
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.

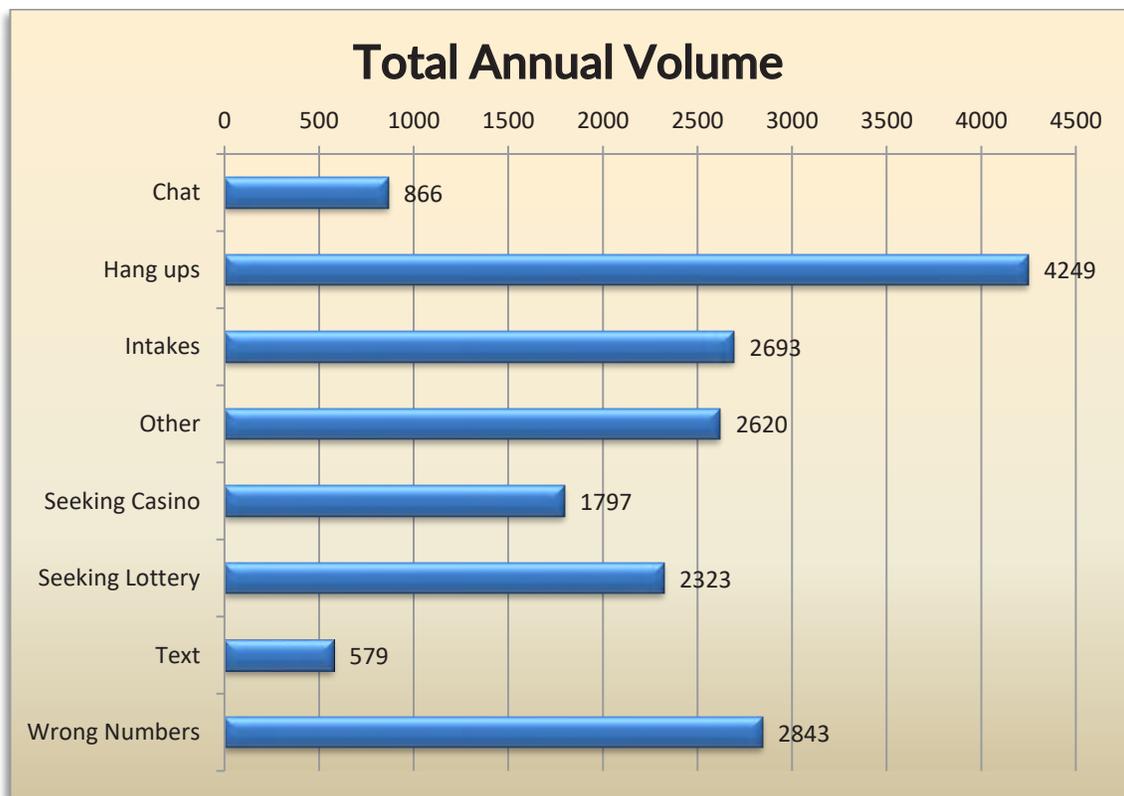
**Call percentages in this report are often rounded to the nearest decimal and/or whole number, so some chart totals may not add up to 100% exactly.*

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
Chat	866	~4.8%	866
Hang ups	4249	~23.6%	4249
Intakes	2693	~15.0%	2693
Other	2620	~14.6%	2620
Seeking Casino	1797	~10.0%	1797
Seeking Lottery	2323	~12.9%	2323
Text	579	~3.2%	579
Wrong Numbers	2843	~15.8%	2843
Total	17970	100.0%	17970

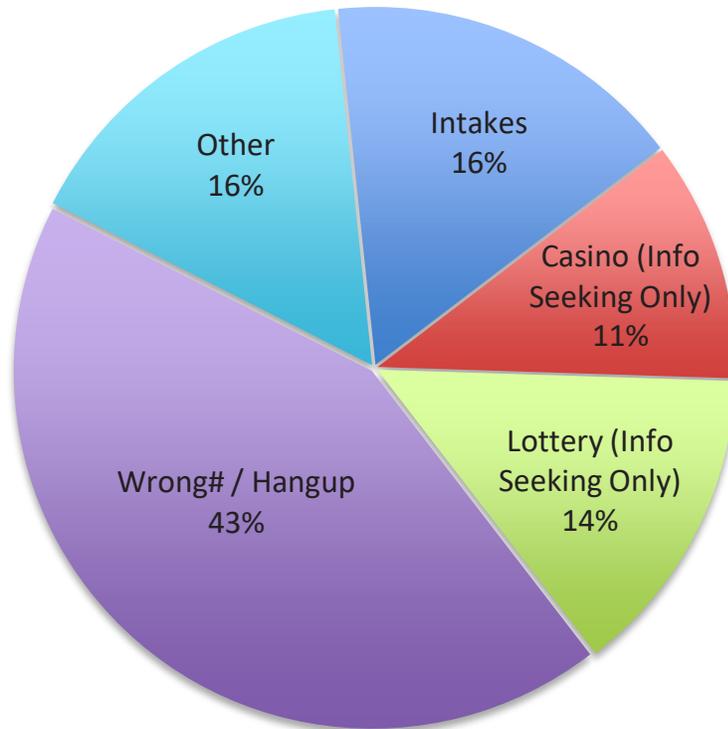
This table is based on the total call volume received between January 1, 2023 - December 31, 2023.



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.

