

House Gaming Oversight Committee – Informational Meeting

Tuesday, October 22, 2024

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 for the opportunity to provide you with information about the advocacy efforts of the Council and what problem gambling services are currently available in Pennsylvania.

When addressing ‘betting integrity’, especially in today’s gambling landscape, it is necessary to consider a number of components, including, but not limited to, regulatory oversight, market monitoring and data sharing, anti-corruption measures and industry transparency. In our eyes, it is critical to also include protections for players, safer gambling elements designed to prevent problems, and a clear outline of available resources for help, should problems develop.

CCGP is the state affiliate of the National Council on Problem Gambling (NCPG) and has served as the state advocacy group in Pennsylvania since 1997, addressing the needs of individuals affected by problem gambling behaviors. We offer assistance to individuals through the Pennsylvania Problem Gambling Helpline, which can be accessed 24/7 by calling 1-800-GAMBLER. We also address the issue of problem gambling through outreach efforts and education programs across the Commonwealth.

CCGP works closely with the Pennsylvania Dept. of Drug and Alcohol Programs, the Pennsylvania Gaming Control Board, the Pennsylvania Lottery, Penn State University and county agencies throughout Pennsylvania with the shared goal of helping to prevent and address gambling problems.

Allow me to begin by referring you to our 2023 Annual Report and our most recent monthly Helpline Report – much of the information that I will speak about today regarding the Helpline number is highlighted in these reports. For your convenience, the last page of the Annual Report features an ‘At-a-glance’ section, which highlights some of the key findings of 2023 calls.

Our 24/7 live clinical response call center receives thousands of calls each year, several coming from citizens who are affected by problem gambling behaviors. The helpline connects callers with additional resources which include, but are not limited to, professional counseling services, information about self-help mutual aid meetings held virtually and in-person throughout Pennsylvania, and tools and resources that can be used to assist with addressing problematic gambling behaviors. This free service offers confidential assistance to callers and additionally, a language line service offers assistance in over two hundred (200) languages.

In 2023, we saw our highest number of calls for help on record, with nearly 2700 calls for help received. These calls were made by individuals seeking information and help about a gambling problem that they, or a loved one, were experiencing.

Additionally, in November 2015, we added chat and text options, which can be accessed via our website. Both of these options 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 and comfort by not feeling the need to 'verbalize' that they, or their loved one, may have an issue. Over the past several years, this method of communication has also increased dramatically, with over 500 connections being made in 2023.

Over the past five (5) years, since newer forms of gambling have become available following the passage of Act 42, we have seen several shifts in call data. Some of the more notable shifts include a significant rise in calls from individuals who are struggling with Sports betting and Online casino gambling. Prior to the expansion, calls outlining these activities as most problematic represented a small percentage of overall calls.

Additionally, during this time we have seen a shift in the age of callers to the Helpline, with the majority of calls coming from 25-34 year-olds. High call volume from 18-24 year-olds has also been identified during this time. Prior to sports and online availability, the majority of calls were placed by older individuals.

We also continue to see very high rates of callers who report experiencing other problems, including mental health related challenges (depression/anxiety) and substance use issues. Once again, all of the information I just outlined is presented in greater detail in the Annual and Monthly Data Reports that were shared with you.

CCGP also conducts a wide range of educational programs, virtually and in-person throughout Pennsylvania to increase awareness about problem gambling and available resources.

CCGP partners with private organizations, county agencies and state departments to conduct community-based trainings and clinical trainings which are designed to increase the number of providers offering problem gambling treatment services in Pennsylvania.

CCGP also conducts a training program to industry team members throughout the state entitled the "CAP" or "Customer Assistance Program".

These trainings, which are conducted annually as part of the casino license agreement in Pennsylvania, are presented to team members, in an effort to help them better assist customers who may be experiencing a number of different issues, including problematic gambling.

Regarding our advocacy efforts, while CCGP remains neutral, and does not support or oppose legislation to legalize or expand gambling and gaming availability, our mission is to advocate for the development of comprehensive policy and programs which will provide help for the hundreds of thousands of Pennsylvanians whose lives are negatively impacted by problem gambling and gaming.

Whether it be related to expansion of protections associated with existing regulated gambling, or the development of regulations that will include a wide range of customer protections for activities like skill games, our goal is to improve health and wellness by reducing the personal, social, and economic costs of problem gambling and gaming in Pennsylvania.

In closing, we believe that the most ethical and cost-effective response to gambling and gaming integrity issues is a comprehensive public health strategy that includes prevention, education, treatment, enforcement and research services. Safer gambling and gaming standards are a vital element of this approach.

This concludes our testimony – thank you 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,

Josh Ercole
Executive Director, CCGP

Council on Compulsive Gambling of Pennsylvania, Inc.

Helpline Data Report

YTD – 2024

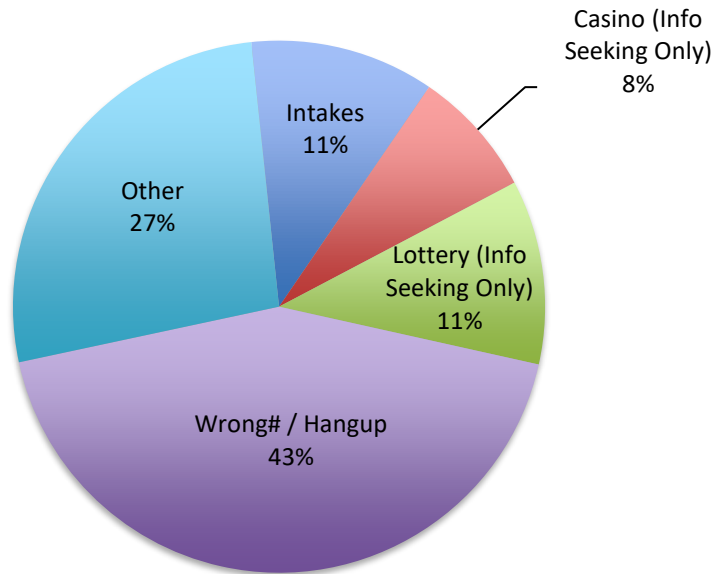
As of August



Pennsylvania Problem Gambling HelpLine Report – August 2024

Monthly Summary						
Month	Intakes	Casino (Info Seeking Only)	Lottery (Info Seeking Only)	Wrong# / Hangup	Other	Total
January	194	134	194	747	462	1731
February	208	182	164	867	475	1896
March	234	213	260	781	431	1919
April	207	284	206	873	531	2101
May	151	286	167	1013	610	2227
June	167	305	111	819	335	1737
July	157	315	178	763	386	1799
August	173	278	173	963	571	2158
September						
October						
November						
December						
TOTAL	1491	1997	1453	6826	3801	15568

Total Call Types - YTD 2024

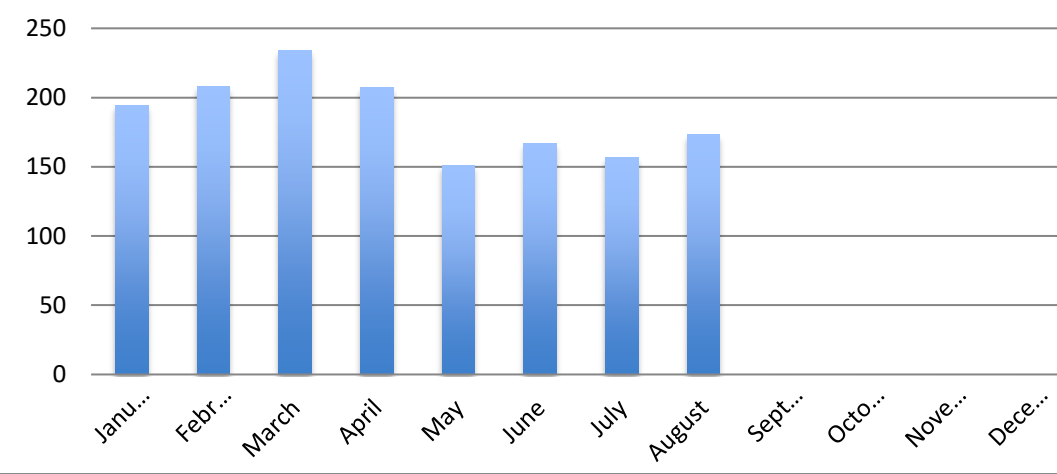


A majority of calls received are typically information inquiries (last night's lottery drawing, room reservations, etc.). The calls received by the HelpLine Center labeled "Lottery" and "Casino" are from individuals seeking general information specific to those activities, not seeking help for a gambling problem as a result of participating in them.

Figure 1

Pennsylvania Problem Gambling HelpLine Report – August 2024

Intake Calls YTD 2024



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 self-help meeting information and/or trained counselor contact information. **For the month of August 2024, the total number of intake calls was 173 (fig. 2).**

7 calls for help were received by CCGP staff directly. The Helpline Center also received 41 chat/text requests for help in August 2024. These are in addition to the 173 HelpLine calls, totaling 221 requests for help in August 2024.

Figure 2

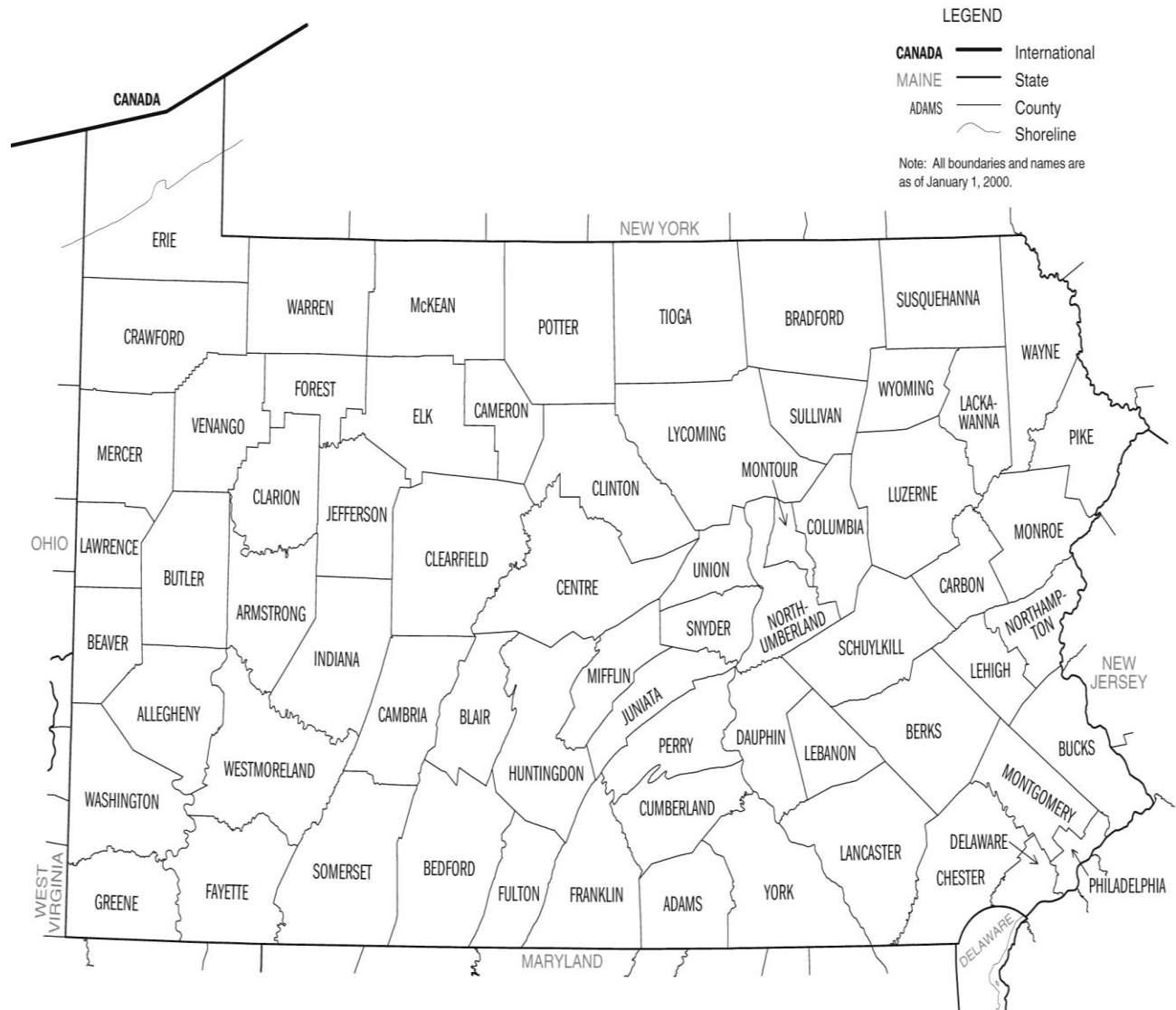
Pennsylvania Fiscal Year (PFY23-24)

