Pennsylvania
Department of Drug and Alcohol Programs

Compulsive and Problem Gambling Annual Report

SFY 2024 – 2025

Contents

Introduction

The Department of Drug and Alcohol Programs (DDAP) is most well-known for its work partnering with local communities to offer substance use disorder (SUD) prevention, treatment, services, recovery supports, and harm reduction education and materials. In addition to that work, DDAP also collaborates with county drug and alcohol offices known as Single County Authorities (SCAs), clinicians, prevention providers, and organizations to provide resources and programming for problem gambling treatment and prevention throughout Pennsylvania.

The two funding streams highlighted in this report include:

- Compulsive and Problem Gambling Treatment (CPGT) Fund -- used to fund problem gambling prevention, treatment, and intervention resources and programming.
- State Gaming Fund -- used to fund SUD assessments by the SCAs.

DDAP details the impact of the programs funded by the CPGT in its Annual Problem Gambling Report. The Pennsylvania Racehorse Development and Gaming Act requires DDAP to develop and publish this report. The following narrative and graphs fulfill this requirement for the State Fiscal Year (SFY) July 1, 2024 – June 30, 2025.

This report also includes information on the use of the State Gaming Fund, which DDAP allocates to the SCAs for SUD assessments. These SUD assessments may be associated with 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.

Compulsive and Problem Gambling Treatment Fund (CPGT)

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 million or an amount equal to 0.002 multiplied by the total gross terminal revenue of all active and operating licensed gaming entities, whichever is greater.

DDAP uses CPGT funds to:

- maintain crisis counseling and referral helpline;
- facilitate the availability of effective prevention, treatment, and intervention programs for individuals with a gambling problem and affected family members;
- Promote awareness regarding recognition and prevention of compulsive and problem gambling; and
- conduct studies to identify 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, and truck stop and airport gaming terminals.

Each year the required amount of funds is transferred into the CPGT fund, and the balance is monitored to maintain ongoing gambling prevention and treatment services. During SFY 2024-25, over $9.9 million was transferred to the CPGT fund. Approximately 62 percent of the total was provided to the SCAs, local county entities responsible for problem gambling and SUD prevention, treatment, and services for the purpose of problem gambling needs assessments and prevention, outreach, and education programs, as well as other DDAP-approved services. Additionally, 15 percent was distributed directly to gambling treatment providers to provide outpatient gambling counseling to residents of the Commonwealth. Approximately 9 percent of the funds spent were used for administration and 14 percent was used for oversight and monitoring of the helpline services.

The following narrative and graphs provide information and data on the helpline, problem gambling treatment and prevention, and a problem gambling educational media campaign.

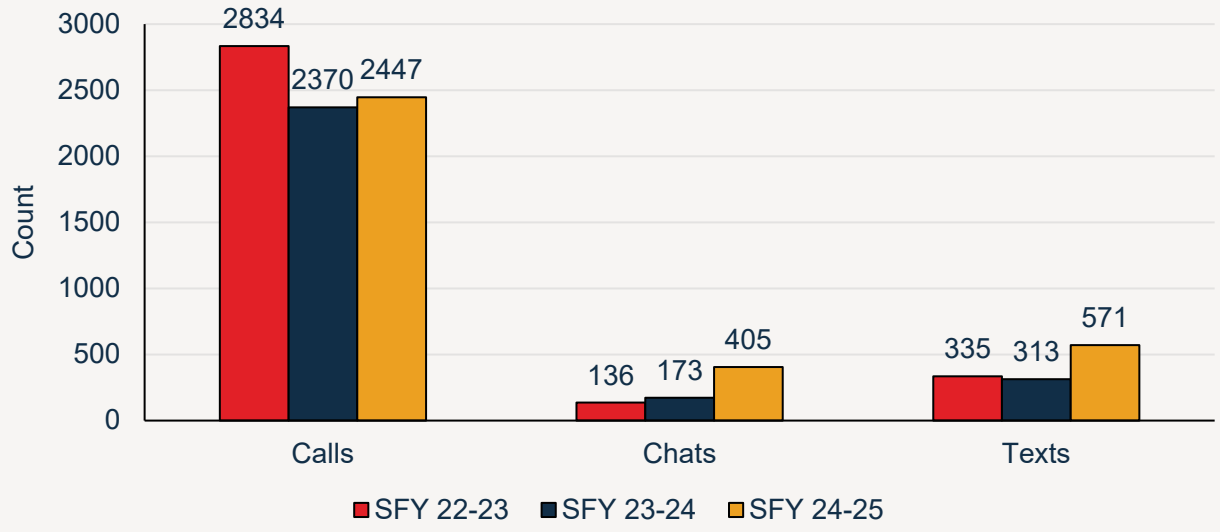
HELPLINE

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 internet chat and texting capabilities, as well as translation services in over 240 languages.

