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# Helpline Data 2021 Annual Report



Council on Compulsive Gambling  
of Pennsylvania, Inc.

**1-800-GAMBLER®**

[www.pacouncil.com](http://www.pacouncil.com)

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## 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, 2021 through December 31, 2021, 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 lottery number , operator inquiry, etc.....

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

**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:

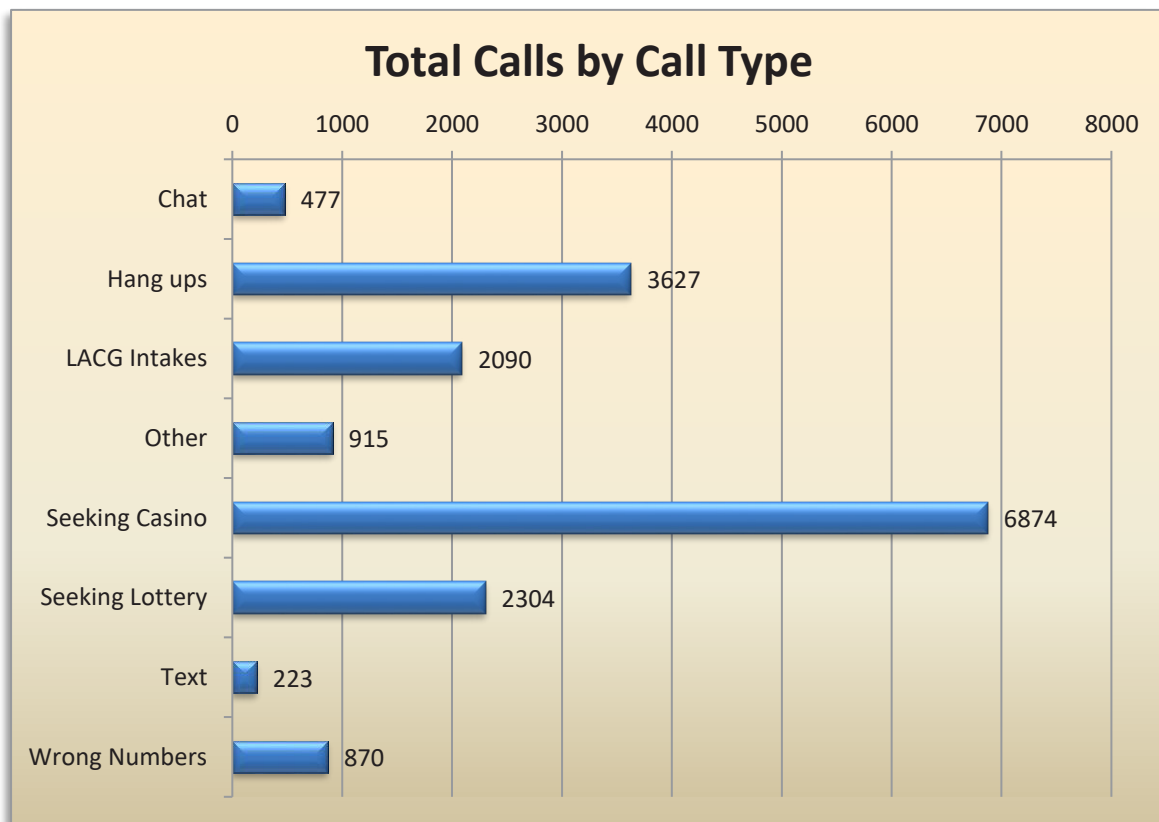
*These calls (“intake”) detail callers who actually have a gambling problem, have relapsed or know someone with a gambling problem. This category also includes providing GA and/or counselor contact information, HL information, Incoming follow-up calls, and other calls where information was obtained and a direct service provided.*

*\*Call percentages are rounded to nearest whole number, so some chart totals may not add up to 100% exactly.*

**Total Call Volumes**

Total Calls by Call Type			
Call Type	Total Calls by Call Type	Percent	Total Calls
Chat	477	3%	477
Hang ups	3627	21%	3627
LACG Intakes	2090	12%	2090
Other	915	5%	915
Seeking Casino	6874	40%	6874
Seeking Lottery	2304	13%	2304
Text	223	1%	223
Wrong Numbers	870	5.0%	870
<b>Total</b>	<b>17380</b>	<b>100.0%</b>	<b>17380</b>

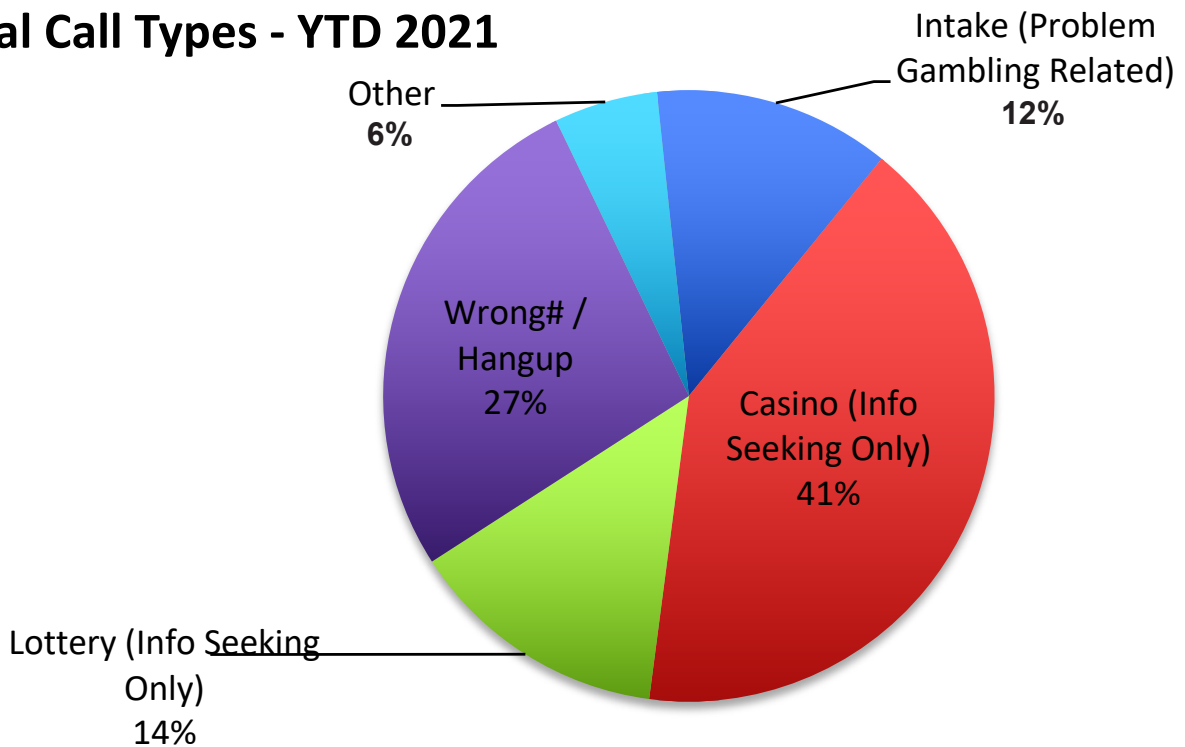
*This table is based on the total call volume received between January 1, 2021 - December 31, 2021.*



**Total Helping Calls**

Total Helping Calls			
Call Type	Total Calls by Type	Average Type	Total Calls
Intakes	2090	100%	2090
<b>Total</b>	<b>2090</b>	<b>100%</b>	<b>2090</b>

**Total Call Types - YTD 2021**



Chat/Text Requests	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTALS
Chat Requests	58	36	47	19	26	43	52	25	41	33	55	42	477
Text Requests	21	21	12	12	24	18	22	23	15	18	18	19	223
<b>INTAKES</b>	<b>27</b>	<b>19</b>	<b>15</b>	<b>11</b>	<b>22</b>	<b>19</b>	<b>25</b>	<b>18</b>	<b>19</b>	<b>17</b>	<b>22</b>	<b>27</b>	<b>241</b>

In 2021, approximately 12% of total calls were Intake Calls, or Problem Gambling Related. This represents a total of 2,090 calls from individuals who were seeking help for a gambling problem, which was a dramatic increase from the 1,115 calls in 2020. These calls could be seeking help for the caller themselves, or for someone they know. Additionally, there were a total of 700 chats/texts in 2021, 241 of which were for help - an increase from the 172 chats/texts for help in 2020. Through each of these channels, a total of 2,331 requests for help were made in 2021.

