

**House Gaming Oversight Committee – Public Hearing  
Compulsive and Problem Gambling Assistance  
Tuesday, April 5, 2016  
Council on Compulsive Gambling Of Pennsylvania, Inc.**

Good Morning Mr. Chairman and Members of the House Gaming Oversight Committee.

Thank you for, once again, inviting the Council on Compulsive Gambling of Pennsylvania, Inc. (CCGP) to address the committee, and to provide you with information related to the problem gambling helpline services that are currently available in Pennsylvania.

At the Council, we continue to address the issue of problem gambling behavior, and the effects of this behavior in the Commonwealth of Pennsylvania. The council has served as the state advocacy group since 1997, servicing the needs of those individuals affected by problem gambling behaviors.

The CCGP is currently fully managed and operated by myself, Josh Ercole, Chief Operating Officer, and Jim Pappas, Executive Director. We also have currently have a Communications Director and Event Planner on staff and additionally, we partner with a number of consultant trainers throughout Pennsylvania, to assist with workshops held throughout the state. We currently have a speaker bureau of approximately six (6) consultant presenters.

**Helpline Services:**

Allow me to begin by referring you to our 2015 Annual Report and our February 2016 Helpline Reports – much of the information that I will speak about today regarding the existing Helpline numbers in Pennsylvania are highlighted in these reports.

Our 24/7 live clinical response call center receives, on average, 1600 calls per month – many of these calls are from citizens who are affected by problem gambling behavior. In 2015, we saw an increase of over 100 intake calls from 2014, made by individuals seeking information and help about a gambling problem that they, or a loved one, were experiencing.

There are currently 25 trained helpline specialists on staff who answer calls from problem gamblers, or from friends and family members of impacted individuals. The helpline specialists are able to offer additional resources and referrals to callers seeking assistance. These referrals include, but are not limited to, professional counseling services, as well as Gamblers Anonymous (GA) and Gam-Anon meetings that are held throughout the state of Pennsylvania. This call service offers free assistance to callers and additionally, a language line service offers assistance in over sixty (60) languages.

The staff at the helpline center goes through onsite training in gambling addiction, crisis intervention, referral dissemination, and Health Insurance Portability and Accountability, or HIPAA, regulations. There are three (3) masters level counselors on call 24/7, who specialize in problem gambling treatment and offer assistance on all intake, or crisis, calls. The staff training process is intensely focused around mock calls and one-on-one mentorship with senior helpline specialists. Calls are monitored for quality assurance on an ongoing basis.

Regarding helpline numbers in PA - the Council's own statewide helpline number (1-800-848-1880) has existed since 1997. From 1997 to February 2007, calls to this number were answered directly by CCGP internal staff and volunteers. During that time, the Pennsylvania Lottery and Pennsylvania racetracks advertised this number.

In 2004, the passage of the PA Race Horse Development and Gaming Act, or Act 71, allowed for the introduction of casino gambling to Pennsylvania. As part of the license agreement with the Pennsylvania Gaming Control Board (PGCB), all casinos would be mandated to advertise a helpline number, of their own selection, for those seeking information and assistance with problems related to gambling activity.

In February 2007, as a result of this expansion, the Council began offering 24/7, live assistance by utilizing a clinical response call center. At that time, the Council increased available services and the call center began managing calls coming in from additional helpline numbers.

The reason for this is, up until this point many of the residents of Pennsylvania gambled regularly in other jurisdictions, where other Helpline numbers had been advertised, and therefore many of these individuals may not have been aware of the number that was being advertised in Pennsylvania (1-800-848-1880). In New Jersey, the Council on Compulsive Gambling of NJ owned helpline number, 1-800-GAMBLER put callers in touch with assistance. On a national scale, the National Council on Problem Gambling (NCPG) offered 1-800-522-4700 as a link to help. We felt it was important to partner with these Councils and adopt these numbers in Pennsylvania, and since February 2007, calls made to any of these numbers from a Pennsylvania area code, puts callers in direct contact with our helpline center.

Upon becoming Category 1 'Racinos', the majority of racetracks that previously utilized the CCGP statewide helpline began utilizing the 1-800-GAMBLER number. Also using the 1-800-GAMBLER in Pennsylvania are Sugarhouse Casino, Mount Airy Casino Resort, Mohegan Sun Pocono, Presque Isle Downs & Casino, Rivers Casino, Lady Luck Casino Nemaquin, Valley Forge Casino Resort, Parx Casino and Sands Casino Resort Bethlehem. Typically, the 1-800-GAMBLER number receives the most calls on a monthly basis, representing nearly half of all calls (48%).

The 1-800-848-1880 number is still advertised by the PA lottery and appears on all tickets and printed materials, and in addition is regularly posted as a crawler on televised lottery drawings. The Meadows Racetrack Casino also continues to

advertise the 1-800-848-1880 number, as well. In 2015, 17% of the intake calls received at the Helpline Center were made by callers using this number.

The NCPG national number (1-800-522-4700) is not actively advertised in Pennsylvania, but we feel that based on national advertising and awareness, as well as significant annual call rates, it is vital to connect Pennsylvania callers who may utilize this number to our helpline service, as they may have become aware of the number in another jurisdiction. Calls to the National number represented approximately 18% of the total intake calls in 2015.

The Council also currently contracts with and manages calls that are made using the number that is owned by the Pennsylvania Department of Drug and Alcohol Programs (DDAP) - 1-877-565-2112. In addition, this is also the number that Hollywood Casino at Penn National Racecourse has chosen to advertise. This number accounted for 8% of intake calls in 2015.

Once again, all of the information I just outlined is presented in greater detail in the Annual and Monthly Data Reports that you have in front of you.

Please understand, despite the fact that there are four (4) numbers advertised by various establishments, departments and agencies throughout Pennsylvania, these numbers all connect callers to the exact same call center, which again, offers 24/7 live assistance.

In November 2015, we implemented a Chat-Line option to our website, and a 'Text For Help' feature, both of which offer individuals who may be suffering from gambling related issues, or those seeking information, an alternative to the traditional 'phone call approach'. Using a computer or mobile device, an individual seeking assistance can connect with a Helpline specialist using one of these features, maintaining an added level of anonymity by not feeling the need to 'verbalize' that they, or their loved one, may have an issue. Our hope is that people who may not be ready to make 'the call' may be more comfortable using this type of service.

Effective December 1, 2015 the Council has four (4) billboards throughout the Philadelphia region, displaying our primary Helpline numbers. Philadelphia County consistently accounts for the highest number of monthly intake calls. We are currently researching available ad space and other options throughout central and western Pennsylvania, as well.

In an ongoing effort to raise awareness and stay connected with communities throughout Pennsylvania, we regularly take part in meetings and consortiums with the gaming task force in Philadelphia, DDAP in Harrisburg, and several other county organizations located throughout Pennsylvania.

### **CAP Trainings**

The council currently conducts a responsible gambling program to casino team members throughout the state titled the "CAP" or "Customer Assistance Program".

These trainings, which are conducted annually as part of the casino license agreement in Pennsylvania, are presented to a live audience, and also recorded for team members who are unable to attend the live presentation, as well as future hires. Again, it is mandated by the PGCB that all casino team members complete trainings, such as these, on an annual basis.

These trainings focus on helping team members to understand what problem gambling is, what signs may be displayed by someone who is experiencing a problem and, most importantly, what resources are available in the event someone asks for help – please understand, that “Someone” can be a customer, a co-worker, or a co-dependent. The primary resource that we focus on is the use of the site-specific advertised Helpline number.

Our main goal in providing this training to empower every team member to use the resources available to them, and for them to be a link between someone who is suffering from a gambling problem and the help that is available. We stress the importance of awareness and customer assistance, and stress that the training is NOT about diagnosing disorders – we simply want team members to be ready in the event that a guest asks them for help.

Finally, the CCGPA has worked to expand our social network and website, in an effort to share as much information, and make as many resources available, as possible. These resources include downloadable materials for the general public and clinicians, including information in several languages.

In our opinion, mandating that one universal number be made available throughout Pennsylvania could be problematic in the following ways:

- Costs associated with updating advertised helpline numbers would be considerable for all parties who would be required to make the change. Throughout Pennsylvania casinos, the site-specific numbers are advertised at many locations throughout the casino, including but not limited to, entrances/exits, ATM machines, guest services, and all printed signage that is posted throughout the gaming area. A change of this caliber would require not only the updating of all advertised onsite signage and materials, but also all billboard advertisements, player club/VIP/Casino cards and any other materials that are distributed to, and utilized by, existing patrons.
- A larger concern, in our eyes, lies among those who are geographically and culturally linked to a number at the gaming establishment and/or gambling activity that they currently utilize and/or frequent. There are many areas of the state where residents are likely unaware of the existence of multiple numbers. Our fear is that replacing numbers may create confusion among those who are familiar with the existing number in their area, thus preventing some individuals from taking that first step toward seeking help.

