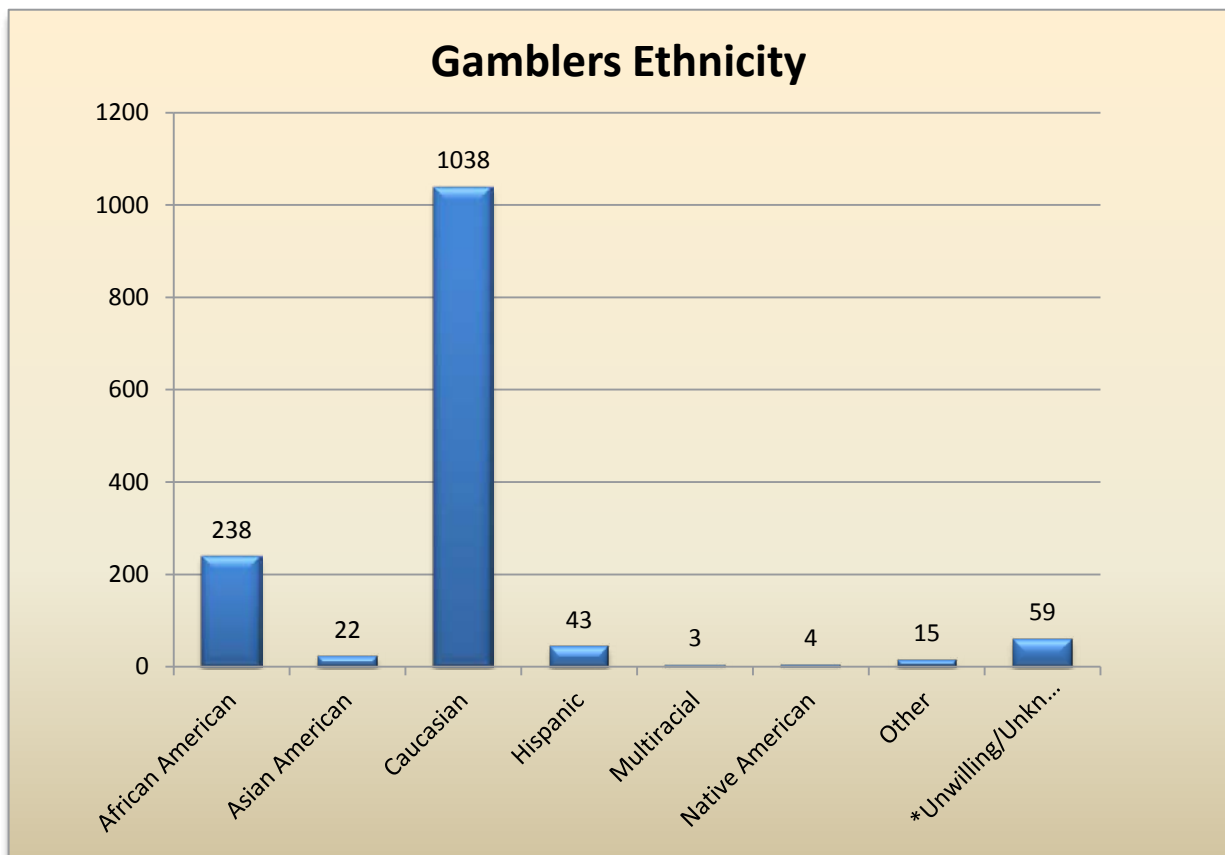


Ethnicity of Gambler

This categories identifies the gamblers ethnicity.

Gamblers Ethnicity			
Ethnicity	Frequency	Percent	Total Calls
African American	238	17%	238
Asian American	22	2%	22
Caucasian	1038	73%	1038
Hispanic	43	3%	43
Multiracial	3	0%	3
Native American	4	0%	4
Other	15	1%	15
*Unwilling/Unknown	59	4%	59
Total	1422	100%	1422

*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	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Callers passed along	1	0	0	1	3	2	0	1	0	0	0	0	8

For the 2016 calendar year, the Problem Gamblers Helpline received a total of eight (8) requests for Language Line services. Seven (7) of these requests were for assistance with Spanish translation, and one (1) request was for assistance with Mandarin translation.