**Information Reported by Intake - 1/1/2021-12/31/2021**

*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 2021 calendar year, the Problem Gambling Helpline received a total of 2,090 intake calls.

Total Intake Calls by Month			
Month	Frequency	Percent	Total Calls
January	134	6%	134
February	155	7%	155
*March	173	8%	173
April	153	7%	153
May	184	9%	184
June	161	8%	161
July	186	9%	186
August	163	8%	163
September	177	9%	177
October	192	9%	192
November	202	10%	202
December	210	10%	210
<b>Total</b>	<b>2090</b>	<b>100%</b>	<b>2090</b>



\*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
Baccarat	6	<1%	6
Bingo	4	<1%	4
Blackjack	117	6%	117
Cards	41	2%	41
Cards Dice/Non Casino	9	<1%	9
Dice	16	1%	16
Football	1	<1%	1
Horserace/Racetrack	4	<1%	4
Internet	407	19%	407
Keno	1	<1%	1
Lottery	40	2%	40
Lotto	8	<1%	8
Not Applicable	1	<1%	1
Poker	37	2%	37
Numbers	0	0%	0
Roulette	35	2%	35
Scratch-offs	85	4%	85
Skill Touch	83	4%	83
Slots	419	20%	419
Stocks	21	1%	21
Unspec.- Casino	345	17%	345
Unspec.- Lottery	7	<1%	7
Unspec. -Other	0	0%	0
Unspec. -Sports	220	11%	220
Unsure	1	<1%	1
Video Games	2	<1%	2
Video Poker	9	<1%	9
Video Poker- Non Casino	22	1%	22
Video-Keno	1	<1%	1
Unwilling	148	7%	148
<b>Total</b>	<b>2090</b>	<b>100%</b>	<b>2090</b>

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

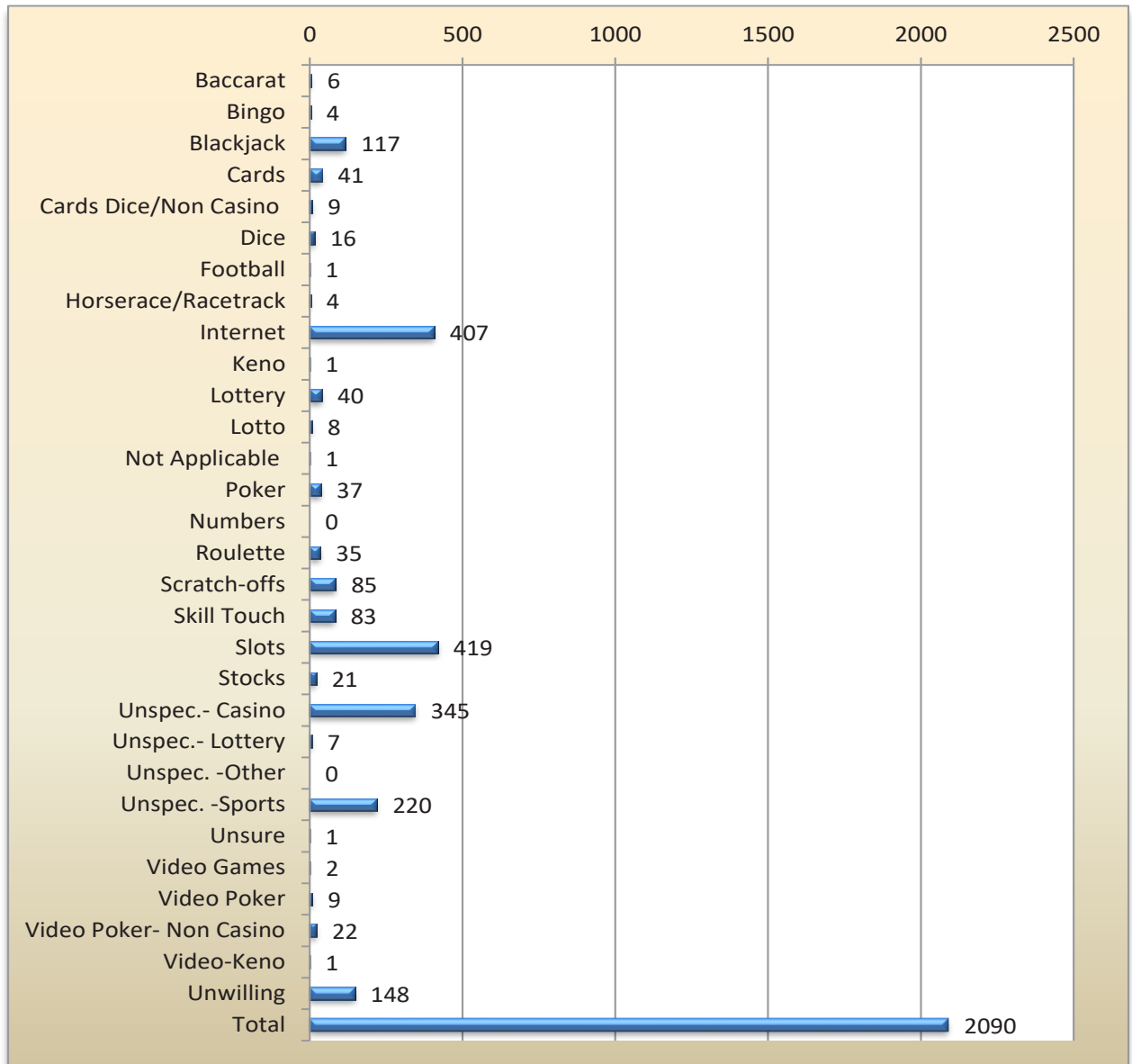
\*\* **Video Poker Non Casino-** video poker at truck stops, restaurants, etc.

\*\*\* **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 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

\*\*\*\* **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.



