



pennsylvania

DEPARTMENT OF DRUG AND
ALCOHOL PROGRAMS

**Pennsylvania Department of
Drug and Alcohol Programs**

**Compulsive and Problem
Gambling Annual Report**

2023

About This Document

The Pennsylvania Racehorse Development and Gaming Act requires the Department of Drug and Alcohol Programs (DDAP) to develop an annual report on the impact of the programs funded by the Compulsive and Problem Gambling Treatment Fund (CPGT). This report fulfills these requirements for the State Fiscal Year (SFY) of July 1, 2022 – June 30, 2023. This document also includes information on the State Gaming Fund which is allotted to the Single County Authorities (SCAs) for substance use disorder (SUD) assessments that are associated or related to problem gambling and for the related SUD treatment in nonhospital residential withdrawal management facilities, nonhospital residential rehabilitation facilities and halfway houses licensed by DDAP to provide SUD treatment services.

Compulsive and Problem Gambling Treatment Fund

Act 71 of 2004, the Pennsylvania Racehorse Development and Gaming Act, establishes the CPGT as a mandated annual transfer of dollars from the State Gaming Fund to DDAP. Act 1 of 2010 specifies that the amount transferred annually be \$2,000,000 or an amount equal to .002 multiplied by the total gross terminal revenue of all active and operating licensed gaming entities, whichever is greater. DDAP uses CPGT funds to maintain a crisis counseling and referral Helpline, promote awareness regarding recognition and prevention of compulsive and problem gambling, facilitate the availability of effective assistance programs for individuals with a gambling problem and affected family members, and conduct studies to identify Commonwealth of Pennsylvania (Commonwealth) citizens at risk of developing a gambling disorder. Act 42 of 2017 then expanded gaming to include a new category of mini casino licenses, interactive gaming, fantasy gaming, sports betting, truck stop and airport gaming terminals.

Each year the required amount of funds are transferred into the CPGT fund, and the balance is monitored to maintain ongoing gambling prevention and treatment services. During the period of July 1, 2022, through June 30, 2023 (SFY 2022-23), over \$8.3 million was transferred to the CPGT fund. Approximately 48 percent of the total was provided to the SCAs for the purpose of problem gambling needs assessments and prevention, outreach, and education programs, and other DDAP-approved services. Additionally, 17 percent was distributed directly to gambling treatment providers to provide outpatient gambling counseling to residents of the Commonwealth. The remaining 35 percent was used for administration, oversight of the programs, trainings, and Helpline services associated with problem gambling.

The Problem Gambling Helpline

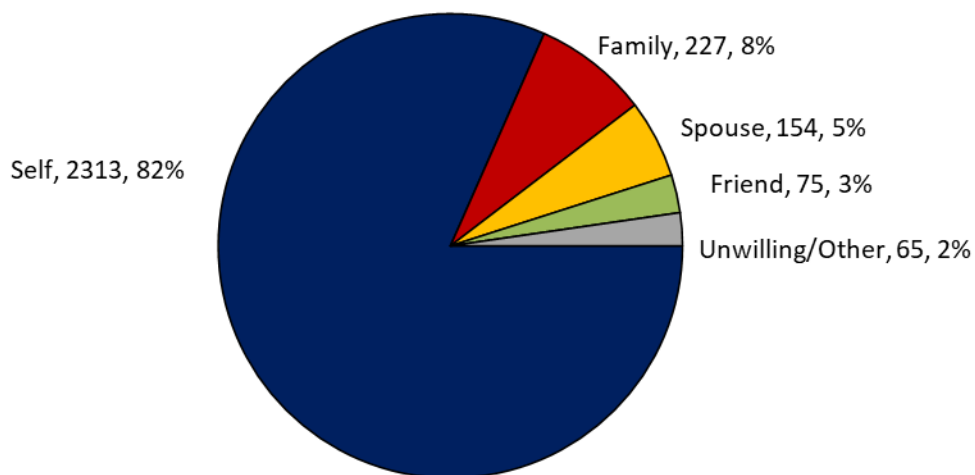
DDAP contracts with the Council on Compulsive Gambling of Pennsylvania, Inc. (CCGP) to manage its toll-free Pennsylvania Gambling Helpline, 1-800-GAMBLER.

The Helpline provides confidential crisis counseling and referral services for individuals and their family members seeking help for problem gambling. Calls to the Helpline are answered 24 hours a day, 7 days a week, by professionally trained operators. The service includes ability for internet chat and texting.

The Helpline provides translation services in over 240 languages, and operators collect as much data as the context of the call allows, including demographics and gambling related data. Resources given from the Helpline include referrals to treatment providers, Gamblers Anonymous (GA) and Gam-Anon meetings, financial aid services, and other treatment and recovery-related information.

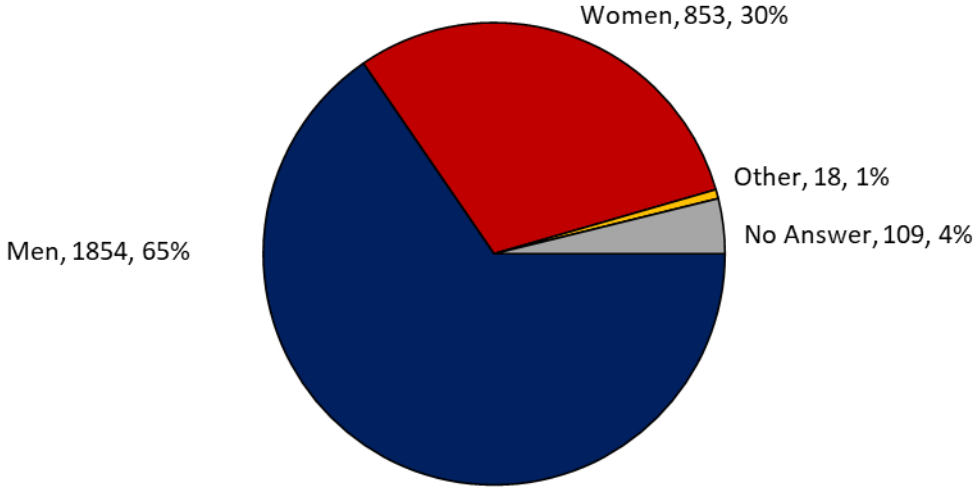
The data provided on pages 4-7 reflect the SFY 2022-23. During this time, a total of 2,834 calls to the Helpline were intakes for problem gambling treatment resources. This is an increase from the 2,401 intake calls received during SFY 2021-22. Additionally, there were 471 intake communications received through chat and text during SFY 2022-23. This is an increase from the 262 intake communications received during SFY 2021-22. Calls, chats, and texts to the Helpline come from the counties across the Commonwealth with the highest numbers from Philadelphia and Allegheny counties. The most callers were White men calling for themselves. The most frequently reported precipitating problem was financial hardship due to gambling (68%), and the most frequently identified type of problematic gambling was internet (30%).