	July	August	September	October	November	December	January	February	March	April	May	June	Totals
Intakes	157	173											330
Hang-ups	475	552											1027
*Casino (Info)	315	278											593
*Lottery (Info)	178	173											351
Wrong#	288	411											699
Other / Did Not Answer	386	571											957
Totals	1799	2158											3957

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

Pennsylvania Problem Gambling HelpLine Report – August 2024

Calls by County – August 2024		
1	Allegheny	24
2	Philadelphia	14
3	Bucks	9
4	Montgomery	9
5	Lackawanna	7
6	Cambria	6
7	Delaware	6
8	Beaver	5
9	Berks	5
10	York	5
11	Blair	4
12	Chester	4
13	Cumberland	4
14	Dauphin	4
15	Lehigh	4
16	Erie	3
17	Luzerne	3
18	Northampton	3
19	Westmoreland	3
20	Bradford	2
21	Clearfield	2
22	Crawford	2
23	Lancaster	2
24	Lebanon	2
25	Northumberland	2
26	Venango	2
27	Washington	2
28	Armstrong	1
29	Butler	1
30	Centre	1
31	Clarion	1
32	Columbia	1
33	Fayette	1
34	Franklin	1
35	Lawrence	1
36	Mercer	1
37	Schuylkill	1
38	Susquehanna	1



This month, Philadelphia and Allegheny counties accounted for about 22% of intake calls. In August 2024, the Helpline saw Bucks, Montgomery and Lackawanna Counties make up an additional 14% of intake calls.

** Counties not listed received no calls. Additional calls received from out of state and those unwilling to disclose their location*

Pennsylvania Problem Gambling HelpLine Report – August 2024

Helpline Details – 2024

Suicide		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Present		1	2	1	1	0	0	1	3					9
No		189	204	232	203	149	165	153	170					1465
Past		4	2	1	3	2	2	3	0					17

National studies have shown significantly high rates of suicide ideation and attempt rates by individuals struggling with gambling related problems. Because of this, inquiring about a callers’ current state is always a priority. In August 2024, three callers noted a current risk of harm to themselves or others.

Callers Subject		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Family		21	14	23	24	19	15	11	18					145
Friend		4	5	4	6	1	5	2	4					31
Self		154	176	189	162	122	137	132	144					1216
Spouse		13	10	16	12	9	7	9	5					81
Other/Did Not Answer		2	3	2	3	0	3	3	2					18

Callers Subject represents the person who the caller 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.

Intake Gender		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Woman		41	44	57	57	28	49	45	55					376
Man		148	162	166	144	123	113	108	114					1078
Other		0	1	1	0	0	0	0	0					2
Did Not Answer		5	1	10	6	0	5	4	4					35

2024 shows that approximately 25% of helpline calls were regarding women struggling with gambling problems. On average in 2023, the percentage ratio of women to men seeking assistance was 29% to 66%.

Pennsylvania Problem Gambling HelpLine Report – August 2024

Ethnicity of Caller		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Black/African American		21	40	23	33	15	24	18	24					198
Asian		8	7	4	3	3	1	5	6					37
White		127	124	142	133	108	110	102	113					959
Hispanic/Latino		10	8	12	11	6	10	8	8					73
Multiracial		2	3	6	3	1	2	2	1					20
Other		0	1	5	2	0	0	1	2					11
Unwilling		26	25	42	22	18	20	21	19					26

While studies have shown that Caucasian males gamble the most overall, research has 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	YTD
Callers passed along		0	3	3	3	1	1	1	1					13

The Helpline utilizes a Language Line service which quickly connects callers to assistance in over 240 available languages. There was one Spanish speaking request in August 2024.

Precipitating Event		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Financial Problems		125	148	146	145	119	138	125	121					1067
Marital Problems		15	35	37	32	38	41	38	43					279
Family Problems		72	55	66	69	50	63	62	62					499
Job Problems		6	13	11	11	13	16	10	21					101
Mental Health Problems		25	41	50	48	34	57	49	64					368
Physical Health Problems		2	0	1	1	0	9	2	0					15
Legal Problems		4	8	6	12	6	14	7	9					66
Other Problems		42	40	51	34	25	24	23	36					275

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.

Pennsylvania Problem Gambling HelpLine Report – August 2024

Most Problematic Gambling	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Bingo	0	0	0	0	0	0	0	0					0
Casino - Table Games	12	17	22	14	17	0	9	12					103
Casino Games - Poker/Video Poker	6	3	1	1	0	0	2	1					14
Casino Games - Slots	22	21	28	22	16	11	16	17					153
Casino Games - Unspec./Other	10	14	15	9	6	4	15	11					84
Crypto	0	0	0	0	0	18	0	0					18
Horse Racing / Racetrack / Simulcast	0	0	0	0	3	7	0	1					11
Internet - Poker	0	4	2	2	0	2	2	3					15
Internet - Slots	26	34	36	42	29	34	33	30					264
Internet - Table Games	14	17	19	19	16	18	20	14					137
Internet - Unspec./Other	24	19	24	17	11	10	9	16					130
Lottery - Draw/Pick Games	0	1	3	2	2	0	0	0					8
Lottery - Online	1	1	1	2	0	0	2	1					8
Lottery - Scratch-offs	3	3	5	5	5	5	6	5					37
Lottery - Unspec./Other	2	1	1	2	0	0	0	4					10
Non Casino - Cards/Dice	0	0	2	2	0	0	0	1					5
Non Casino - Poker/Video Poker	3	0	1	0	1	1	1	1					8
Non Casino - Slots	5	5	10	5	2	3	5	4					39
Pull Tabs / Raffles / 50-50 Drawings	0	0	0	0	0	0	0	0					0
Skill Machines	7	10	10	8	2	10	4	8					59
Sports - Casino/Turf Club	2	1	0	3	0	1	2	0					9
Sports - Fantasy/Contests	0	0	1	0	0	0	0	0					1
Sports - Online	44	37	35	30	28	28	16	28					246
Sports - Other/Unspec.	0	0	1	1	0	0	0	0					2
Stock Market/Day Trading	1	0	0	0	0	1	0	0					2
Unspec./Unwilling/Other	11	20	17	19	13	14	15	16					125
Video Games	0	0	0	0	0	0	0	0					0
Video Gaming Terminals (VGTs)	1	0	0	2	0	0	0	0					3

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

Internet – primarily online casino style gambling – could also relate to online gambling ● *Cards/Dice/etc. – NonCasino – Any unregulated card game, dice game or other type of game

*****Sports – unspecified sports (legal/illegal), football, basketball, fantasy sports, etc. ● *****Poker/Video Poker – Casino Poker games (live and video)

Pennsylvania Problem Gambling HelpLine Report – August 2024

Age Group of Intake	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
13 – 17	3	0	2	1	0	0	2	0					8
18 – 24	24	23	19	32	17	23	21	20					179
25 – 34	46	51	53	51	37	39	29	42					348
35 – 44	37	43	38	45	38	39	29	32					301
45 – 54	29	24	40	19	19	22	20	23					196
55 - 64	21	25	25	16	13	12	20	20					152
65+	3	11	20	14	9	10	8	12					87
Other/Did Not Answer	31	31	37	29	18	22	28	24					220

The largest number of calls in August 2024 came from the 25-34 year-olds with 24% of calls, followed by the 35-44 year old age group with 18% of calls. Over the past few years, we have seen more calls coming from the 25-34 demographic than ever before.

Other Problems Identified	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Alcoholism	19	27	25	22	20	24	10	21					168
Drug Use	14	14	16	17	12	15	9	13					110
Depression	59	74	85	90	55	69	64	69					565
Eating Disorder	9	10	15	6	5	8	4	6					63
Overspending	32	36	35	47	25	28	17	20					240
Sexual Addiction	2	38	5	5	1	1	3	32					53

Problem gambling often co-occurs with other disorders. Gathering this information is vital in determining treatment paths. Callers may answer ‘yes’ to more than one category.

Pennsylvania Problem Gambling HelpLine Report – August 2024

Marital Status		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Cohabiting		12	15	24	12	13	15	11	11					113
Divorced		8	10	8	11	8	8	4	4					61
Married		44	50	60	51	45	37	47	49					383
Separated		3	1	1	1	2	2	4	5					19
Single		91	81	81	87	62	69	62	70					603
Other/Did Not Answer		36	49	54	41	19	33	26	31					289
Widowed		0	2	6	4	2	3	3	3					23

How Caller Heard of Helpline		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Billboard		5	2	5	0	0	0	1	2					15
Brochure		0	0	0	0	0	0	0	0					0
Casino / Casino Card		12	8	13	13	9	9	14	13					91
PGCB / Council		1	0	0	0	0	0	0	0					1
Crisis Line / Therapy		5	2	1	2	0	0	0	1					11
Family / Friend		7	6	8	5	2	8	5	7					48
Internet		99	124	129	137	100	105	90	106					890
Lottery		1	3	6	4	5	1	1	1					22
Newspaper		0	0	0	0	0	0	0	0					0
Phonebook / Operator		0	0	0	0	0	0	0	0					0
TV		2	5	4	4	3	1	5	1					25
Radio		3	4	2	3	1	1	1	0					15
Other/Did Not Answer		59	54	66	39	31	42	40	42					373

Promotion of the Helpline service as a resource for those suffering from gambling problems is vital. By advertising the helpline number throughout the state and online, it is made clear that help is available.