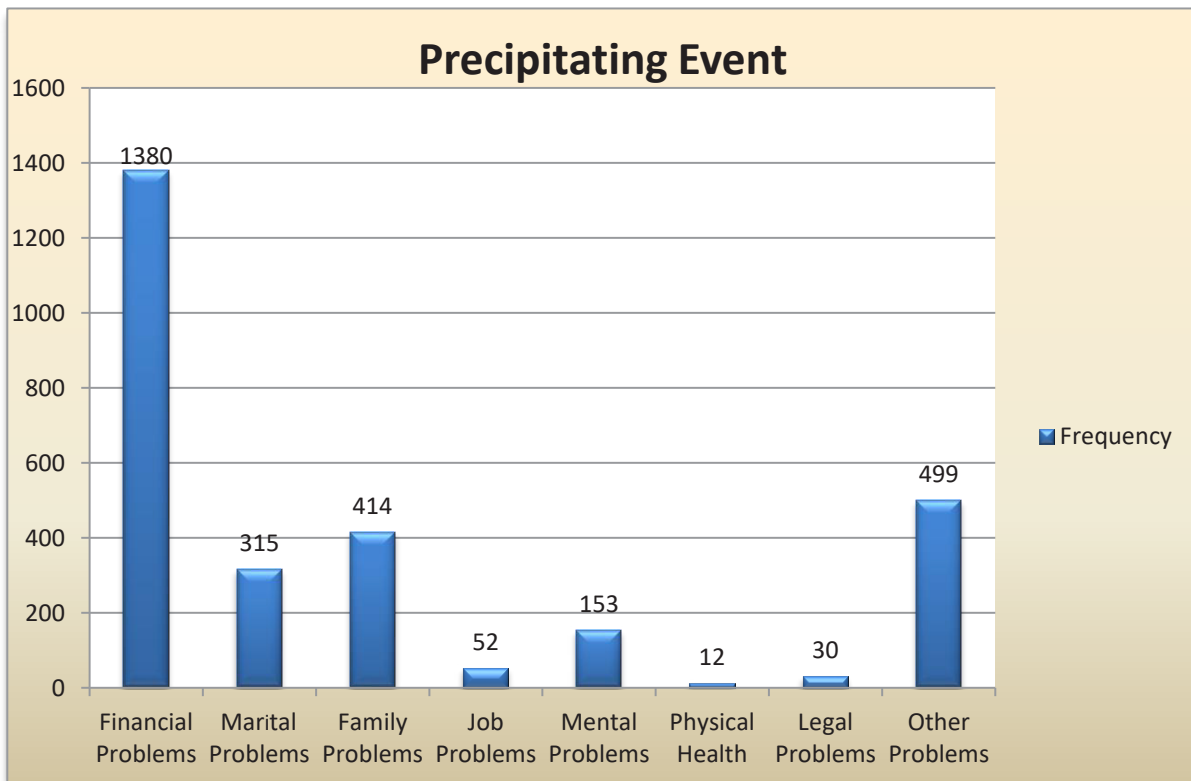
## Precipitating Events

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>Financial Problems</i>	1380	66%	1380
<i>Marital Problems</i>	315	15%	315
<i>Family Problems</i>	414	20%	414
<i>Job Problems</i>	52	2%	52
<i>Mental Problems</i>	153	7%	153
<i>Physical Health</i>	12	1%	12
<i>Legal Problems</i>	30	1%	30
<i>Other Problems</i>	499	24%	499

*\*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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### 2021 Monthly Intake Calls

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
<b>Number Called</b>	<b>Calls</b>	<b>Calls</b>	<b>Calls</b>	<b>Calls</b>	<b>Calls</b>	<b>Calls</b>	<b>Calls</b>	<b>Calls</b>	<b>Calls</b>	<b>Calls</b>	<b>Calls</b>	<b>Calls</b>	<b>CALLS</b>
800-848-1880	19	24	52	52	48	33	47	37	33	37	28	10	420
800-GAMBLER	62	81	77	53	64	66	71	62	69	63	91	98	857
877-565-2112	0	0	2	0	1	1	0	1	1	2	0	0	8
National Helpline	28	20	19	16	34	35	34	42	33	45	40	41	387
Other/Unknown	25	30	23	32	37	26	34	21	41	45	43	61	418
** <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
<b>Marital Status</b>	<b>Calls</b>	<b>Calls</b>	<b>Calls</b>	<b>Calls</b>	<b>Calls</b>	<b>Calls</b>	<b>Calls</b>	<b>Calls</b>	<b>Calls</b>	<b>Calls</b>	<b>Calls</b>	<b>Calls</b>	<b>CALLS</b>
Cohabiting	10	8	13	12	14	20	18	8	9	17	14	17	140
Divorced	8	14	7	10	8	8	9	5	8	15	11	14	109
Married	31	35	49	38	34	45	53	42	42	38	44	49	455
Separated	3	2	6	1	1	3	1	6	4	3	2	6	35
Single	47	68	75	59	72	49	78	66	69	74	92	66	766
Unasked/unwilling	31	25	20	28	45	33	25	28	43	42	38	55	380
Widowed	4	3	3	5	10	3	2	8	2	3	1	3	44

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
<b>How Caller Heard of Helpline</b>	<b>Calls</b>	<b>Calls</b>	<b>Calls</b>	<b>Calls</b>	<b>Calls</b>	<b>Calls</b>	<b>Calls</b>	<b>Calls</b>	<b>Calls</b>	<b>Calls</b>	<b>Calls</b>	<b>Calls</b>	<b>CALLS</b>
Billboard	0	1	1	1	1	0	3	0	0	0	1	1	9
Brochure	3	1	1	1	1	2	2	0	0	0	2	2	15
Casino / Casino Card	19	13	24	13	16	13	21	19	20	22	26	29	235
PGCB / Council	0	0	0	0	1	0	1	0	0	0	0	0	2
Crisis Line / Therapy	0	0	2	3	4	0	1	2	1	0	1	0	14
Family / Friend	6	9	9	8	6	6	1	2	8	2	2	7	66
Internet	72	92	94	87	109	108	118	104	97	118	113	95	1207
Lottery	4	5	6	2	5	2	4	5	4	3	4	7	51
Newspaper	1	0	1	0	0	0	0	0	0	0	0	0	2
Other	0	0	2	2	2	0	2	2	2	1	48	64	125
Phonebook / Operator	0	0	0	0	0	0	0	0	0	0	0	0	0
TV	4	0	2	4	4	3	1	5	4	1	1	3	32
Radio	2	4	4	0	1	2	0	1	2	1	4	2	23
Unwilling	23	30	27	32	34	25	32	23	39	44	0	0	309

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
<b>Suicide</b>	<b>Calls</b>	<b>Calls</b>	<b>Calls</b>	<b>Calls</b>	<b>Calls</b>	<b>Calls</b>	<b>Calls</b>	<b>Calls</b>	<b>Calls</b>	<b>Calls</b>	<b>Call</b>	<b>Calls</b>	<b>CALLS</b>
Present	0	0	1	0	0	1	1	1	1	0	1	1	7
No	134	155	170	153	183	157	184	160	172	190	198	207	2063
Past	0	0	2	0	1	3	1	2	4	2	3	2	20

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
<b>Callers Subject</b>	<b>Calls</b>	<b>Calls</b>	<b>Calls</b>	<b>Calls</b>	<b>Calls</b>	<b>Calls</b>	<b>Calls</b>	<b>Calls</b>	<b>Calls</b>	<b>Calls</b>	<b>Calls</b>	<b>Calls</b>	<b>CALLS</b>
Family	11	15	15	12	17	20	22	21	21	17	14	10	195
Friend	4	10	6	4	10	4	11	3	9	9	4	4	78
Self	102	125	136	119	137	127	139	126	127	157	170	180	1645
Spouse	15	4	13	12	10	8	12	10	15	5	7	13	124
Unwilling/Other	2	1	3	6	10	2	2	3	5	4	7	3	48