**This concludes our testimony – thank you again for inviting us to participate today. If time permits, I would be happy to answer any questions or hear any comments that the committee members may have for us.**

**Respectfully submitted,**

**James S. Pappas  
Executive Director  
CCGPA**

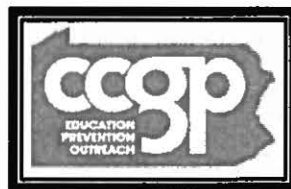
**Josh Ercole  
Chief Operating Officer  
CCGPA**

# Council on Compulsive Gambling of Pennsylvania, Inc.

Helpline Data Report

YTD – 2016

As of February



Pennsylvania Helpline for Compulsive Gamblers

Monthly Summary						
Month	Intake (Problem Gambling Related)	Casino (Non-CG)	Lottery (Non-CG)	Wrong#/ Hangup	Other	Total
January	116	362	1042	379	27	1926
February	120	363	303	304	33	1123
March						
April						
May						
June						
July						
August						
September						
October						
November						
December						
<b>TOTAL</b>	<b>236</b>	<b>725</b>	<b>1,345</b>	<b>683</b>	<b>60</b>	<b>3,049</b>

Figure 1

Every call that is made to the Helpline Center is tracked and noted by type (fig. 1). A majority of calls received are information inquiries (last night's lottery drawing, room reservations, etc.). In February 2016, 6% of total calls received were requests for help with a gambling problem.

The Council saw a dramatic increase in intake calls in January 2016, with 1,042 'Non CG Lottery' related calls, representing over one-half of the total calls received (fig. 2). This was attributed to the record breaking Powerball jackpot that occurred that month. Many times, these calls are inquiries regarding about the winning numbers or where to obtain payouts, but do not reflect calls for help. February 2016 data proved to be more consistent with our 2015 data, with only 303 lottery calls.

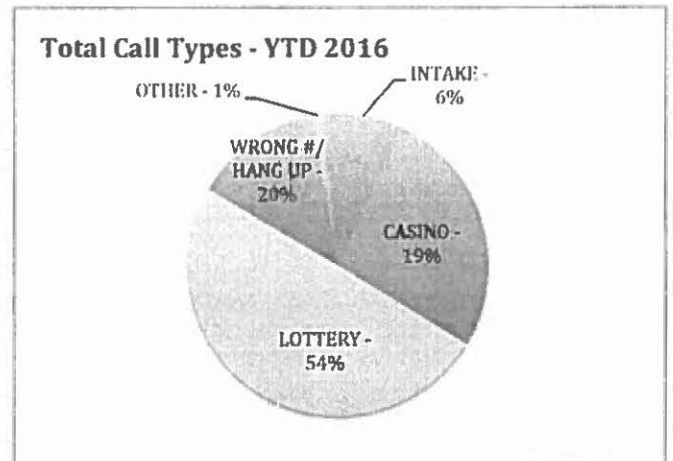
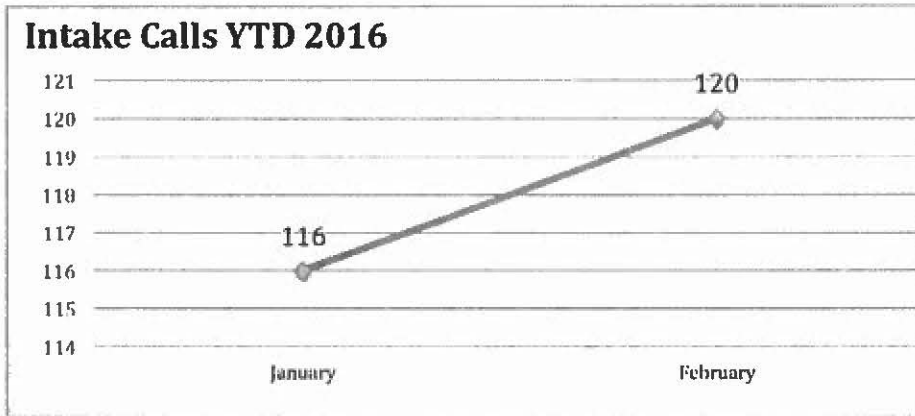


Figure 2

Pennsylvania Helpline for Compulsive Gamblers



Intake calls represent the calls made by individuals who are suffering from a problem gambling issue, have relapsed, or who know someone with a gambling problem. Callers are provided resources, such as Gamblers Anonymous (GA) meeting information and/or trained counselor contact information. For the month of February 2016, the total number of intake calls was 120 (fig. 3).

Figure 3

One of the primary pieces of information collected from our Helpline Specialists during intake calls is the most problematic form of gambling that a caller, or subject, is engaging in. Slots and other casino based games were the activity named during the majority of calls in February 2016 (fig. 4). This can likely be explained by the promotion and high visibility of the Helpline number throughout each of the 12 casinos that currently operate in Pennsylvania.

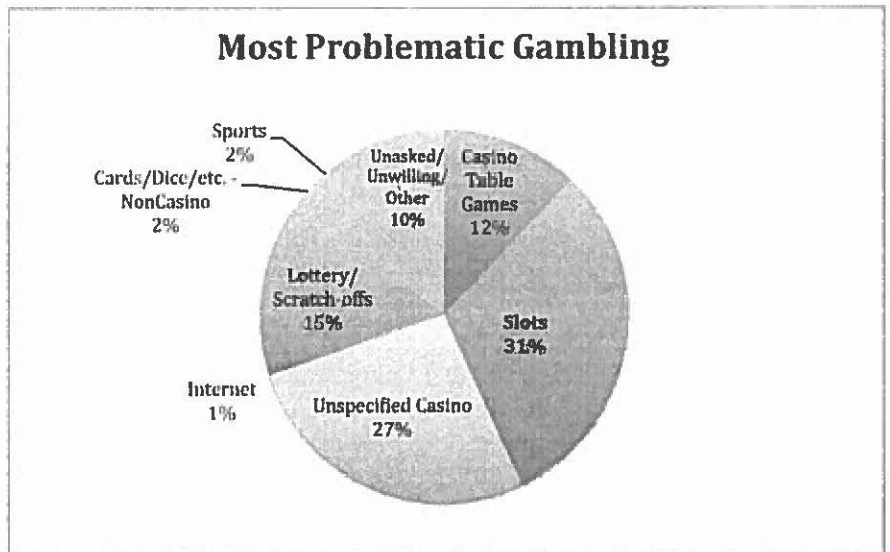


Figure 4

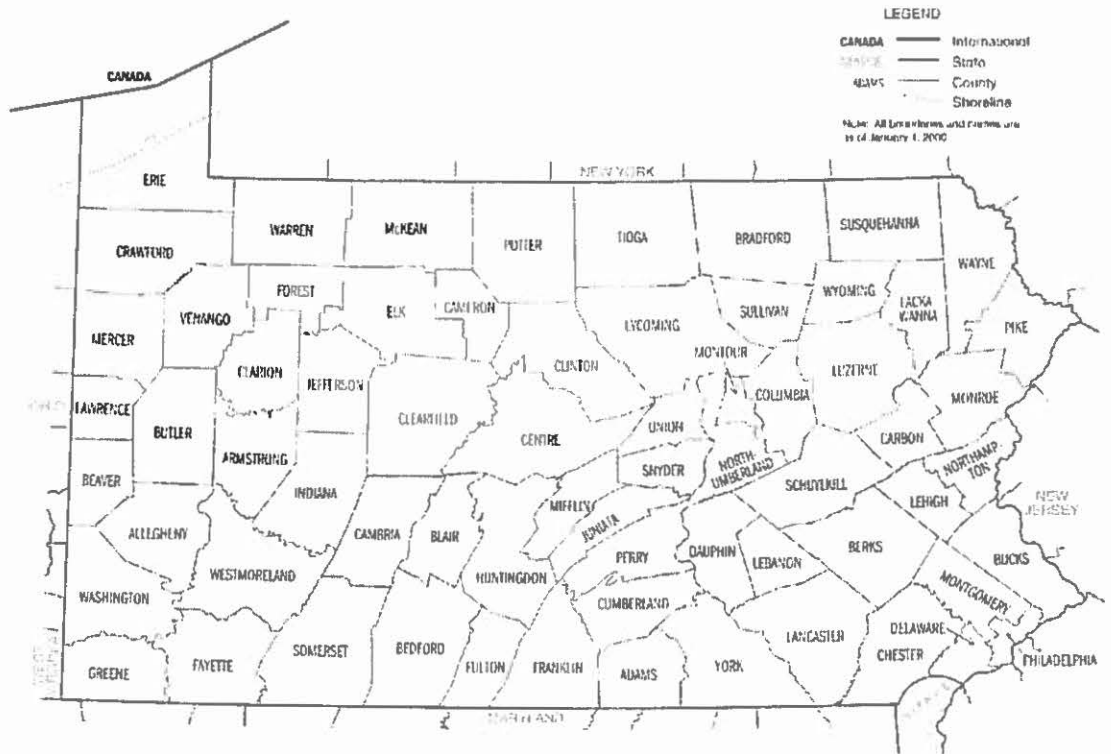


## Pennsylvania Helpline for Compulsive Gamblers

Philadelphia and Allegheny counties are consistently the top two counties that helpline calls come in from. This month, the Helpline saw a near equal amount of calls from Luzerne and Delaware counties (third and fourth highest number of calls, respectively).

