
Helpline Data 2025 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 chat line 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 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

From January 1, 2025 through December 31, 2025, the Helpline categorized calls in the following manner:

Chats:

Individual connected with a Helpline Specialist through an online chat application.

Hang ups:

Caller(s) hung up before any info was gathered.

Intakes:

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

Other:

This category is for all calls that do not apply to 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.*)

Seeking Casino Info:

Callers seeking information about casino location, events, account info, player services info and any other online and/or brick and mortar casino related information.

Seeking Lottery Info:

Callers looking for lottery results or other lottery related information.

Texts:

Individual connected with a Helpline Specialist through a text messaging application.

Wrong Numbers:

Caller(s) indicated that they had mistakenly contacted the Helpline Center.

Effective March 26, 2009, "intake" calls are categorized as:

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.

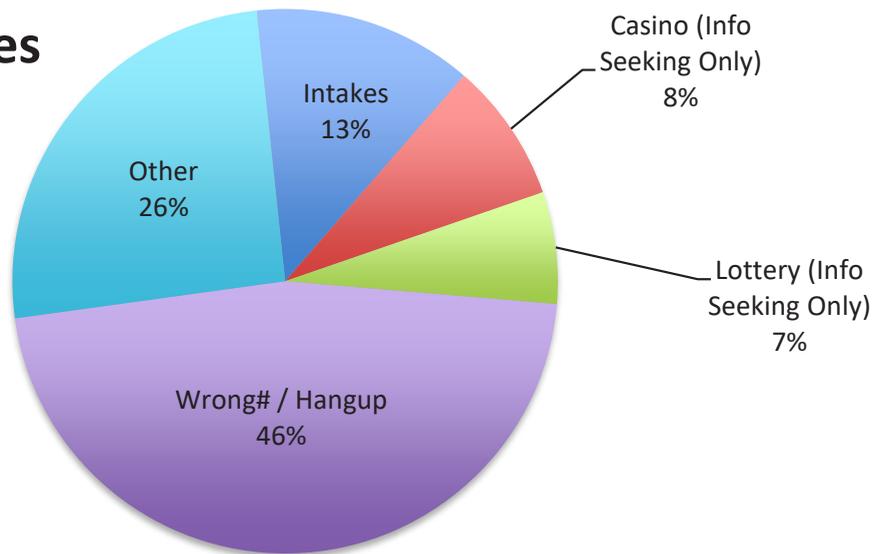
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Total Call Volume

Total Calls by Call Type			
Call Type	Total Calls by Call Type	Percent	Total Calls
LACG Intakes	2952	13%	2952
Hang ups	6608	29%	6608
Other	5663	26%	5663
Seeking Casino	1881	8%	1881
Seeking Lottery	1503	7%	1503
Wrong Numbers	3907	17.0%	3907
Total	22514	100.0%	22514

This table is based on the total call volume received between January 1, 2025 - December 31, 2025.

Total Call Types



	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Chat Requests	69	60	68	76	64	68	74	80	75	122	102	102	960
Text Requests	107	73	127	95	94	75	72	88	77	67	68	72	1015
INTAKES	81	75	94	84	77	73	64	71	66	76	83	76	920

In 2025, approximately 13% of total calls to the Helpline were Intake Calls, or calls related to problem gambling. This represents a total of 2,952 calls from individuals who were seeking help. These calls were made by individuals seeking help for the themselves, or for someone they know.

Additionally, there were a total of 1,975 chats/texts in 2025, 920 of which were for help.

The CCGP office also directly received 118 calls for help in 2025.

Through all of these channels, a total of 3,990 requests for help were made in 2025.

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Information Reported by Intake - 1/1/2025-12/31/2025

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 meeting 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 2025 calendar year, the Problem Gambling Helpline received a total of 2,952 intake calls. The chart below outlines the monthly breakdown of calls for help throughout 2025.

Total Intake Calls by Month			
Month	Frequency	Percent	Total Calls
<i>January</i>	213	7%	213
<i>February</i>	197	7%	197
<i>*March</i>	281	10%	281
<i>April</i>	235	8%	235
<i>May</i>	270	9%	270
<i>June</i>	244	8%	244
<i>July</i>	269	9%	269
<i>August</i>	231	8%	231
<i>September</i>	228	8%	228
<i>October</i>	249	8%	249
<i>November</i>	298	10%	298
<i>December</i>	237	8%	237
Total	2952	100%	2952