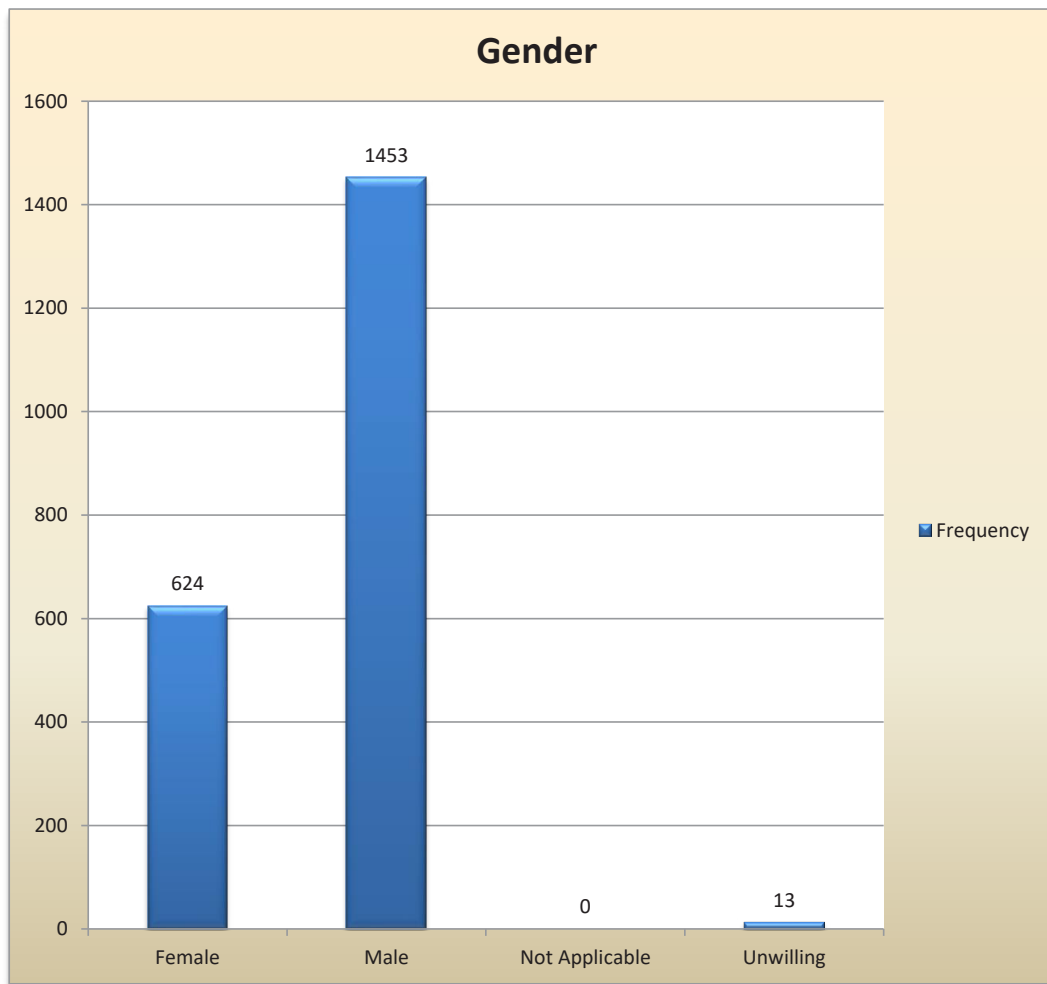
Callers Subject represents the person who the caller was seeking help for. Typically, the caller is the one experiencing

**Gender**

This category compares those experiencing issues based on gender

Gender			
Gender	Frequency	Percent	Total Calls
Female	624	30%	624
Male	1453	70%	1453
Not Applicable	0	0%	0
Unwilling	13	<1%	13
<b>Total</b>	<b>2090</b>	<b>100%</b>	<b>2090</b>

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

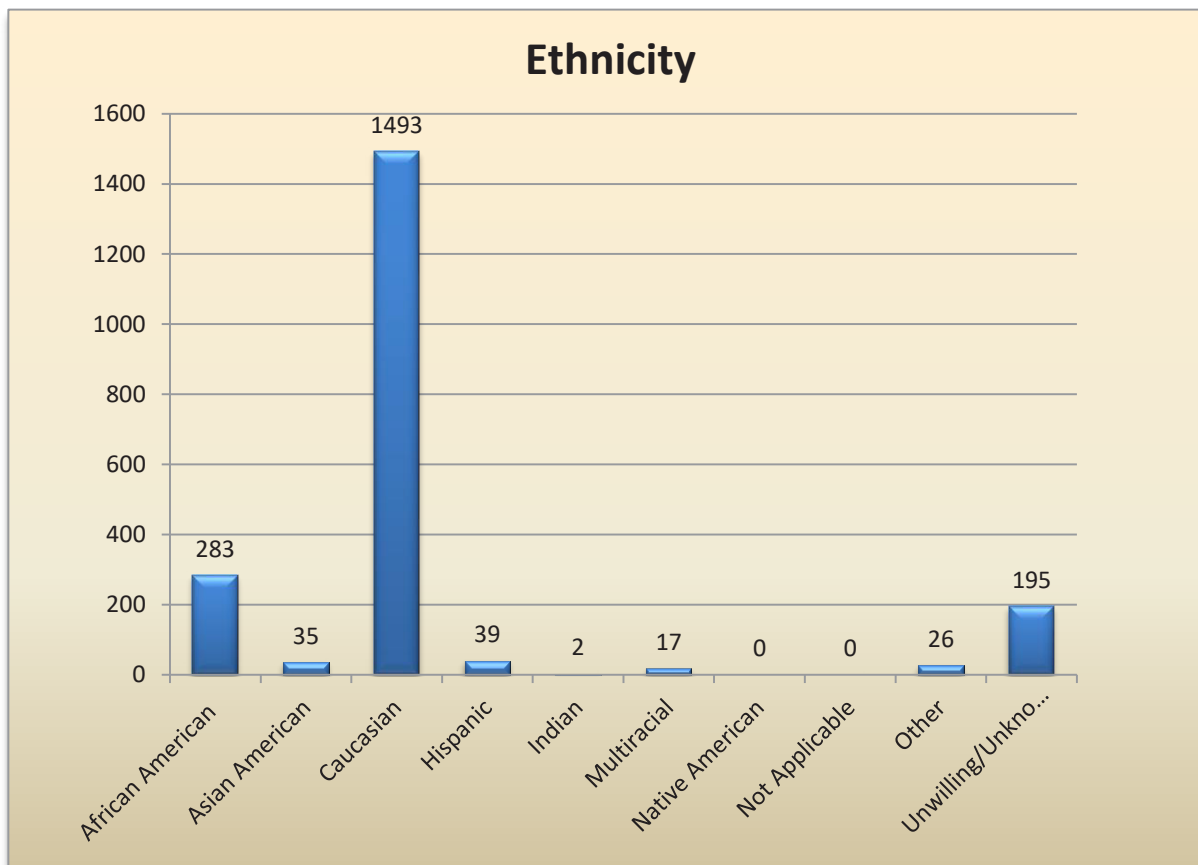


## Ethnicity

This category breaks down the ethnicity of the individual experiencing problems

Ethnicity			
Ethnicity	Frequency	Percent	Total Calls
African American	283	14%	283
Asian American	35	2%	35
Caucasian	1493	71%	1493
Hispanic	39	2%	39
Indian	2	0%	2
Multiracial	17	1%	17
Native American	0	0%	0
Not Applicable	0	0%	0
Other	26	1%	26
Unwilling/Unknown/Unsure	195	9%	195
<b>Total</b>	<b>2090</b>	<b>100%</b>	<b>2090</b>