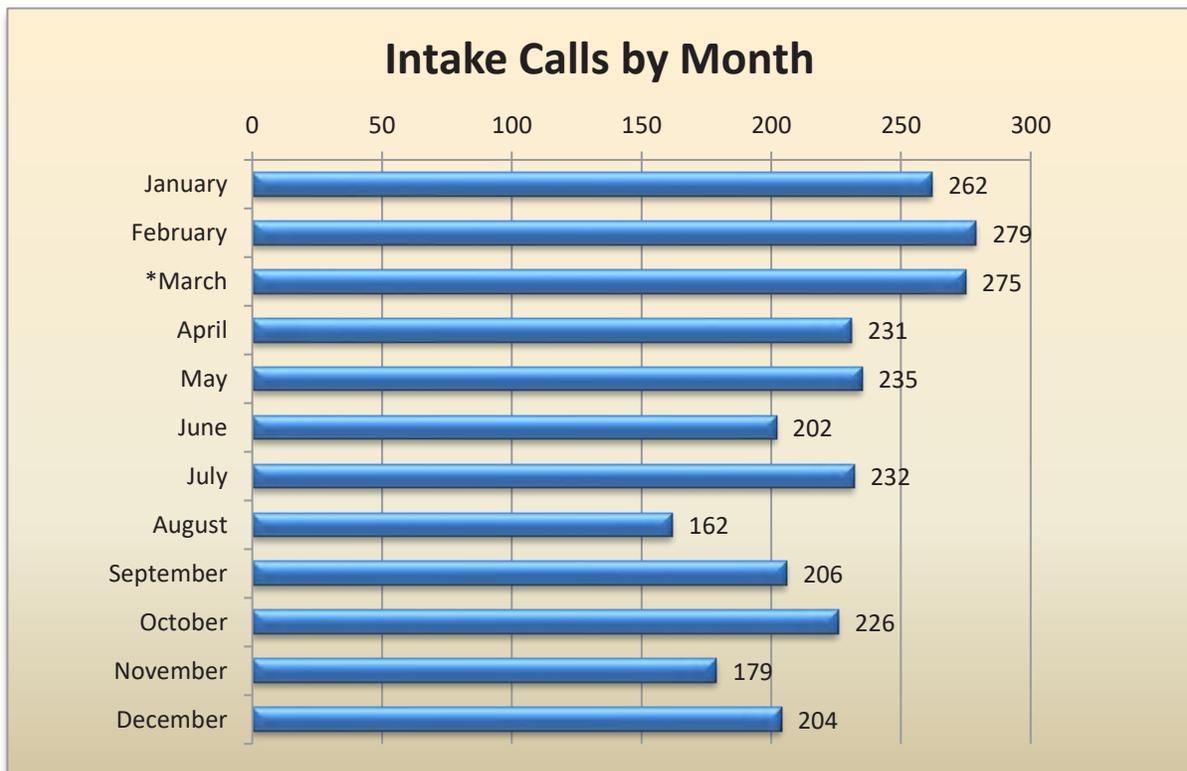
Through each of these channels, a total of 3,208 requests for help were made in 2023.

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

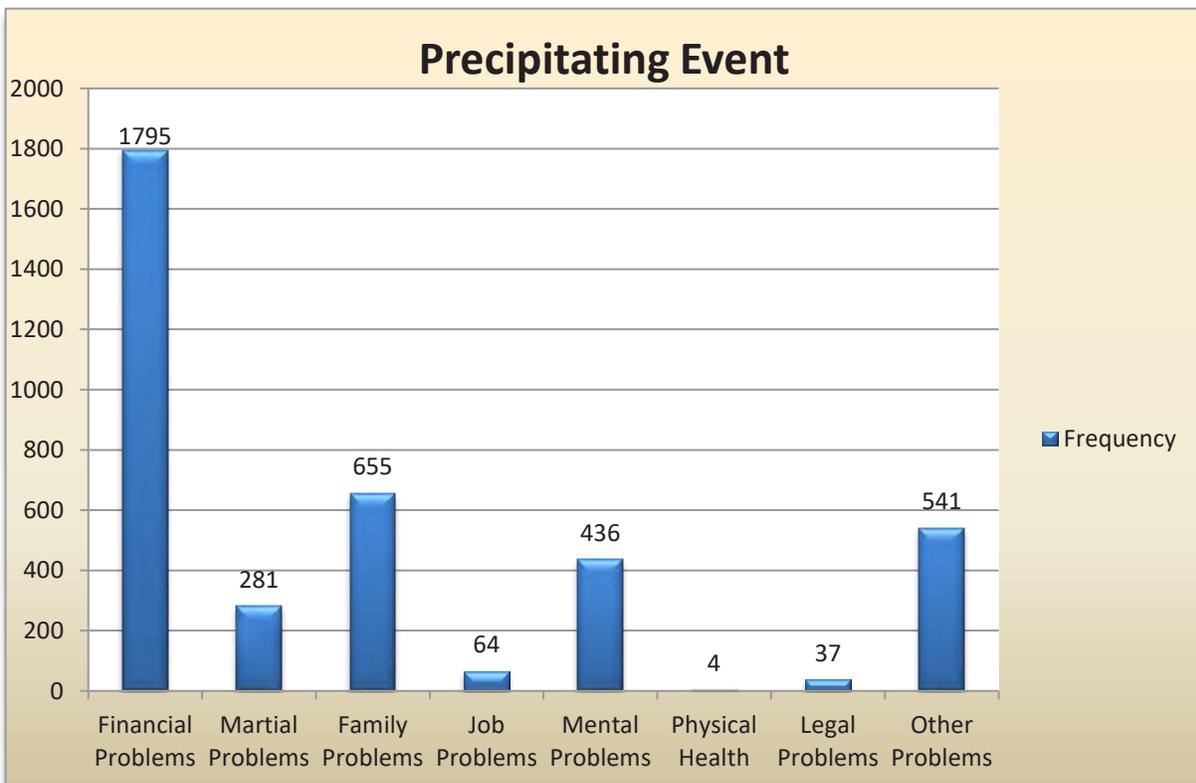
Precipitating Events

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
Financial Problems	1795	~67%	1795
Martial Problems	281	~10%	281
Family Problems	655	~24%	655
Job Problems	64	~2%	64
Mental Problems	436	~16%	436
Physical Health	4	<1%	4
Legal Problems	37	~1%	37
Other Problems	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
** <i>(Lottery Prompt)</i>	0	1	1	0	0	0	0	0	0	1	0	1	4
*** <i>CCGP Office Calls</i>	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