Callers to the Helpline
(Helpline Data, Intake Calls SFY 2022-23)



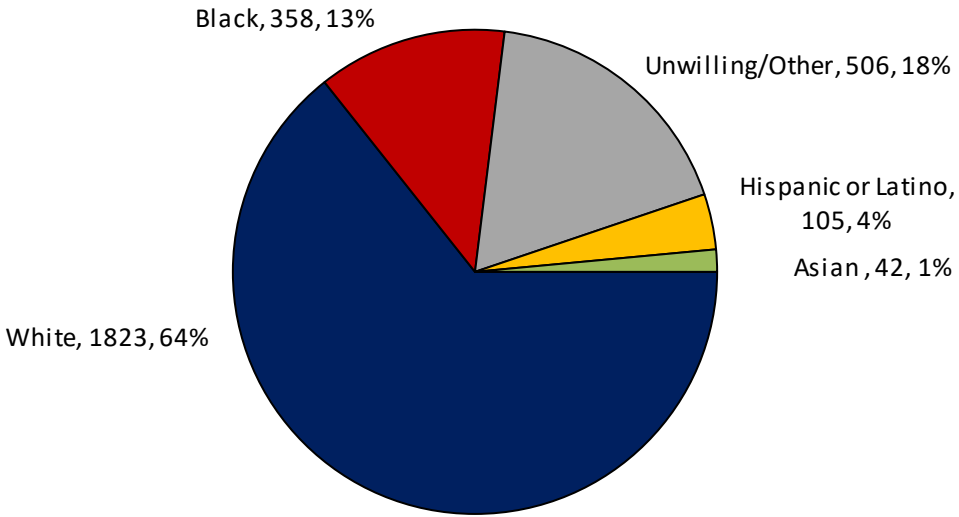
Gender of Caller

(Helpline Data, Intake Calls SFY 2022-23)

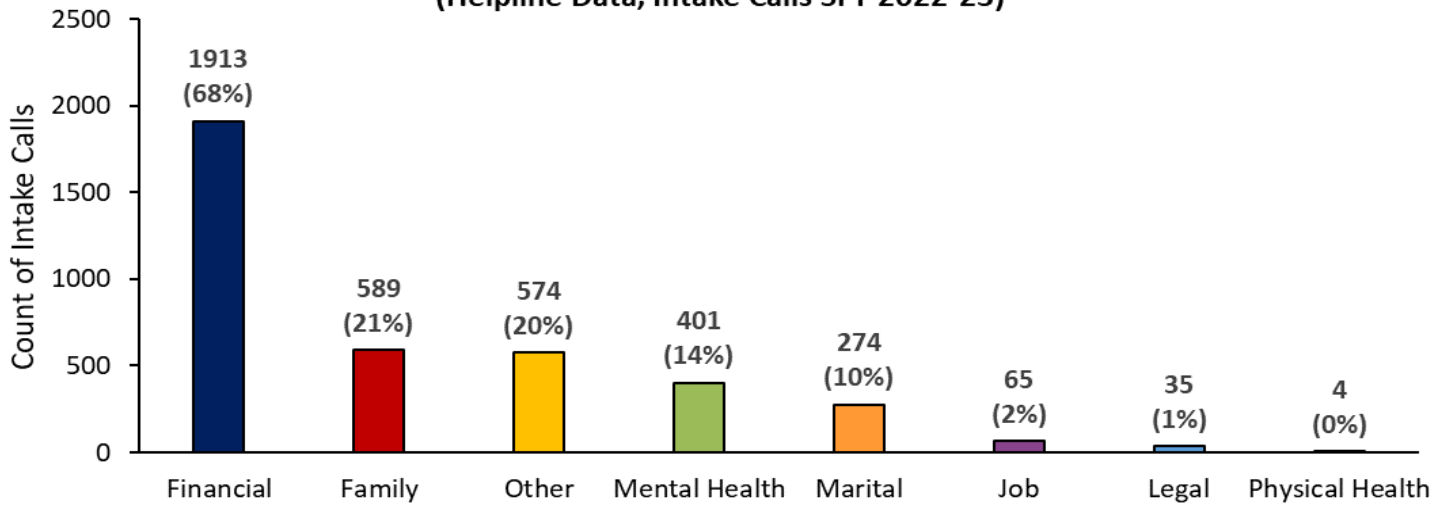


Ethnicity of Caller

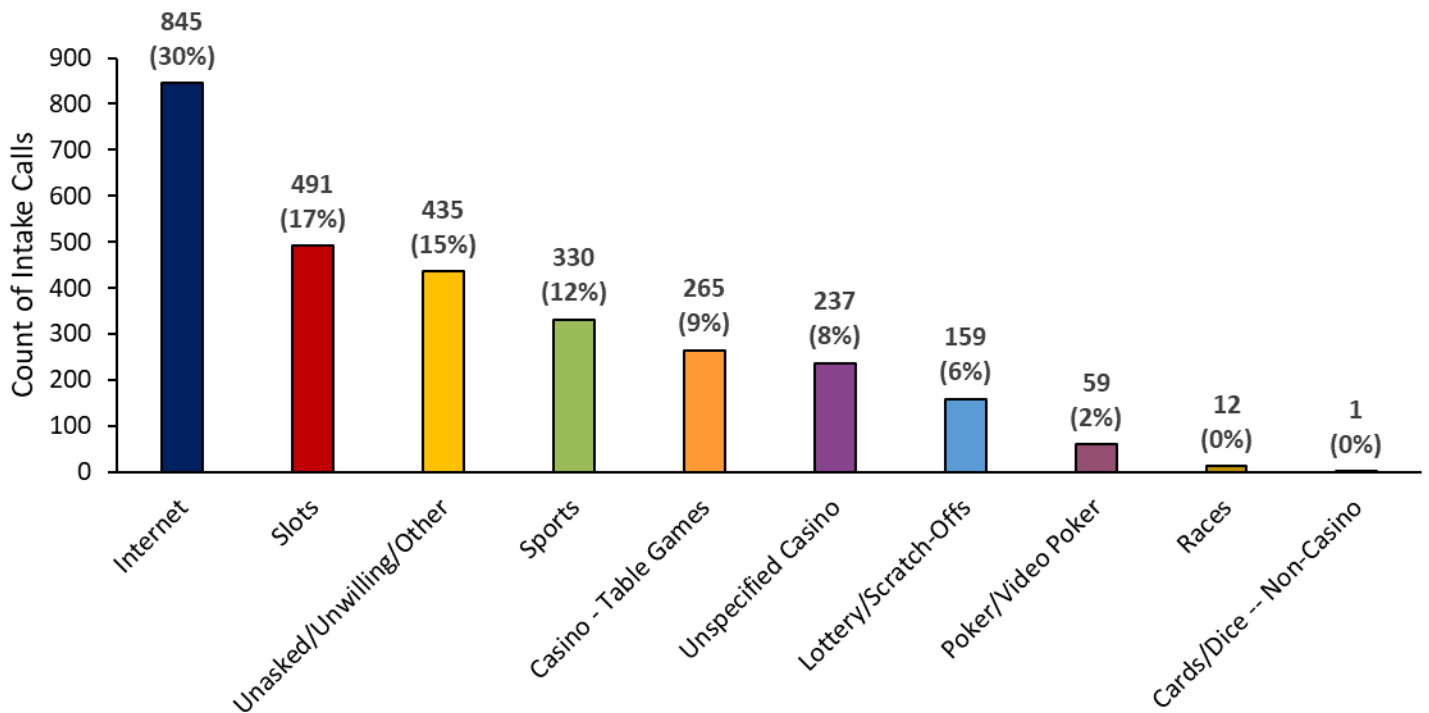
(Helpline Data, Intake Calls SFY 2022-23)