Pennsylvania Problem Gambling Helpline Report – August 2024

Number Called	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
800-848-1880	17	7	7	5	5	5	1	1					48
800-GAMBLER	103	106	117	103	86	101	90	105					811
877-565-2112	2	1	0	2	1	0	0	0					6
800-522-4700	26	44	52	56	35	25	34	20					292
Other/Did Not Answer	46	50	56	41	24	36	32	47					332
TOTAL HELPLINE INTAKES	194	208	232	207	151	167	157	173					1491
** <i>(Lottery Prompt)</i>	0	0	2	0	0	0	0	0					2
*** <i>CCGP Office Calls</i>	9	8	6	6	6	7	7	7					56

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

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

Suggested Referrals	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
CCCS	19	16	17	28	10	11	4	15					120
GA	112	121	136	129	94	112	88	93					885
Gam Anon	30	28	43	27	21	24	26	27					226
Helpline Materials	10	23	12	15	6	7	6	14					93
Internet Resources	107	103	136	111	71	80	67	69					645
PA Council / PGCB	111	120	125	106	78	96	78	88					802
Other/Did Not Answer	42	65	65	56	33	43	52	65					421
Self Exclusion	104	88	90	95	59	57	51	52					596
Treatment	190	168	204	197	123	132	125	120					1259

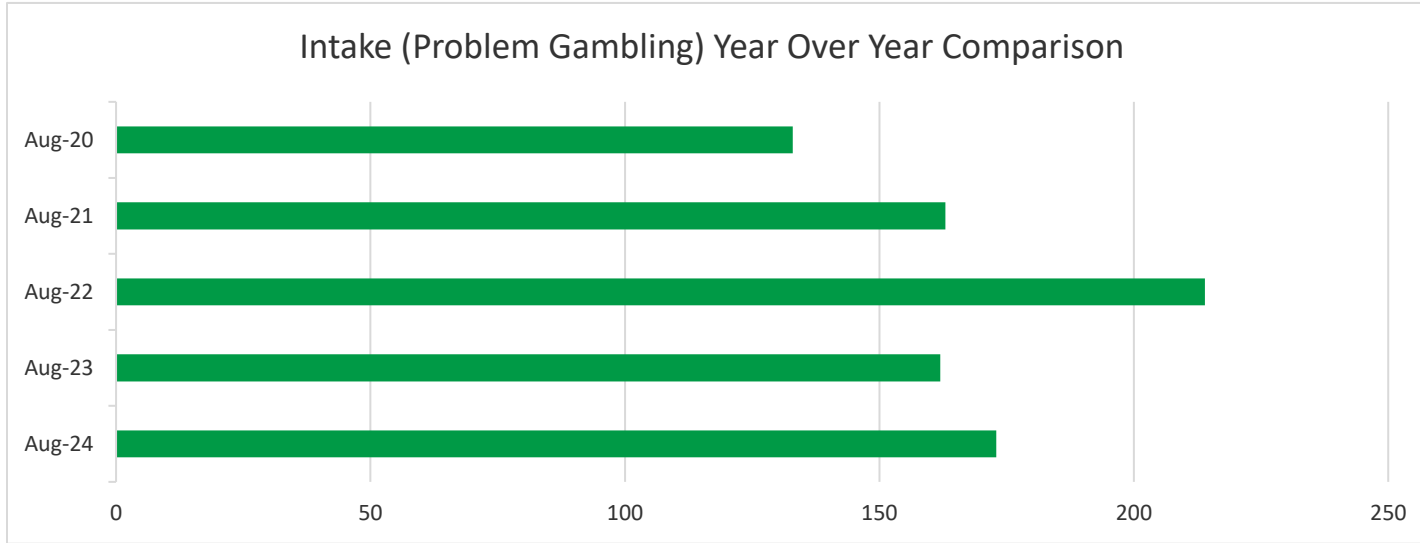
Intake calls often result in the dissemination of referrals – most often these are in the form of treatment options or Gamblers Anonymous meetings. For most calls, multiple resource options are discussed and provided to callers.

Chat/Text Requests	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Chat Requests	58	55	69	54	62	71	69	76					514
Text Requests	37	36	49	79	52	51	45	52					401
INTAKES	30	38	55	45	37	42	38	41					326

Another resource for help in Pennsylvania is the chat/text line accessible via the CCGP website (www.pacouncil.com). A total of 128 chat and text messages were received in August 2024. Of these, 41 were from individuals looking for help with a gambling problem.

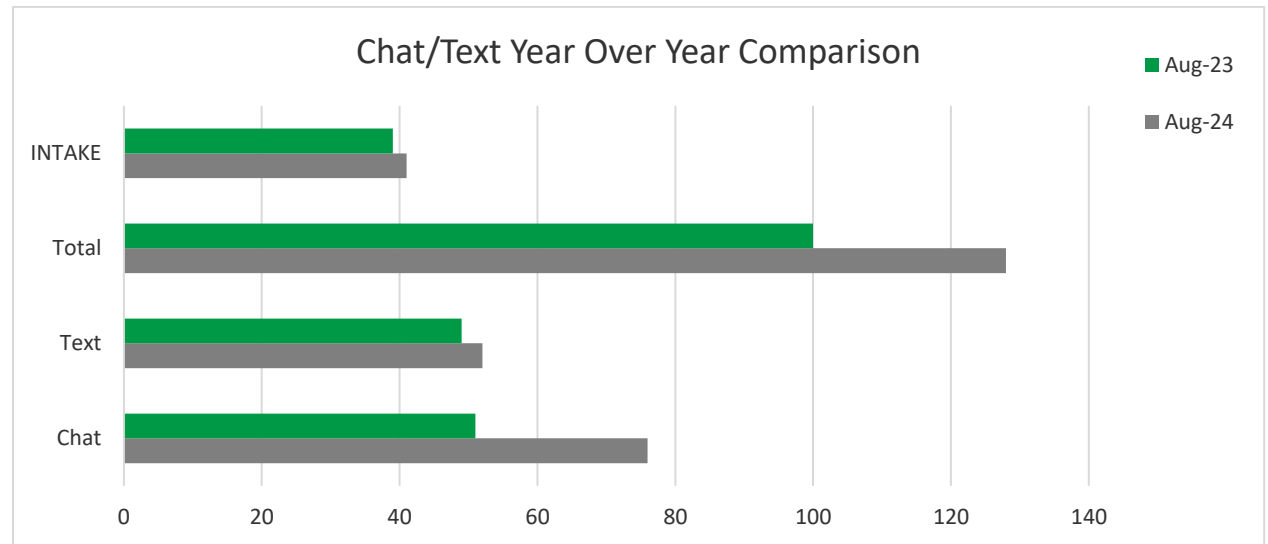
Year Over Year

The following charts reflect a year over year comparison of some of the Helpline call data where we have seen significant change. Future reports will continue to include items that we find notable, and this information will be helpful in identifying areas where additional outreach and programming may be needed.



Intake calls (calls seeking assistance) have risen dramatically over the past several years. This is likely due to a number of factors, including COVID-19, expansion of available gambling throughout the Commonwealth and an increase in outreach regarding resources.

In addition to increased call volume, we have also continued to see high rates of individuals reaching out for help via chat and text.



Helpline Data 2023 Annual Report



Council on Compulsive Gambling
of Pennsylvania, Inc.

1-800-GAMBLER®

www.pacouncil.com

About the Council

The Council on Compulsive Gambling of Pennsylvania, Inc. (CCGP) is a 501(c)3 nonprofit organization whose mission is to assist individuals in Pennsylvania who are experiencing gambling related issues.

The CCGP provides speakers, workshops, seminars, and information on this public health problem to business, industry and labor groups, schools and colleges, health care and treatment facilities, and to community and religious organizations.

Since November 2015, the CCGP has offered a Chatline and Text option as a part of our Helpline Services. These options allow individuals seeking assistance to contact our Helpline Center using a computer or mobile device, rather than a telephone. Over the past several years, we have continued to see increased use of these services.

The Council's Purpose

Our purpose is to assist those seeking help for a gambling problem throughout the state of Pennsylvania. The CCGP manages the 24/7, free, live and confidential Problem Gambling Helpline in Pennsylvania. We refer all callers to the closest resources which may include local trained clinicians, local and virtual mutual aid meetings, or downloadable informational materials. The Helpline uses a language line service, allowing us to assist callers who may speak any of 240 different languages, and the TTY allows us to offer referral information and assistance to the hard of hearing and deaf community.

Explanation of Categories

(The following list is a breakdown/explanation of each type)

From January 1, 2023 through December 31, 2023, 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, operator inquiry, etc.*)

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

Lottery Info – Callers looking for lottery results or to make a lottery complaint.

GA - Gamblers Anonymous: Callers requesting additional Gamblers Anonymous information.

Casino Info – 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 was provided.

**Call percentages in this report are often rounded to the nearest decimal and/or whole number. Some chart totals may not add up to 100% exactly.*

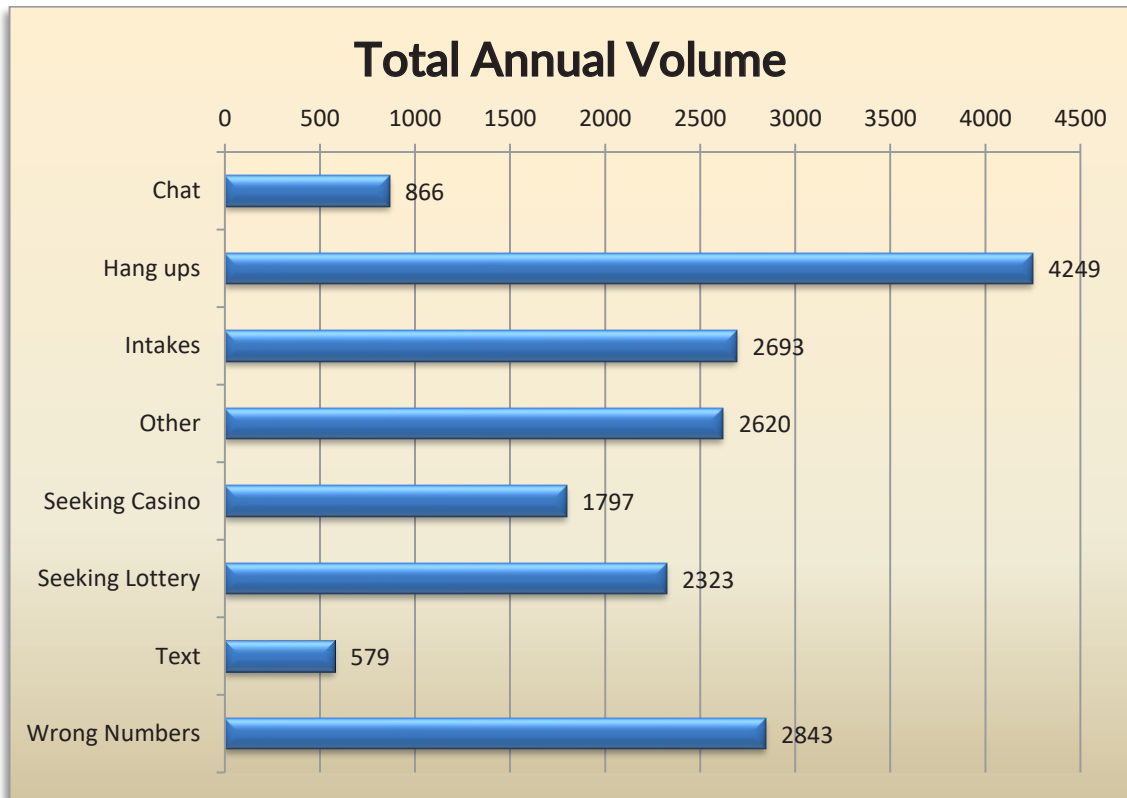
Additionally, the primary goal of the Helpline is to connect callers with resources. Due to the nature of calls, and the issues that some callers are experiencing, some call data may be incomplete and/or subject to interpretation. Minor discrepancies may be found and this should be considered when attempts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