\*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
<b>Language Line</b>													
Callers passed along	0	0	0	0	2	1	1	0	0	0	2	2	8

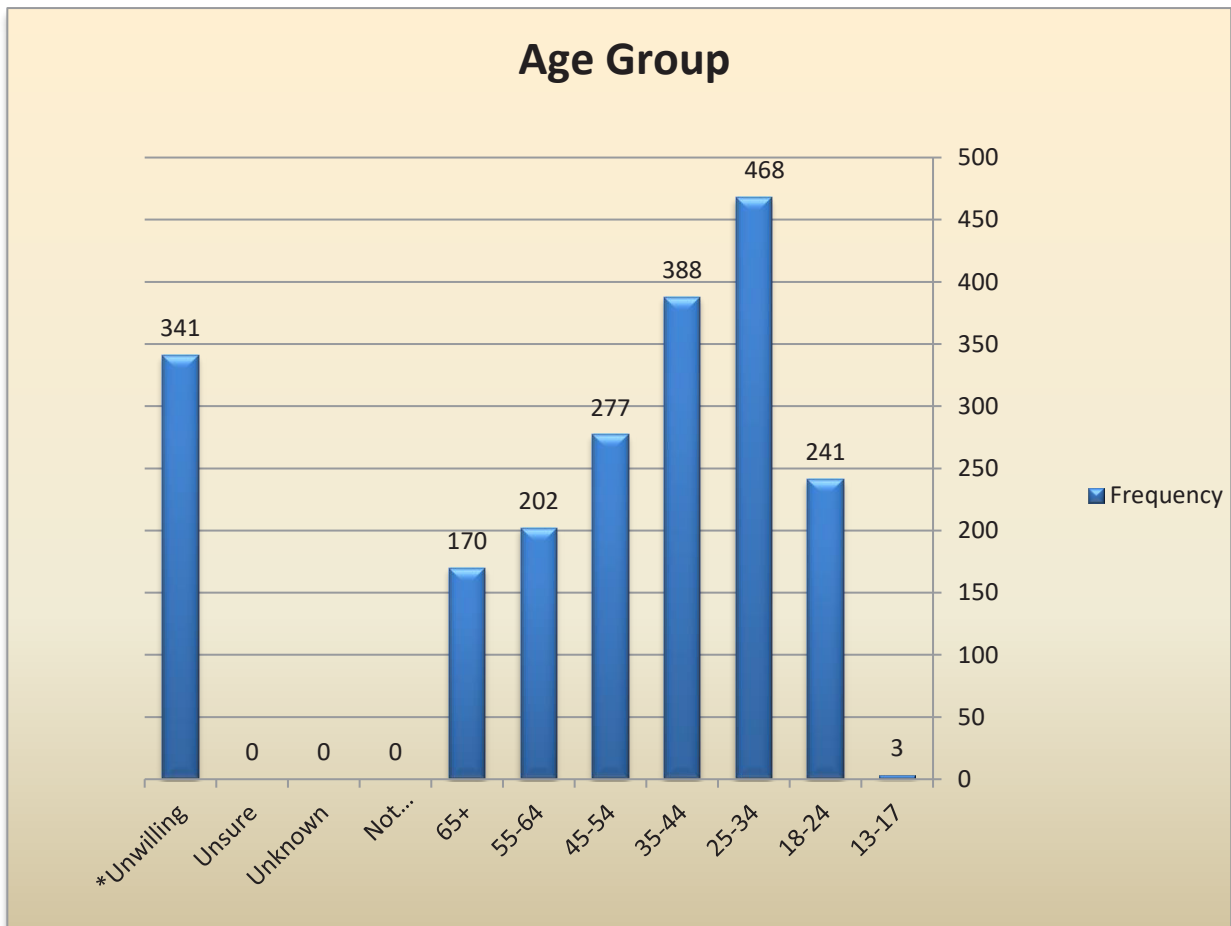
For the 2021 calendar year, the Problem Gamblers Helpline received a total of eight (8) requests for Language Line services. CCGP added translation services to their website in 2020 with the hope of increasing access to help for non-English speaking individuals.

## Age Group

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

Age Group			
Age	Frequency	Percent	Total
13-17	3	<1%	3
18-24	241	12%	241
25-34	468	22%	468
35-44	388	19%	388
45-54	277	13%	277
55-64	202	10%	202
65+	170	8%	170
Not Applicable	0	0%	0
Unknown	0	0%	0
Unsure	0	0%	0
*Unwilling	341	16%	341
<b>Total</b>	<b>2090</b>	<b>100%</b>	<b>2090</b>