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	5	0%	5
18-24	93	7%	93
25-34	223	16%	223
35-44	207	15%	207
45-54	234	16%	234
55-64	201	14%	201
65+	141	10%	141
Unsure	5	0%	5
*Unwilling	313	22%	313
Total	1422	100%	1422

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

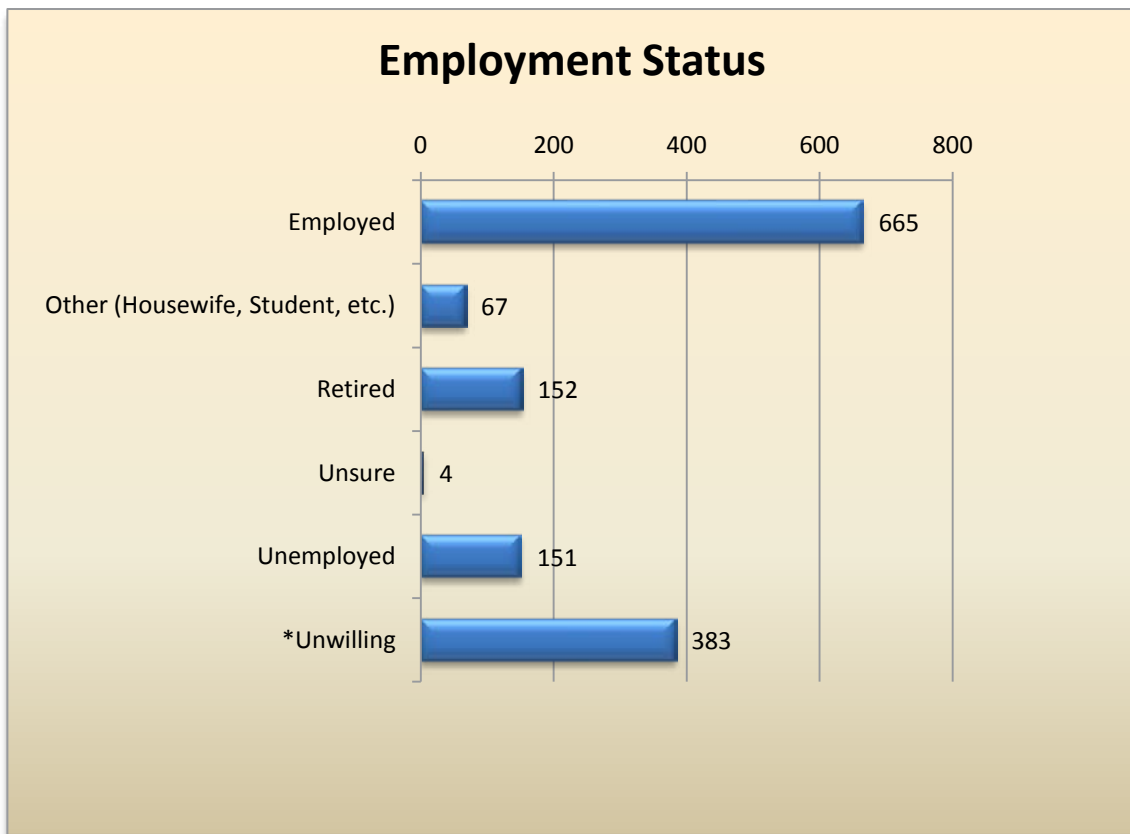


Employment Status

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>	665	47%	665
<i>Other (Housewife, Student, etc.)</i>	67	5%	67
<i>Retired</i>	152	11%	152
<i>Unsure</i>	4	0%	4
<i>Unemployed</i>	151	11%	151
<i>*Unwilling</i>	383	27%	383
Total	1422	100%	1422

