

Council on Compulsive Gambling of  
Pennsylvania

Helpline Data  
Report

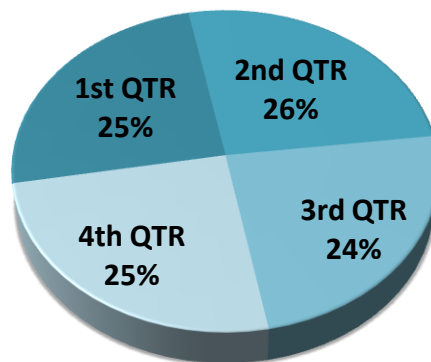
YTD 2010

# Pennsylvania Helpline For Compulsive Gamblers

## Quarterly Review

Category	1st QTR	2nd QTR	3rd QTR	4th QTR	Total
Casino	920	963	1285	1148	4316
Wrong#/Hang-ups	1271	1220	1359	1194	5044
Intake	604	638	587	615	2444
Lottery	2350	2515	2196	1875	8936
Other	108	96	130	78	412
<b>Total</b>	<b>5253</b>	<b>5432</b>	<b>5557</b>	<b>4910</b>	<b>21152</b>

### Intake Calls



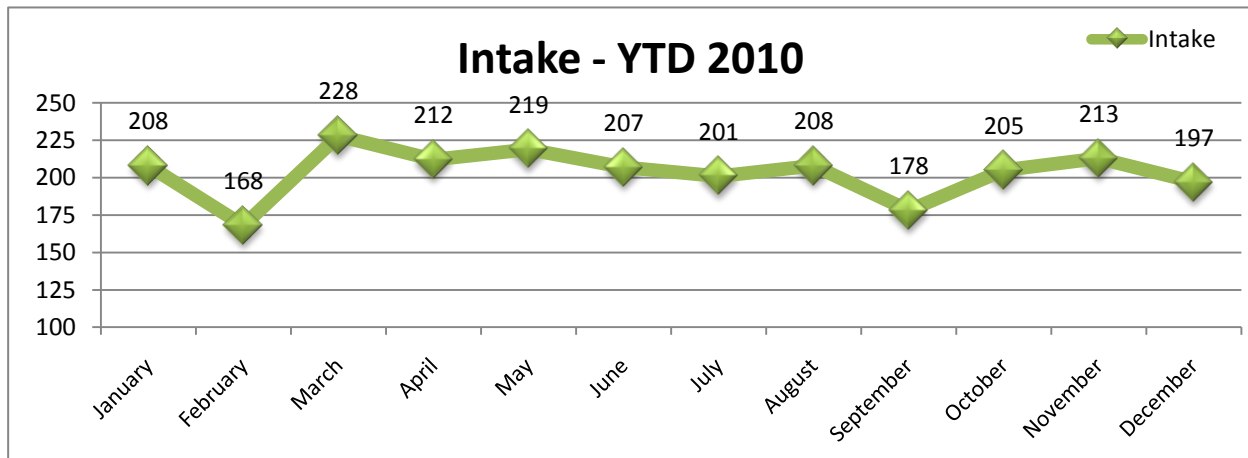
### Top 15 Counties For December

	County	Calls
1	Philadelphia	41
2	Allegheny	28
3	Unasked	23
4	Delaware	12
5	Dauphin	9
6	Bucks	7
7	Lackawanna	7
8	Montgomery	7
9	Lehigh	6
10	Luzerne	6
11	Berks	5
12	Washington	5
13	Cumberland	4
14	Lancaster	4
15	Beaver	3

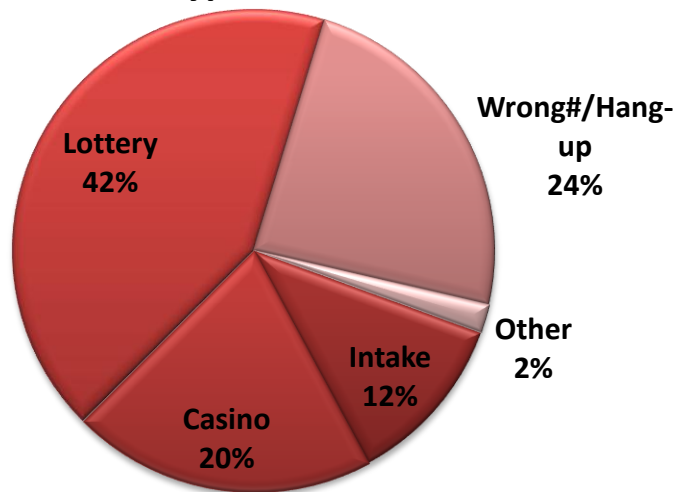
# Pennsylvania Helpline for Compulsive Gamblers

## Monthly Summary

Month	Intake	Casino	Lottery	Wrong#/Hang-up	Other	Total
January	208	308	787	388	40	1731
February	168	322	811	443	24	1768
March	228	290	752	440	44	1754
April	212	328	826	412	36	1814
May	219	296	898	441	25	1879
June	207	339	791	367	35	1739
July	201	412	781	454	42	1890
August	208	474	712	496	43	1933
September	178	399	703	409	45	1734
October	205	326	567	402	30	1530
November	213	374	603	370	29	1589
December	197	448	705	422	19	1791
<b>Total</b>	<b>2444</b>	<b>4316</b>	<b>8936</b>	<b>5044</b>	<b>412</b>	<b>21152</b>