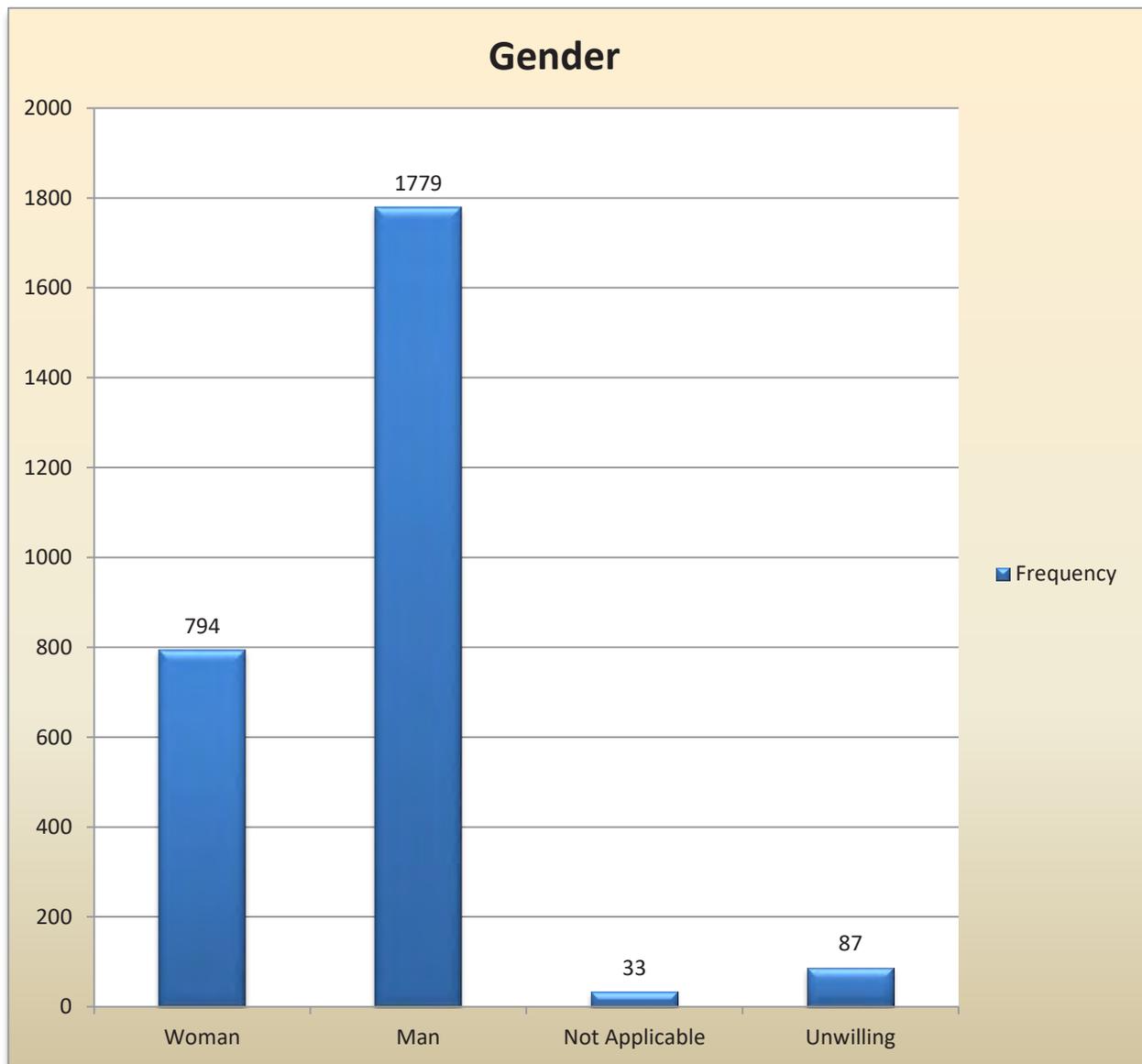
Callers Subject	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Family	30	21	19	16	14	19	26	17	18	22	8	16	226
Friend	12	9	7	3	4	1	5	5	6	4	3	3	62
Self	206	229	227	193	196	168	187	129	172	184	157	174	2222
Spouse	8	18	18	17	11	10	10	8	9	11	6	9	135
Other/Did Not Answer	6	2	4	2	10	4	4	3	1	5	5	2	48