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

Total Annual Volume

Total Helpline Volume			
Contact Type	Total Contacts by Type	Percent	Total Helpline Volume
<i>Chat</i>	866	~4.8%	866
<i>Hang ups</i>	4249	~23.6%	4249
<i>Intakes</i>	2693	~15.0%	2693
<i>Other</i>	2620	~14.6%	2620
<i>Seeking Casino</i>	1797	~10.0%	1797
<i>Seeking Lottery</i>	2323	~12.9%	2323
<i>Text</i>	579	~3.2%	579
<i>Wrong Numbers</i>	2843	~15.8%	2843
Total	17970	100.0%	17970

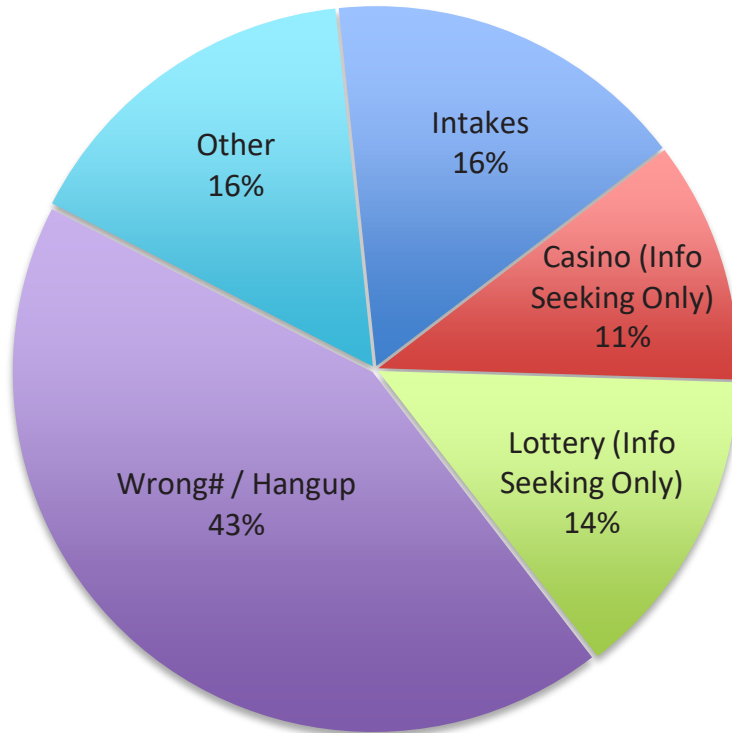
This table is based on the total call volume received between January 1, 2023 - December 31, 2023.



Total Helping Calls

Total Helping Calls			
Call Type	Total Calls by Type	Average Type	Total Calls
Intakes	2693	100%	2693
Total	2693	100%	2693

Total Call Types



	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Chat Requests	60	50	73	82	61	92	77	51	82	79	91	68	866
Text Requests	47	45	53	64	64	43	34	49	33	47	52	48	579
INTAKES	45	32	42	46	46	52	37	39	33	45	54	44	515

In 2023, approximately 16% of total calls to the Helpline (16,525) were Intake Calls, or problem gambling related. This represents a **total of 2,693 calls from individuals who were seeking help** for a gambling problem, which was an increase from the 2,621 calls in 2022. These calls were made by individuals seeking help for the themselves, or for someone they know. Additionally, there were a total of 1,445 chats/texts in 2023, **515 of which were for help** - an increase from the 342 chats/texts for help in 2022.

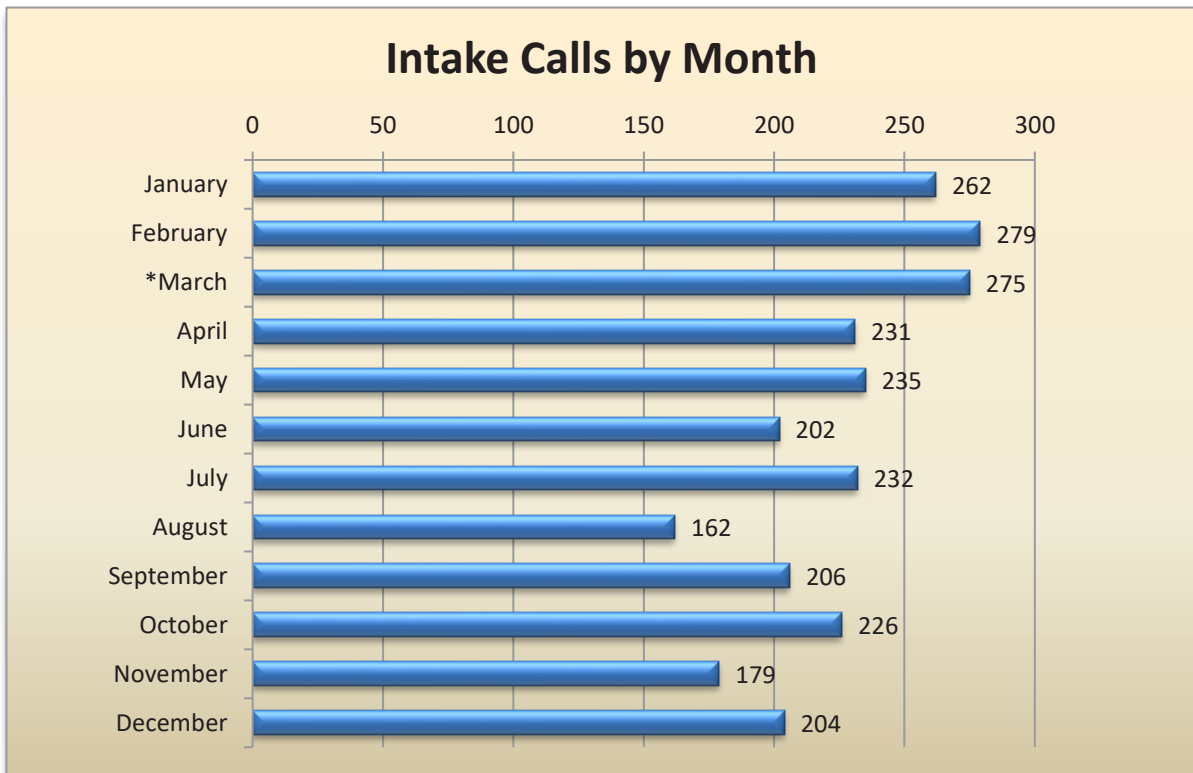
Through each of these channels, a total of 3,208 requests for help were made in 2023.

Information Reported by Intake - 1/1/2023-12/31/2023

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 2023 calendar year, the Problem Gambling Helpline received a total of 2,693 intake calls. The chart below outlines the monthly breakdown of calls for help throughout 2023.

Total Intake Calls by Month			
Month	Frequency	Percent	Total Calls
January	262	~10%	262
February	279	~10%	279
*March	275	~10%	275
April	231	~9%	231
May	235	~9%	235
June	202	~8%	202
July	232	~9%	232
August	162	~6%	162
September	206	~8%	206
October	226	~8%	226
November	179	~7%	179
December	204	~8%	204
Total	2693	100%	2693



*indicates Problem Gambling Awareness Month, held annually in March

Most Problematic Form of Gambling

This table reflects the most problematic form of gambling reported.

Bingo	2
Casino - Table Games	246
Casino Games - Poker/Video Poker	35
Casino Games - Slots	379
Casino Games - Unspec./Other	190
Crypto	2
Horse Racing / Racetrack / Simulcast	8
Internet - Poker	21
Internet - Slots	414
Internet - Table Games	208
Internet - Unspec./Other	208
Lottery - Draw/Pick Games	26
Lottery - Online	14
Lottery - Scratch-offs	109
Lottery - Unspec./Other	7
Non Casino - Cards/Dice	2
Non Casino - Poker/Video Poker	23
Non Casino - Slots	68
Pull Tabs / Raffles / 50-50 Drawings	2
Skill Machines	121
Sports - Casino/Turf Club	13
Sports - Fantasy/Contests	2
Sports - Online	280
Sports - Other/Unspec.	18
Stock Market/Day Trading	7
Unspec./Unwilling/Other	282
Video Games	5
Video Gaming Terminals (VGTs)	1

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
- Internet – other: primarily some type of online casino style gambling – could relate to unregulated online gambling
- Cards/Dice/etc. – NonCasino – Any unregulated card game, dice game or other type of game
- Sports – Other - unspecified sports (legal/illegal), football, basketball, fantasy sports, etc.
- Poker/Video Poker – Non-Casino - unregulated Poker games (live and video)
- Video Gaming Terminals (VGT's) - regulated video gaming terminals located at authorized truck stops