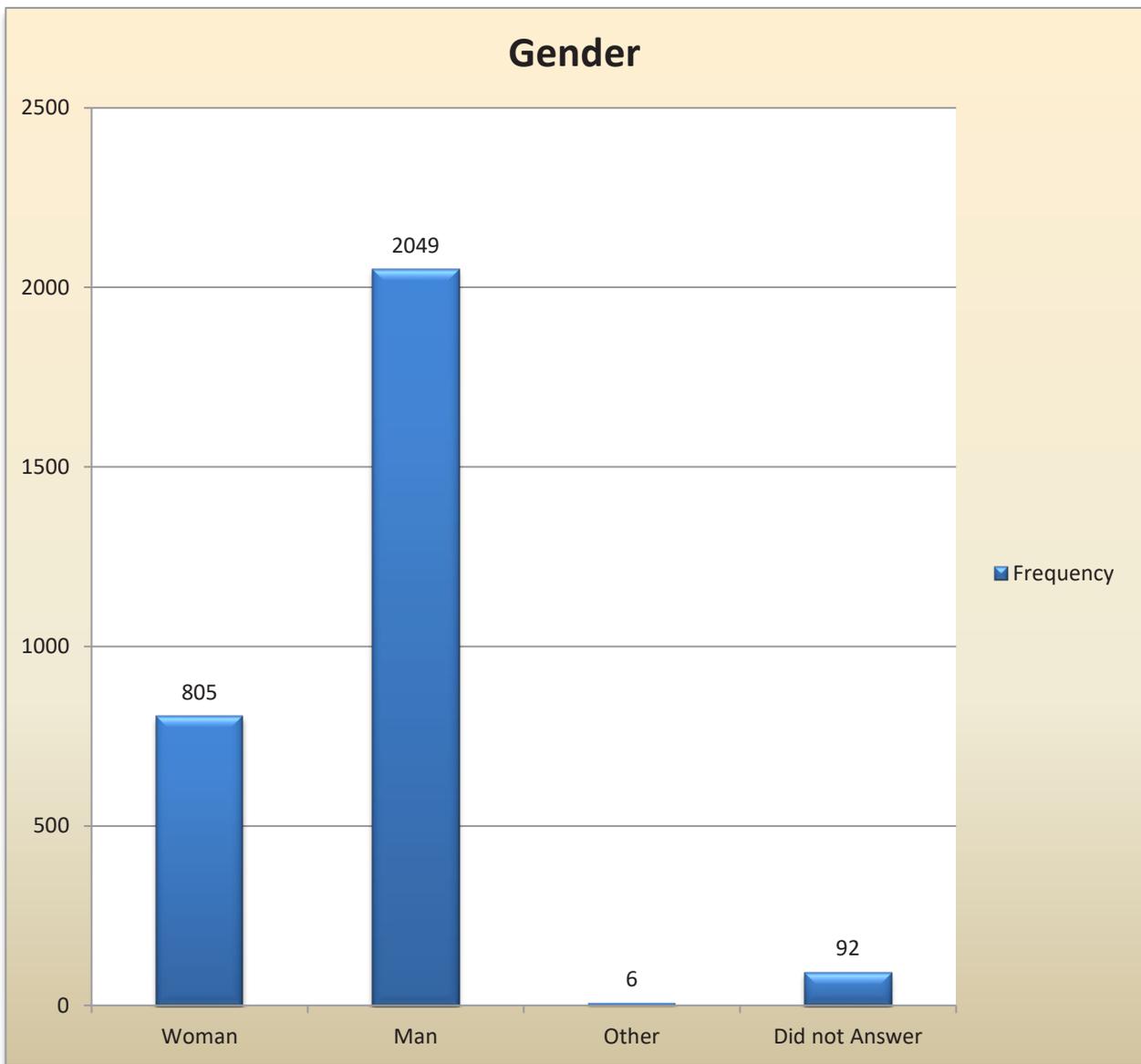


**indicates Problem Gambling Awareness Month, held annually in March*

Gender

Gender			
Gender	Frequency	Percent	Total Calls
Woman	805	27%	805
Man	2049	69%	2049
Other	6	~1%	6
*Did not Answer	92	~3%	92
Total	2952	100%	2952