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.*

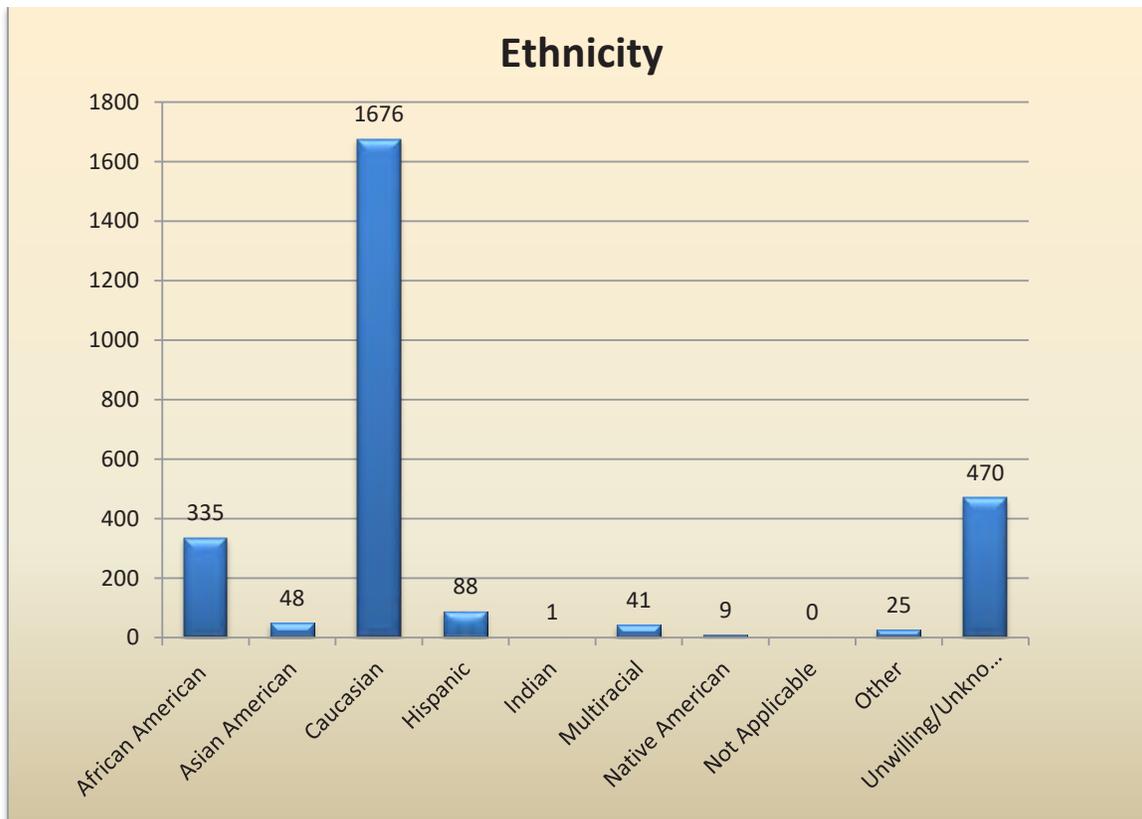


Ethnicity

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

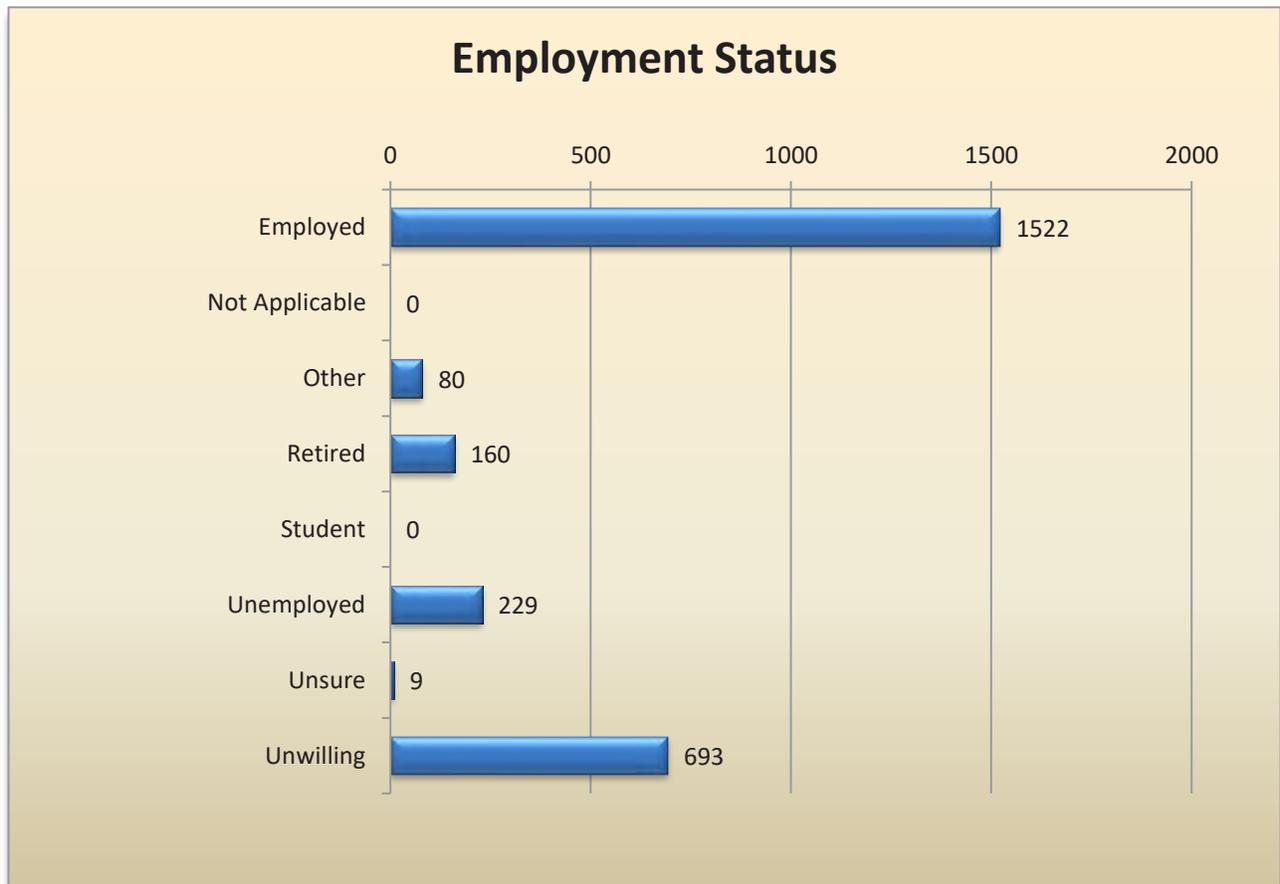
For the 2023 calendar year, the Problem Gambling Helpline received a total of eleven (11) requests for Language Line services.