The helpline operators collect as much data as the context of the call allows, including demographics and gambling related data. Resources provided by the helpline staff include referrals to treatment providers, Gamblers Anonymous (GA) and Gam-Anon meetings, financial aid services, and other treatment and recovery-related information.

Figure 1 shows the helpline calls, chats, and texts from people seeking help or problem gambling information from SFY 2022-23 through SFY 2024-25. There was an increase to online chat and text messages in SFY 2024-25 compared to the previous two years.

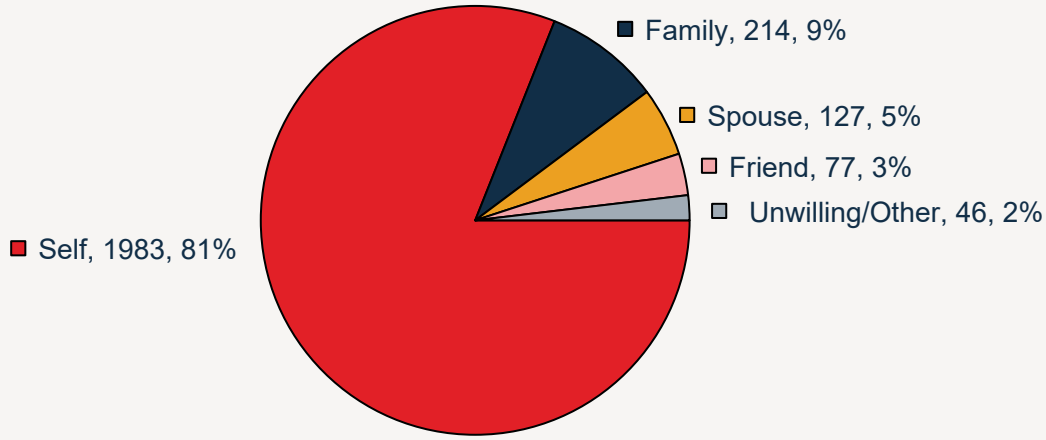
Figure 1: Helpline Calls, Chats, and Texts
SFYs 2022-23 thru 2024-25
N=2,447



The data identified in the following figures includes phone call data only. Data collection is not always possible with individuals who contact the helpline via texting or online chat.

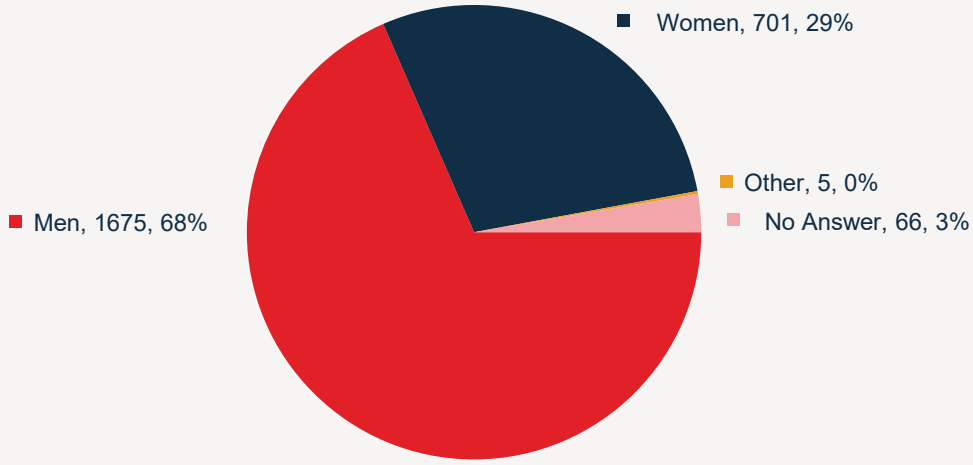
During SFY 2024-25, a total of 2,447 phone calls to the helpline requested problem gambling treatment resources. Most callers were individuals who self-reported as having a gambling problem (**Figure 2**).