<b>Calls by County January 2016</b>		
	<b>County</b>	<b>Calls</b>
1	Philadelphia	24
2	Allegheny	15
3	Luzerne	8
4	Delaware	7
5	Bucks	5
6	Northampton	5
7	Berks	4
8	Dauphin	4
9	Lehigh	4
10	Montgomery	4
11	Chester	3
12	Erie	3
13	Lackawanna	3
14	Lancaster	3
15	Westmoreland	2
16	Franklin	1
17	Jefferson	1
18	Mercer	1
19	Mifflin	1
20	Bradford	1
21	Northumberland	1
22	Fayette	1
23	Lawrence	1
24	Pike	1
25	Washington	1

Counties not listed received no calls.



Pennsylvania Helpline for Compulsive Gamblers

**Pennsylvania Fiscal Year (PFY15-16)**

	July	August	September	October	November	December	January	February	March	April	May	June	Totals
<b>Intakes</b>	149	170	144	156	124	105	116	120					1084
<b>Hang-ups</b>	262	257	196	246	226	228	298	238					1951
<b>*Casino (Info)</b>	443	359	330	326	304	366	362	363					2853
<b>*Lottery (Info)</b>	473	355	368	314	336	350	1042	303					3541
<b>Wrong#</b>	76	57	74	71	62	64	81	66					551
<b>Other</b>	33	30	30	26	27	27	27	33					233
<b>Totals</b>	1436	1228	1142	1139	1079	1140	1926	1123	0	0	0	0	10213

\*denotes calls about non-compulsive gambling related topics - info seeking only

**Additional Helpline Details - 2016**

	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>Calls</b>	<b>Calls</b>	<b>CALLS</b>
Present	0	0											0
No	116	120											236
Past	0	0											0

National studies have shown remarkably high rates of suicide ideation and attempt rates by problem gamblers - inquiring about a callers' current state is always a priority. In February 2016, it was determined that no callers presented as a risk of harm to themselves or others.

<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	15	18											33
Friend	6	0											6
Self	83	92											175
Spouse	9	7											16
Unwilling/Other	3	3											6

Callers Subject represents *who* the person who made the call was seeking help for. Typically, the caller is the one experiencing the issue. However, there are several instances of friends and/or family members who call seeking assistance.

Pennsylvania Helpline for Compulsive Gamblers

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

Caller's Gender	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	CALLS
Female	55	36											91
Male	61	84											145
Unwilling	0	120											120

On average in 2015, the percentage ratio of female to male callers/subjects was 40% to 59% (1% were unwilling/unspecified). In January 2016, the ratio was split a bit more evenly, with 47% of calls coming in about female gamblers. This changed in February, when only 30% of calls were regarding female gamblers.

Ethnicity of Caller	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	CALLS
African American	19	15											34
Asian American	7	3											10
Caucasian	80	93											173
Hispanic	4	1											5
Other	2	3											5
Unwilling	4	5											9

While Caucasian males gamble the most overall, it is found that African American males gamble most frequently and, unfortunately, develop problems at a very high rate. This disorder can impact people of all backgrounds, yet for some cultures, outreach for help is very limited.

Language Line	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	CALLS
Callers passed along	1 (SP)	0											1

The Helpline utilizes a Language Line service which quickly connects callers to assistance in over 60 available languages.

Pennsylvania Helpline for Compulsive Gamblers

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

Precipitating Event	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Financial Problems	72	92											164
Marital Problems	14	12											26
Family Problems	21	23											44
Job Problems	1	0											1
Mental Health Problems	7	3											10
Physical Health Problems	0	1											1
Legal Problems	1	4											5
Other Problems	31	27											58

Precipitating events represent primary issues that prompted the caller to contact the Helpline. Callers may answer 'yes' to more than one of the listed categories.

Most Problematic Gambling	CALLS	CALLS	CALLS	CALLS	CALLS	CALLS	CALLS	CALLS	CALLS	CALLS	CALLS	CALLS	CALLS	CALLS
*Casino - Table Games	14	9												23
Slots	36	37												73
**Unspecified Casino	31	20												51
Internet	1	3												4
Lottery/Scratch-offs	17	24												41
Races	0	1												1
***Cards/Dice/etc. – NonCasino	3	9												12
****Sports	2	2												4
*****Poker/Video Poker	0	3												3
Unasked/Unwilling/Other	12	12												24

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

\*\*\*Cards/Dice/etc. – NonCasino – Any unregulated card game, dice game or other type of game

\*\*\*\*Sports – unspecified sports, football, basketball, fantasy sports, etc.

\*\*\*\*\*Poker/Video Poker – Casino Poker games (live and video)

Pennsylvania Helpline for Compulsive Gamblers

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

Age Group of Gambler's	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	CALLS
13 – 17	0	2											2
18 – 24	7	10											17
25 – 34	11	19											30
35 – 44	8	16											24
45 – 54	24	26											50
55 - 64	24	11											35
65+	13	13											26
Unknown/Unwilling	29	0											29

In February 2016, we saw an increase in the number of calls from the 25-34 years old gambler, and a drop in the calls from the 55-64 year old age group. It is important to note – 2 calls were received regarding adolescents (13-17 years old).

Other Problems Identified	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	TOTAL
Alcoholism	6	5											11
Drug Abuse	5	2											7
Depression	14	24											38
Eating Disorder	1	1											2
Overspending	10	19											29
Sexual Addiction	1	0											1

Co-occurring disorders often occur with problem gamblers. Gathering this information is vital in determining treatment paths. Callers may answer 'yes' to more than one category.

Pennsylvania Helpline for Compulsive Gamblers

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>	<b>CALLS</b>
Cohabiting	0	6												6
Divorced	7	6												13
Married	28	34												62
Separated	2	1												3
Single	34	35												69
Unasked/unwilling	38	31												69
Widowed	7	7												14

<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>	<b>CALLS</b>
Billboard	5	1												6
Brochure	7	4												11
Casino / Casino Card	37	34												71
PGCB / Council	0	0												0
Crisis Line / Therapy	1	21												22
Family / Friend	3	5												8
Internet	29	28												57
Lottery	8	14												22
Newspaper	0	0												0
Other	3	7												10
Phonebook / Operator	1	1												2
TV	3	0												3
Radio	1	4												5
Unwilling	18	20												38

Promotion of the Helpline service as a resource for those suffering from gambling problems is vital. By advertising the number at gambling establishments and on gambling materials, it is made clear that help is available.

Pennsylvania Helpline for Compulsive Gamblers

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	CALLS
800-848-1880	25	17												42
800-GAMBLER	59	60												119
877-565-2112	9	6												15
National Helpline	25	22												47
Other/Unknown	11	15												26
** (Lottery Prompt)	0	3												3

Suggested Referrals	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	Calls	CALLS
CCCS	4	5												9
GA	67	76												143
Gam Anon	14	19												33
Helpline Materials	14	14												28
Internet Resources	27	50												77
PA Council / PGCB	1	2												3
Refused/Unable to Give/Other	18	17												35
Self Exclusion	39	30												69
Treatment	79	84												163

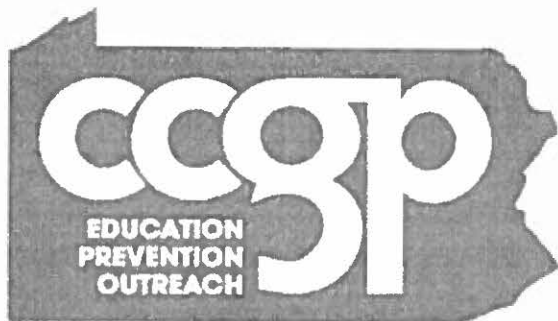
*Intake calls often result in the dissemination of referrals – most often these are in the form of treatment options or Gamblers Anonymous meetings.*

Chat/Text Requests	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTALS
Chat Requests	7	6											13
Text Requests	4	1											5

In November 2015, the Council on Compulsive Gambling implemented a 'chatline' and 'text for help' option into the existing Helpline Services. Like the Helpline, the chatline and text options are available 24/7 and provide an additional level of anonymity for those who may not be ready to physically verbalize the issues they are experiencing. Since the program began, we have seen continued use of these services and are pleased to offer another available resource for individuals seeking assistance.

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# Helpline Data 2015 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](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 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.