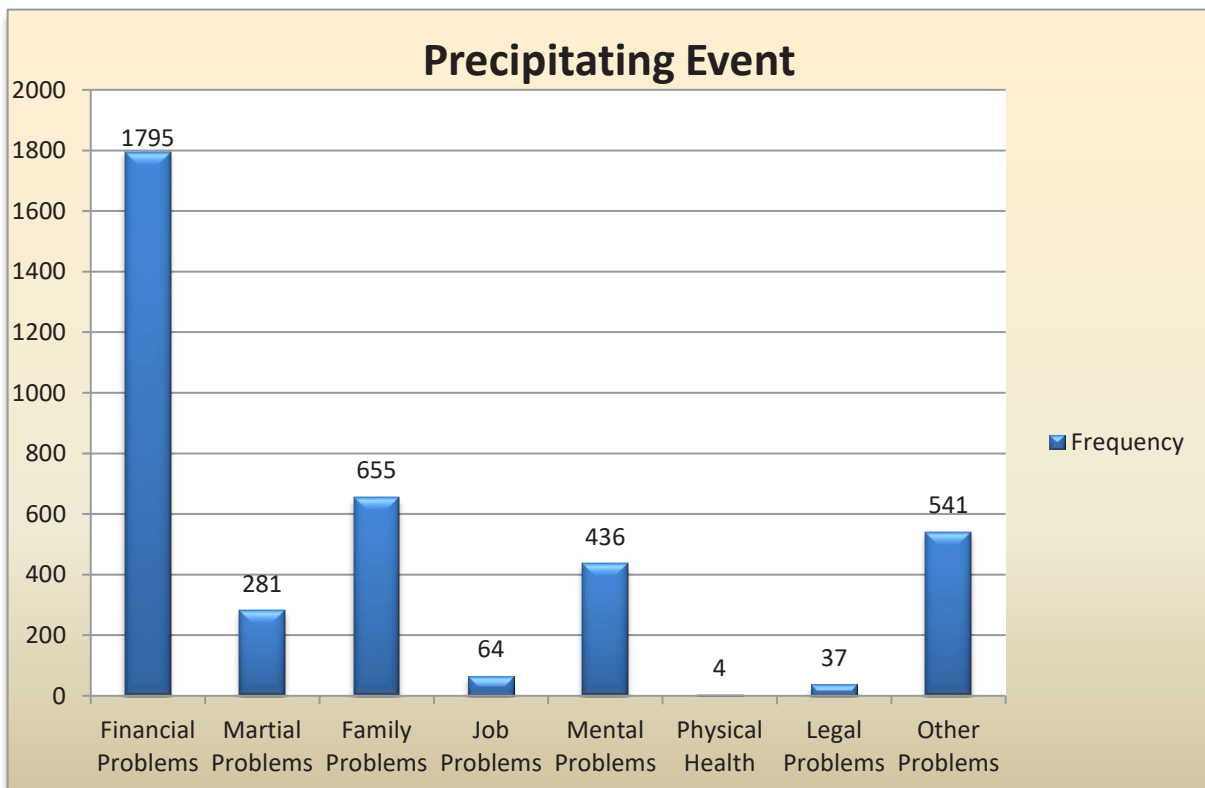
Precipitating Events

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>	1795	~67%	1795
<i>Martial Problems</i>	281	~10%	281
<i>Family Problems</i>	655	~24%	655
<i>Job Problems</i>	64	~2%	64
<i>Mental Problems</i>	436	~16%	436
<i>Physical Health</i>	4	<1%	4
<i>Legal Problems</i>	37	~1%	37
<i>Other Problems</i>	541	~20%	541

**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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2023 Monthly Intake Calls

Number Called	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
800-848-1880	11	14	28	18	12	11	8	17	16	13	7	8	163
800-GAMBLER	93	95	89	58	79	91	112	66	81	105	94	112	1075
877-565-2112	4	5	8	2	1	1	2	0	1	2	0	0	26
800-522-4700	46	71	56	99	80	44	43	39	57	51	30	35	651
Other/Did Not Answer	108	93	93	54	63	55	67	40	51	54	48	48	774
TOTAL HELPLINE INTAKES	262	278	274	231	235	202	232	162	206	225	179	203	2,689
** (Lottery Prompt)	0	1	1	0	0	0	0	0	0	1	0	1	4
***CCGP Office Calls	15	14	9	6	8	7	7	11	5	3	7	2	94

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

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

Marital Status	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Cohabiting	14	34	26	13	13	11	14	11	9	16	15	10	186
Divorced	9	12	18	16	12	9	9	4	8	9	7	7	120
Married	66	75	57	57	56	47	55	37	54	57	42	55	658
Separated	4	4	6	5	1	3	1	3	8	1	3	5	44
Single	95	93	113	89	86	81	99	74	80	82	67	76	1035
Other/Did Not Answer	71	55	47	43	63	46	52	31	43	58	44	47	600
Widowed	3	6	8	8	4	5	2	2	4	3	1	4	50

How Caller Heard of Helpline	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Billboard	3	4	2	3	6	2	1	3	2	2	1	1	30
Brochure	0	0	1	1	0	0	1	0	0	0	0	0	3
Casino / Casino Card	22	20	26	26	22	15	33	10	20	11	10	12	227
PGCB / Council	0	0	0	1	0	0	0	0	1	0	0	0	2
Crisis Line / Therapy	6	1	1	1	4	0	2	2	2	2	0	0	21
Family / Friend	4	14	10	9	11	8	2	7	5	9	5	9	93
Internet	106	135	129	121	114	104	101	94	111	121	103	110	1349
Lottery	2	4	7	4	1	3	3	3	3	7	0	2	39
Newspaper	0	0	0	0	0	0	0	0	0	0	0	0	0
Phonebook / Operator	0	0	0	0	0	0	0	0	0	0	1	0	1
TV	10	7	5	5	5	5	9	4	2	6	6	8	72
Radio	2	4	2	1	3	3	2	2	2	2	0	0	23
Other/Did Not Answer	107	90	92	59	69	62	78	37	58	66	53	62	833

Suicide	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Present	2	2	0	2	3	0	0	2	1	0	2	0	14
No	259	277	273	228	232	202	232	158	200	226	177	204	2668
Past	1	0	2	1	0	0	0	2	5	0	0	0	11

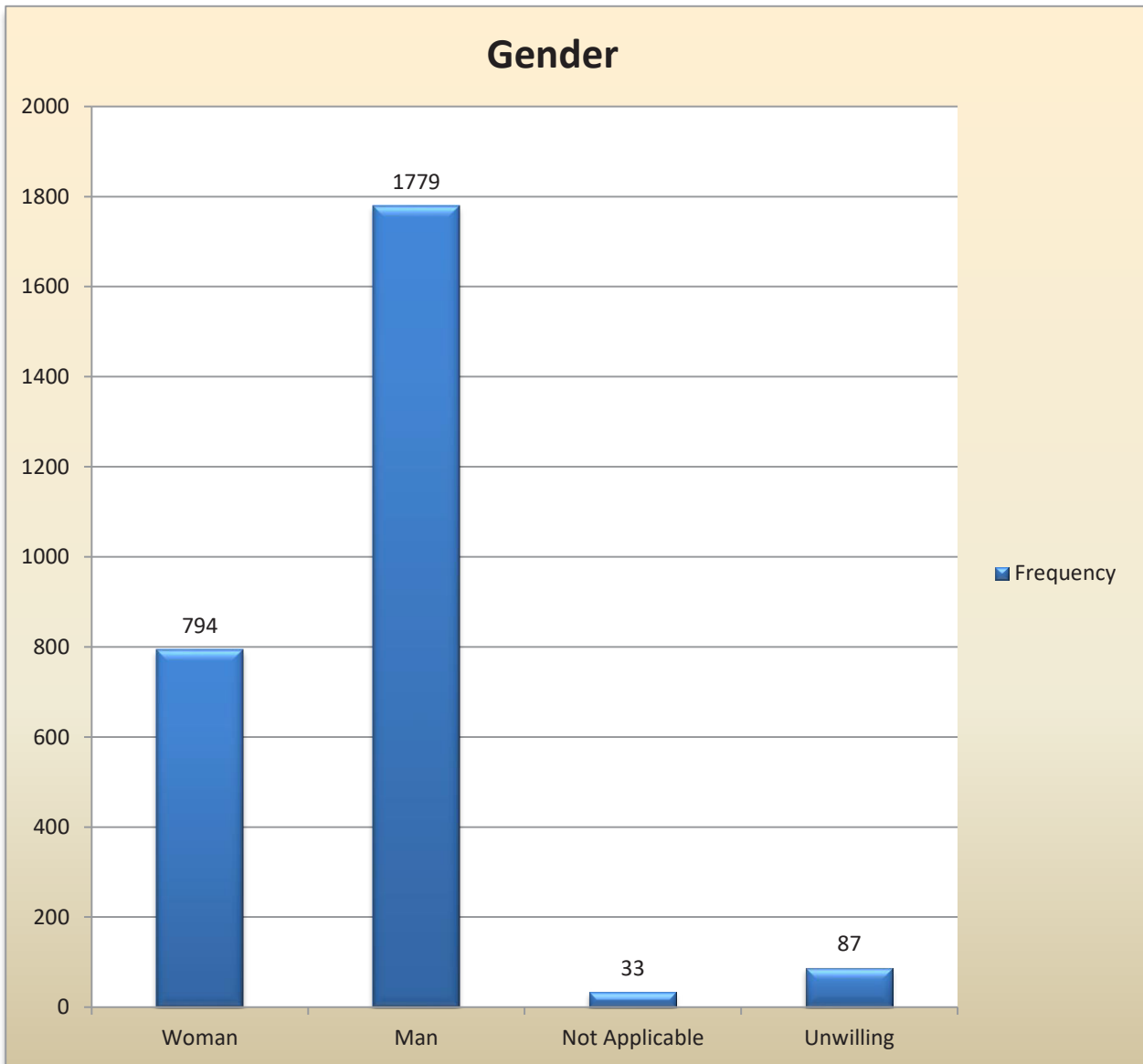
Callers Subject	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Family	30	21	19	16	14	19	26	17	18	22	8	16	226
Friend	12	9	7	3	4	1	5	5	6	4	3	3	62
Self	206	229	227	193	196	168	187	129	172	184	157	174	2222
Spouse	8	18	18	17	11	10	10	8	9	11	6	9	135
Other/Did Not Answer	6	2	4	2	10	4	4	3	1	5	5	2	48

Gender

This category compares men to women ratio of helpline calls.

Gender			
Gender	Frequency	Percent	Total Calls
Woman	794	~29%	794
Man	1779	~66%	1779
Not Applicable	33	~1%	33
Unwilling	87	~3%	87
Total	2693	100%	2693

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



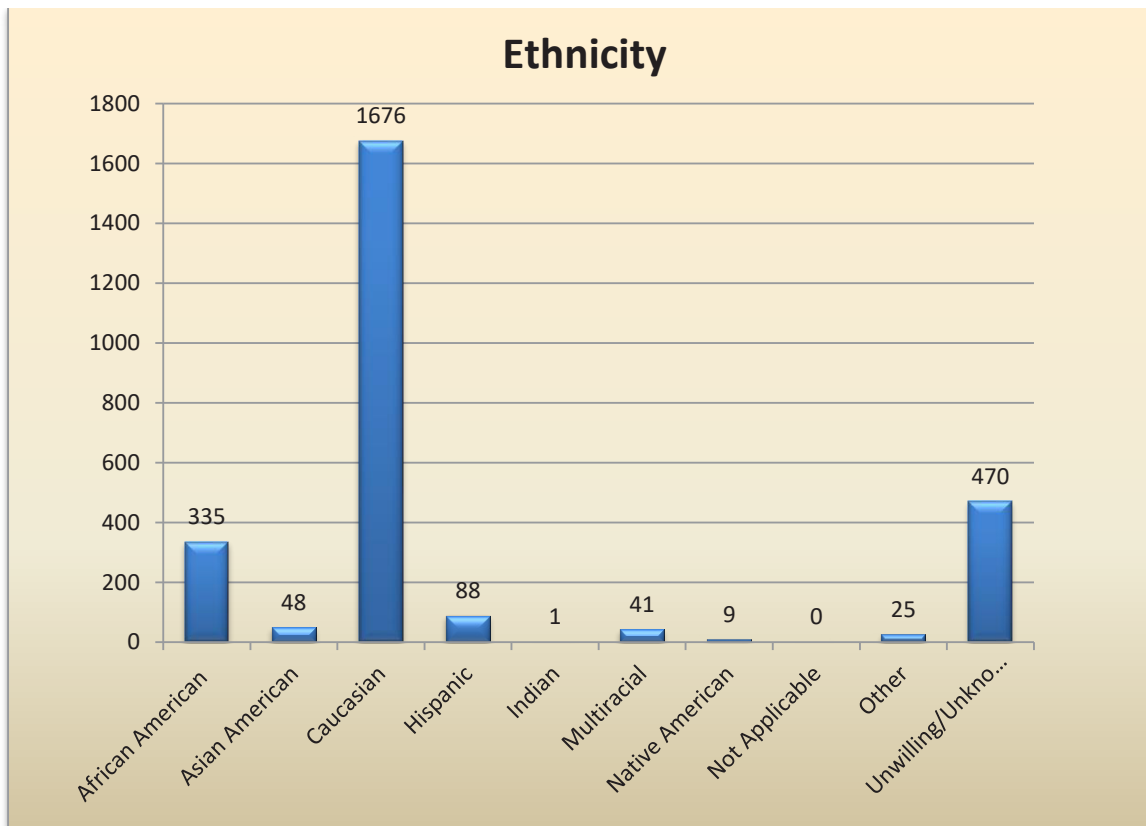
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Ethnicity

This categories identifies ethnicity.