**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

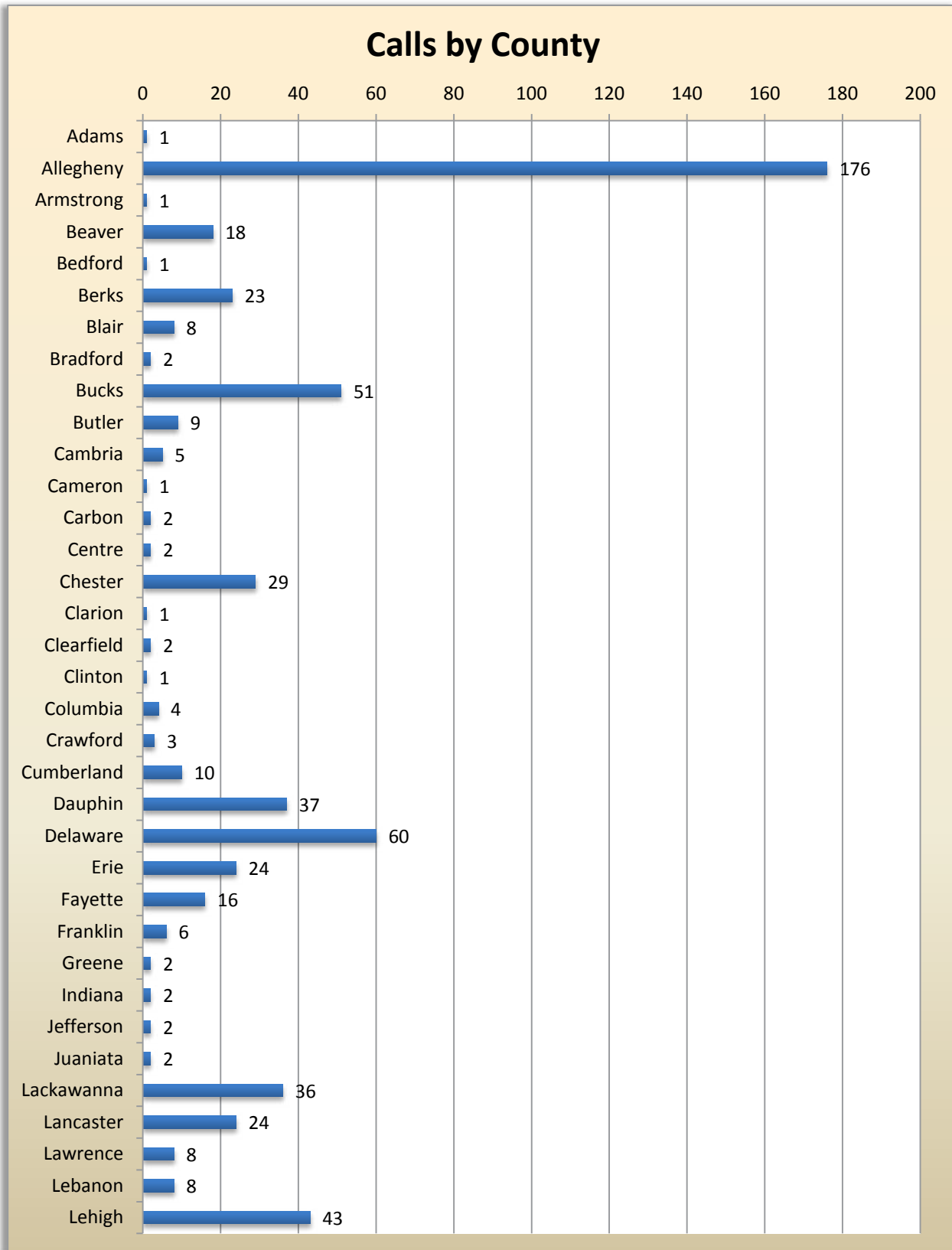
Calls by County			
Gamblers County	Frequency	Average	Total
<i>Adams</i>	1	0%	1
<i>Allegheny</i>	176	12%	176
<i>Armstrong</i>	1	0%	1
<i>Beaver</i>	18	1%	18
<i>Bedford</i>	1	0%	1
<i>Berks</i>	23	2%	23
<i>Blair</i>	8	1%	8
<i>Bradford</i>	2	0%	2
<i>Bucks</i>	51	4%	51
<i>Butler</i>	9	1%	9
<i>Cambria</i>	5	0%	5
<i>Cameron</i>	1	0%	1
<i>Carbon</i>	2	0%	2
<i>Centre</i>	2	0%	2
<i>Chester</i>	29	2%	29
<i>Clarion</i>	1	0%	1
<i>Clearfield</i>	2	0%	2
<i>Clinton</i>	1	0%	1
<i>Columbia</i>	4	0%	4
<i>Crawford</i>	3	0%	3
<i>Cumberland</i>	10	1%	10
<i>Dauphin</i>	37	3%	37
<i>Delaware</i>	60	4%	60
<i>Erie</i>	24	2%	24
<i>Fayette</i>	16	1%	16
<i>Franklin</i>	6	0%	6
<i>Greene</i>	2	0%	2
<i>Indiana</i>	2	0%	2
<i>Jefferson</i>	2	0%	2
<i>Juniata</i>	2	0%	2
<i>Lackawanna</i>	36	3%	36
<i>Lancaster</i>	24	2%	24
<i>Lawrence</i>	8	1%	8
<i>Lebanon</i>	8	1%	8
<i>Lehigh</i>	43	3%	43
<i>Luzerne</i>	50	4%	50
<i>Lycoming</i>	5	0%	5
<i>McKean</i>	5	0%	5
<i>Mercer</i>	9	1%	9
<i>Mifflin</i>	2	0%	2
<i>Monroe</i>	23	2%	23
<i>Montgomery</i>	64	5%	64
<i>Montour</i>	1	0%	1
<i>Northampton</i>	26	2%	26
<i>Northumberland</i>	6	0%	6
<i>Out of State</i>	98	7%	98
<i>Perry</i>	1	0%	1