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

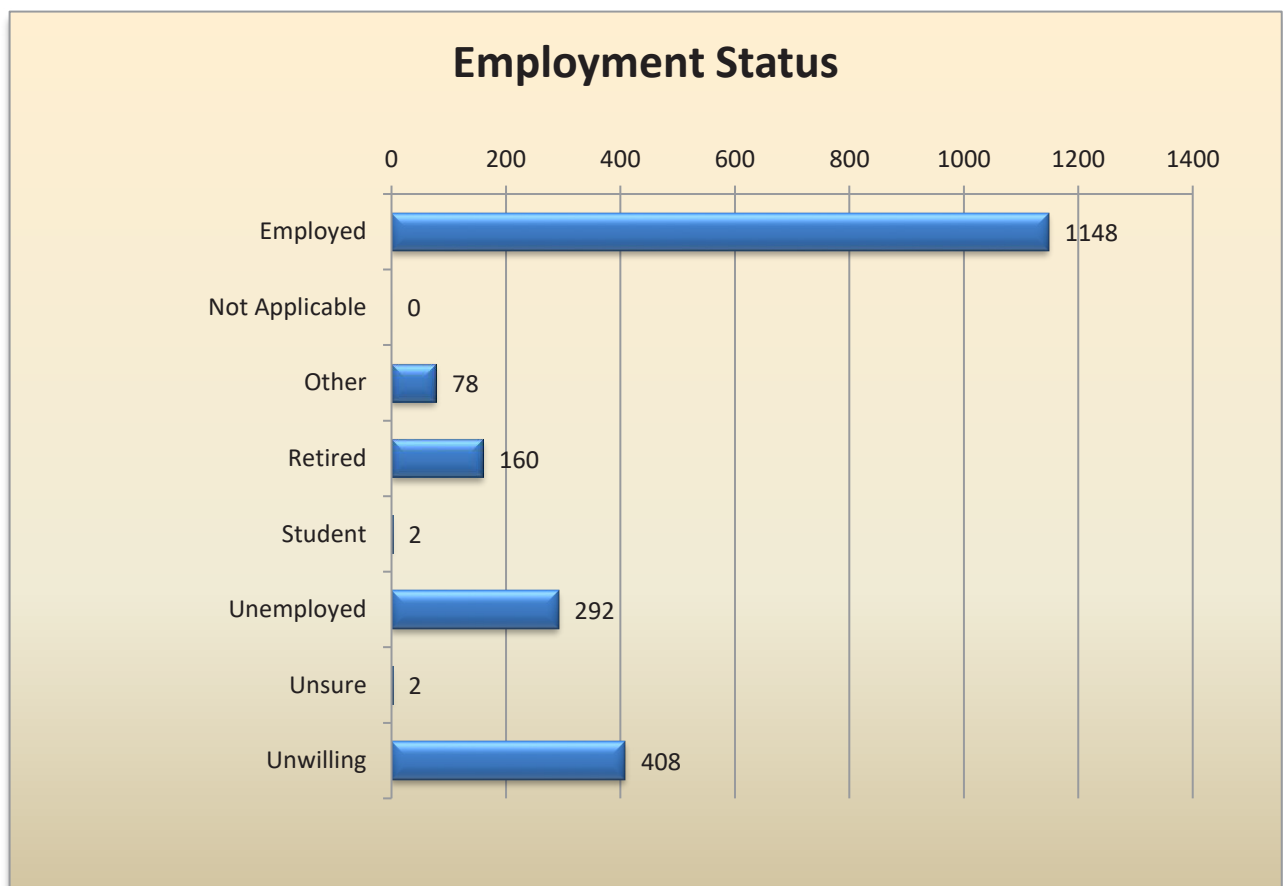


## Employment Status

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>	1148	55%	1148
<i>Not Applicable</i>	0	0%	0
<i>Other</i>	78	4%	78
<i>Retired</i>	160	8%	160
<i>Student</i>	2	<1%	2
<i>Unemployed</i>	292	14%	292
<i>Unsure</i>	2	<1%	2
<i>Unwilling</i>	408	19%	408
<b>Total</b>	2090	100%	2090

*\*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**

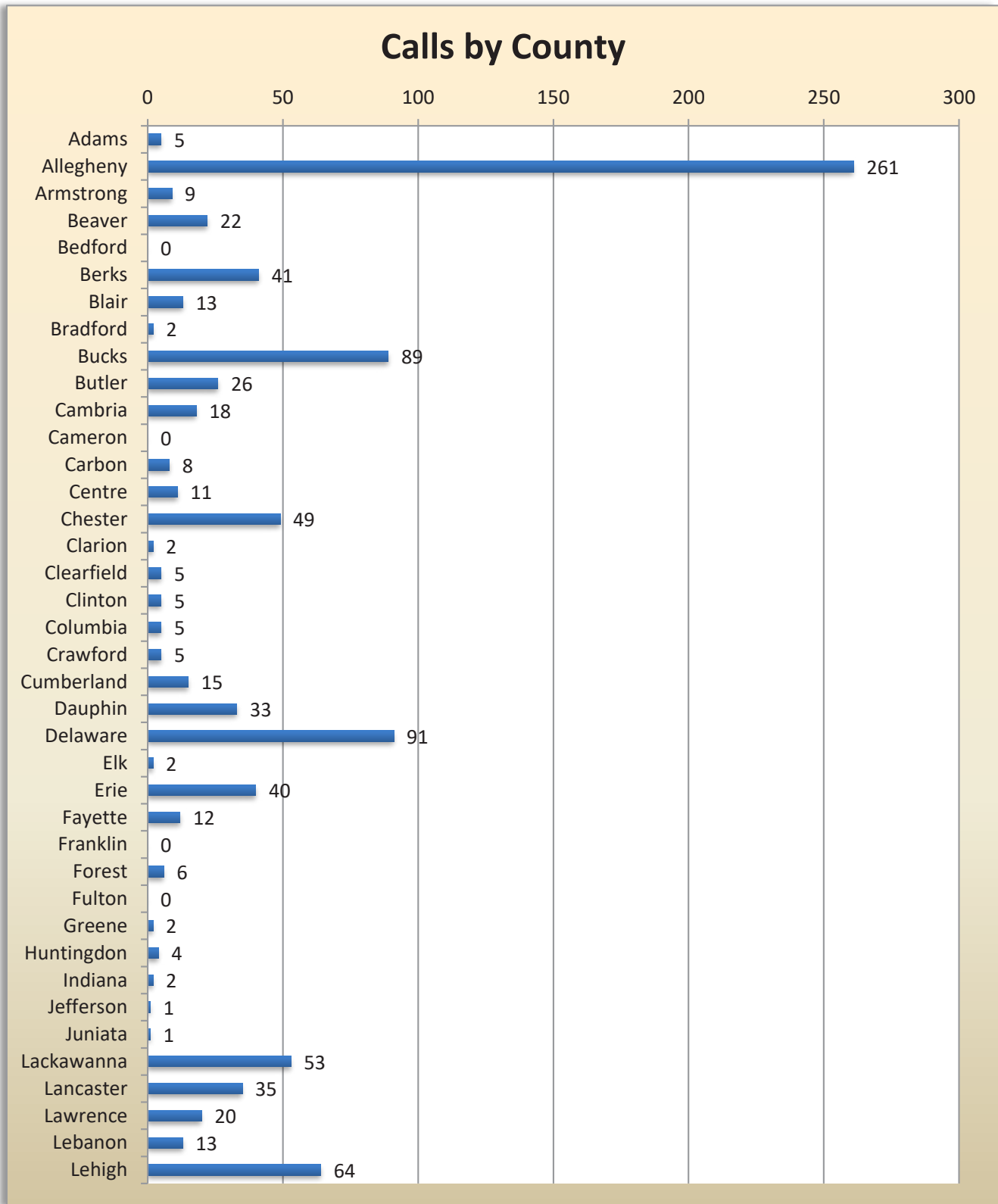
<b>Calls by County</b>			
<b>County</b>	<b>Frequency</b>	<b>Average</b>	<b>Total</b>
Adams	5	<1%	5
Allegheny	261	12%	261
Armstrong	9	<1%	9
Beaver	22	1%	22
Bedford	0	0%	0
Berks	41	2%	41
Blair	13	1%	13
Bradford	2	<1%	2
Bucks	89	4%	89
Butler	26	1%	26
Cambria	18	1%	18
Cameron	0	0%	0
Carbon	8	<1%	8
Centre	11	1%	11
Chester	49	2%	49
Clarion	2	<1%	2
Clearfield	5	<1%	5
Clinton	5	<1%	5
Columbia	5	<1%	5
Crawford	5	<1%	5
Cumberland	15	1%	15
Dauphin	33	2%	33
Delaware	91	4%	91
Elk	2	<1%	2
Erie	40	2%	40
Fayette	12	1%	12
Franklin	0	0%	0
Forest	6	<1%	6
Fulton	0	0%	0
Greene	2	<1%	2
Huntingdon	4	<1%	4
Indiana	2	<1%	2
Jefferson	1	<1%	1
Juniata	1	<1%	1
Lackawanna	53	3%	53
Lancaster	35	2%	35
Lawrence	20	1%	20
Lebanon	13	1%	13
Lehigh	64	3%	64
Luzerne	65	3%	65
Lycoming	15	1%	15
McKean	2	<1%	2
Mercer	5	<1%	5
Mifflin	3	<1%	3
Monroe	29	1%	29
Montgomery	90	4%	90
Montour	2	<1%	2