Figure 2: Callers to the Helpline
SFY 2024-25



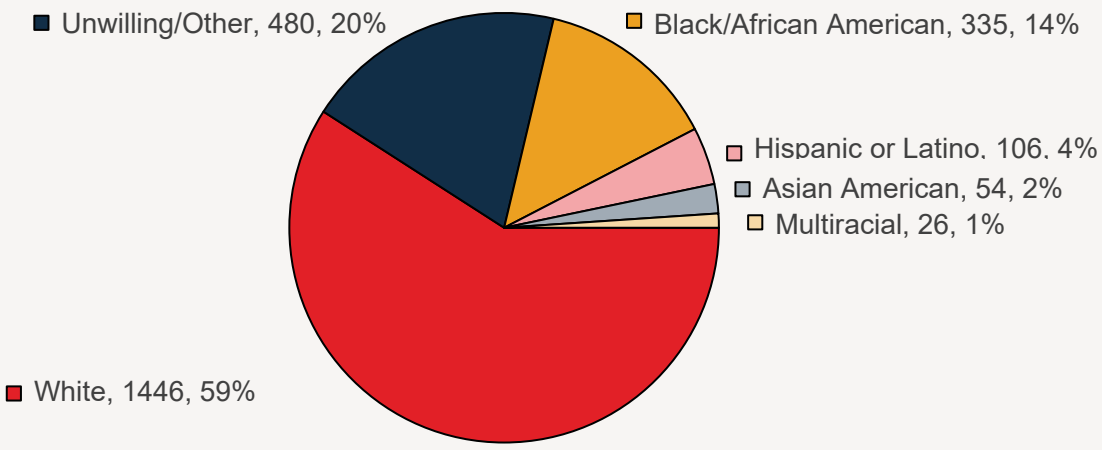
The identified gender of callers to the helpline is consistent with all previous years, with most callers identifying as men (**Figure 3**).

Figure 3: Gender of Helpline Callers
SFY 2024-25



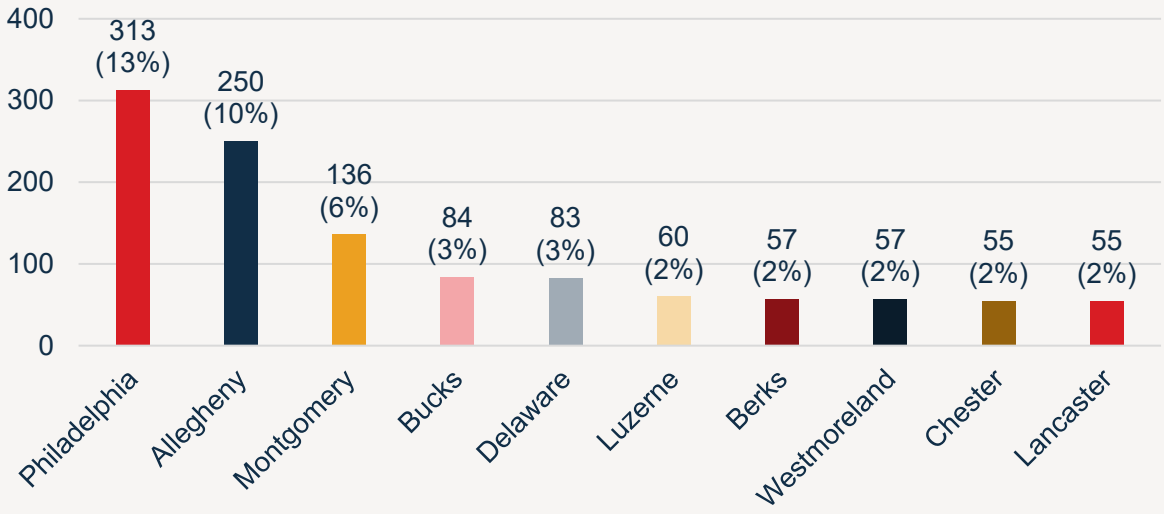
The ethnicity of callers to the helpline is consistent with all previous years, with most callers identifying as white (**Figure 4**).