Location of Intake Calls by County

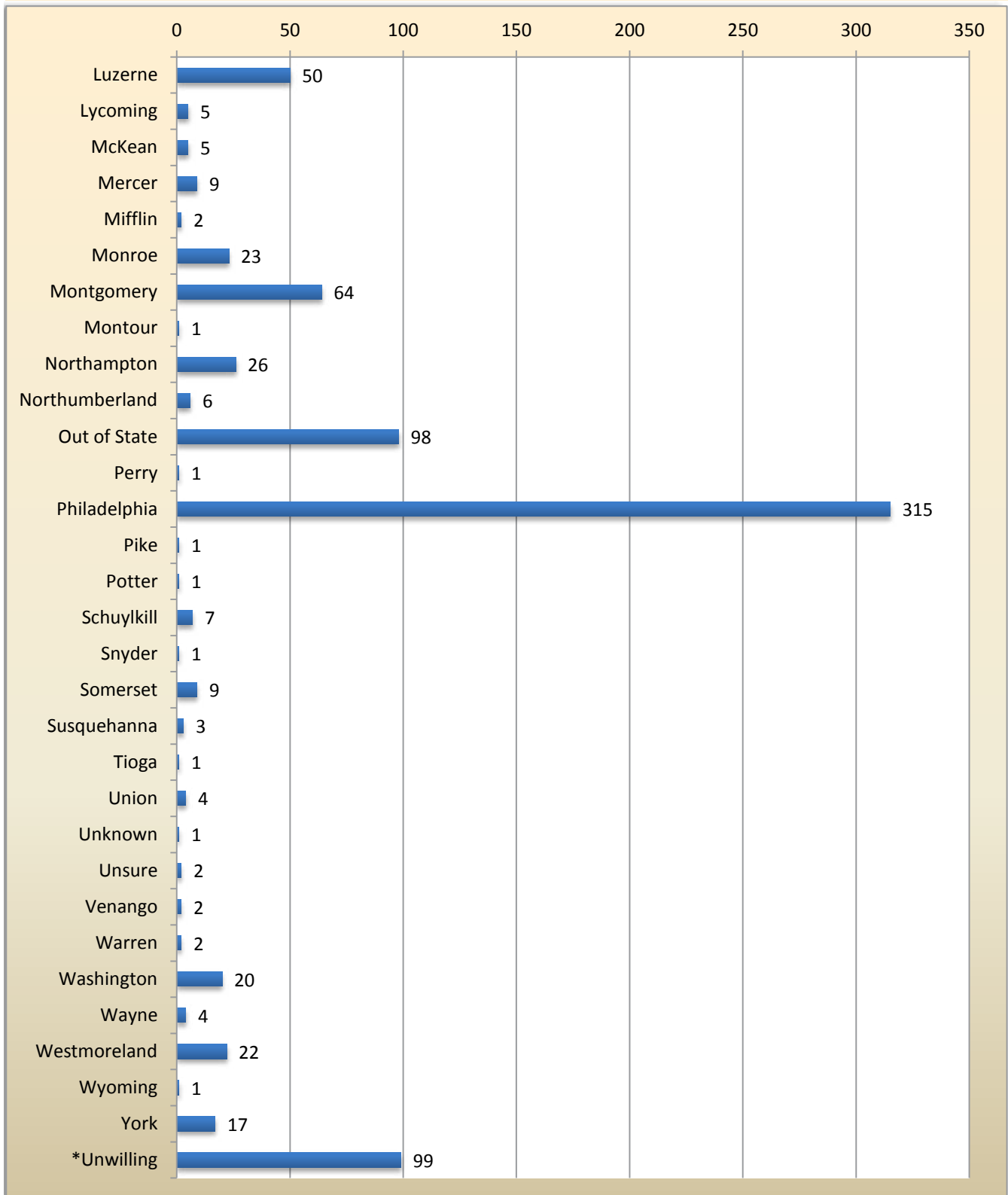
Calls by County			
Gamblers County	Frequency	Average	Total
<i>Philadelphia</i>	315	22%	315
<i>Pike</i>	1	0%	1
<i>Potter</i>	1	0%	1
<i>Schuylkill</i>	7	0%	7
<i>Snyder</i>	1	0%	1
<i>Somerset</i>	9	1%	9
<i>Susquehanna</i>	3	0%	3
<i>Tioga</i>	1	0%	1
<i>Union</i>	4	0%	4
<i>Unknown</i>	1	0%	1
<i>Unsure</i>	2	0%	2
<i>Venango</i>	2	0%	2
<i>Warren</i>	2	0%	2
<i>Washington</i>	20	1%	20
<i>Wayne</i>	4	0%	4
<i>Westmoreland</i>	22	2%	22
<i>Wyoming</i>	1	0%	1
<i>York</i>	17	1%	17
<i>*Unwilling</i>	99	7%	99
Total	1422	100%	1422

Calls by County (continued)