Ethnicity			
Ethnicity	Frequency	Percent	Total Calls
African American	335	~12%	335
Asian American	48	~2%	48
Caucasian	1676	~62%	1676
Hispanic	88	~3%	88
Indian	1	<1%	1
Multiracial	41	~2%	41
Native American	9	<1%	9
Not Applicable	0	0%	0
Other	25	~1%	25
Unwilling/Unknown/Unsure	470	~17%	470
Total	2693	100%	2693

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



Language Line	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Callers passed along	1	2	2	1	0	1	0	1	0	1	2	0	11

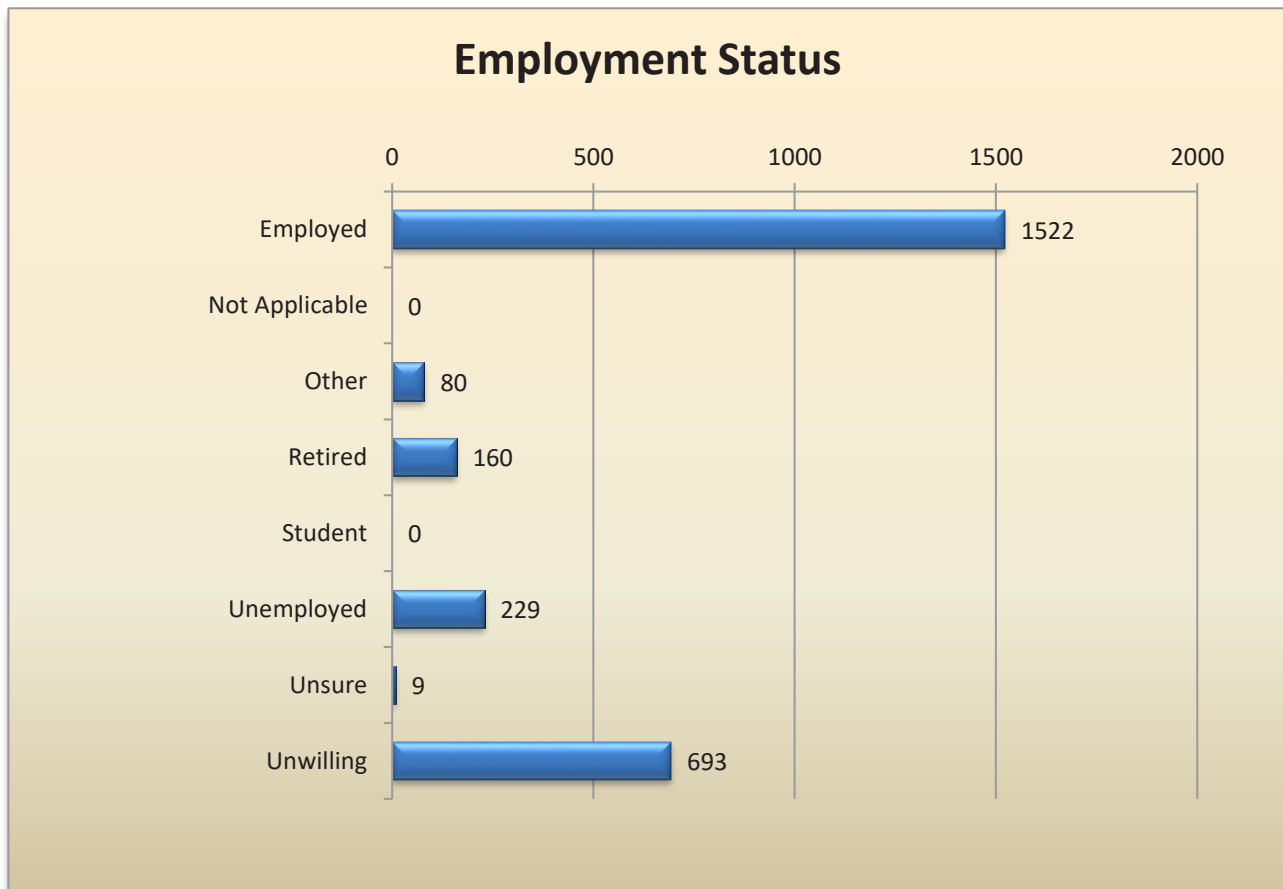
For the 2023 calendar year, the Problem Gambling Helpline received a total of eleven (11) requests for Language Line services.

Employment Status

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

Employment Status			
Employed	Frequency	Percent	Total Calls
<i>Employed</i>	1522	~57%	1522
<i>Not Applicable</i>	0	0%	0
<i>Other</i>	80	~3%	80
<i>Retired</i>	160	~6%	160
<i>Student</i>	0	0%	0
<i>Unemployed</i>	229	~9%	229
<i>Unsure</i>	9	<1%	9
<i>Unwilling</i>	693	~26%	693
Total	2693	100%	2693

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

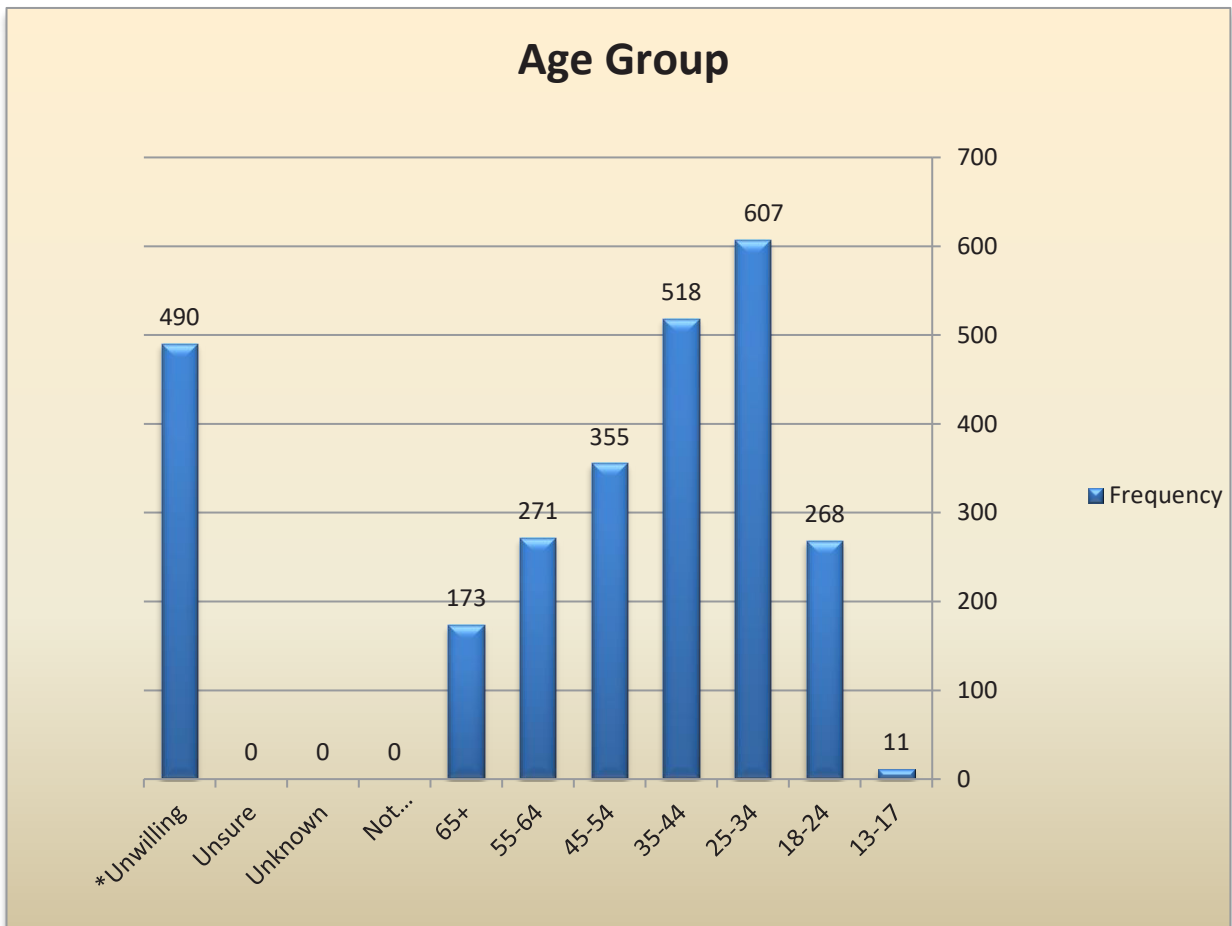


Age Group

This table depicts the reported age group

Age Group			
Age	Frequency	Percent	Total
13-17	11	<1%	11
18-24	268	~10%	268
25-34	607	~23%	607
35-44	518	~19%	518
45-54	355	~13%	355
55-64	271	~10%	271
65+	173	~6%	173
Not Applicable	0	0%	0
Unknown	0	0%	0
Unsure	0	0%	0
*Unwilling	490	~18%	490
Total	2693	100%	2693

*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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Location of Intake Calls by County