Figure 4: Ethnicity of Helpline Callers
SFY 2024-25



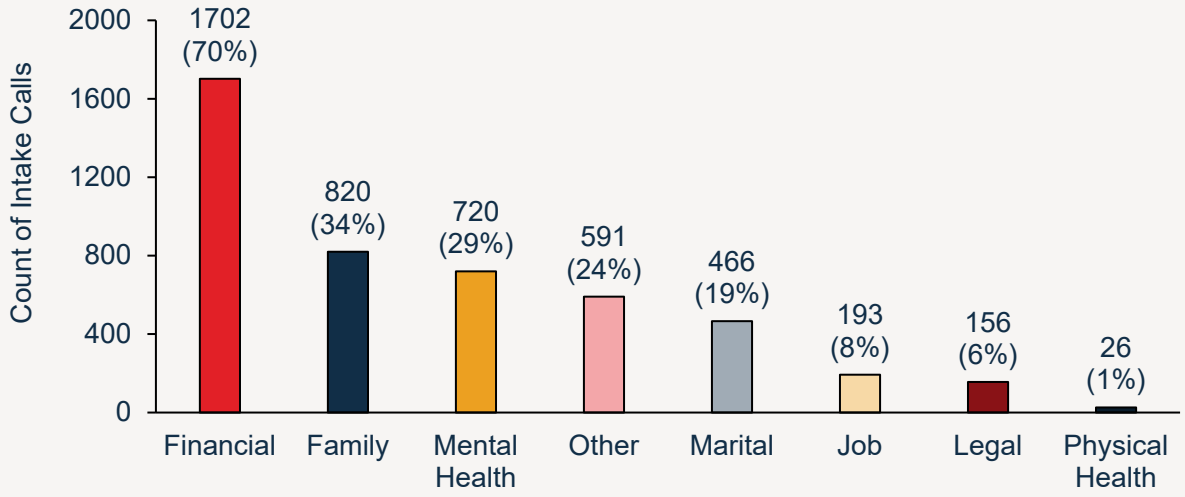
Phone calls to the helpline come from counties across the Commonwealth, with the highest number of calls from the two most populated counties, Philadelphia and Allegheny. (**Figure 5**).

Figure 5:
Counties with Highest Helpline Call Volume
SFY 2024-25



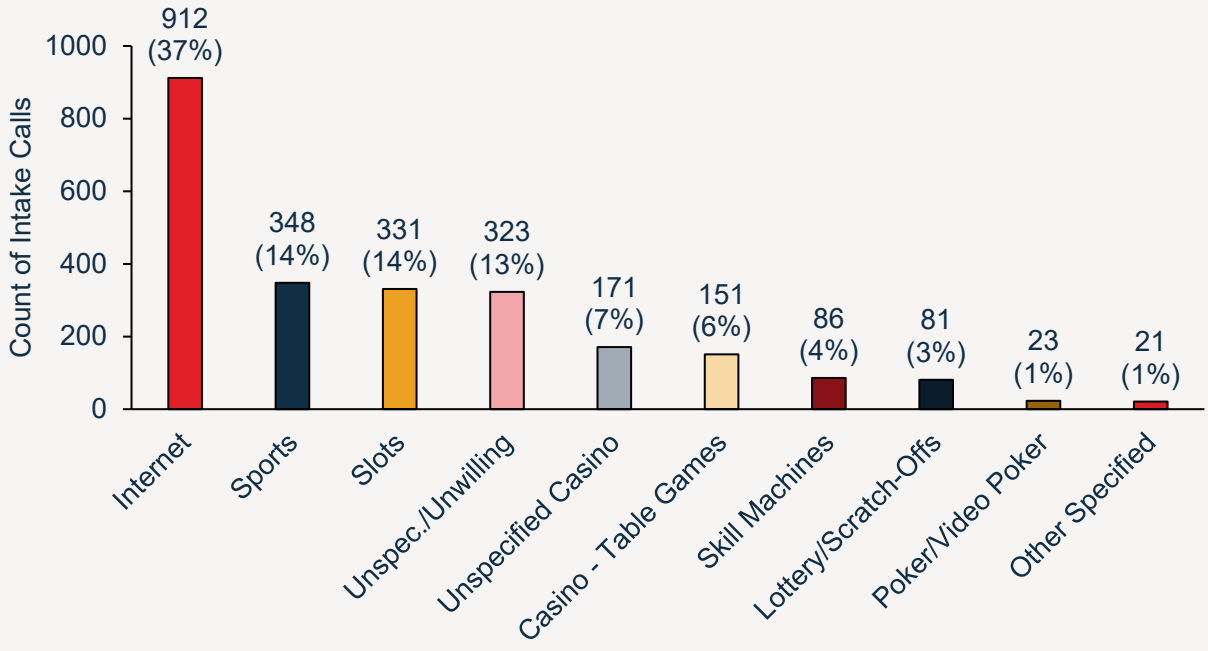
Callers most frequently reported that their precipitating problem was financial hardship due to gambling (70%), which is consistent with the data from previous years (**Figure 6**).