Precipitating Problem(s) (Helpline Data, Intake Calls SFY 2022-23)



Caller's Most Problematic Type of Gambling (Helpline Data, Intake Calls SFY 2022-23)



Problem Gambling Treatment Providers

As of June 30, 2023, DDAP has entered into contracts with 50 agencies to provide problem gambling treatment services. This is a decrease from the previous years. There were 54 contracted providers during SFY 2020-21 and 53 during SFY 2021-22. This decrease is due, in part, to staffing shortages in the field. DDAP conducts continuous recruitment activities to engage counselors available to provide treatment services throughout the commonwealth.

DDAP annually monitors contracted gambling treatment providers for compliance with the provisions in the PA Gambling Treatment Services Manual. The monitoring process includes onsite or virtual visits depending on the number of clients each provider served in the previous fiscal year.

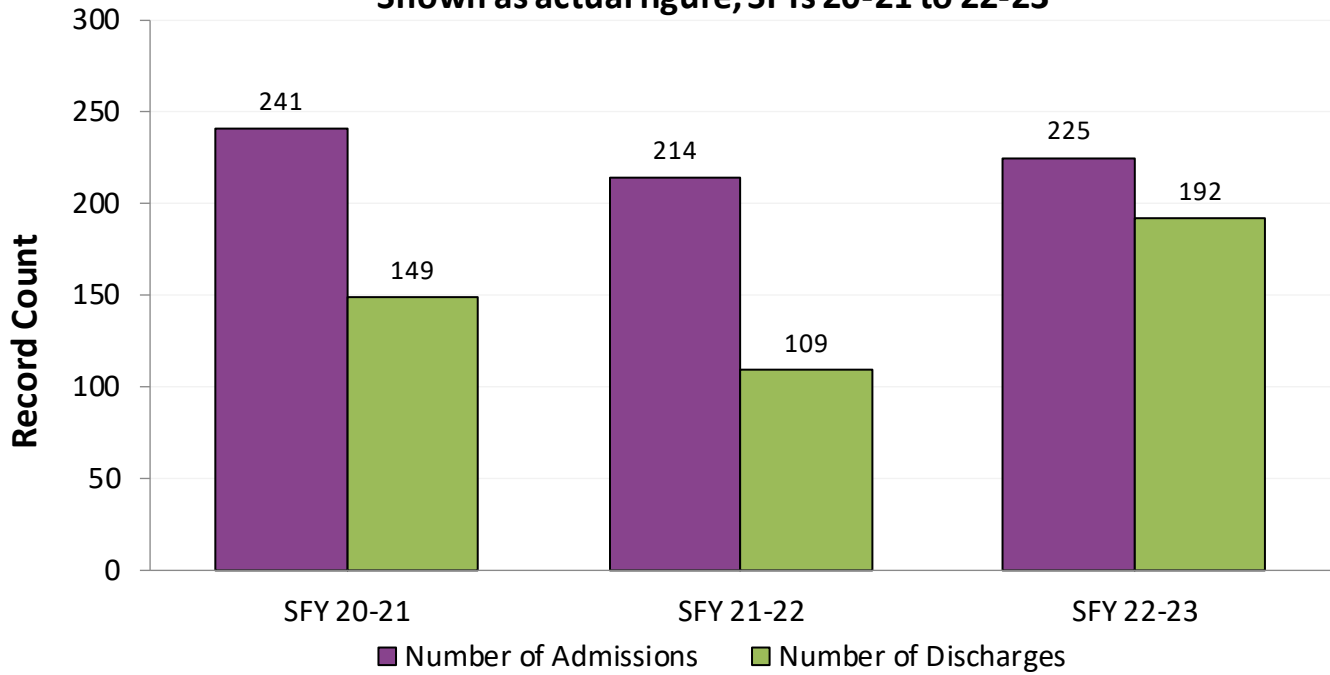
Impact of Problem Gambling Treatment

The following data, on pages 9-13, were collected by outpatient problem gambling treatment providers on clients that were treated for a gambling disorder using the CPGT funds. A total of \$469,145 was expended in SFY 2022-23. This is a decrease from \$556,875 in SFY 2021-22. The reason for the decrease is due to more clients discharging from treatment services in SFY 22-23. For this report, an admission is counted when a client enters treatment and is paid for using CPGT funding. A discharge is counted when CPGT funding is no longer being used, even if the client remains in treatment. Some counties will show a higher number of discharges than admissions for SFY 2022-23. This is due to clients being admitted during a previous SFY.

Total Admissions and Discharges

DDAP Gambling Treatment Database

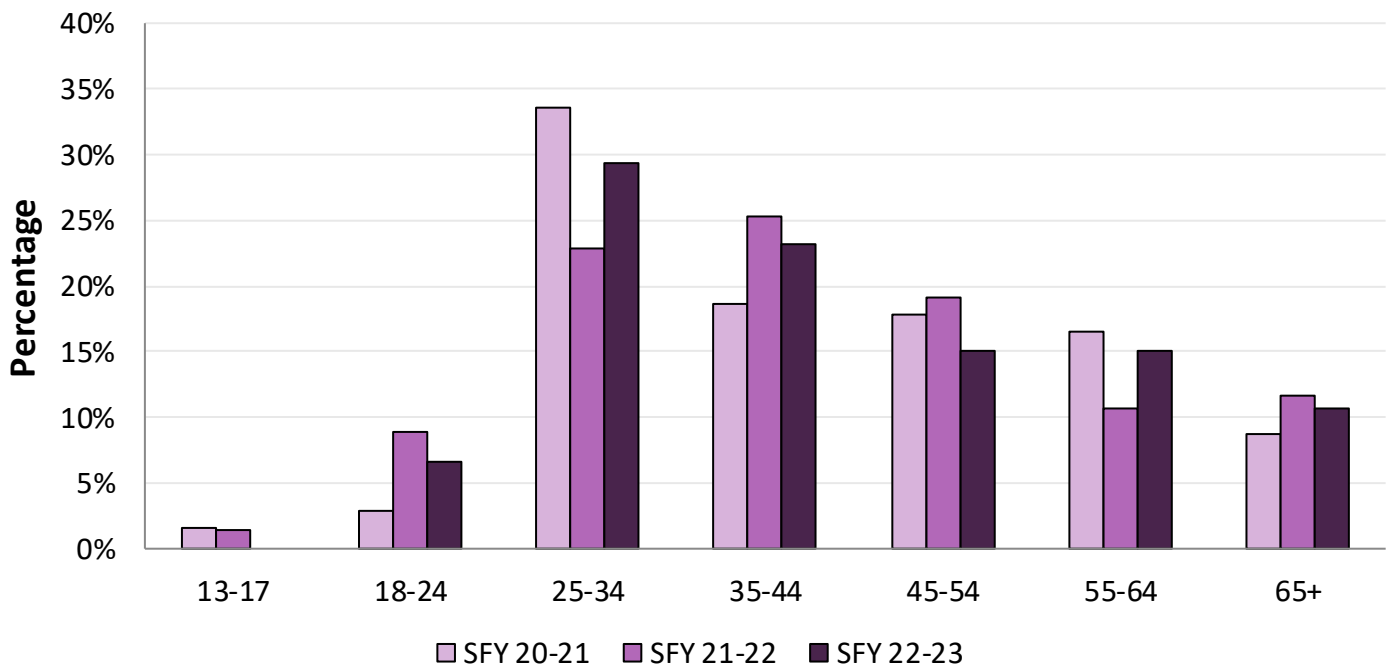
Shown as actual figure, SFYs 20-21 to 22-23