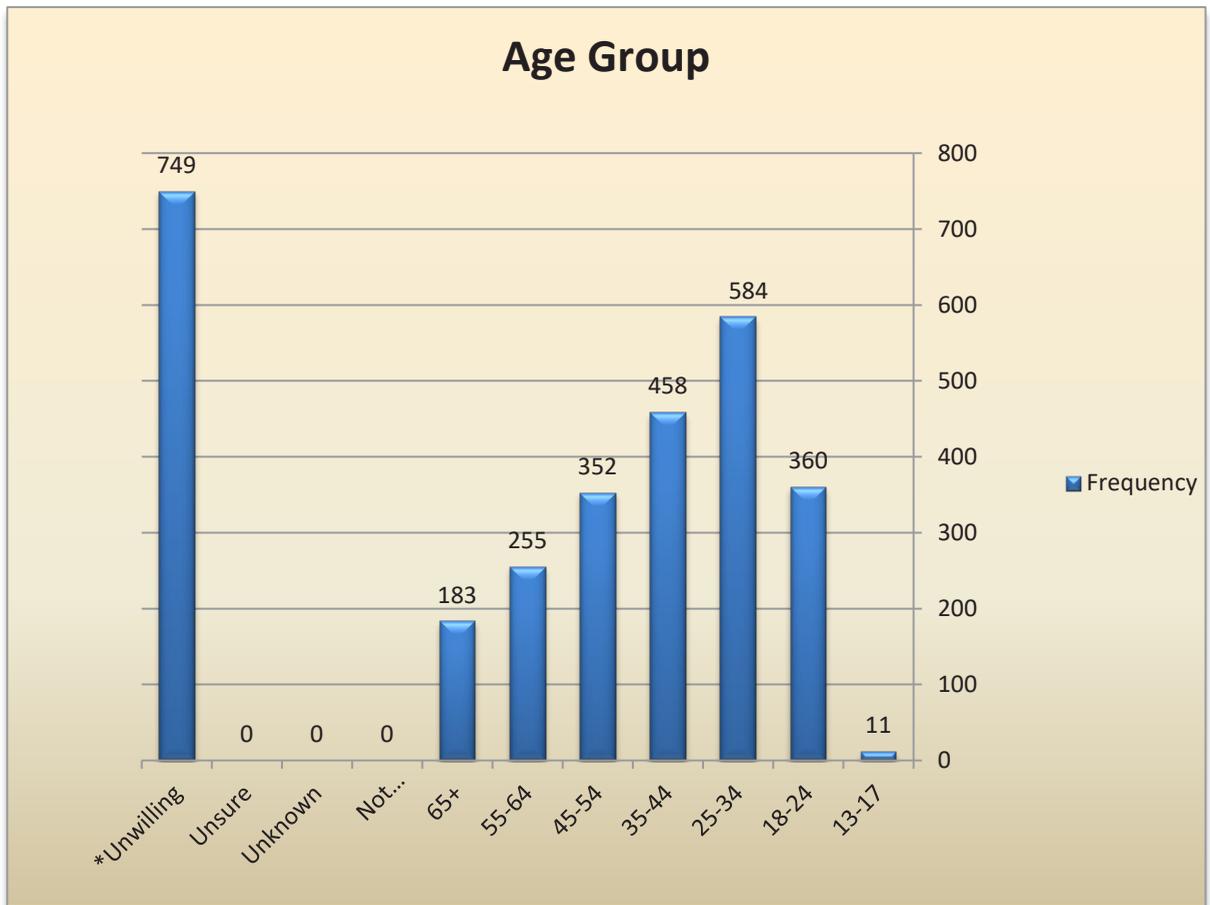
**This category includes callers who hung up prior to capturing this information.*



Age Group

Age Group			
Age	Frequency	Percent	Total
13-17	11	~1%	11
18-24	360	12%	360
25-34	584	20%	584
35-44	458	16%	458
45-54	352	12%	352
55-64	255	~9%	255
65+	183	~6%	183
Not Applicable	0	0%	0
Unknown	0	0%	0
Unsure	0	0%	0
*Unwilling	749	25%	749
Total	2952	100%	2952