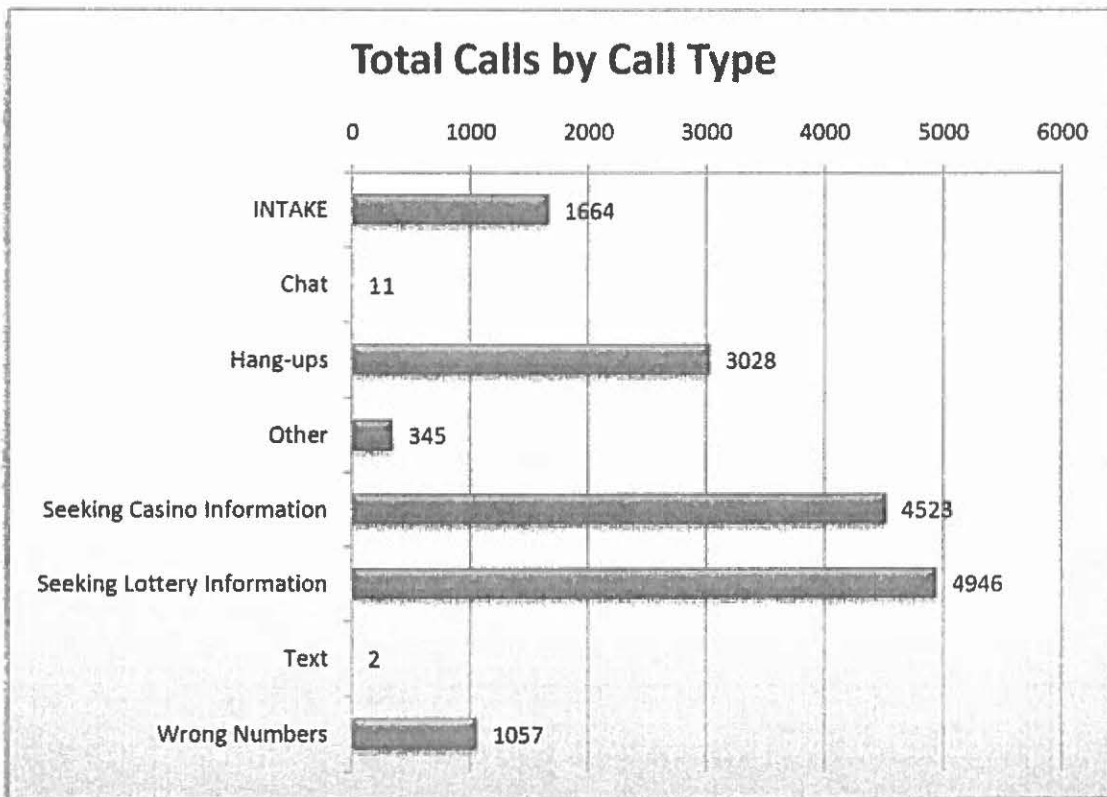
**Effective March 26, 2009 calls are categorized as listed below:**

*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
<b>Total</b>	<b>15576</b>	<b>100.0%</b>	<b>15576</b>

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



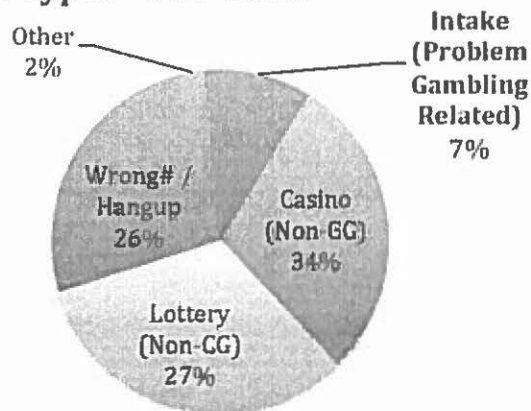
## Total Helping Calls

Total Helping Calls			
Call Type	Total Calls by Type	Average Type	Total Calls
INTAKE	1664	100%	1664
<b>Total</b>	<b>1664</b>	<b>100%</b>	<b>1664</b>

## 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
<b>Total</b>	<b>4369</b>	<b>4043</b>	<b>3806</b>	<b>3376</b>	<b>15594</b>

### Total Call Types - YTD 2015



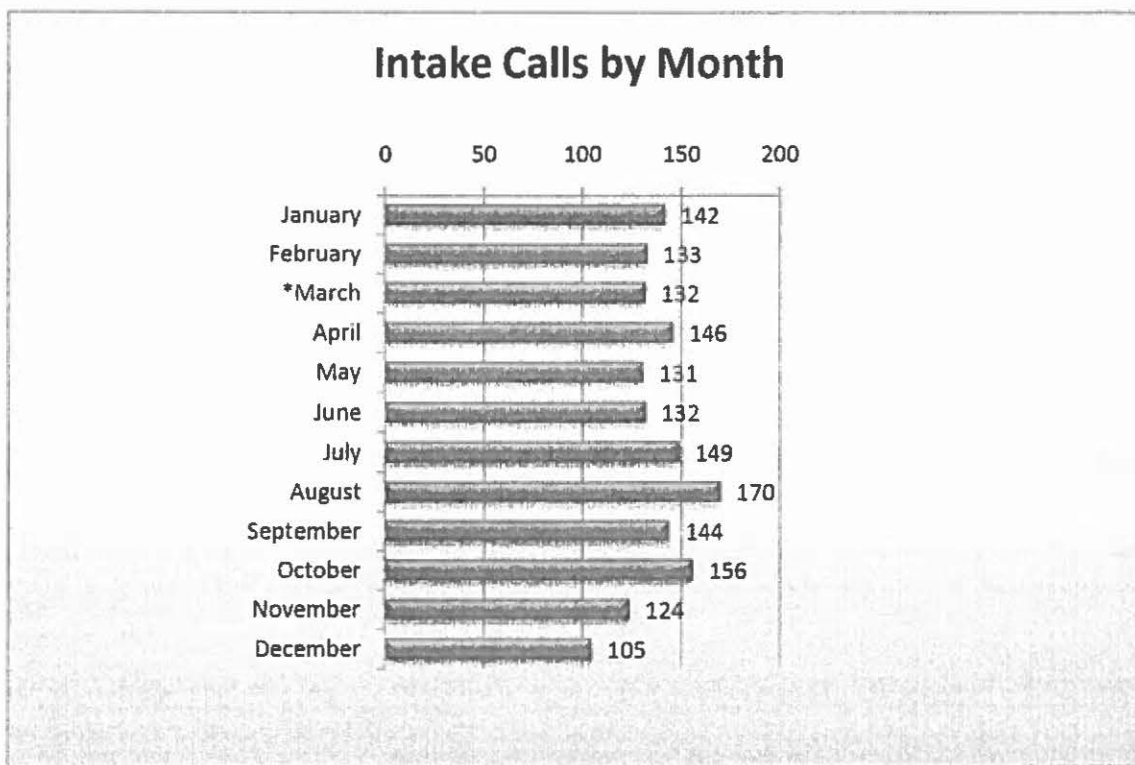
While only 7% of total calls were Intake Calls, or Problem Gambling Related, this represents 1,664 calls

## 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
<b>Total</b>	<b>1664</b>	<b>100%</b>	<b>1664</b>



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

\* Sports- unspecified sports, football, basketball.

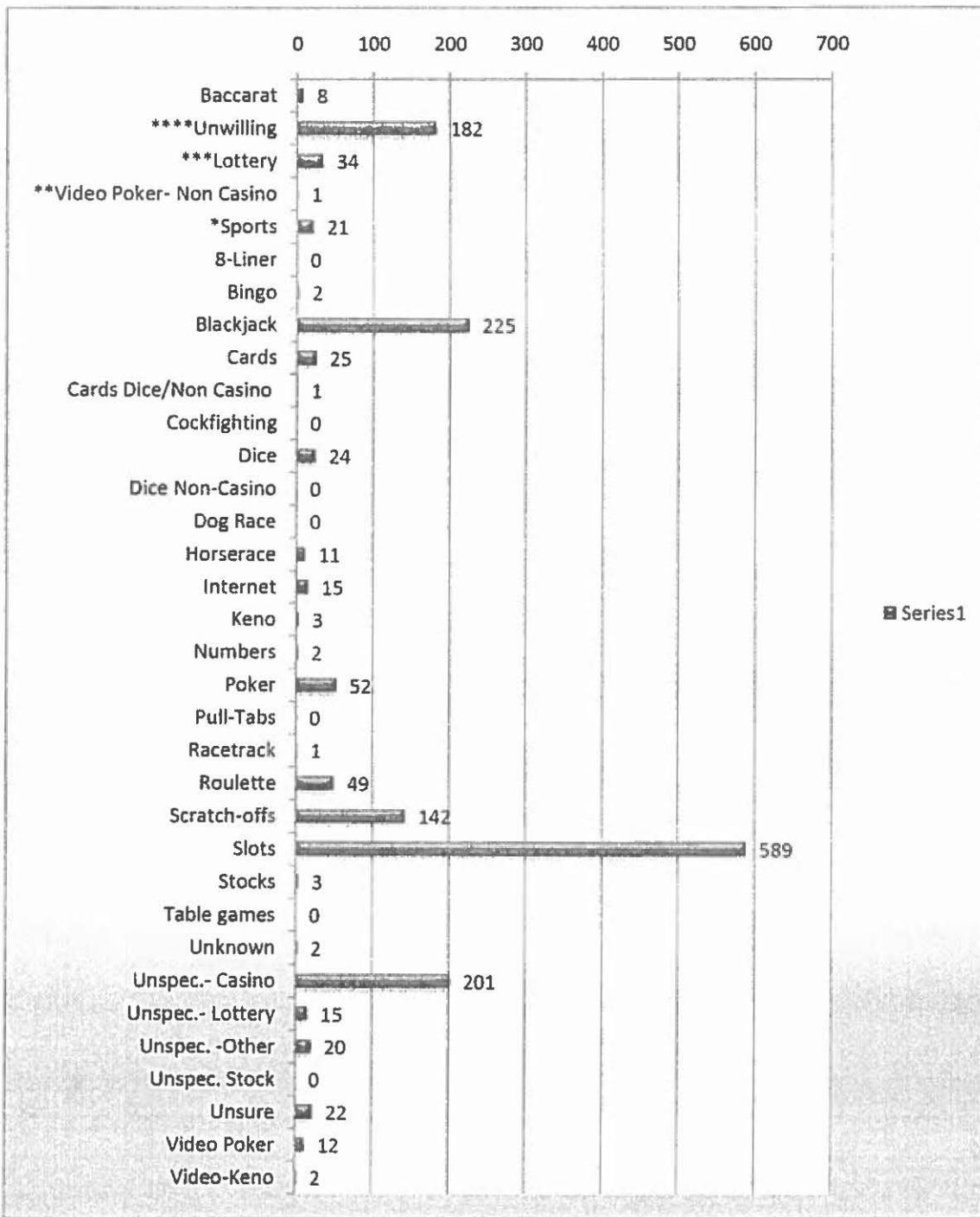
\*\* Video Poker Non Casino- video poker at truck stops, restaurants, etc.