Age Group of Client

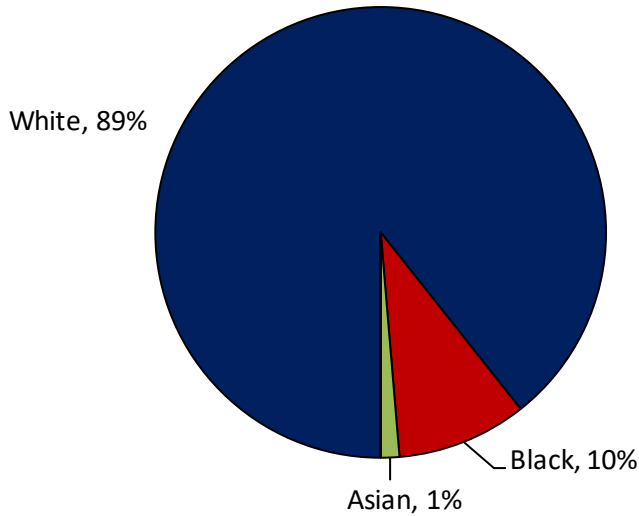
DDAP Gambling Treatment Database

Percentage of Admissions accounted by age group, SFYs 20-21 to 22-23



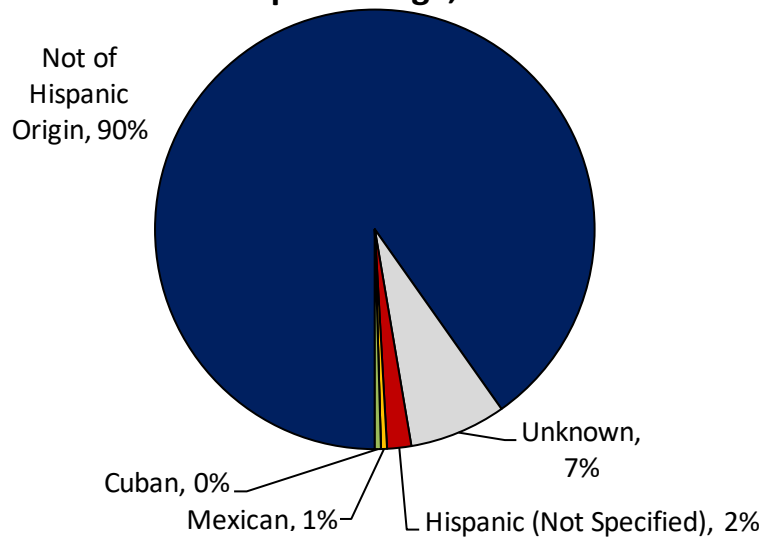
Admissions by Race

DDAP Gambling Treatment Database
Shown as percentage, SFY 2022-23 data



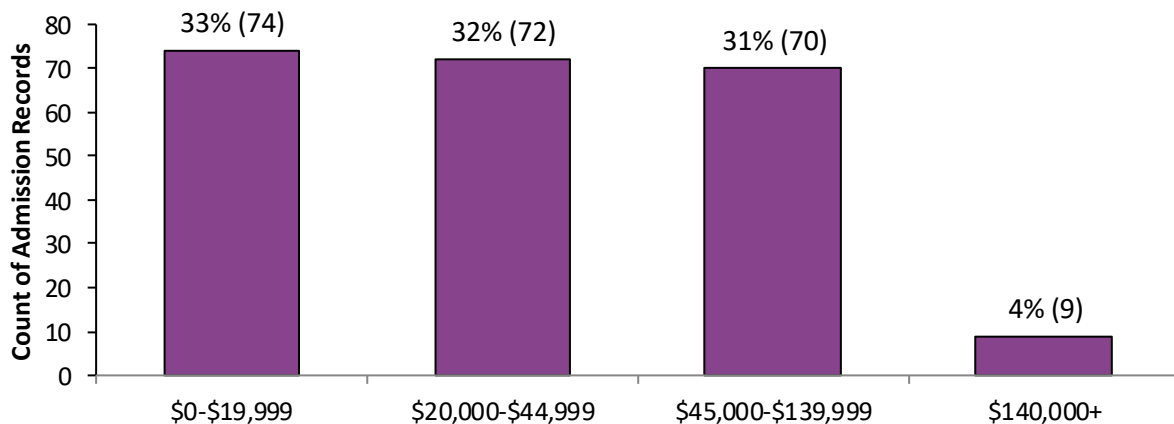
Admissions by Ethnicity

DDAP Gambling Treatment Database
Shown as percentage, SFY 2022-23 data



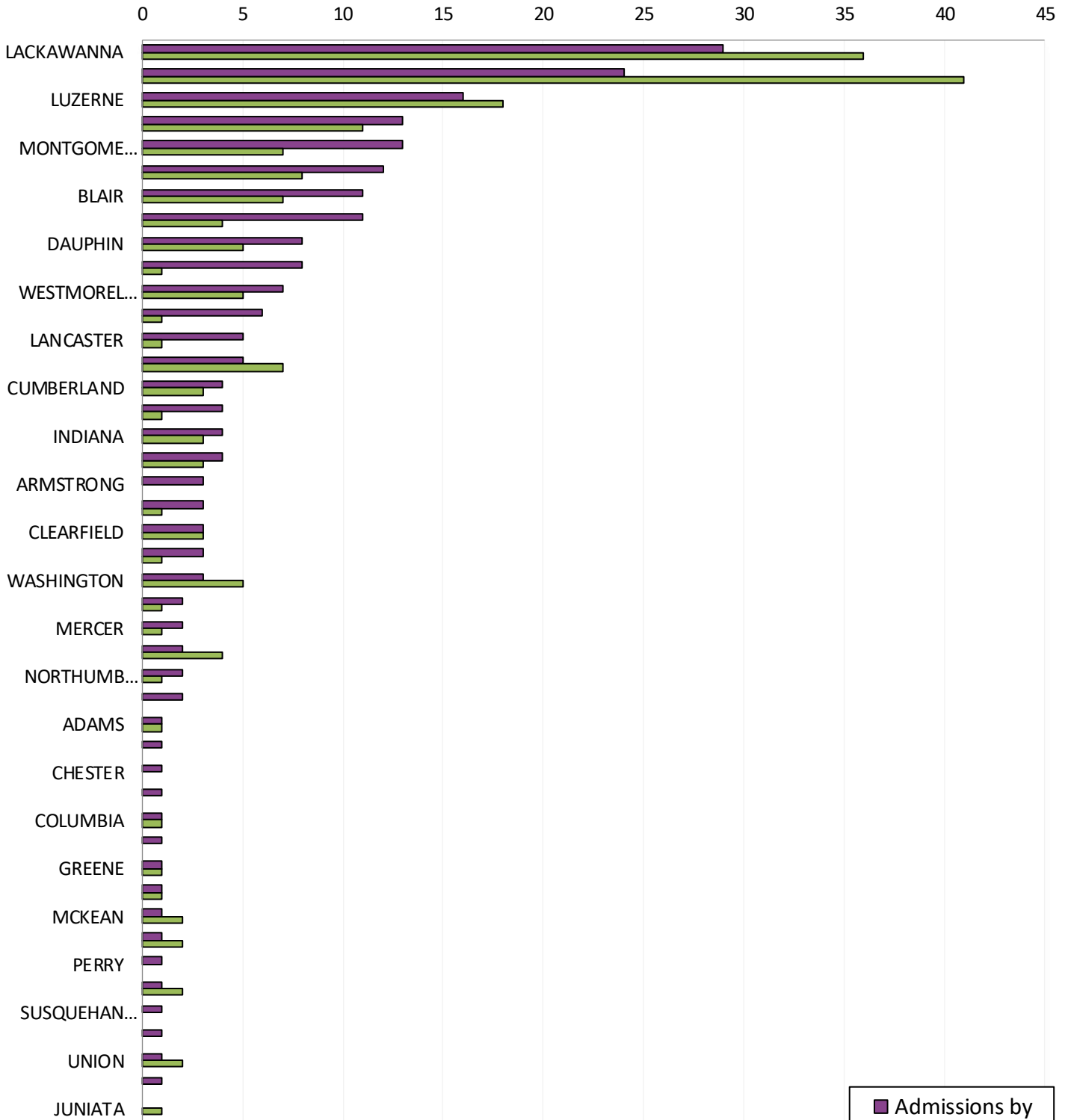
Admissions by Income

DDAP Gambling Treatment Database
Percentage (Count) of admissions reporting income level, SFY
2022-23 data