**Location of Intake Calls by County**

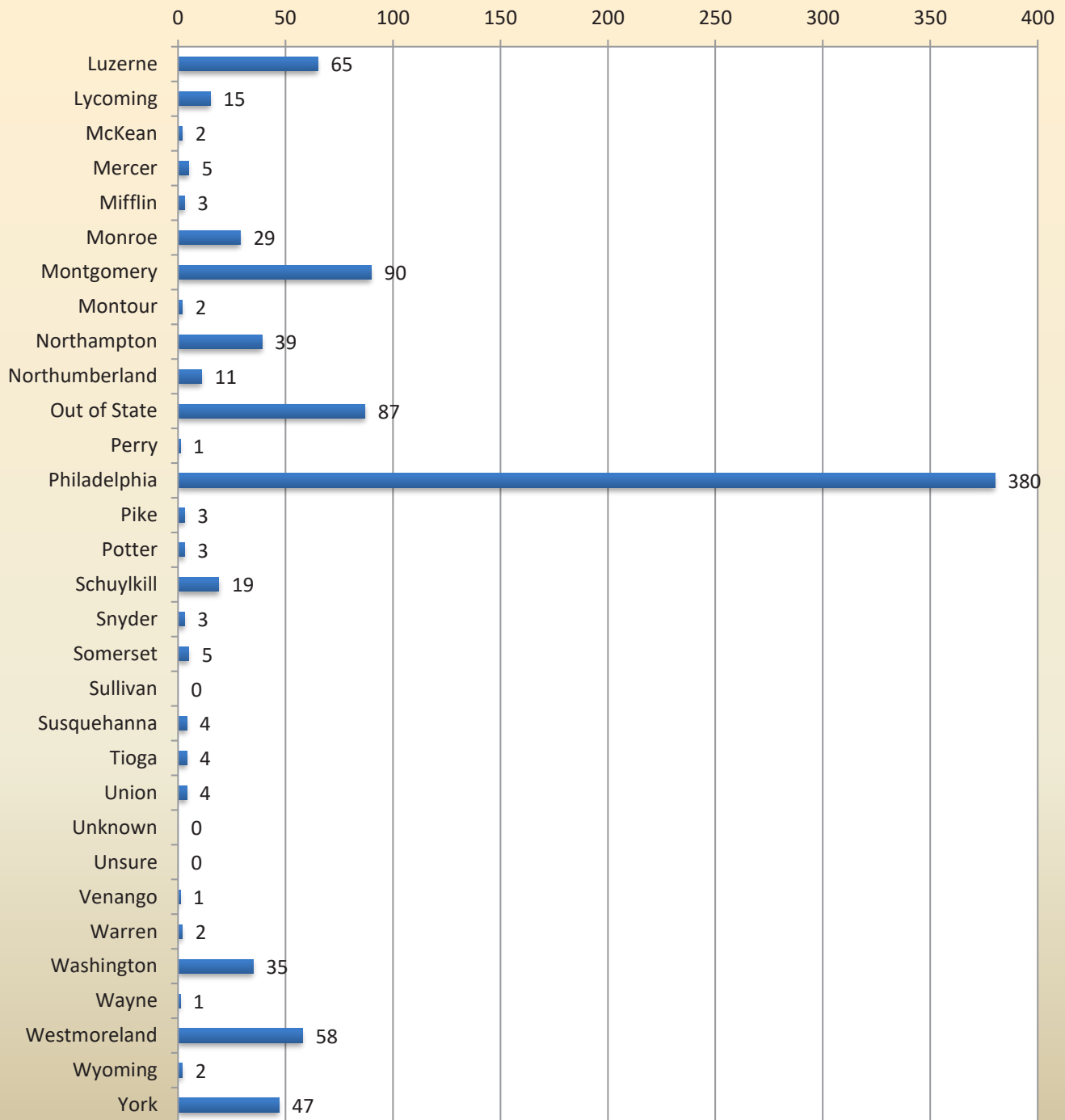
<b>Calls by County</b>			
<b>County</b>	<b>Frequency</b>	<b>Average</b>	<b>Total</b>
<i>Northampton</i>	39	2%	39
<i>Northumberland</i>	11	1%	11
<i>Out of State</i>	87	4%	87
<i>Perry</i>	1	<1%	1
<i>Philadelphia</i>	380	18%	380
<i>Pike</i>	3	<1%	3
<i>Potter</i>	3	<1%	3
<i>Schuylkill</i>	19	1%	19
<i>Snyder</i>	3	<1%	3
<i>Somerset</i>	5	<1%	5
<i>Sullivan</i>	0	0%	0
<i>Susquehanna</i>	4	<1%	4
<i>Tioga</i>	4	<1%	4
<i>Union</i>	4	<1%	4
<i>Unknown</i>	0	0%	0
<i>Unsure</i>	0	0%	0
<i>Venango</i>	1	<1%	1
<i>Warren</i>	2	<1%	2
<i>Washington</i>	35	2%	35
<i>Wayne</i>	1	<1%	1
<i>Westmoreland</i>	58	3%	58
<i>Wyoming</i>	2	<1%	2
<i>York</i>	47	2%	47
<i>*Unwilling</i>	200	10%	200
<b>Total</b>	<b>2090</b>	<b>100%</b>	<b>2090</b>

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





## Calls by County



## Other Problems Identified

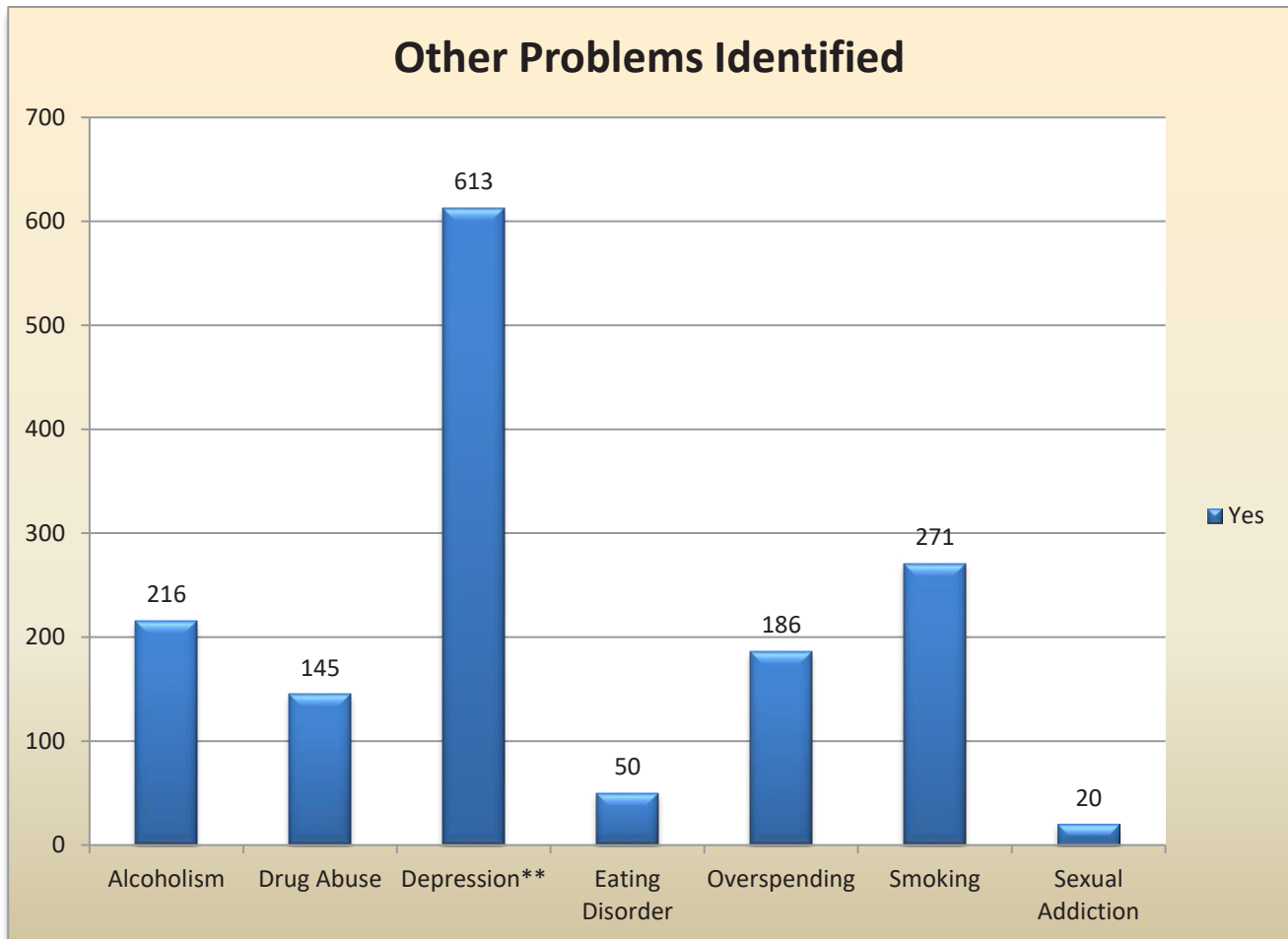
Other Problems Identified			
Other Problems*	Yes	Yes Percent	No
Alcoholism	216	10%	1410
Drug Abuse	145	7%	1477
Depression**	613	7%	998
Eating Disorder	50	2%	1553
Overspending	186	9%	1423
Smoking	271	13%	1332
Sexual Addiction	20	1%	1563