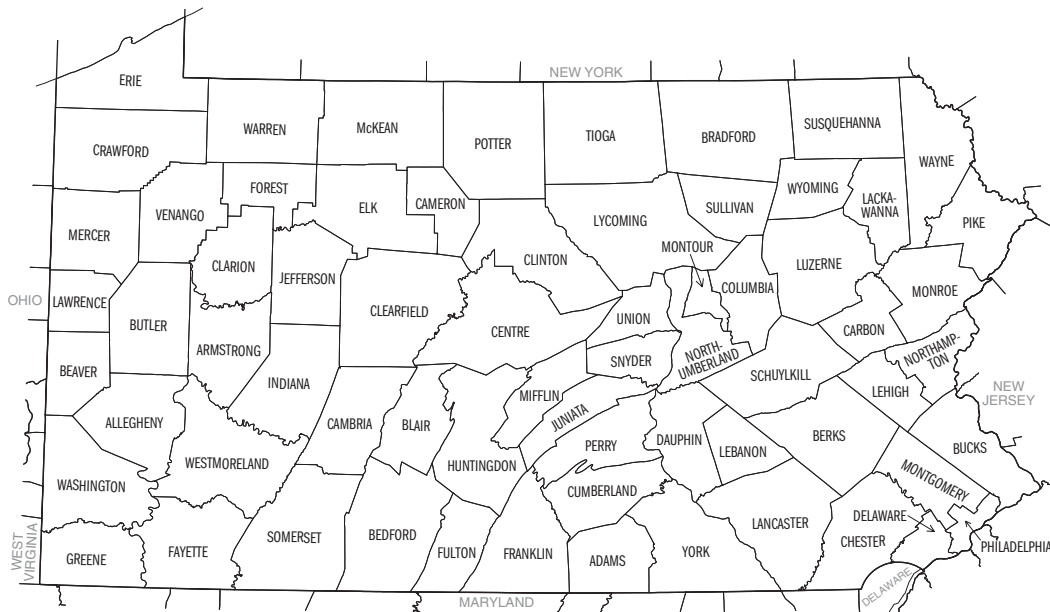
Calls by County			
County	Frequency	Average	Total
Adams	9	<1%	9
Allegheny	288	~11%	288
Armstrong	14	~1%	14
Beaver	19	~1%	19
Bedford	11	<1%	11
Berks	61	~2%	61
Blair	22	~1%	22
Bradford	5	<1%	5
Bucks	105	~4%	105
Butler	16	~1%	16
Cambria	24	~1%	24
Cameron	2	<1%	2
Carbon	9	<1%	9
Centre	17	~1%	17
Chester	64	~2%	64
Clarion	4	<1%	4
Clearfield	18	~1%	18
Clinton	6	<1%	6
Columbia	9	<1%	9
Crawford	10	<1%	10
Cumberland	29	~1%	29
Dauphin	72	~3%	72
Delaware	78	~3%	78
Elk	11	<1%	11
Erie	32	~1%	32
Fayette	25	~1%	25
Franklin	0	0%	0
Forest	12	<1%	12
Fulton	1	<1%	1
Greene	3	<1%	3
Huntingdon	4	<1%	4
Indiana	7	<1%	7
Jefferson	10	<1%	10
Juniata	0	0%	0
Lackawanna	50	~2%	50
Lancaster	69	~3%	69
Lawrence	28	~1%	28
Lebanon	28	~1%	28
Lehigh	64	~2%	64
Luzerne	81	~3%	81
Lycoming	40	~1%	40
McKean	3	<1%	3
Mercer	10	<1%	10
Mifflin	4	<1%	4
Monroe	28	~1%	28
Montgomery	121	~4%	121
Montour	3	<1%	3

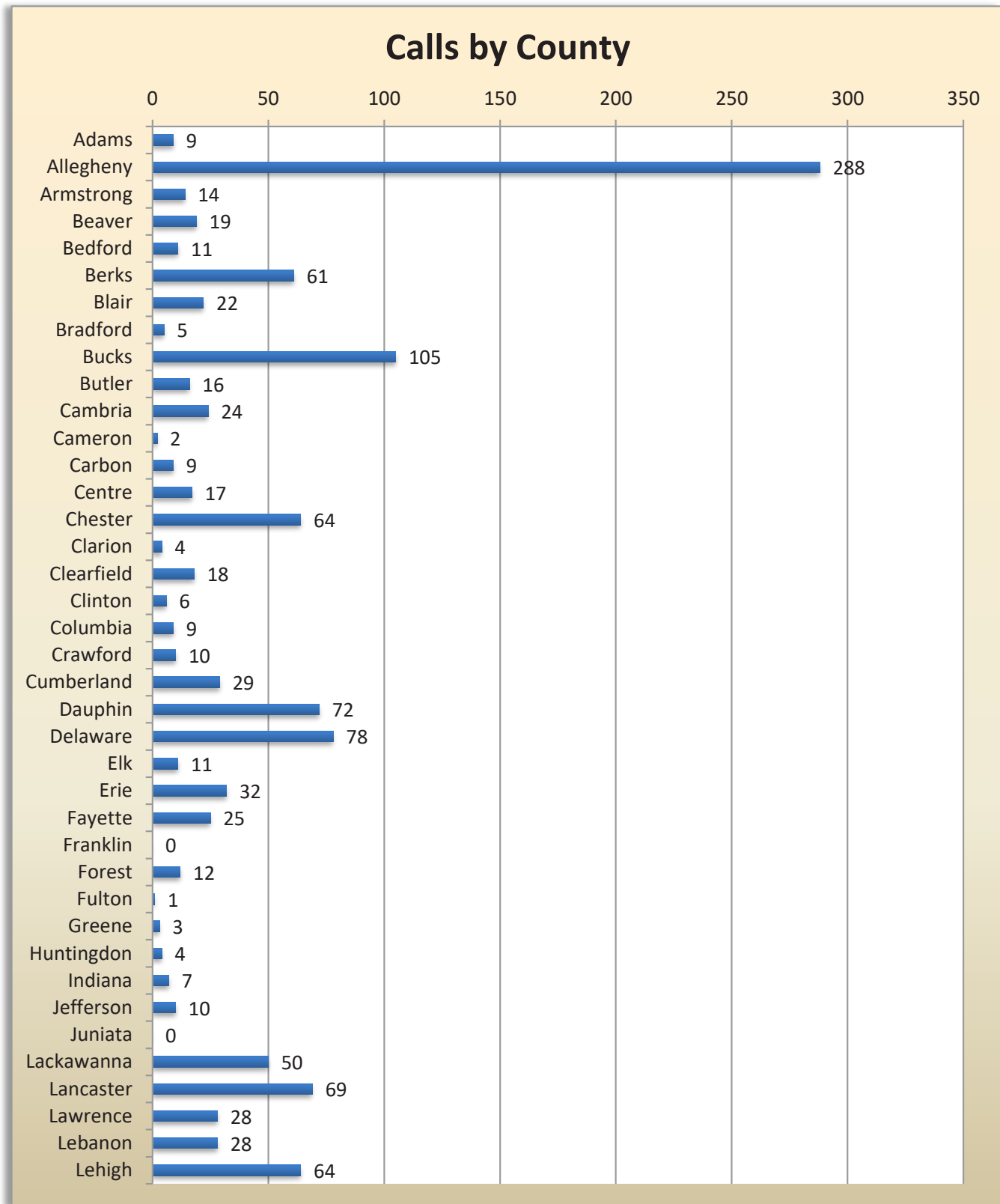
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Location of Intake Calls by County

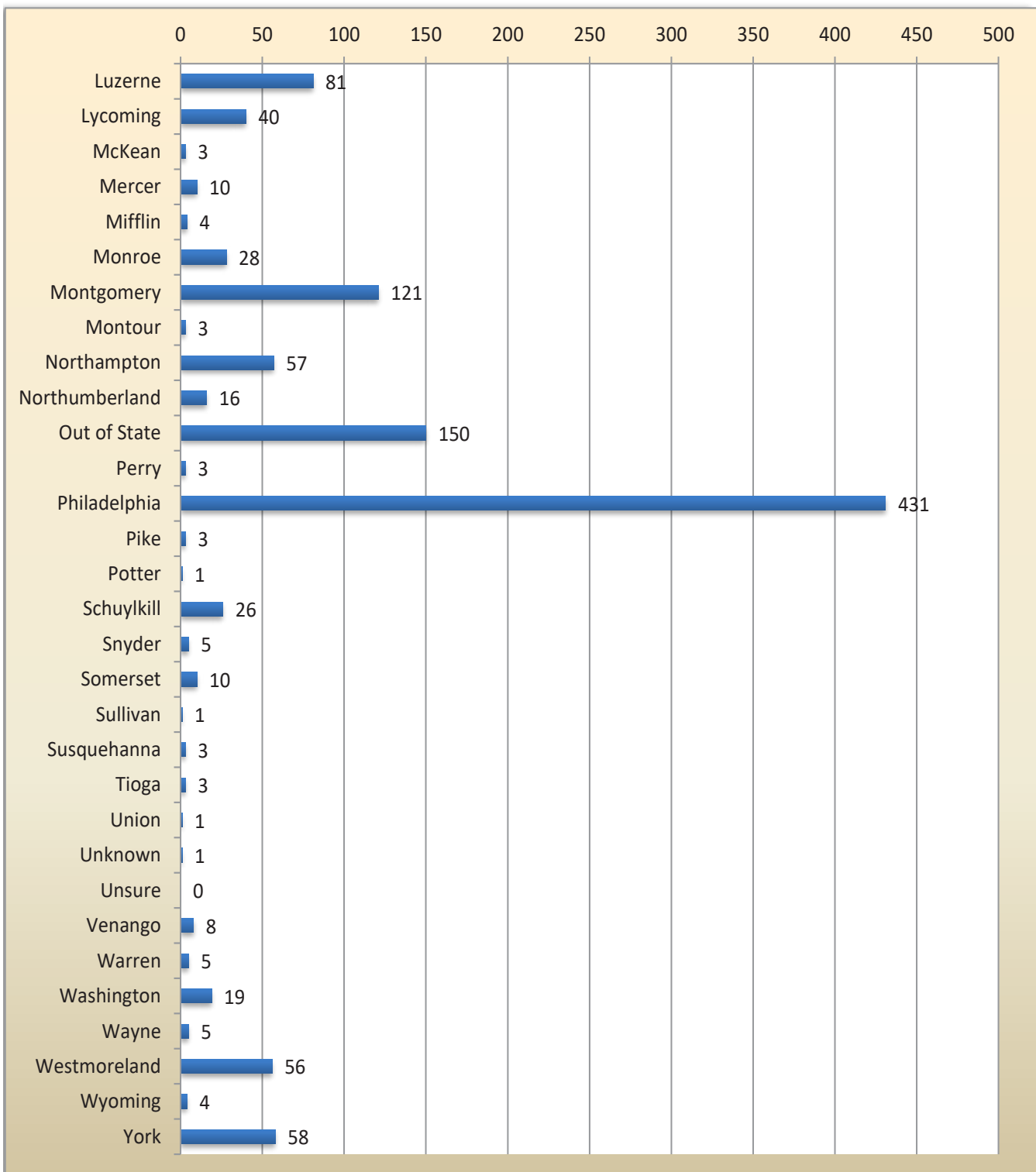
Calls by County

Northampton	57	~2%	57
Northumberland	16	~1%	16
Out of State	150	~6%	150
Perry	3	<1%	3
Philadelphia	431	~16%	431
Pike	3	<1%	3
Potter	1	<1%	1
Schuylkill	26	~1%	26
Snyder	5	<1%	5
Somerset	10	<1%	10
Sullivan	1	<1%	1
Susquehanna	3	<1%	3
Tioga	3	<1%	3
Union	1	<1%	1
Unknown	1	<1%	1
Unsure	0	0%	0
Venango	8	<1%	8
Warren	5	<1%	5
Washington	19	~1%	19
Wayne	5	<1%	5
Westmoreland	56	~2%	56
Wyoming	4	<1%	4
York	58	~2%	58
*Unwilling	301	~11%	301
Total	2693	100%	2693