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

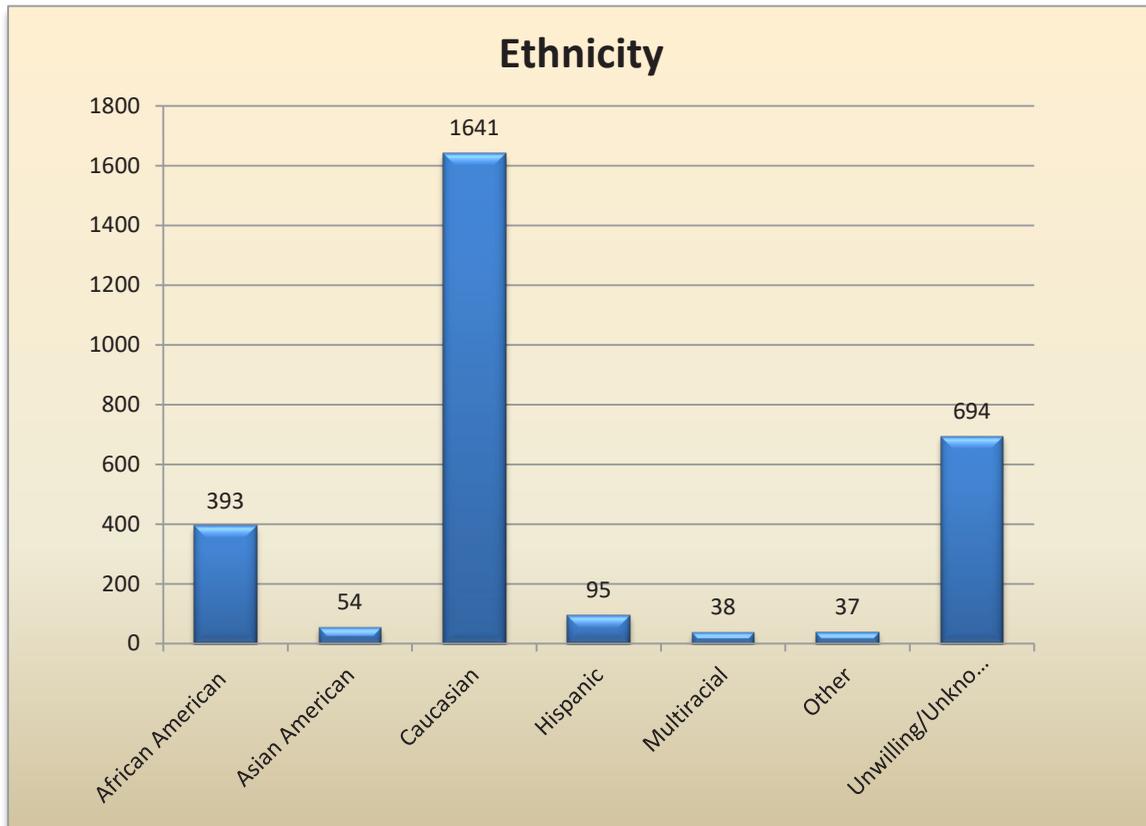


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Ethnicity

Ethnicity			
Ethnicity	Frequency	Percent	Total Calls
<i>African American</i>	393	13%	393
<i>Asian American</i>	54	~2%	54
<i>Caucasian</i>	1641	56%	1641
<i>Hispanic</i>	95	~3%	95
<i>Multiracial</i>	38	~1%	38
<i>Other</i>	37	~1%	37
<i>*Unwilling/Unknown/Unsure</i>	694	24%	694
Total	2952	100%	2952

**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		0	2	4	1	5	3	1	3	2	3	6	3	33

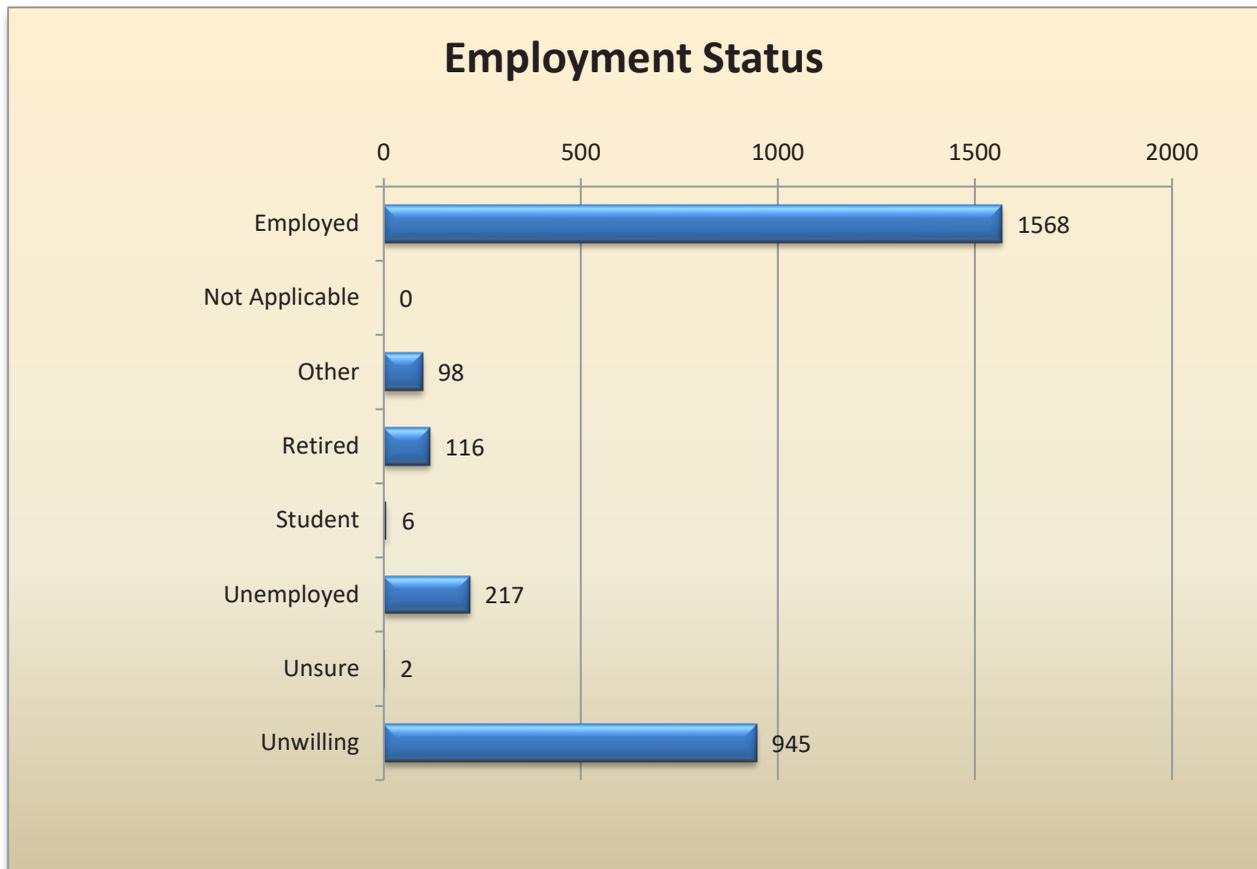
For the 2025 calendar year, the Problem Gambling Helpline received a total of thirty-three (33) requests for Language Line services.

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.