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.



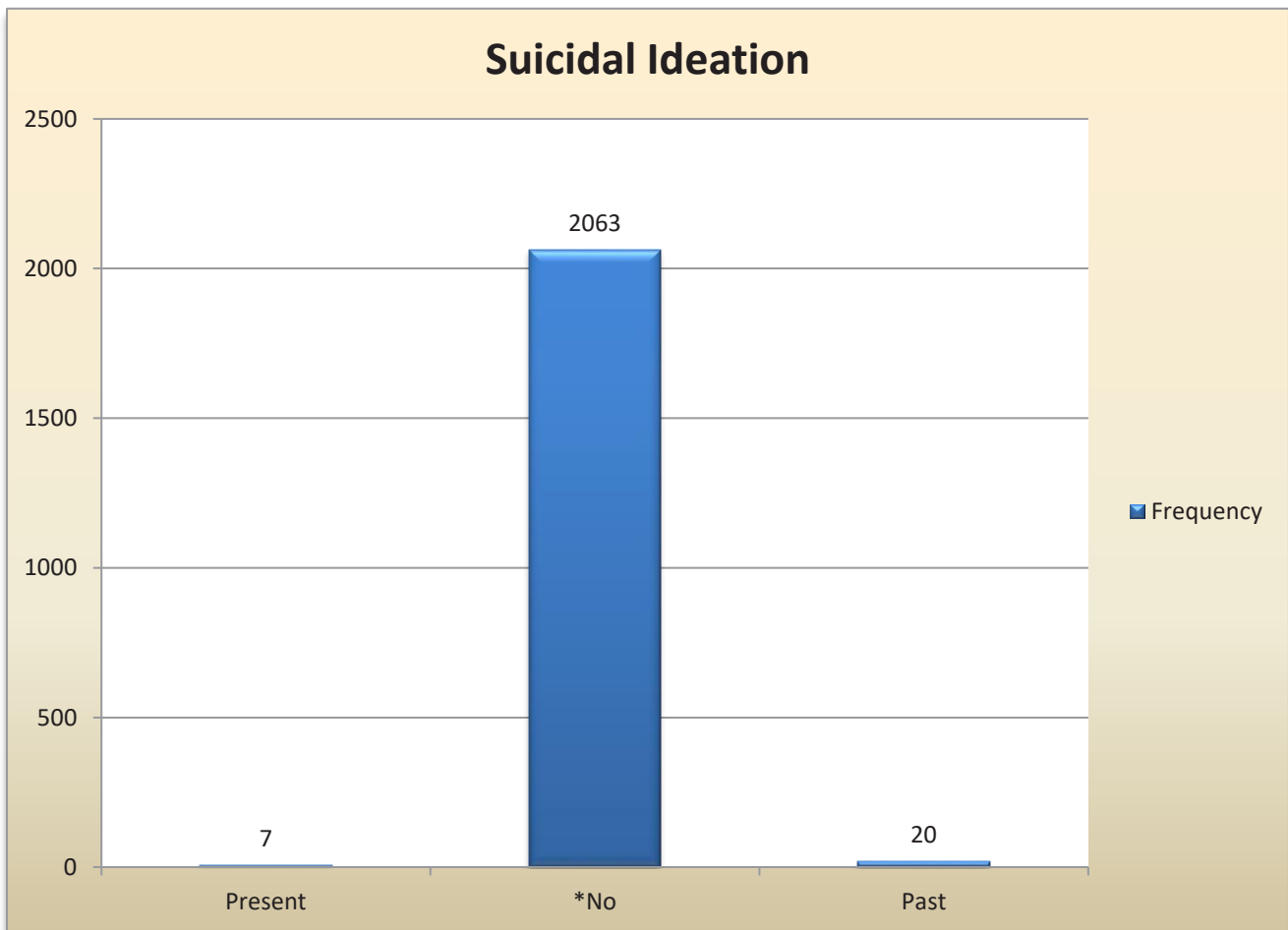
## Suicidal Ideation

*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	7	<1%	7
*No	2063	99%	2063
Past	20	<1%	20
<b>Total</b>	<b>2090</b>	<b>100%</b>	<b>2090</b>

*\*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.*



## 2021 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	10	11	6	1	5	4	9	8	9	7	5	12	87
	GA	57	73	84	65	78	91	100	91	101	100	114	108	1062
	Gam Anon	13	9	17	14	16	17	29	19	9	15	13	12	183
	Helpline Materials	8	12	6	4	5	12	6	9	8	7	12	18	107
	Internet Resources	61	66	76	54	65	71	85	62	87	71	96	83	877
	PA Council / PGCB	50	69	74	57	59	61	86	74	76	76	105	91	878
	Refused/Unable to Give/Other	38	39	32	33	49	36	49	36	58	45	38	51	504
	Self Exclusion	50	59	53	45	55	58	79	67	77	84	87	81	795
	Treatment	85	109	118	102	123	113	136	122	140	145	169	171	1533

### At a glance...

- 2021 saw 17,380 individuals place a call, chat or text to the Helpline Center. Of these, 2,090 (12%) were “intake” calls, or calls seeking help/information for issues related to gambling.
- Among the 17,380, 477 chat/223 text requests were received, 241 of which were for help.
- November and December saw the highest volume of intake calls. January saw the fewest.
- The majority of intake calls (66%) were prompted by financial problems.
- Over 1/2 (57.75%) of intake calls named “Internet” as where they learned about the Helpline.
- In PA, the highest number of intake calls (857) were made to the 1-800-GAMBLER number in 2021.
- More intake calls were made by males (70%) 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 (71%) were placed by Caucasian individuals in 2021.  
*Language line requests were made by eight (8) callers in 2021.  
 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.*
- 30% of all 2021 intake calls came from Philadelphia and Allegheny Counties.
- 20% (419) of all intake calls identified slots as the most problematic type of gambling. Internet gambling represented the second type identified, accounting for 19% (408) of calls.
- 220 calls regarding sports betting were placed in 2021, compared to 68 placed in 2020.
- 59% of intakes reported co-occurring issues related to mental health or substance/tobacco use.