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Other Problems Identified

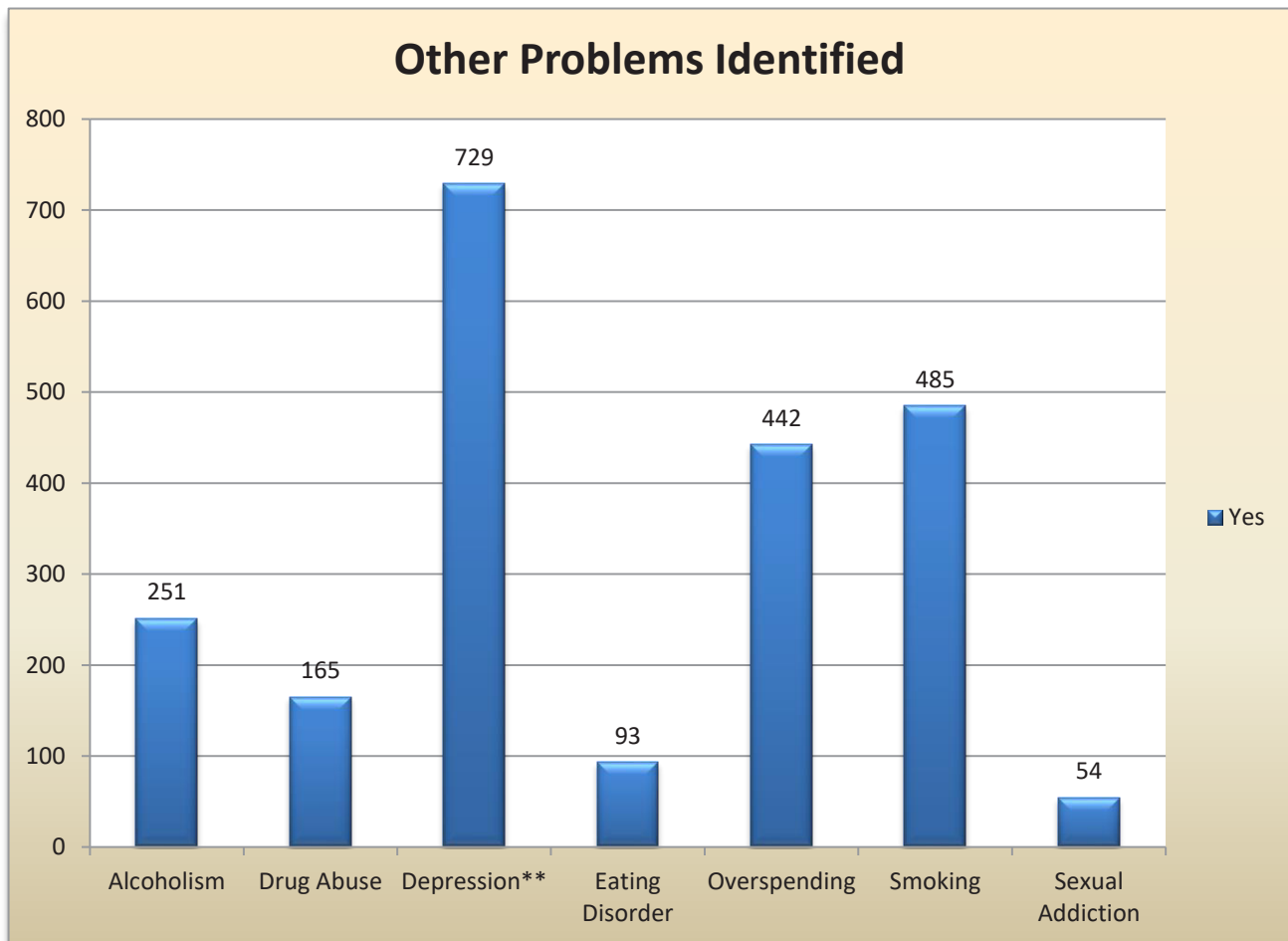
Other Problems Identified			
Other Problems*	Yes	Yes Percent	No
Alcoholism	251	~9%	251
Drug use	165	~6%	165
Depression**	729	~27%	729
Eating Disorder	93	~3%	93
Overspending	442	~16%	442
Smoking	485	~18%	485
Sexual Addiction	54	~2%	54

This table identifies other problem areas as reported by the caller. Callers answer "yes or no" to the question, "Have you experienced other problems (current or past) in addition to your gambling?"

*Callers may answer yes to more than one of the above categories.

**Depression as listed in this context could refer to the answer to the simple question, "Are you depressed?" and/or a doctors diagnosis of depression or Clinical Depression.

PLEASE NOTE: The percent associated with each response indicates what percent of the total number of callers indicated that problem was present. Percent totals will not, and should not, equal 100%, as a result.



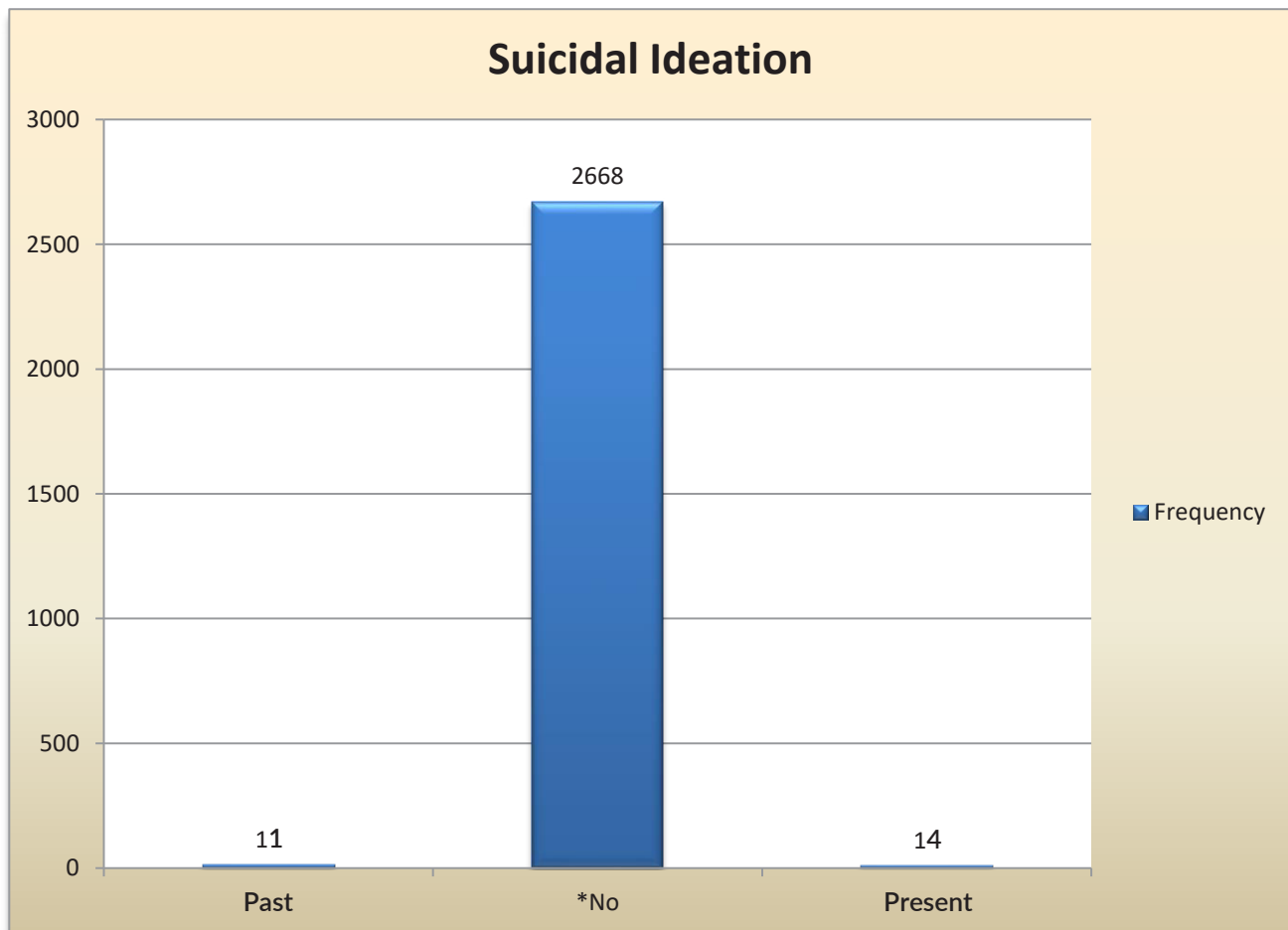
Suicidal Ideation

Calls in this category are the most serious calls received by Helpline staff. Direct and specific questions about suicide are essential in assessing suicidal ideation and risk. Callers are asked if they are having thoughts of harming themselves currently or have had said thoughts in the past. They are also asked if they have been diagnosed with a specific condition or illness such as Clinical Depression. This is a table reflective of the gamblers mental status based on those questions.

Number of Callers Who Were Suicidal			
Suicidal	Frequency	Percent	Total Calls
*Past	11	<1%	11
No	2668	~99%	2668
**Present	14	<1%	14
Total	2693	100%	2693

**Callers have either attempted suicide in the past or have had said thoughts in the past. This caller is not currently in crisis and/or suicidal.*

***Caller currently is suicidal and emergency services are required.*



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Suggested Referrals		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
CCCS		17	20	25	19	25	27	27	13	12	18	10	18	231
GA		124	152	156	120	125	119	119	79	114	112	100	121	1441
Gam Anon		23	25	36	24	15	12	22	19	31	25	26	27	285
Helpline Materials		14	35	27	15	28	15	9	11	19	18	22	1	214
Internet Resources		87	104	118	78	114	99	115	78	109	115	78	96	1191
PA Council / PGCB		119	142	153	101	107	101	104	64	99	103	92	108	1293
Other/Did Not Answer		69	65	62	52	48	15	56	38	50	66	56	65	642
Self Exclusion		123	125	99	102	110	92	77	58	84	87	80	101	1138
Treatment		204	218	240	190	185	144	170	117	175	187	145	186	2161

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

At a glance...

- 2023 saw 17,970 individuals place a call, chat or text to the Helpline Center. Of these, 2,693 (16%) were “intake” calls, or calls seeking help/information for issues related to gambling.
- Among the 17,970, 866 chat/579 text requests were received, 515 of which were for help.
- February and March saw the highest volume of intake calls. August saw the fewest.
- The majority of intake calls (67%) were prompted by financial problems.
- Half (50%) of intake calls named the “Internet” as where they learned about the Helpline.
- A total of 25 calls reported situations involving current or past thoughts of attempting suicide.
- The breakdown of intake calls in 2023 was 66% men and 29% women.
- 23% of intakes were individuals in the 25-34 age range - this is higher than any other group.
- The majority of intake calls (62%) were placed by Caucasian individuals in 2023.
*Language line requests were made by eleven (11) callers in 2023.
 CCGP continues to focus outreach efforts on non-English speaking populations, as well as training multi-lingual clinicians, with the goal of increasing the current infrastructure of available help.*
- 27% of all 2023 intake calls came from Philadelphia and Allegheny Counties.
- Internet slots, casino slots, and online sports wagering represented the most problematic types of gambling specifically reported by individuals seeking help.
- 313 calls regarding sports betting were placed in 2023, compared to 296 placed in 2022.
- 60% of intakes reported co-occurring issues related to mental health or substance/tobacco use.