\*\*\*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 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.

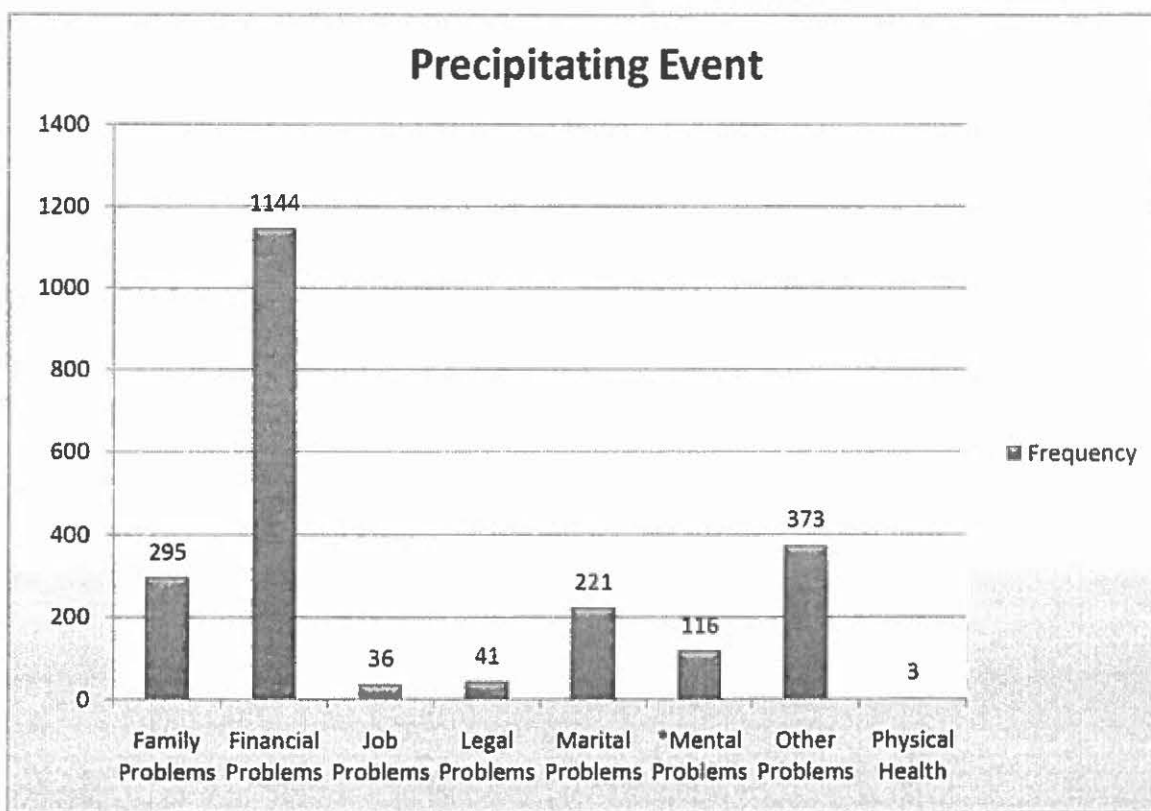
## Precipitating Events

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	
** (Lottery Prompt)	0	0	0	0	0	0	1	4	0	2	1	1	9	

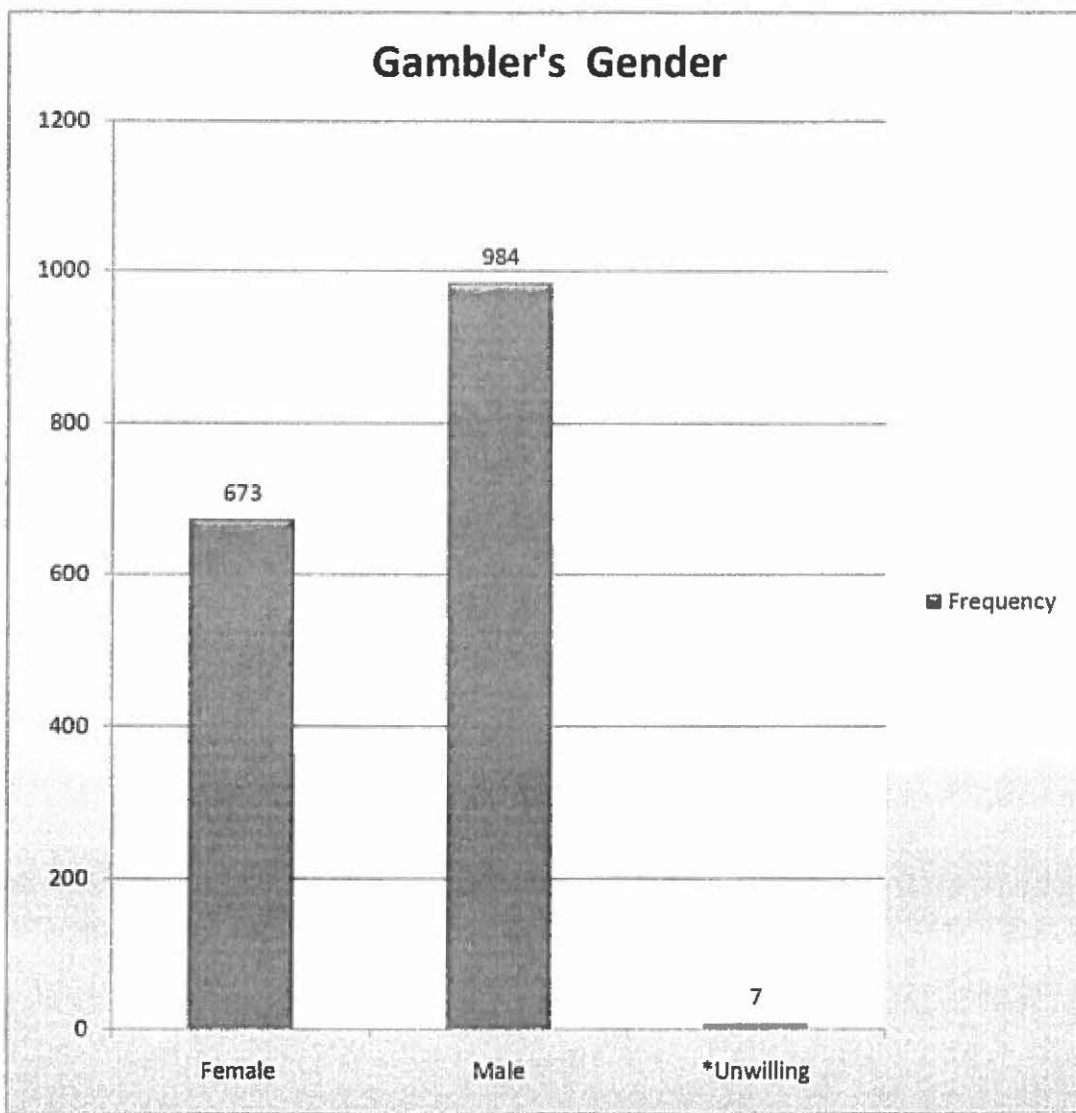
Marital Status	CALLS	CALLS	CALLS	CALLS	CALLS	CALLS	CALLS	CALLS	CALLS	CALLS	CALLS	CALLS	CALLS	CALLS
Cohabiting	10	9	6	6	7	7	10	6	3	9	9	8	90	
Divorced	14	13	8	8	8	13	10	7	12	8	10	12	123	
Married	40	33	33	37	41	28	38	50	35	55	34	18	442	
Separated	1	4	5	9	6	4	4	4	1	5	3	2	48	
Single	38	41	43	42	35	43	40	57	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
<b>Total</b>	<b>1664</b>	<b>99%</b>	<b>1664</b>