Admissions/Discharges by County of Residence

DDAP Gambling Treatment Database
 Shown as actual figure, SFY 2022-23 data

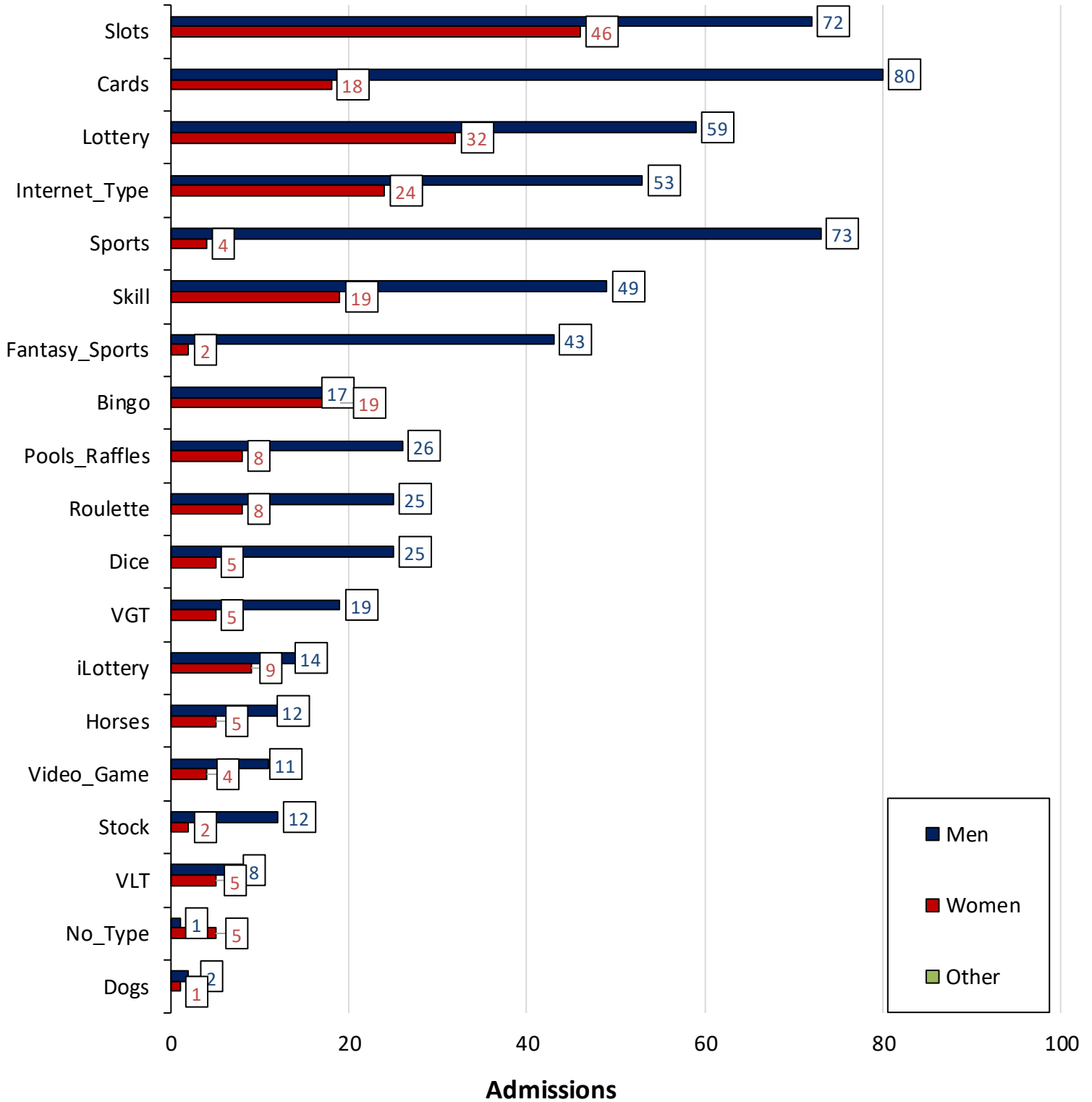


■ Admissions by County
 ■ Discharges by County

Preferred Gambling Methods by Gender

DDAP Gambling Treatment Database

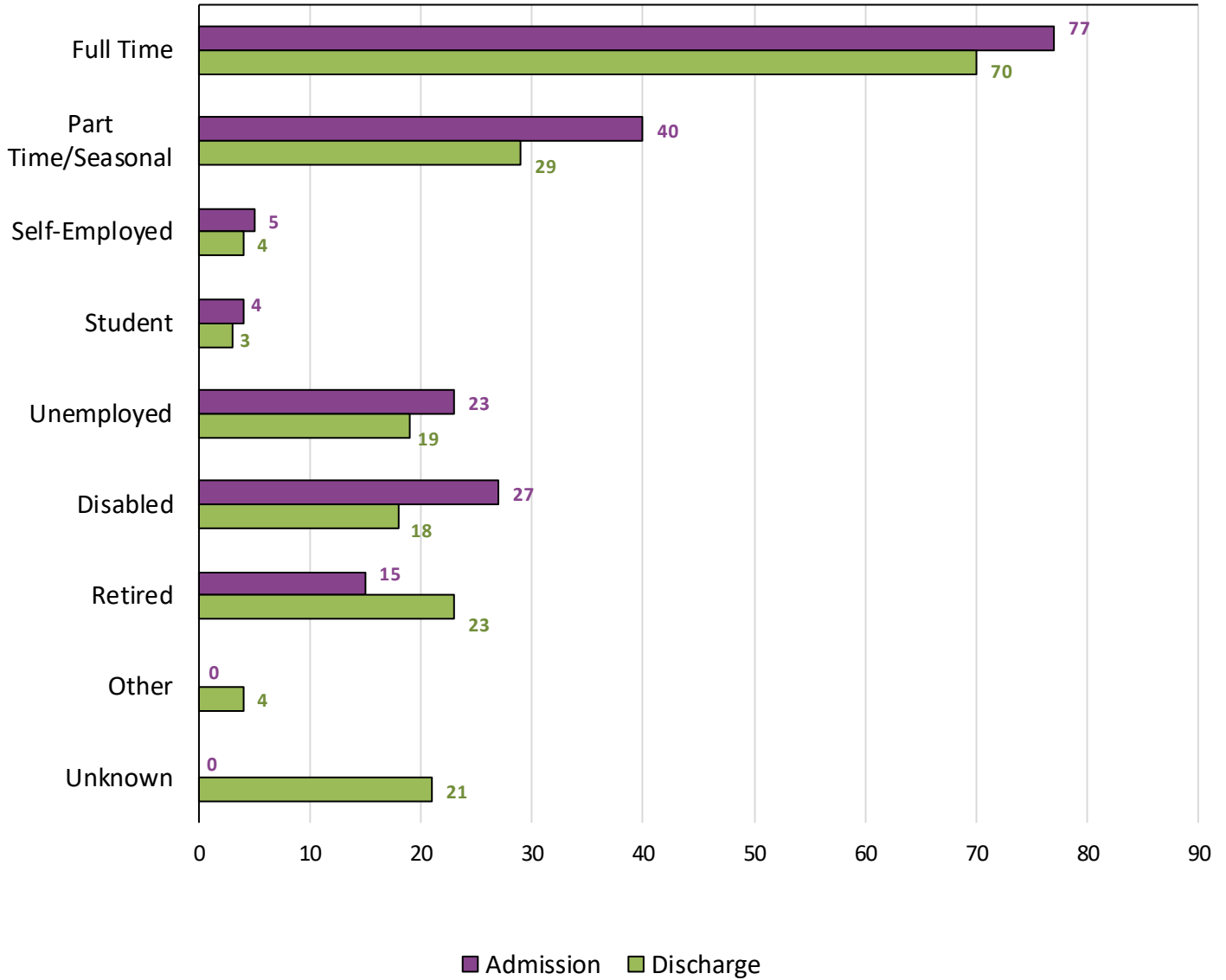