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



Calls by County



Other Problems Identified

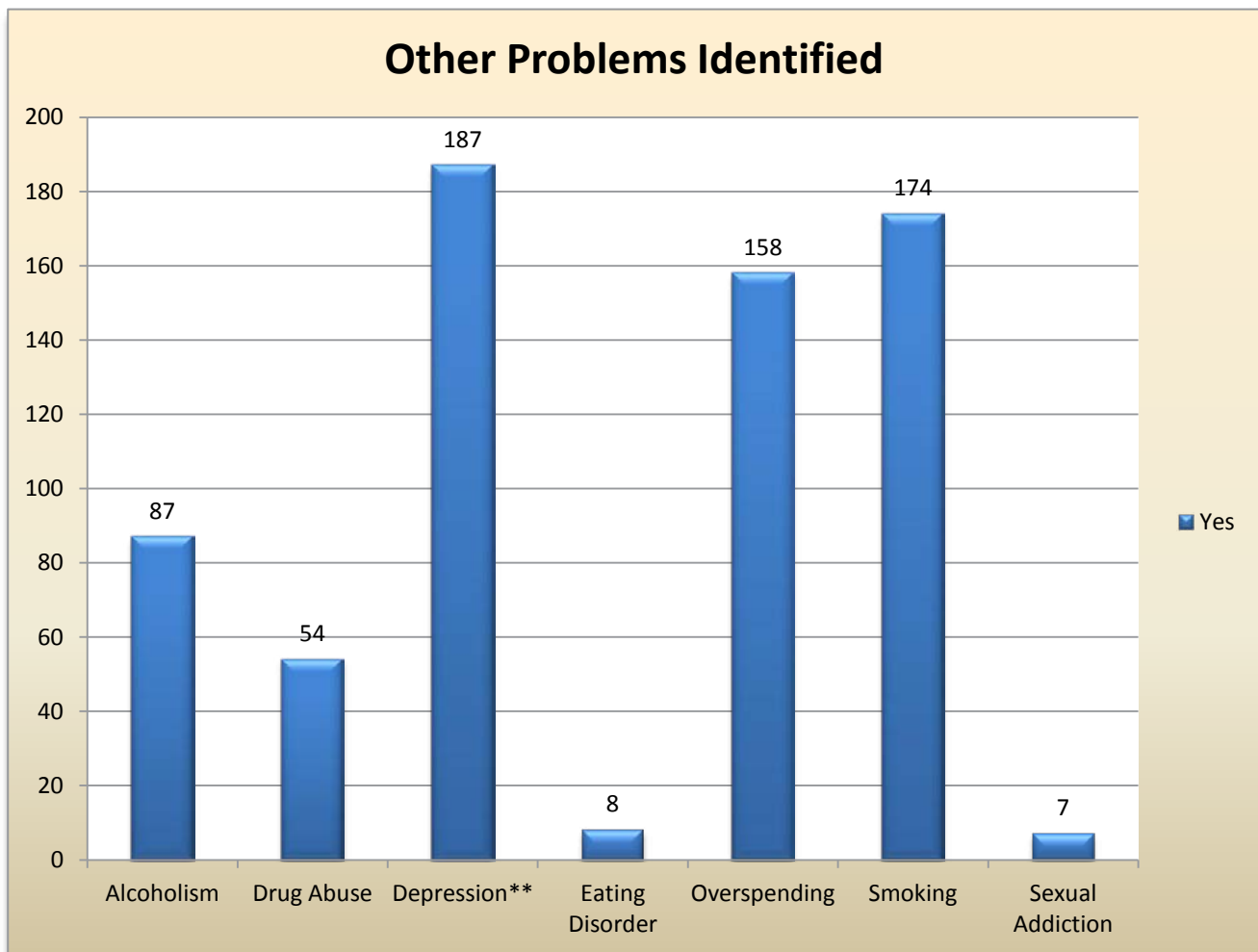
Other Problems Identified			
Other Problems*	Yes	Yes Percent	No
Alcoholism	87	8%	1027
Drug Abuse	54	5%	1061
Depression**	187	17%	925
Eating Disorder	8	1%	1105
Overspending	158	14%	954
Smoking	174	15%	937
Sexual Addiction	7	1%	1086

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.