Figure 6: Callers' Precipitating Problem(s)
SFY 2024-25



Callers' most frequently identified type of problematic gambling was internet/online (37%), which is a slight increase from 36 percent in SFY 2023-24 (**Figure 7**).

Figure 7: Callers' Problematic Type of Gambling
SFY 2024-25



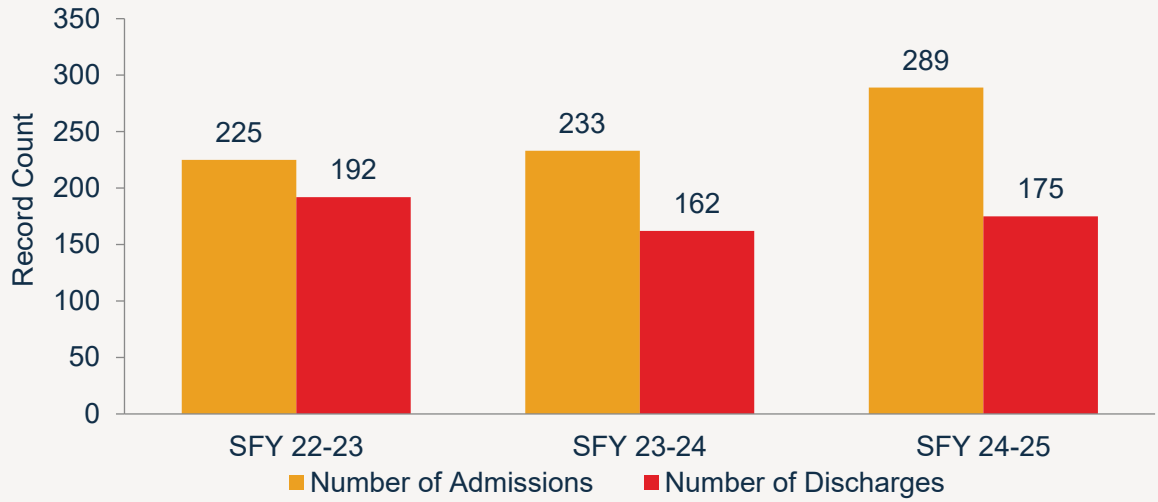
GAMBLING TREATMENT

As of June 30, 2025, DDAP contracted with 41 agencies to provide problem gambling treatment services. This is a decrease from previous years. There were 50 contracted providers during SFY 2022-23 and 47 during SFY 2023-24. This decrease may be due to several factors, including staffing shortages in the behavioral health field. DDAP continues to conduct recruitment activities to engage counselors available to provide treatment services throughout the Commonwealth, including having DDAP staff attend drug and alcohol and mental health provider meetings, conferences, and events to educate providers about problem gambling treatment options and the ability to become a problem gambling treatment provider.