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.*

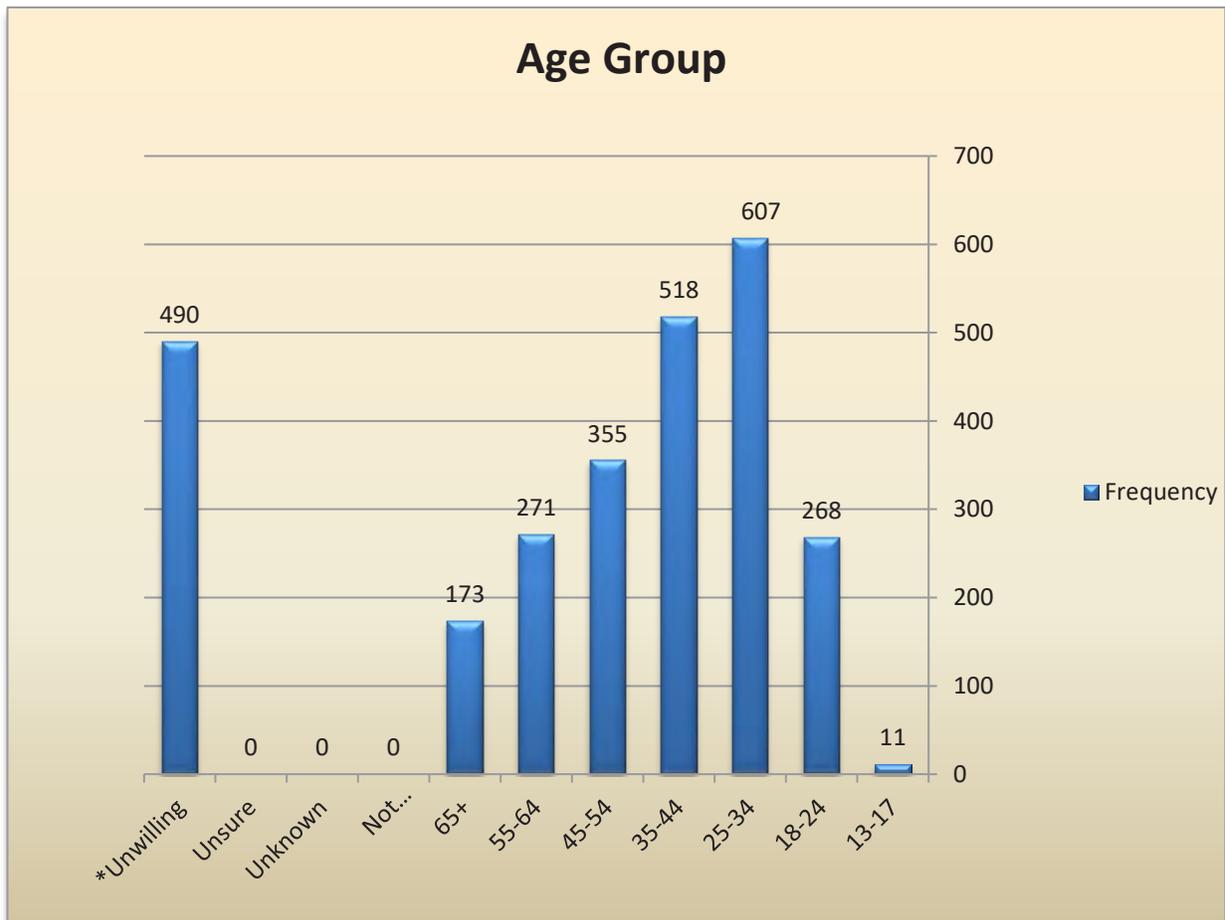


Age Group

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.



Location of Intake Calls by County

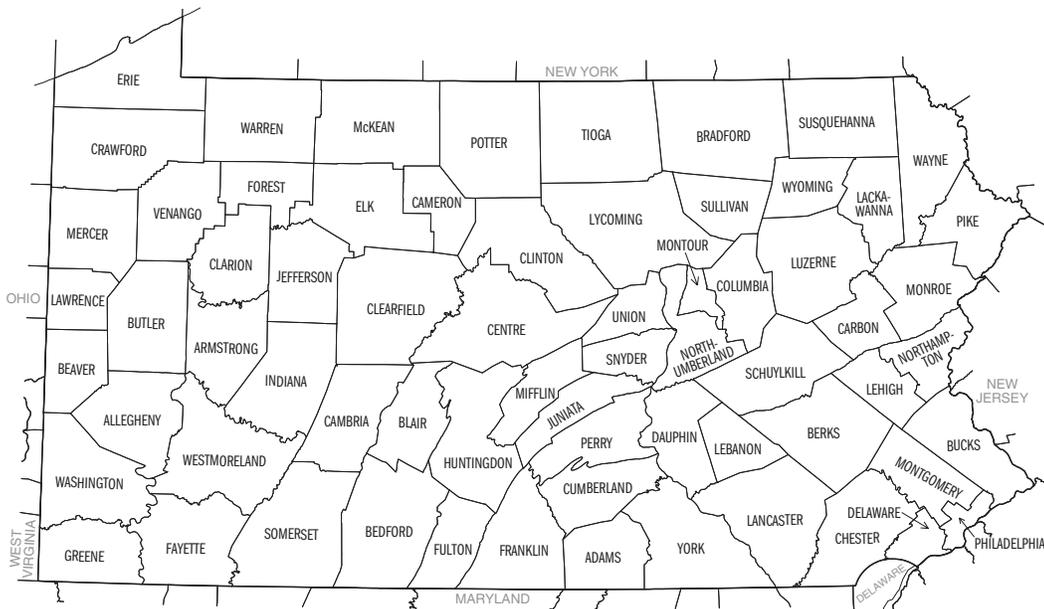
Calls by County			
County	Frequency	Average	Total
Adams	9	<1%	9
Allegheny	288	~11%	288
Armstrong	14	~1%	14
Beaver	19	~1%	19
Bedford	11	<1%	11
Berks	61	~2%	61
Blair	22	~1%	22
Bradford	5	<1%	5
Bucks	105	~4%	105
Butler	16	~1%	16
Cambria	24	~1%	24
Cameron	2	<1%	2
Carbon	9	<1%	9
Centre	17	~1%	17
Chester	64	~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