Number of admissions for each gender reporting method, ordered by total admissions reporting method SFY 2022-23 data



Employment Status at Admission vs. Discharge

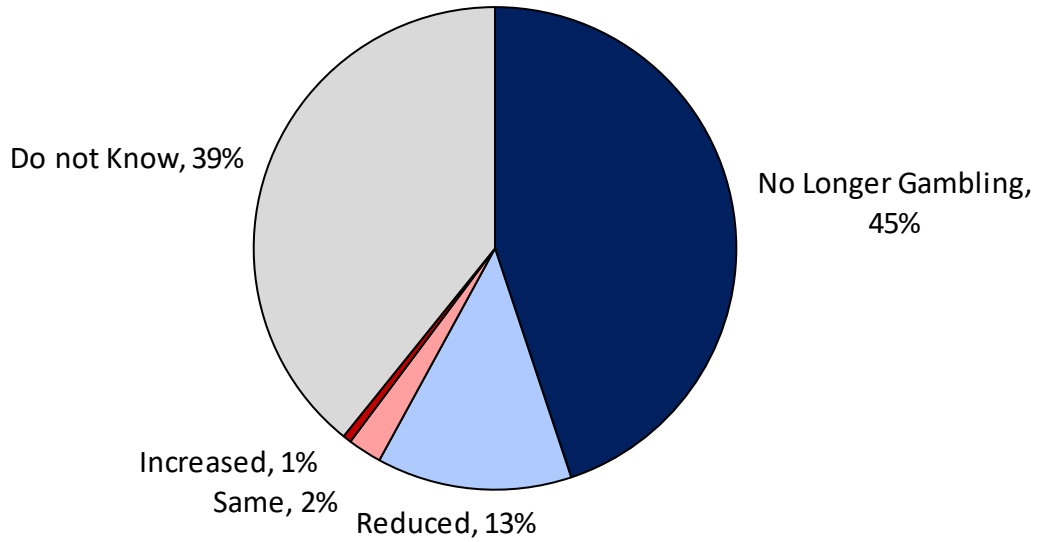
DDAP Gambling Treatment Database

Record count with employment status at admission/discharge, for discharges during SFY22-23



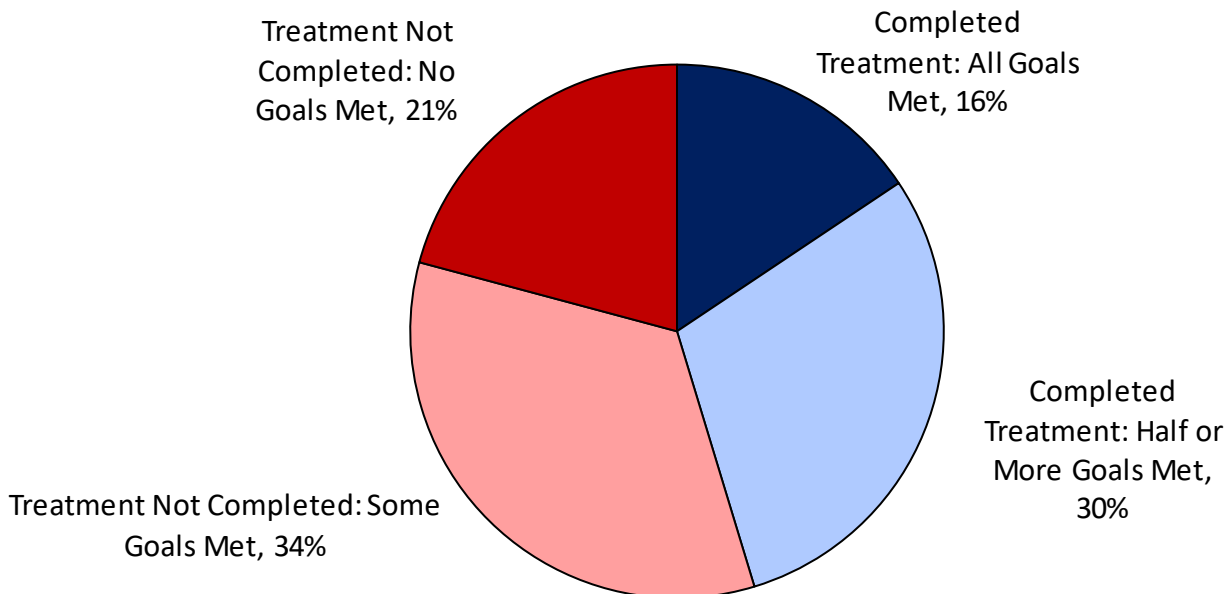
Change in Gambling Frequency from Admission to Discharge