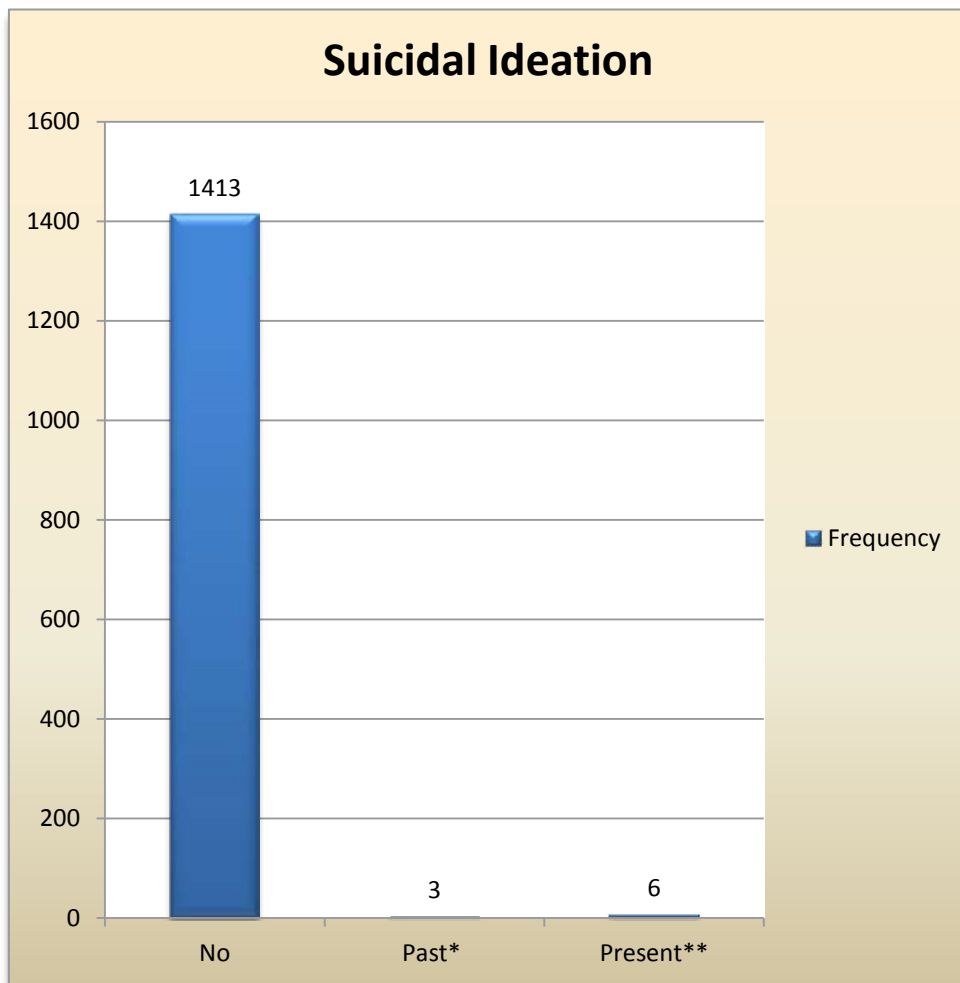
Suicidal Ideation

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	1413	99.4%	1413
Past*	3	0.2%	3
Present**	6	0.4%	6
Total	1422	100%	1422

**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.*



2016 Pennsylvania Annual Report

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Suggested Referrals	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	CALLS
CCCS	4	5	5	5	4	11	8	12	7	9	6	3	79
GA	67	76	78	85	87	65	72	90	79	67	65	56	887
Gam Anon	14	19	11	20	35	25	12	26	24	16	12	16	230
Helpline Materials	14	14	22	26	23	20	17	46	36	21	19	12	270
Internet Resources	27	50	45	52	59	55	53	60	60	61	65	40	627
PA Council / PGCB	1	2	2	6	0	1	0	0	0	1	1	0	14
Refused/Unable to Give/Other	18	17	31	30	34	20	15	28	24	11	18	25	271
Self Exclusion	39	30	39	36	61	41	39	46	38	40	39	34	482
Treatment	79	84	99	101	108	90	80	102	83	79	73	61	1039

At a glance...

- 2016 saw 14,369 total calls come into the Helpline Center. Of these calls, 1,422 (9.9%) were “intake” calls, or calls seeking help/information for issues related to gambling.
- Nearly 22% of total calls were either ‘wrong numbers’ or hang ups.
- March, April and May saw the highest volume of intake calls, while October saw the fewest.
- The vast majority of intake calls (69%) were prompted by financial problems.
- 33% 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 - 58 of the intake calls from 2016 named billboards as the source of how callers heard of the Helpline.
- In PA, the highest number of intake calls (758) were made to 1-800-GAMBLER.
- More intake calls were made by males (64%) than females (36%).
- The majority of intake calls (73%) were placed by Caucasian gamblers.
*Language line requests were up from 2015 (3 total requests) to 2016 (8 total requests).
 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 intake calls (35%) came from Philadelphia and Allegheny Counties.
- 13% 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 2016.