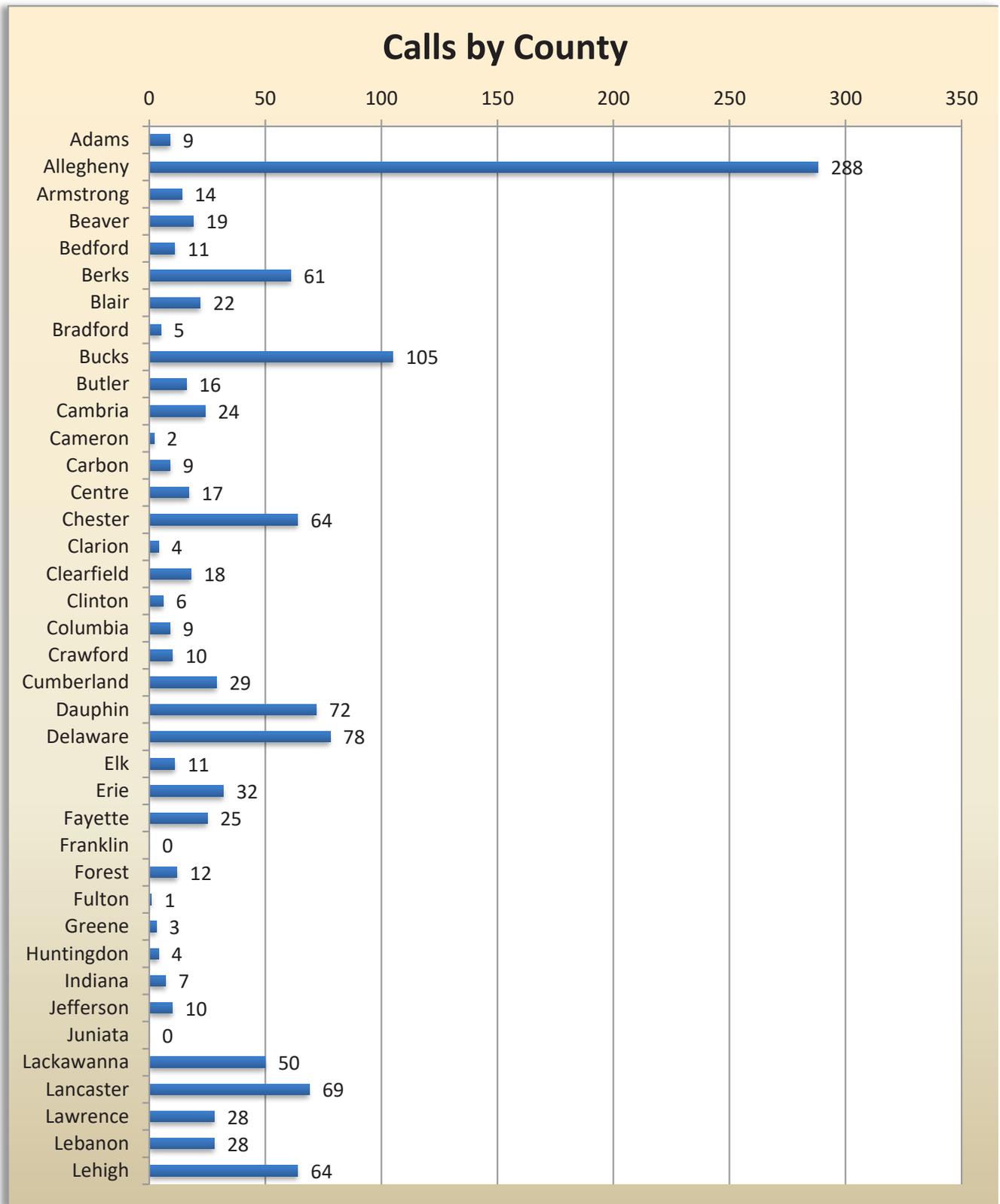
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Location of Intake Calls by County