DDAP Gambling Treatment Database
Shown as percentage, SFY 2022-23 data
Discharges for Family of Gambler Omitted



Discharge Status (Goals Met or Unmet)

DDAP Gambling Treatment Database
Shown as percentage, SFY 2022-23 data



Problem Gambling Media Campaign

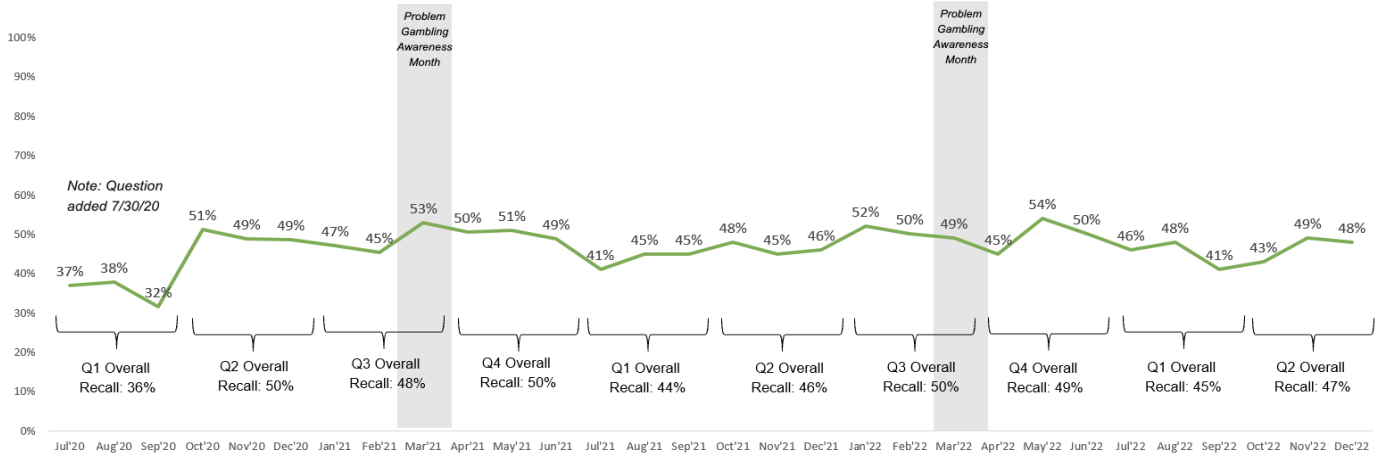
DDAP has an interagency agreement with the Pennsylvania Lottery to implement a responsible gaming media campaign to raise awareness of the access to treatment and resources for individuals and their families with concerns of problem gambling.

The current media campaign, first launched in 2019, and includes some of the following messaging (page 14). Data on media performance and reach are on pages 15 and 16.



Responsible Gambling Ad Recall

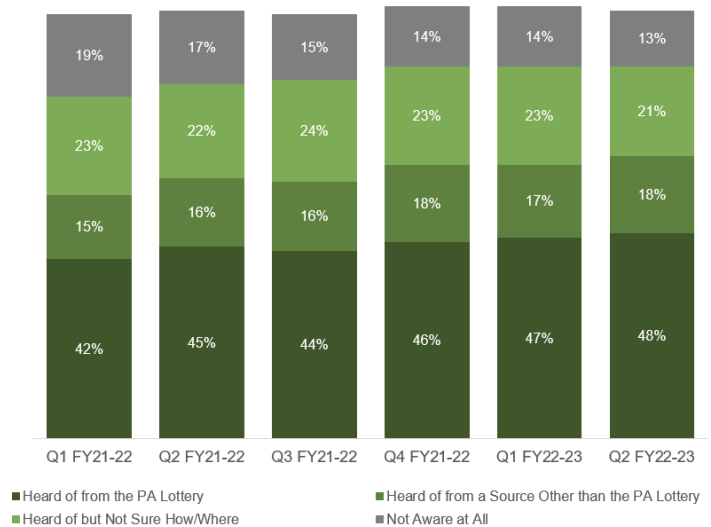
Recall of Any Advertising from the PA Lottery about Responsible Gambling in Past Month



Q19A: Do you remember seeing or hearing any advertising from the PA Lottery in the past four weeks about Responsible Gambling?
 Base: Total Respondents: Jul'20 = 626, Aug'20=950, Sep'20=234, Oct'20=412, Nov'20=450, Dec'20=525, Jan'21 n=708, Feb'21 n=1140, Mar'21 n=1232, Apr'21 n=998, May'21 n=980, Jun'21 n= 1209, Jul'21 n=960, Aug'21 n=923, Sep'21 n=1158, Oct'21 n=875, Nov'21 n= 1130, Dec'21 n=1025, Jan'22 n=969, Feb'22 n=989, Mar'22 n=1019, Apr'22 n=1044, May'22 n=984, Jun'22 n=1132, Jul'22 n=1012, Aug'22 n=1002, Sep'22 n=1094, Oct'22 n=1011, Nov'22 n=1039, Dec'22 n=1335
 Prepared for the Pennsylvania Lottery. Contains confidential and proprietary information.

Responsible Gambling Hotline

Awareness of the Gambling Hotline



Q8A: To what degree are you aware of a gambling hotline number 1-800-GAMBLER (1-800-426-2537)?
 Base: Total Respondents – Q1 FY20-21 n=1809, Q2 FY20-21 n=1387, Q3 FY20-21 n=3080, Q4 FY20-21 n=3187, Q1 FY21-22 n=3041, Q2 FY21-22 n=3030, Q3 FY21-22 n=2977, Q4 FY21-22 n=3160, Q1 FY22-23 n=3108, Q2 FY22-23 n=3385
 Prepared for the Pennsylvania Lottery. Contains confidential and proprietary information.