Employment Status

Employment Status			
Employed	Frequency	Percent	Total Calls
<i>Employed</i>	1568	53%	1568
<i>Not Applicable</i>	0	0%	0
<i>Other</i>	98	~3%	98
<i>Retired</i>	116	~4%	116
<i>Student</i>	6	~1%	6
<i>Unemployed</i>	217	~7%	217
<i>Unsure</i>	2	~1%	2
<i>Unwilling</i>	945	32%	945
Total	2952	100%	2952

**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			
Gamblers County	Frequency	Average	Total
Adams	18	~1%	18
Allegheny	277	~9%	277
Armstrong	9	~1%	9
Beaver	25	~1%	25
Bedford	7	~1%	7
Berks	56	~2%	56
Blair	22	~1%	22
Bradford	12	~1%	12
Bucks	85	~3%	85
Butler	29	~1%	29
Cambria	25	~1%	25
Cameron	2	~1%	2
Carbon	11	~1%	11
Centre	17	~1%	17
Chester	53	~2%	53
Clarion	9	~1%	9
Clearfield	15	~1%	15
Clinton	6	~1%	6
Columbia	14	~1%	14
Crawford	13	~1%	13
Cumberland	46	~2%	46
Dauphin	54	~2%	54
Delaware	92	~3%	92
Elk	7	~1%	7
Erie	58	~2%	58
Fayette	32	~1%	32
Franklin	2	~1%	2
Forest	20	~1%	20
Fulton	2	~1%	2
Greene	3	~1%	3
Huntingdon	10	~1%	10
Indiana	9	~1%	9
Jefferson	4	~1%	4
Juniata	2	~1%	2
Lackawanna	55	~2%	55
Lancaster	64	~2%	64
Lawrence	17	~1%	17
Lebanon	21	~1%	21
Lehigh	55	~2%	55
Luzerne	83	~3%	83
Lycoming	20	~1%	20
McKean	5	~1%	5
Mercer	17	~1%	17
Mifflin	5	~1%	5
Monroe	19	~1%	19
Montgomery	144	~5%	144

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2025 Monthly Intake Calls

Number Called	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
800-848-1880	2	1	1	2	5	3	6	0	2	1	1	0	24
800-GAMBLER	104	83	107	81	104	86	88	76	92	97	104	88	1110
877-565-2112	1	0	5	1	3	1	2	1	0	3	1	0	18
800-522-4700	21	20	45	32	20	33	36	27	9	16	44	45	348
Other/Did Not Answer	84	93	123	119	138	121	136	127	125	132	148	104	1450
TOTAL HELPLINE INTAKES	212	197	281	235	270	244	268	231	228	249	298	237	2950
** <i>(Lottery Prompt)</i>	1	0	0	0	0	0	1	0	0	0	0	0	2
*** <i>CCGP Office Calls</i>	19	4	10	9	12	6	7	9	11	14	11	6	118

* 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	10	14	17	17	13	14	15	15	9	11	16	16	167
Divorced	7	5	14	10	6	13	10	5	9	6	7	8	100
Married	45	50	47	64	60	53	69	44	53	49	67	56	657
Separated	6	2	5	5	3	1	3	4	4	4	4	2	43
Single	78	74	112	83	106	81	94	88	88	102	119	104	1129
Other/Did Not Answer	60	49	78	54	81	78	78	68	58	72	81	48	805
Widowed	7	3	8	2	1	4	0	7	7	5	4	3	51

How Caller Heard of Helpline	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Billboard	0	2	0	0	3	1	1	0	1	3	0	1	12
Brochure	1	1	2	1	0	0	0	0	0	1	0	0	6
Casino / Casino Card	16	10	7	10	6	5	10	5	6	7	5	5	92
PGCB / Council	1	0	0	0	0	0	0	1	0	0	1	1	4
Crisis Line / Therapy	2	2	1	1	1	0	1	1	2	2	1	0	14
Family / Friend	11	3	8	7	14	5	11	6	9	8	8	7	97
Internet	75	67	112	79	100	102	93	80	66	87	114	95	1070
Lottery	3	2	4	6	1	1	3	1	1	1	2	2	27
Newspaper	0	0	0	0	0	0	0	0	0	0	0	0	0
Phonebook / Operator	0	0	0	0	0	0	0	0	1	0	0	0	1
TV	7	7	2	5	6	3	4	4	5	5	6	7	61
Radio	2	1	0	1	1	1	5	0	2	3	0	1	17
Other/Did Not Answer	95	102	145	125	138	126	141	133	135	132	161	118	1551

Callers Subject	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Family	19	12	22	23	20	26	29	19	23	22	22	26	263
Friend	5	7	9	7	14	9	6	8	5	12	13	7	102
Self	172	164	235	183	220	196	210	192	183	203	237	187	2382
Spouse	11	8	11	20	10	13	20	7	16	9	18	17	160
Other/Did Not Answer	6	6	4	2	6	0	4	5	1	3	8	0	45