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

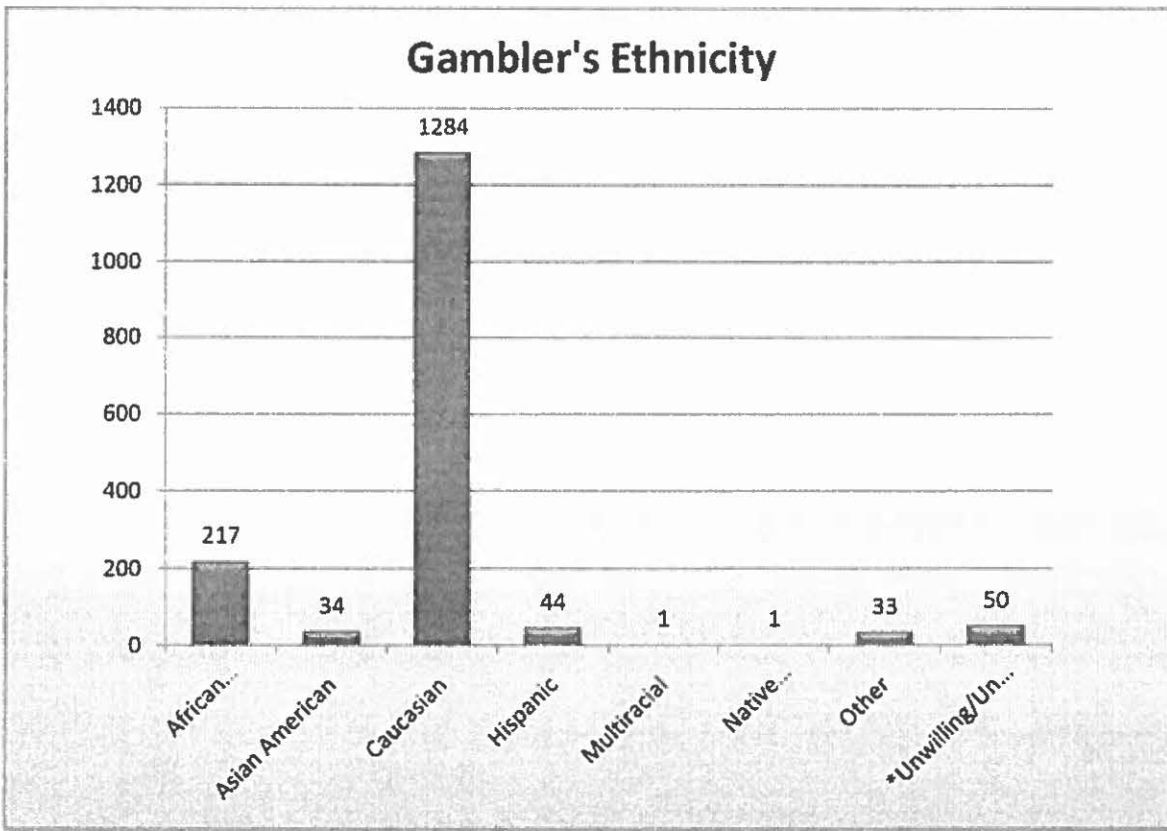


## Ethnicity of Gambler

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
<b>Total</b>	<b>1664</b>	<b>100%</b>	<b>1664</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

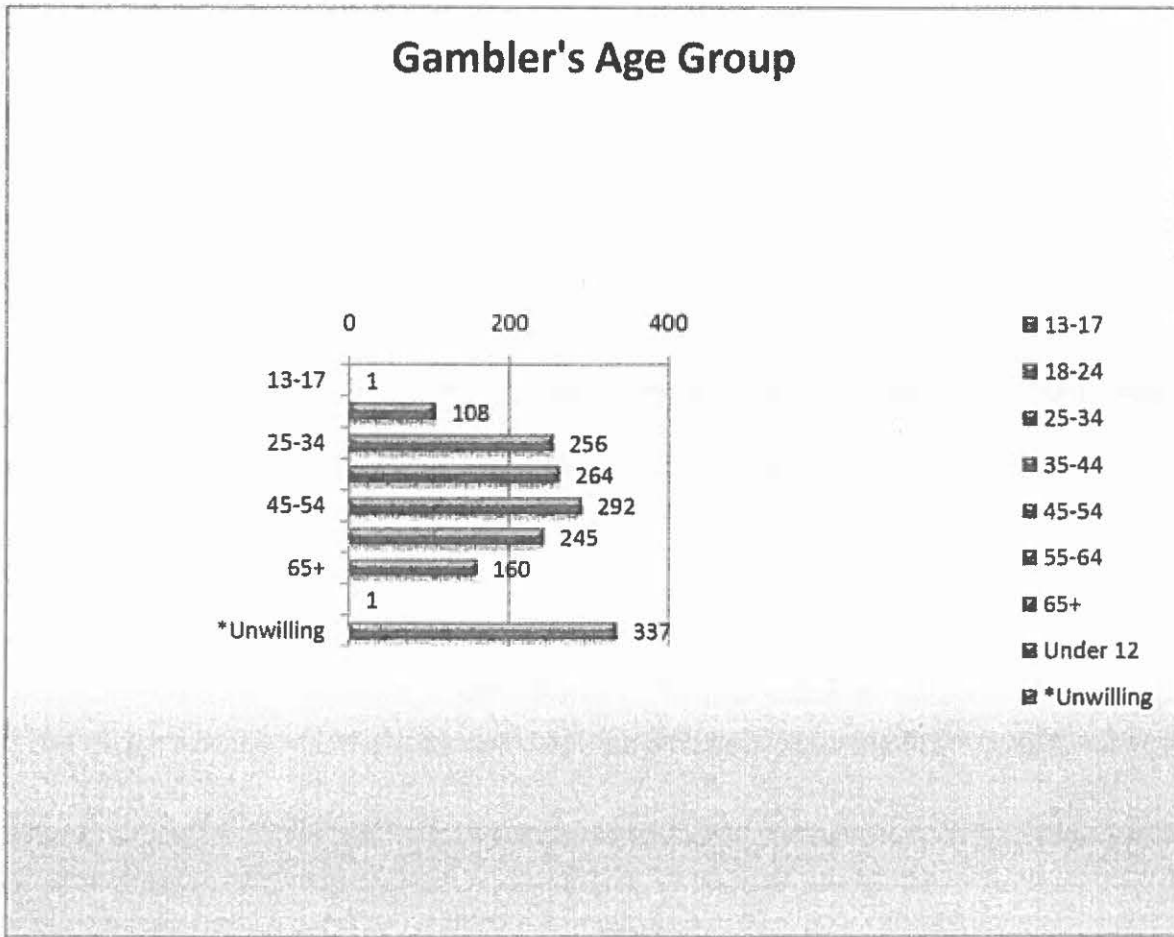
Language Line	CALLS	CALLS	CALLS	CALLS	CALLS	CALLS	CALLS	CALLS	CALLS	CALLS	CALLS	CALLS	CALLS	CALLS
Callers passed along	2	0	0	0	0	0	0	0	0	1	0	0	0	3