Responsible Gambling

Media Performance

(July 1, 2022 – June 30, 2023)

Paid Social

- Impressions – 44.9M
- Reach – 6.13M
 - 99% of the potential audience based on targeting
- Frequency – 7.33
- CPM (cost per 1,000 impressions) - \$3.63
- Link clicks – 50,480
- CTR (click-through rate) – 0.11%

Paid Digital: OLV

- Impressions: 65.11M
- Clicks: 194.5K
- CTR: 0.30%
 - Above the 0.05% benchmark
- Video plays: 25.73M
- Video completions: 23.93M
- VCR (video completion rate) – 93.01%
 - Over the 80% benchmark

Native¹ Display

- Impressions: 21.79M
- Clicks: 74.56K
- CTR: 0.34%
 - Above the 0.30% benchmark

¹Native – As a consumer browses the web, Display partners dynamically serve the ads in a way that blends in with the content being consumed.

Prevention of Problem Gambling

DDAP's problem gambling prevention goals are to:

- Increase awareness of underage and adult problem gambling as well as the risk and protective factors that influence problematic behaviors
- Increase awareness of resources available to help individuals and family members who are impacted by gambling disorder and harms from problem gambling
- Promote the Problem Gambling Helpline
- Promote best practices in the prevention of problem gambling

DDAP seeks to achieve these prevention goals by executing best-practice programming, strategies, and activities at the local community level in collaboration with contracted SCAs.

Funds are provided to SCAs to enhance their ability to:

- Assess community needs in the areas of problem gambling and gaming and the associated risk and protective factors
- Develop a plan to address identified needs
- Implement, monitor, and evaluate problem gambling and gaming prevention programs and services as outlined in the SCA's plan

The following 29 SCAs were awarded \$1,584,003 in SFY 2022-23 as listed below:

SCA	Allocation
Allegheny	\$108,600
Armstrong/Indiana/Clarion	\$46,525
Beaver	\$30,314
Berks	\$28,180
Blair	\$40,092
Bucks	\$54,645
Butler	\$20,553
Cameron/Elk/McKean	\$37,500
Carbon/Monroe/Pike	\$24,550
Chester	\$32,000
Dauphin	\$35,443
Delaware	\$3,300
Fayette	\$100,990
Forest/Warren	\$35,808
Greene	\$7,200
Lackawanna/ Susquehanna	\$4,604
Lancaster	\$34,000
Lawrence	\$30,951
Luzerne/ Wyoming	\$102,500
Mercer	\$6,258
Northampton	\$19,696
Philadelphia	\$634,812
Venango	\$4,440
Westmoreland	\$29,910
York/Adams	\$31,024

Problem gambling prevention programs, services, and activities served a total of 60,044 people in SFY 2022-23, this is a decrease from around 50,000 people in SFY 21-22. The decrease is due to staffing shortages and SCAs having to move toward raising awareness through media dissemination. Media Dissemination activities reached an additional estimated 32,774 people, this is a significant increase from the estimated reach of less than 8,000 people in SFY 21-22. The increase of reach is due to more SCAs using funding to do media outreach campaigns.

Problem Gambling Prevention Programs/Services	# of SCAs implementing Program	Number of People Served per Program/Service
Education Programs		
Cyber Gambling Awareness/CGAP	1	162
Gambling Away the Golden Years	11	1,477
Stacked Deck	7	1,038
Too Much to Lose (2M2L)	4	607
Wanna Bet?	9	1,795
Youth Gambling & Prevention Awareness Level I	6	2,988
Youth Gambling & Prevention Awareness Level II	6	3,526
	Subtotal of Education Programs	11,593
Other Prevention Programs		
Prevention Training & Professional Development	14	1103
Environmental Activities	2	6
Community Based Process Activities	8	4,181
Speaking Engagements/ Presentations	13	43,121
	Subtotal of Other Prevention Programs	48,411
Media Dissemination		
Web-based Media Dissemination	18	32,774
	Subtotal of Media Dissemination	32,774
	Total of all Prevention Programming	92,778

State Gaming Fund

Act 71 of 2004, the Pennsylvania Racehorse Development and Gaming Act, established the State Gaming Fund to receive gaming license fees and 34 percent of the gross terminal revenue (GTR) generated by licensed gaming facilities. The State Gaming Fund receives 52 percent of gross interactive gaming revenue (GIGR) generated through simulated slot machines and 14 percent of GIGR generated through simulated table games. State Gaming Fund revenues are annually distributed to the programs highlighted on the next pages, and the remainder is transferred to the Property Tax Relief Fund. Also, licensed gaming facilities deposit an additional 4 percent of GTR for slot machines, 2 percent of gross table game revenue, and 2 percent of GIGR in the State Gaming Fund for local share distributions where gaming facilities are located.

The portion of the State Gaming Fund that is allocated to the SCAs is solely for financing SUD assessments, including SUD assessments associated or related to compulsive and problem gambling, and for related SUD treatment. A total of \$3,100,000 was allocated to the SCAs in SFY 2022-23, this is a decrease from the \$4,676,000 that was allocated in SFY 21-22. DDAP received an increase in funding in SFY 21-22 and the additional funds were allocated to the SCAs; and in SFY 22-23 the SCAs were only allocated their base amount. This information is included in the table on the following page, which highlights the funding allocated for SFY 2022-23:

SCA	Allocation	SCA	Allocation
Allegheny	\$362,849	Greene	\$ 8,426
Armstrong/ Indiana/ Clarion	\$ 47,458	Huntingdon/ Mifflin/ Juniata	\$ 18,220
Beaver	\$ 45,017	Lackawanna/ Susquehanna	\$ 62,429
Bedford	\$ 9,737	Lancaster	\$105,108
Berks	\$113,629	Lawrence	\$ 31,346
Blair	\$ 31,164	Lebanon	\$ 25,854
Bradford/ Sullivan	\$ 12,469	Lehigh	\$99,155
Bucks	\$110,929	Luzerne/ Wyoming	\$108,345
Butler	\$ 48,165	Lycoming/ Clinton	\$ 33,025
Cambria	\$ 36,176	Mercer	\$ 27,133
Cameron/ Elk/ McKean	\$ 23,716	Montgomery	\$166,849
Carbon/ Monroe/ Pike	\$ 41,454	Northampton	\$ 61,143
Centre	\$ 24,564	Northumberland	\$ 16,656
Chester	\$134,829	Philadelphia	\$ 495,047
Clearfield/ Jefferson	\$ 23,158	Potter	\$ 3,721
Columbia/ Montour/ Snyder/ Union	\$ 28,271	Schuylkill	\$ 42,530
Crawford	\$ 17,071	Somerset	\$ 18,593
Cumberland/ Perry	\$ 48,645	Tioga	\$ 7,782
Dauphin	\$ 54,247	Venango	\$ 15,213
Delaware	\$162,658	Washington	\$ 53,970
Erie	\$107,661	Wayne	\$9,886
Fayette	\$ 29,766	Westmoreland	\$ 60,404
Forest/ Warren	\$ 9,902	York/ Adams	\$ 79,988
Franklin/ Fulton	\$ 25,642		
Grand Total Allocated			\$3,100,000

*Detailed breakout for each county is available upon request