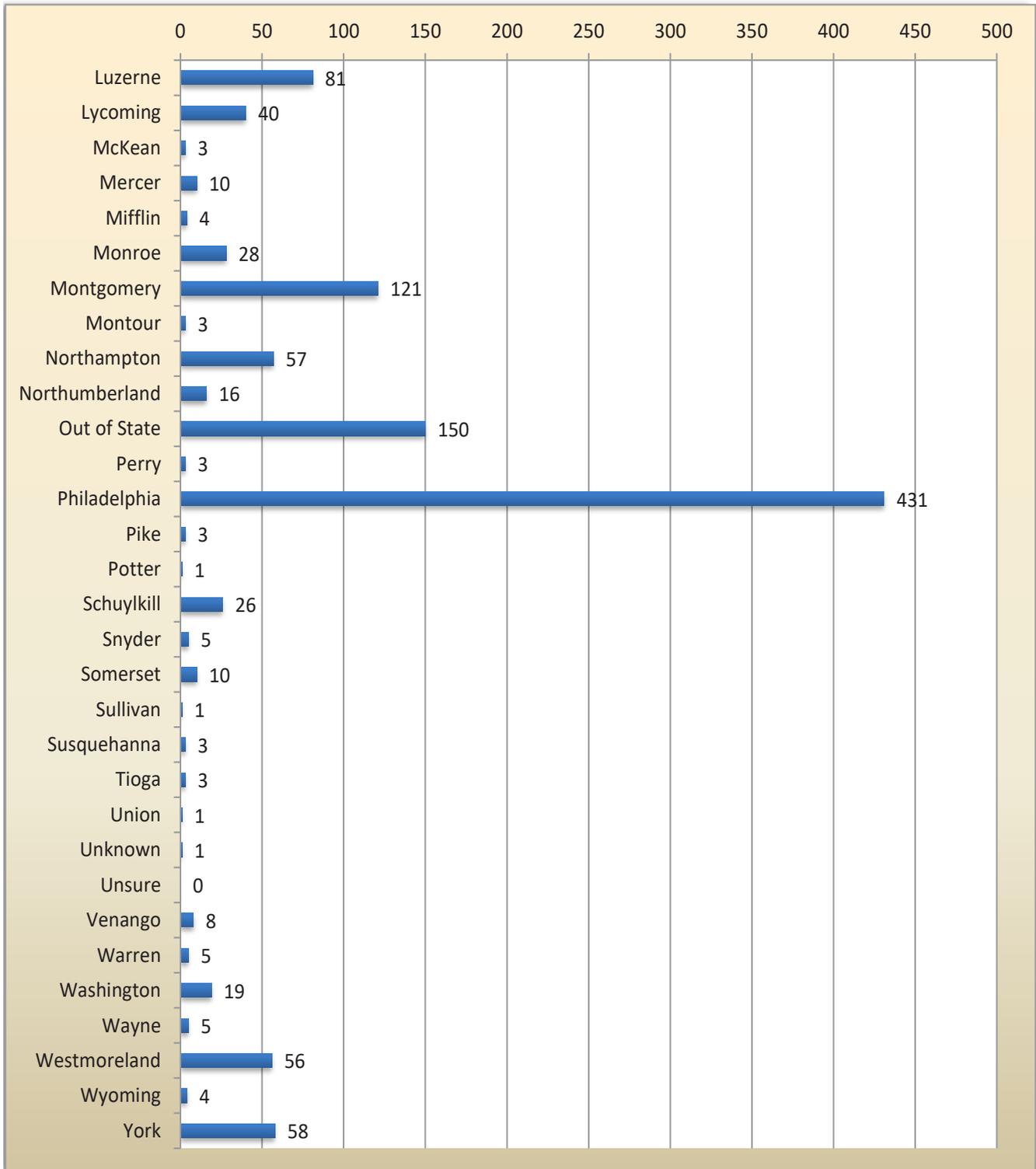
Calls by County

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

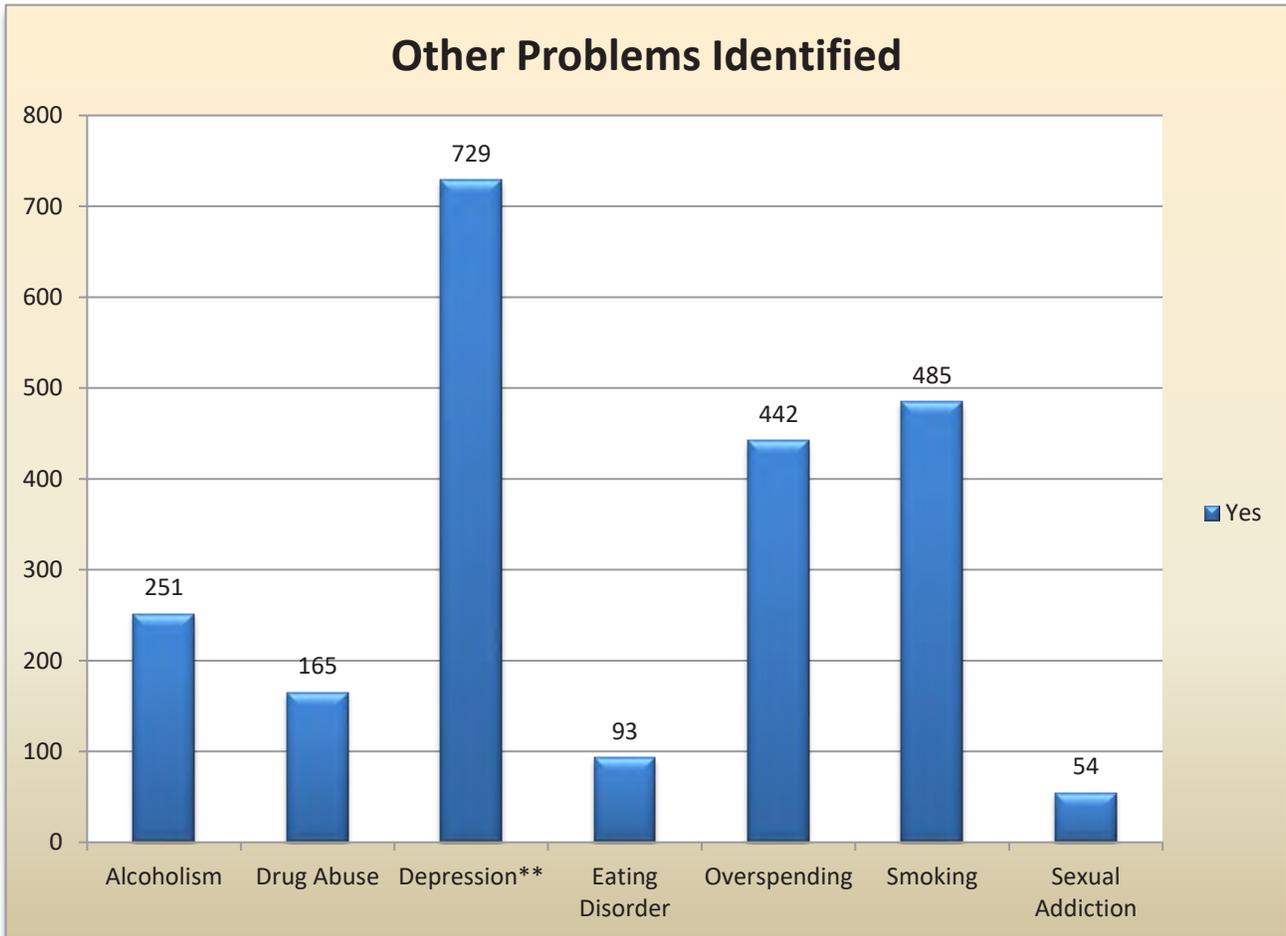
This table identifies other problem areas as reported by the caller.