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

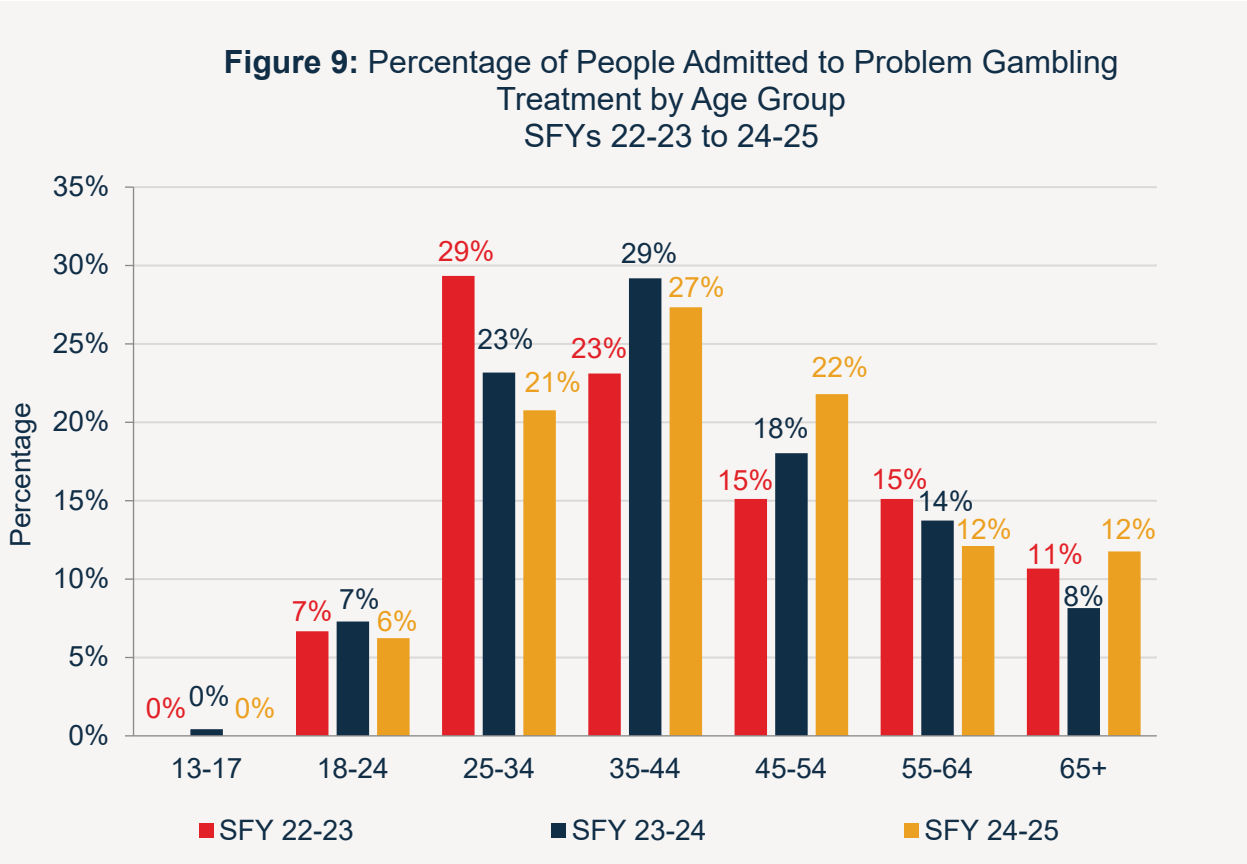
The following data was collected by outpatient problem gambling treatment providers for individuals that were treated for a gambling disorder using the CPGT funds. A total of $617,628 was expended on problem gambling treatment in SFY 2024-25. This is an increase from $616,059 in SFY 2023-24. This increase is due to more individuals being admitted to treatment in SFY 2024-25 (**Figure 8**).

Figure 8: Total Admissions and Discharges* in Treatment
SFYs 2022-23 to 2024-25



* For this report, an admission is counted when an individual enters treatment through CPGT funding. A discharge is counted when CPGT funding is no longer being used, even if the individual remains in treatment.

There was an increase in admissions of individuals between the ages of 45 and 54 and 65+ during SFY 2024-25 compared to SFY 2023-24. All other age groups saw a decrease in admissions during the same timeframe (**Figure 9**).



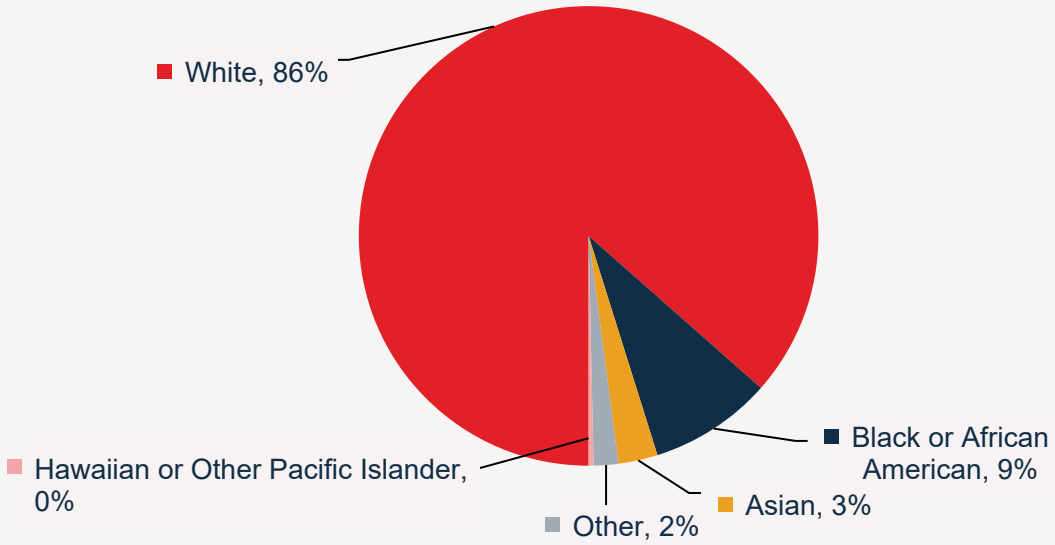
In terms of geographic distribution, some counties will show a higher number of discharges than admissions for SFY 2024-25. This is due to individuals being admitted during a previous SFY (**Table 1**). All other data is consistent with data from SFY 2024-25.