## **Total Call Types - YTD 2010**



## Helpline Details

Suicide	DEC		YTD	
	Calls		Calls	
Present	1		5	
No	196		2438	
Past	0		1	

*\* No callers presented as a risk of harm to themselves or others.*

Caller's Subject	Calls		Calls	
Family	18		220	
Friend	7		138	
Self	155		1654	
Spouse/SO	8		285	
Unwilling	9		145	

Gambler's Gender	Calls		Calls	
Female	85		1079	
Male	105		1265	
Unasked	7		100	

Ethnicity of Gambler	Calls		Calls	
African American	12		265	
Asian American	2		26	
Caucasian	158		1917	
Hispanic	9		43	
Other	2		20	
Unwilling	14		173	

Precipitating Event	Calls		Calls	
Financial Problems	110		1333	
Marital Problems	39		395	
Family Problems	42		461	
Job Problems	7		44	
Mental Health Problems	6		179	
Physical Health Problems	1		15	
Legal Problems	3		48	
Other Problems	21		316	

*\* Callers could answer "yes" to more than one category.*

Most Problematic Gambling	Calls		Calls	
Blackjack	19		189	
Cards/Dice-Non Casino	0		23	
Cards/Poker	11		111	
Casino	13		168	
Football	2		18	
Internet	2		32	
Lottery/Scratch offs	16		215	
Other	4		25	
Races	2		30	
Roulette	1		23	
Slots	90		981	
Sports	1		24	
Unwilling	35		565	
Video Poker	1		37	
Video Poker - Non Casino	0		16	

## Helpline Details

		DEC	YTD
<b>Gambler Employed</b>		Calls	Calls
	Employed	95	1109
	Other	11	133
	Retired	10	157
	Unknown	53	663
	Unemployed	28	382

		Calls	Calls
<b>Age Group of Gamblers</b>	13-17	1	6
	18-24	10	195
	25-34	28	296
	35-44	38	392
	45-54	51	511
	55-64	20	281
	65+	8	128
	Unknown	0	594

		Calls	Calls
<b>Number of Children</b>	41		
	No children	27	335
	One child	21	252
	Two children	23	200
	Three children	15	88
	Four children	4	41
	Five children	3	15
	Other	0	3
	Unwilling	104	1510

		Yes	No	Yes
<b>Other Problems Identified</b>	Alcoholism	21	123	208
	Drug Abuse	10	136	88
	Depression	52	94	582
	Eating Disorder	3	142	37
	Overspending	58	87	671
	Smoking	35	110	407
	Sexual Addiction	2	110	8

\* Callers could answer "yes" to more than one category.

		Yes	No	Yes
<b>Problems Identified in Family</b>	Abuse	12	107	143
	Alcoholism	52	87	477
	Drug Abuse	10	130	163
	Eating Disorder	2	138	13
	Gambling	47	95	461

\* Callers could answer "yes" to more than one category.

		Yes	No	Yes
<b>Misc Questions</b>	Do you have mental health insurance?	38	119	684
	Are you familiar with GA?	39	135	423
	Are you a Veteran?	4	139	94
	Have you ever filed bankruptcy?	10	133	86
	Have you ever had credit problems?	52	89	664

\* Callers could answer "yes" to more than one category.

## Helpline Details

	DEC		YTD	
<b>Gambling Activity Questions</b>	AVG	STD		AVG
How many hours per week do you spend gambling?	8	6.1		8.71
How long have you gambled (years)?	8	7.1		9.27
How long has gambling caused problems in your life (years)?	2.9	3.6		3.22

<b>Marital Status</b>	Calls			Calls
Cohabiting	10			115
Divorced	11			160
Married	74			694
Separated	4			56
Single	46			616
Unasked	47			723
Widowed	5			80

<b>How Caller Heard of Helpline</b>	Calls			Calls
Billboard/Newspaper	8			106
Brochure	10			119
Casino/Casino Card	69			879
Council	0			8
Crisis Line/Therapy	6			25
Family/Friend	16			144
Internet	22			239
Lottery	11			152
Other	5			31
Phonebook/Operator	1			67
TV	7			41
Radio	6			81
Unwilling	36			545

<b>Calls by Gambler Salary</b>	Calls			Calls
Below \$10,000	3			19
\$10,000-\$14,999	0			11
\$15,000-\$24,999	3			26
\$25,000-\$34,999	3			30
\$35,000-49,999	3			46
\$50,000-\$74,999	10			75
\$75,000-\$99,999	1			29
\$100,000-\$149,999	0			10
above \$150,000	0			4
Unwilling	174			2194

<b>Gambler Debt</b>	Calls			Calls
No	41			129
Unwilling	56			826
Yes	100			1199

<b>Education Level</b>	Calls			Calls
Associates	3			91
Bachelor	18			150
High School	69			657
Masters	0			21
Some College	25			304
Unwilling	82			1221

## Helpline Details

		DEC		YTD	
<b>Number Called</b>		Calls			Calls
	800-848-1880	61			994
	800-GAMBLER	58			597
	877-565-2112	12			140
	National Helpline	16			176
	Other	50			542

		DEC		YTD	
<b>Suggested Referrals</b>		Calls			Calls
	Casino Eviction	0			10
	CCCS	27			207
	EAP	21			204
	GA	126			1577
	Gam Anon	44			462
	HL Material	31			332
	Inpatient	11			109
	Internet Resources	63			548
	Outpatient	7			60
	PA Council	0			5
	PA Gaming Control Board	0			40
	Refused/ Unable to Give	13			219
	Self Ban	14			106
	Self Exclusion	34			264
	Treatment Provider	94			1256