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.



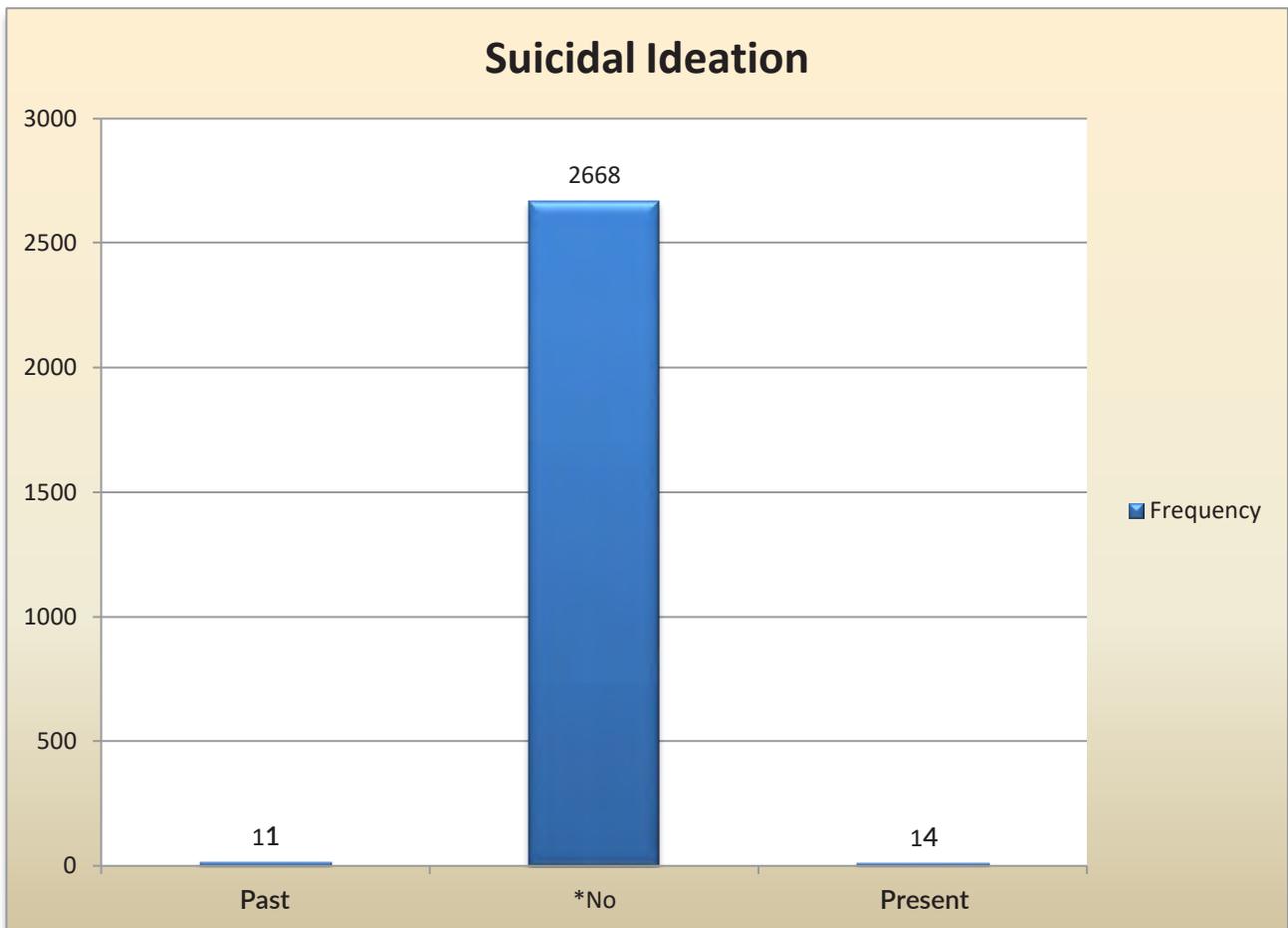
Suicidal Ideation

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.