## 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
<b>Total</b>	<b>1664</b>	<b>100%</b>	<b>1664</b>

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

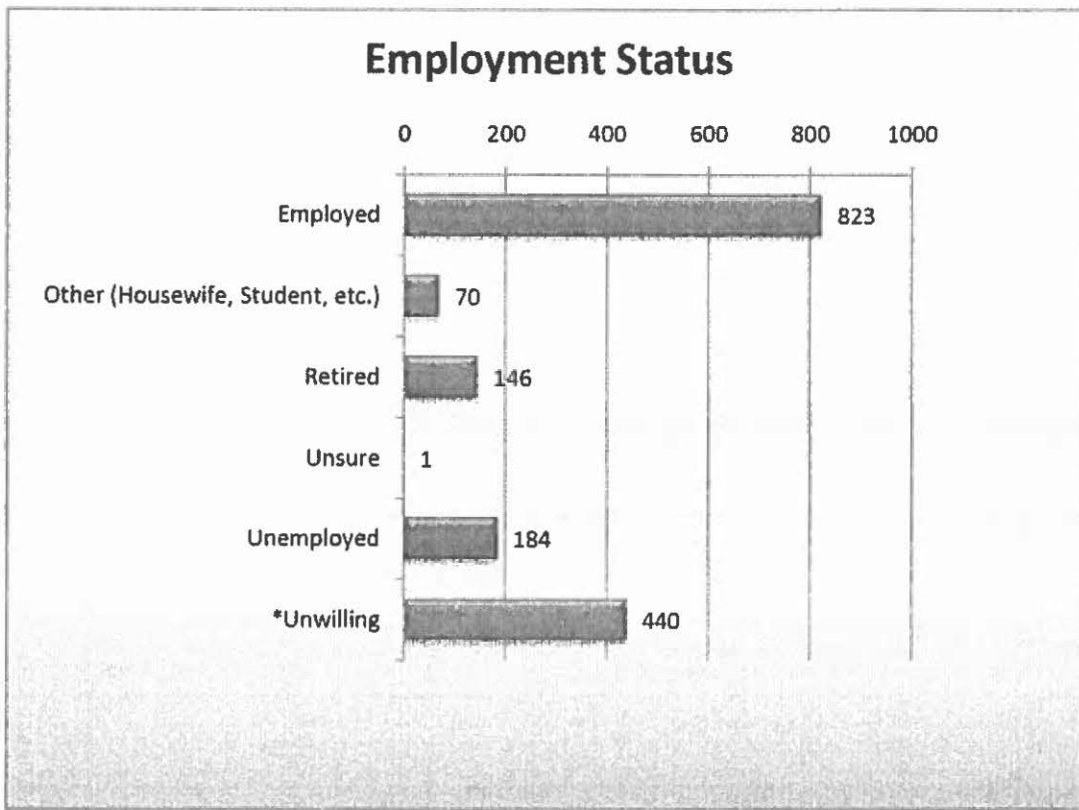


## Employment Status

This category identifies the 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
<b>Total</b>	<b>1664</b>	<b>100%</b>	<b>1664</b>

*\*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**

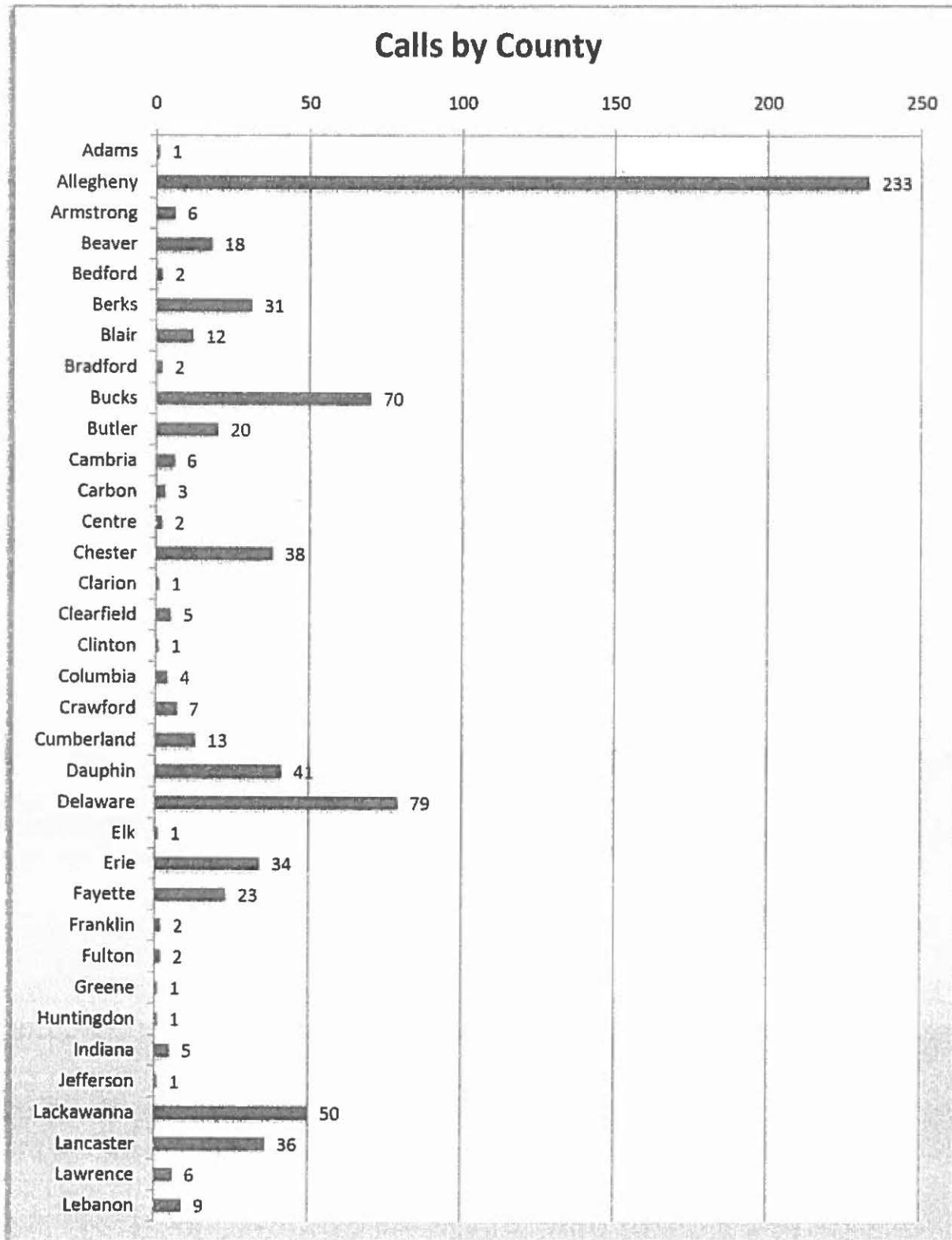
<b>Calls by County</b>			
<b>Gambler's County</b>	<b>Frequency</b>	<b>Average</b>	<b>Total</b>
Adams	1	0%	1
Allegheny	233	14%	233
Armstrong	6	0%	6
Beaver	18	1%	18
Bedford	2	0%	2
Berks	31	2%	31
Blair	12	1%	12
Bradford	2	0%	2
Bucks	70	4%	70
Butler	20	1%	20
Cambria	6	0%	6
Carbon	3	0%	3
Centre	2	0%	2
Chester	38	2%	38
Clarion	1	0%	1
Clearfield	5	0%	5
Clinton	1	0%	1
Columbia	4	0%	4
Crawford	7	0%	7
Cumberland	13	1%	13
Dauphin	41	2%	41
Delaware	79	5%	79
Elk	1	0%	1
Erie	34	2%	34
Fayette	23	1%	23
Franklin	2	0%	2
Fulton	2	0%	2
Greene	1	0%	1
Huntingdon	1	0%	1
Indiana	5	0%	5
Jefferson	1	0%	1
Lackawanna	50	3%	50
Lancaster	36	2%	36
Lawrence	6	0%	6
Lebanon	9	1%	9
Lehigh	52	3%	52
Luzerne	76	5%	76
Lycoming	5	0%	5
Mercer	6	0%	6
Mifflin	1	0%	1
Monroe	16	1%	16
Montgomery	76	5%	76
Montour	2	0%	2
Northampton	29	2%	29
Northumberland	10	1%	10
Out of State	55	3%	55
Perry	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
<b>Total</b>	<b>1664</b>	<b>100%</b>	<b>1664</b>