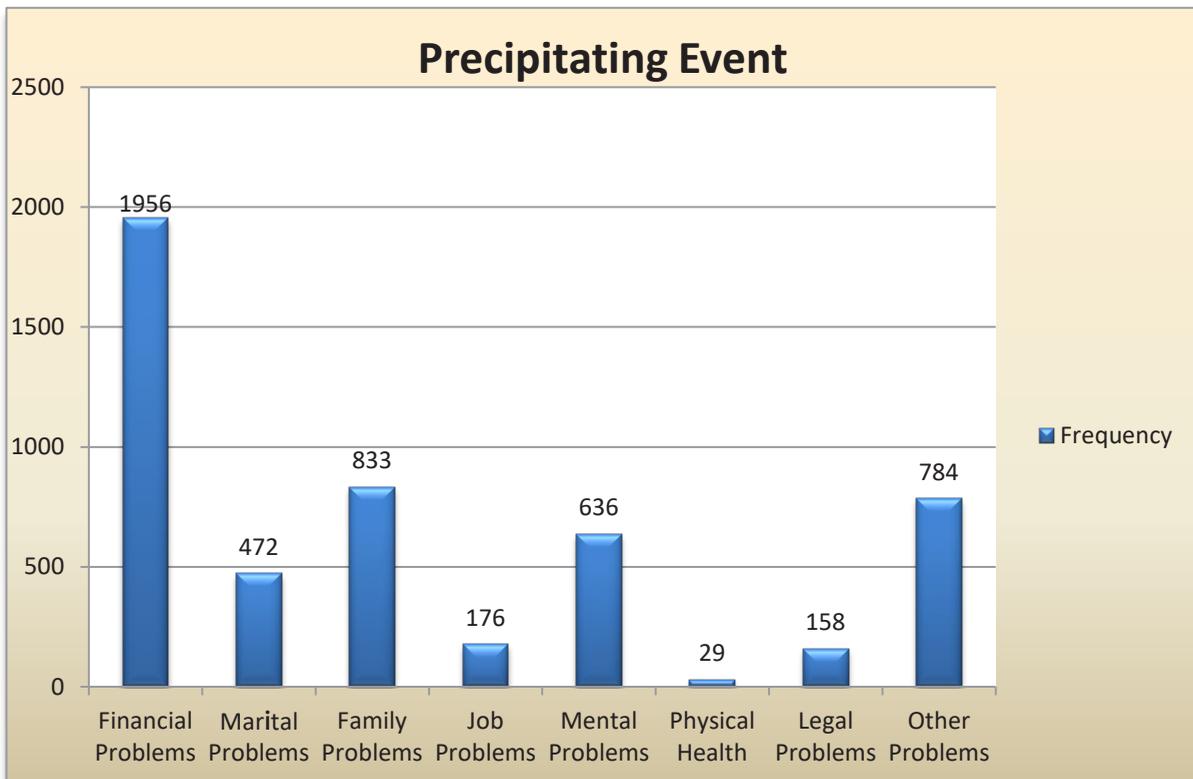
Precipitating Events

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>	1956	66%	1956
<i>Marital Problems</i>	472	16%	472
<i>Family Problems</i>	833	28%	833
<i>Job Problems</i>	176	~6%	176
<i>Mental Problems</i>	636	22%	636
<i>Physical Health</i>	29	~1%	29
<i>Legal Problems</i>	158	~5%	158
<i>Other Problems</i>	784	27%	784

**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.



Most Problematic Form of Gambling

This table reflects the most problematic form of gambling reported.

Bingo	7
Casino - Table Games	179
Casino Games - Poker/Video Poker	12
Casino Games - Slots	269
Casino Games - Unspec./Other	212
Crypto	9
Horse Racing / Racetrack / Simulcast	5
Internet - Poker	21
Internet - Slots	490
Internet - Table Games	214
Internet - Unspec./Other	395
Lottery - Draw/Pick Games	7
Lottery - Online	7
Lottery - Scratch-offs	63
Lottery - Unspec./Other	19
Non Casino - Cards/Dice	0
Non Casino - Poker/Video Poker	9
Non Casino - Slots	58
Pull Tabs / Raffles / 50-50 Drawings	0
Skill Machines	96
Sports - Casino/Turf Club	12
Sports - Fantasy/Contests	3
Sports - Online	403
Sports - Other/Unspec.	6
Stock Market/Day Trading	17
Unspec./Unwilling/Other	433
Video Games	2
Video Gaming Terminals (VGTs)	4

Most Problematic Gambling reflects the 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
- * Skill Machines - unregulated games located at convenient stores, bars, restaurants, private clubs, vape shops, etc

Other Problems Reported

Other Problems Reported			
Other Problems*	Yes	Yes Percent	No
Alcoholism	282	10%	1569
Drug Abuse	188	~6%	1621
Depression**	896	30%	936
Eating Disorder	71	~2%	1673
Overspending	515	17%	1312
Smoking	409	14%	1377
Sexual Addiction	41	~1%	1663

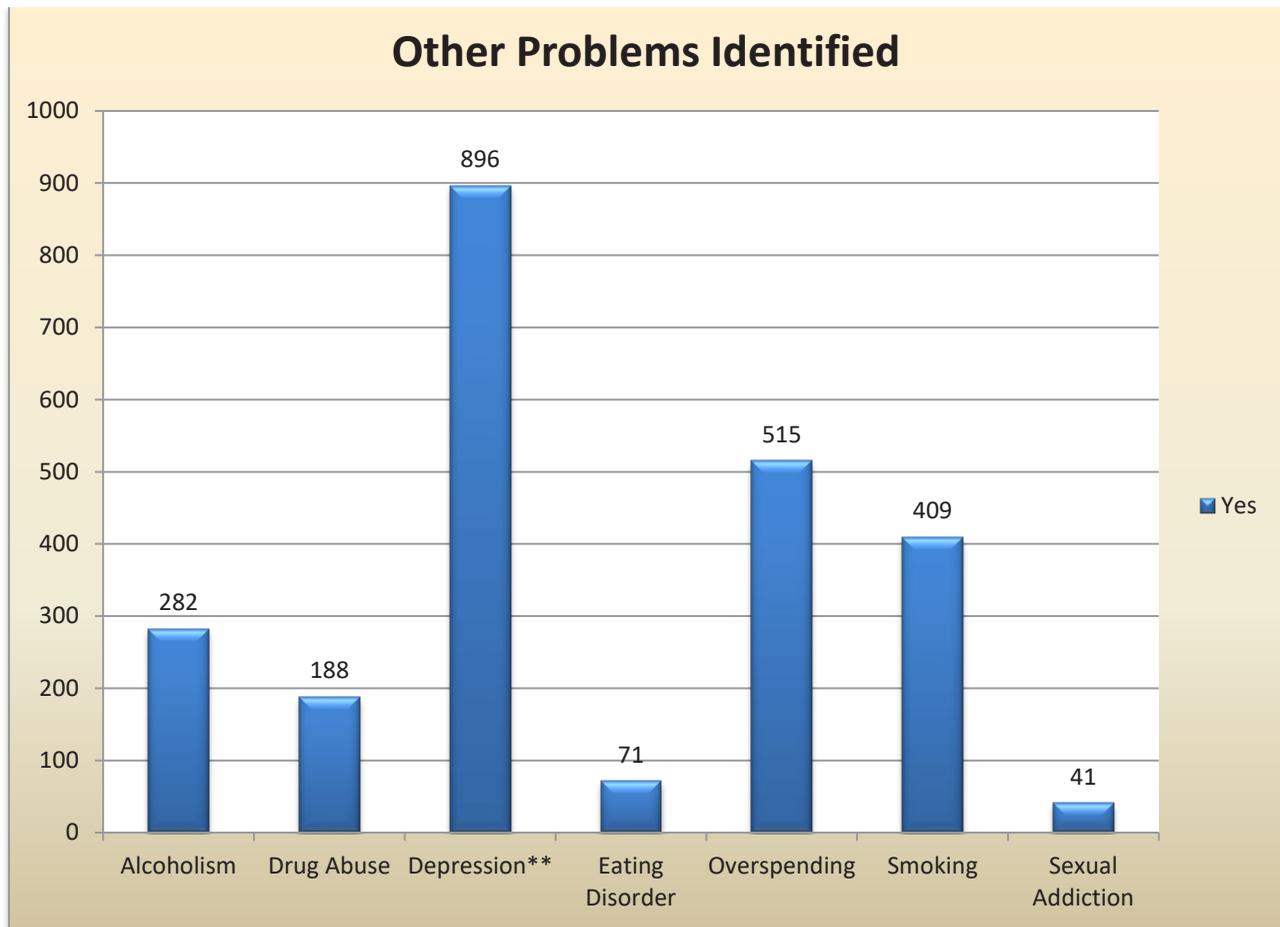
This table identifies other problem areas as reported by the individual.

Individuals answer "yes or no" to the question, "Have you experienced other problems (current or past) in addition to your gambling?"

*Individuals 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.