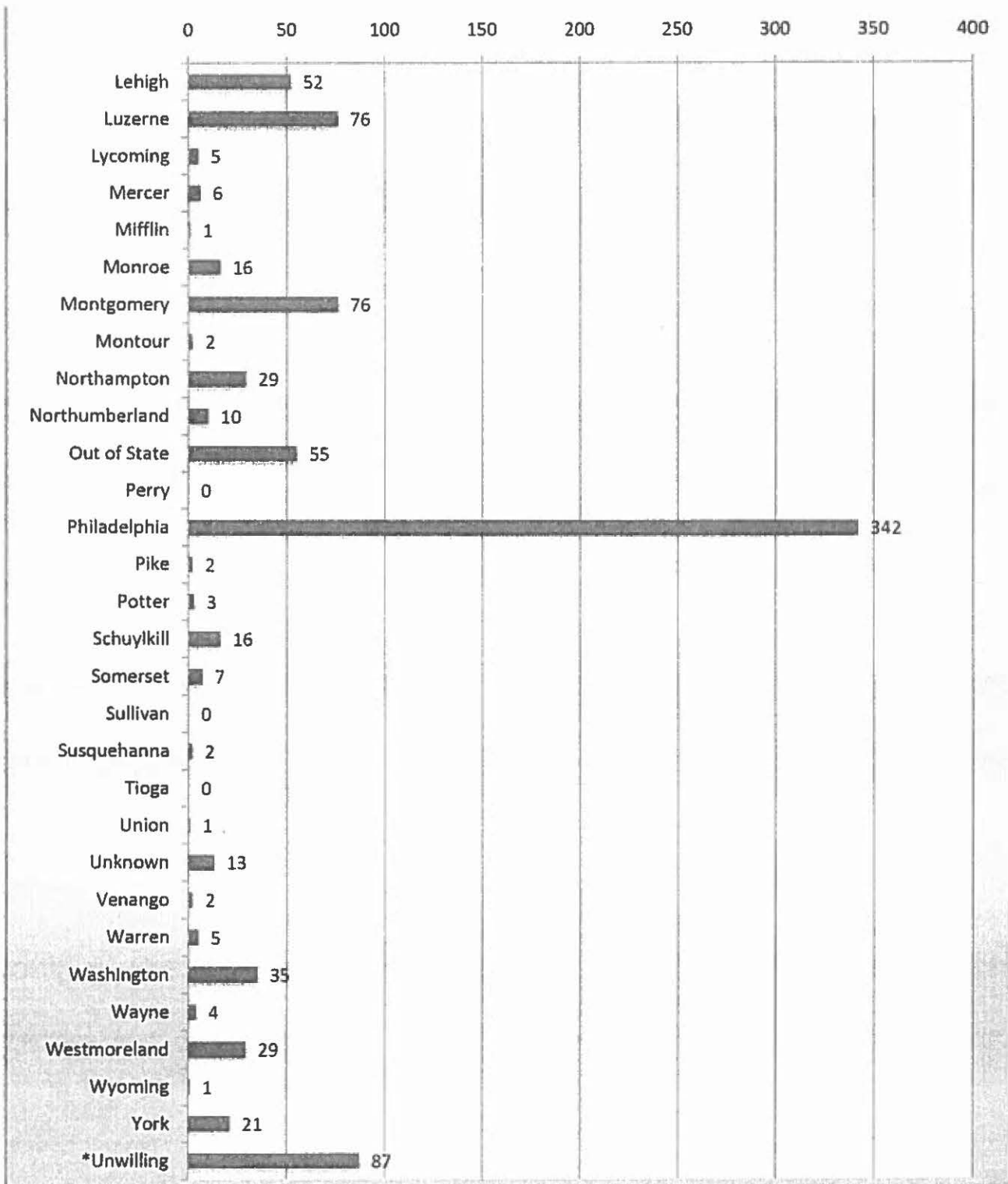
*Calls by County (continued)*

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





### Calls by County



## Other Problems Identified

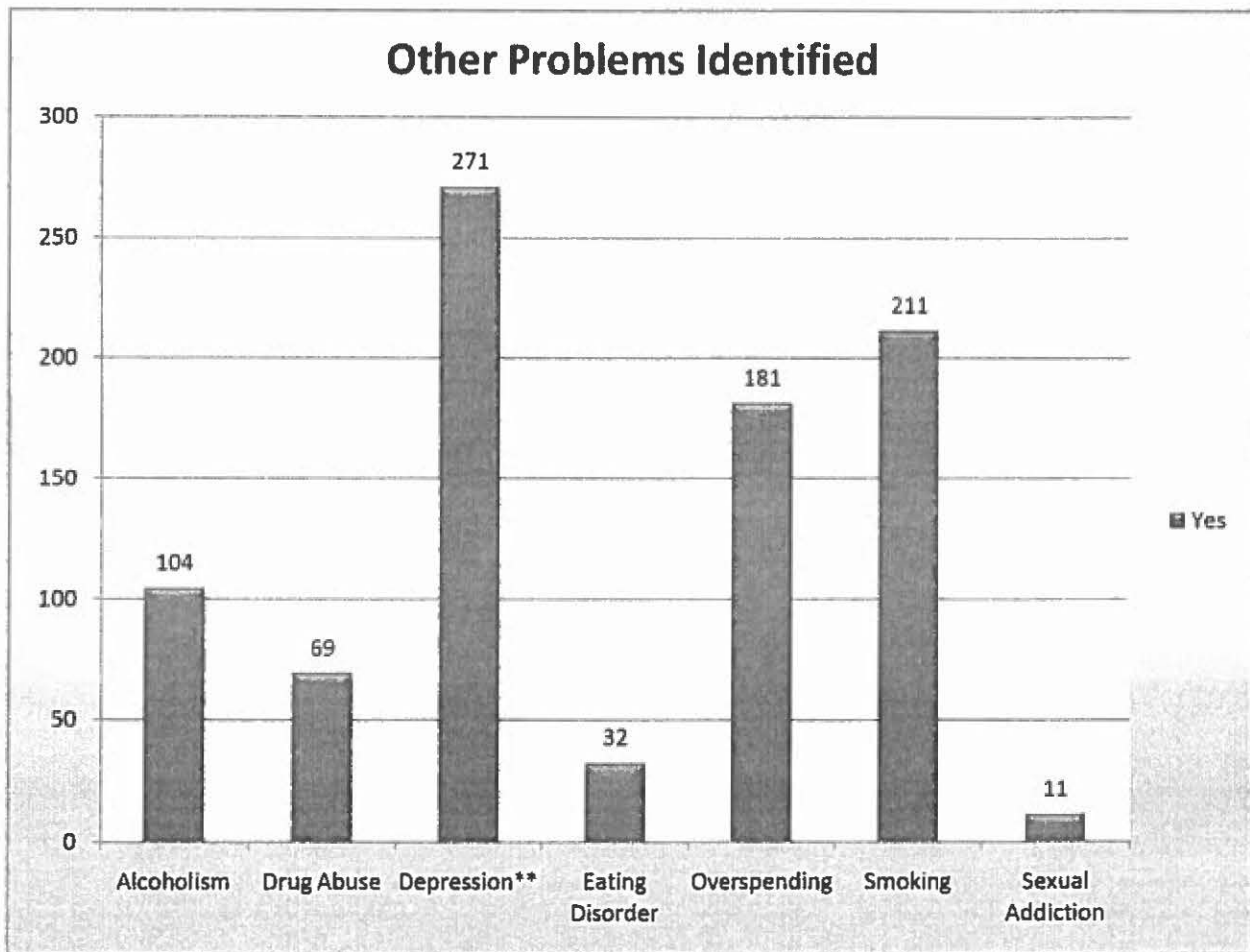
Other Problems Identified			
Other Problems*	Yes	Yes Percent	No
Alcoholism	104	8%	1165
Drug Abuse	69	5%	1202
Depression**	271	21%	989
Eating Disorder	32	2%	1236
Overspending	181	14%	1085
Smoking	211	16%	1057
Sexual Addiction	11	1%	1227

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.



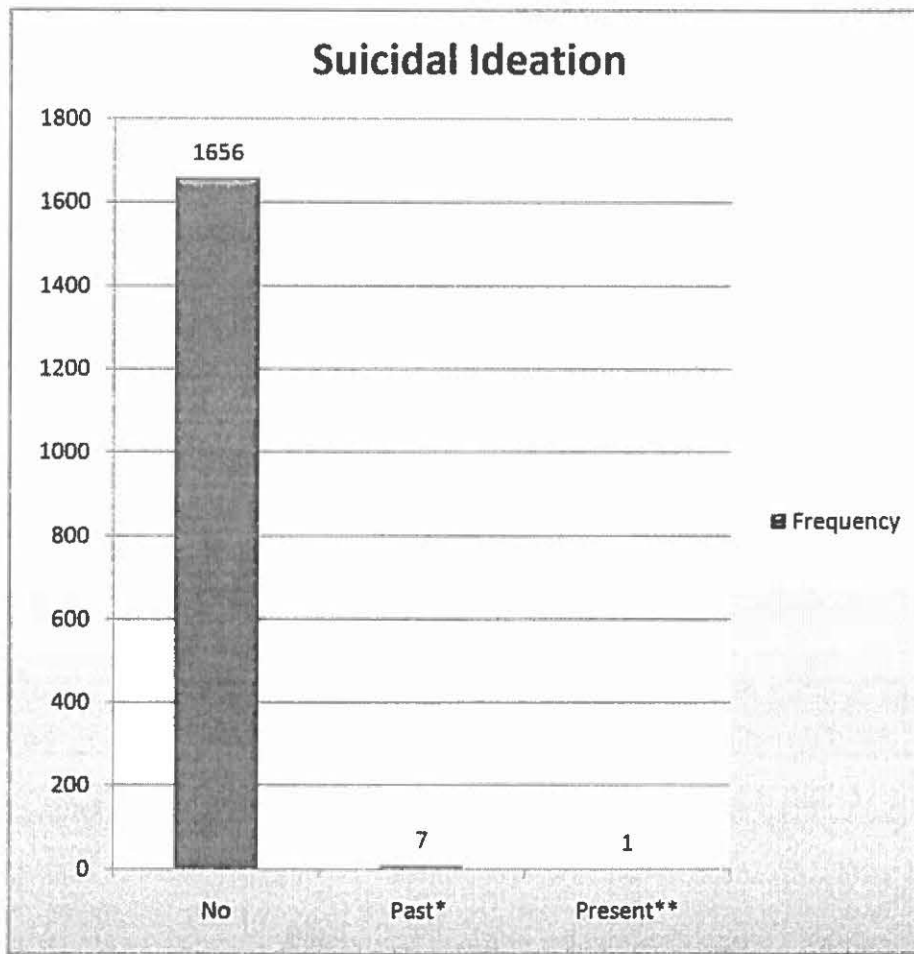
## Suicidal Ideation

*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
<b>Total</b>	<b>1664</b>	<b>100%</b>	<b>1664</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.*



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	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
<b>Suggested Referrals</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>
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.