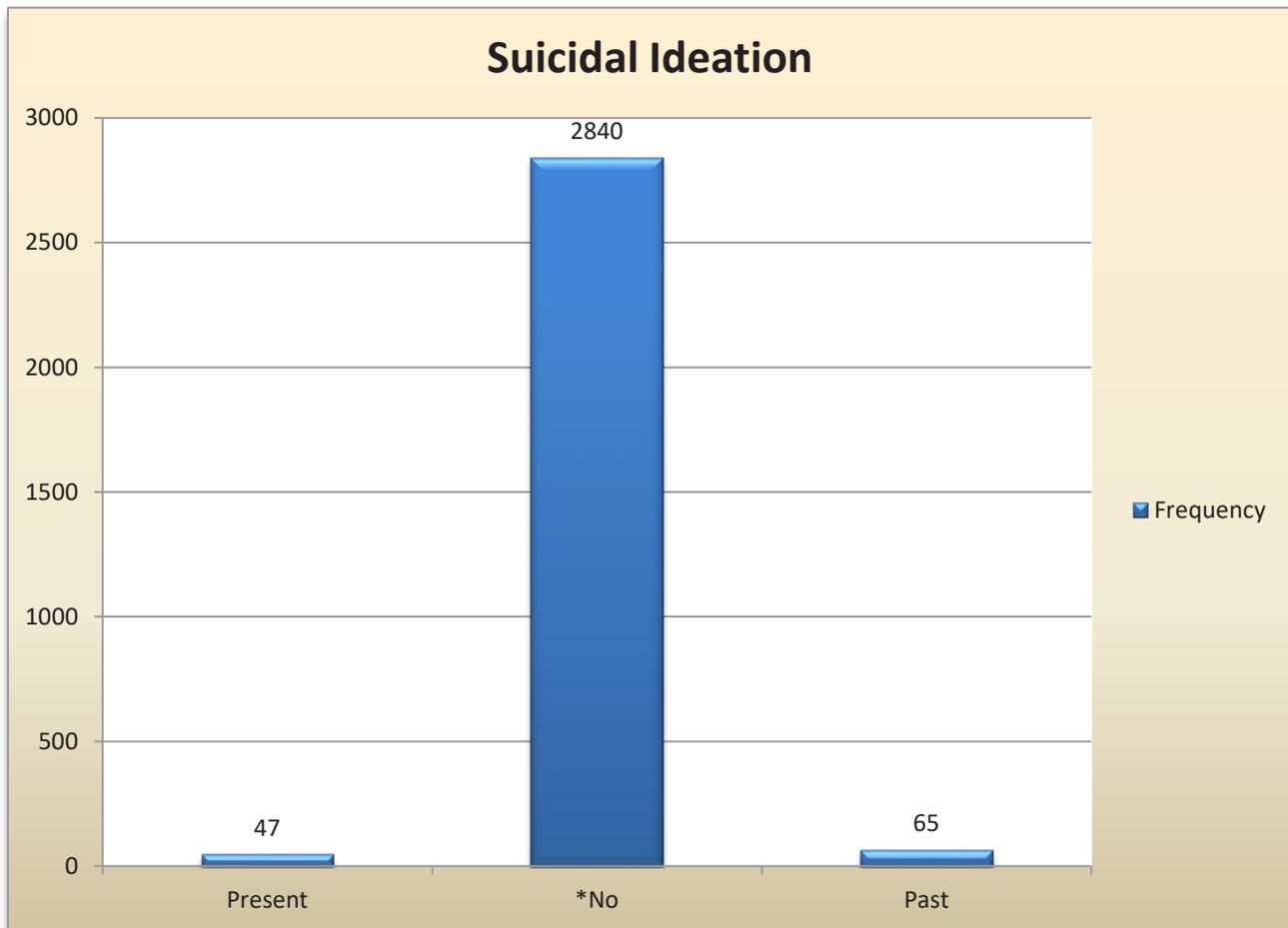
Suicidal Ideation

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. Individuals 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 individual's mental status based on those questions.

Number of Calls Regarding Suicidal Ideation			
Suicidal Ideation	Frequency	Percent	Total Calls
Present	47	~2%	47
*No	2840	96%	2840
Past	65	~2%	65
Total	2952	100%	2952

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

***Caller/Individual 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		9	11	8	8	14	13	11	7	9	9	7	12	118
GA		105	101	127	117	105	102	98	98	109	108	113	104	1287
Gam Anon		24	31	27	37	29	21	31	20	27	35	36	28	346
Helpline Materials		5	4	10	12	19	15	10	12	18	18	13	7	143
Internet Resources		79	61	100	79	83	97	87	55	56	86	89	83	955
PA Council / PGCB		85	75	89	98	96	100	128	106	129	136	150	126	1318
Other / Refused		10	56	71	52	49	84	84	103	104	136	141	100	990
Self Exclusion		83	83	124	111	113	120	114	104	104	124	125	89	1294
Treatment		184	134	170	148	163	134	190	153	162	165	187	177	1967

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

At a glance...

- In 2025:
 - 22,514 individuals placed a call to the Helpline Center. Of these, 2,952 (~13%) were “intake” calls, seeking help/information for issues related to gambling.
 - In addition to calls, 960 chat & 1015 text connections were made, 920 of which were for help.
 - A total of 118 calls for help were made directly to the CCGP office line.
 - **Between phone, chat and text, the number of individuals seeking help in 2025 was 3,990.**
- November saw the highest volume of Helpline intake calls (298). February saw the lowest (197).
- The majority of intake calls (66%) were prompted by financial problems.
- A total of 112 calls reported situations involving current or past thoughts of attempting suicide.
- Men were the subject of 69% of intake calls, while women accounted for 27%.
- 20% of intakes were individuals in the 25-34 age range - this is higher than any other group.
- The majority of intake calls (56%) were regarding Caucasian individuals in 2025.
 - *Language line requests were made by thirty-three (33) callers in 2025.*
- Internet slots, casino slots, and online sports wagering represented the most problematic types of gambling specifically reported by individuals seeking help.
- 424 calls regarding sports betting were placed in 2025, compared to 364 placed in 2024.
- 80% of intakes reported co-occurring issues, including mental health and substance/tobacco use.
- 96 callers reported unregulated Skill Machines as their most problematic type of gambling.



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