Table 1: Admissions/Discharges by County of Residence SFY 2024-25

County	Admissions	Discharges
Lackawanna	38	24
Bucks	27	13
Luzerne	24	25
Philadelphia	23	13
York	22	10
Allegheny	18	9
Lycoming	16	6
Dauphin	14	5
Blair	13	11
Lancaster	11	10
Montgomery	9	9
Cumberland	8	6
Adams	5	1
Butler	5	3
Columbia	5	0
Delaware	5	2
Washington	5	0
Westmoreland	4	4
Erie	3	2
Lebanon	3	0
Armstrong	2	2
Cambria	2	3
Chester	2	1
Clearfield	2	2
Clinton	2	2
Fayette	2	0
Greene	2	0
Indiana	2	3
Northampton	2	0
Bedford	1	0
Berks	1	0
Bradford	1	2
Franklin	1	0
Jefferson	1	0
Lehigh	1	0
McKean	1	0
Mercer	1	3
Monroe	1	0
Northumberland	1	0
Perry	1	1
Pike	1	0
Somerset	1	1
Lawrence	0	1
Sullivan	0	1

Most individuals in treatment for problem gambling in SFY 24-25, identified as white (**Figure 10**).

Figure 10: DDAP Funded Gambling Treatment Admissions by Race
SFY 2024-25



Most individuals in treatment for problem gambling in SFY 24-25, identified as non-Hispanic (**Figure 11**).

Figure 11: DDAP Funded Gambling Treatment Admissions by Ethnicity
SFY 2024-25

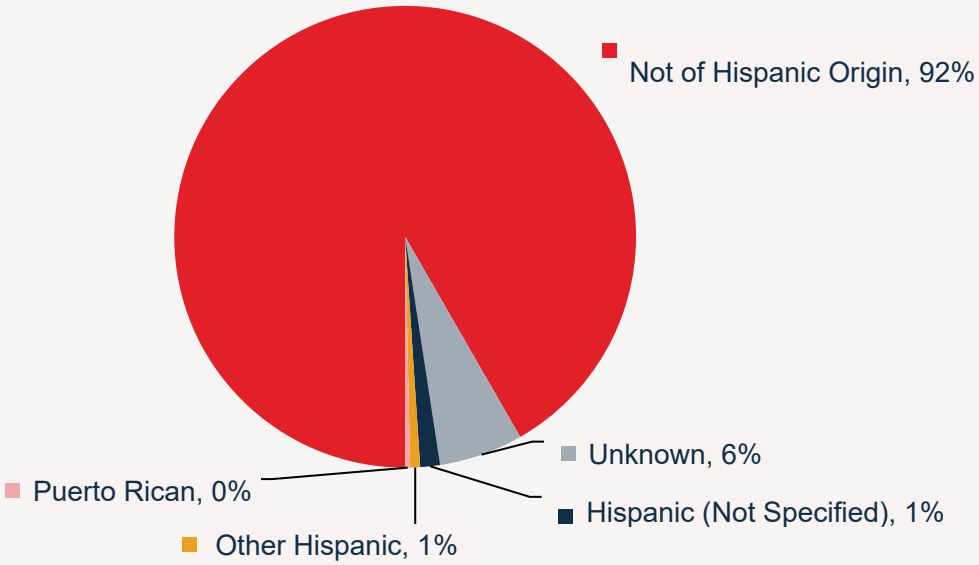
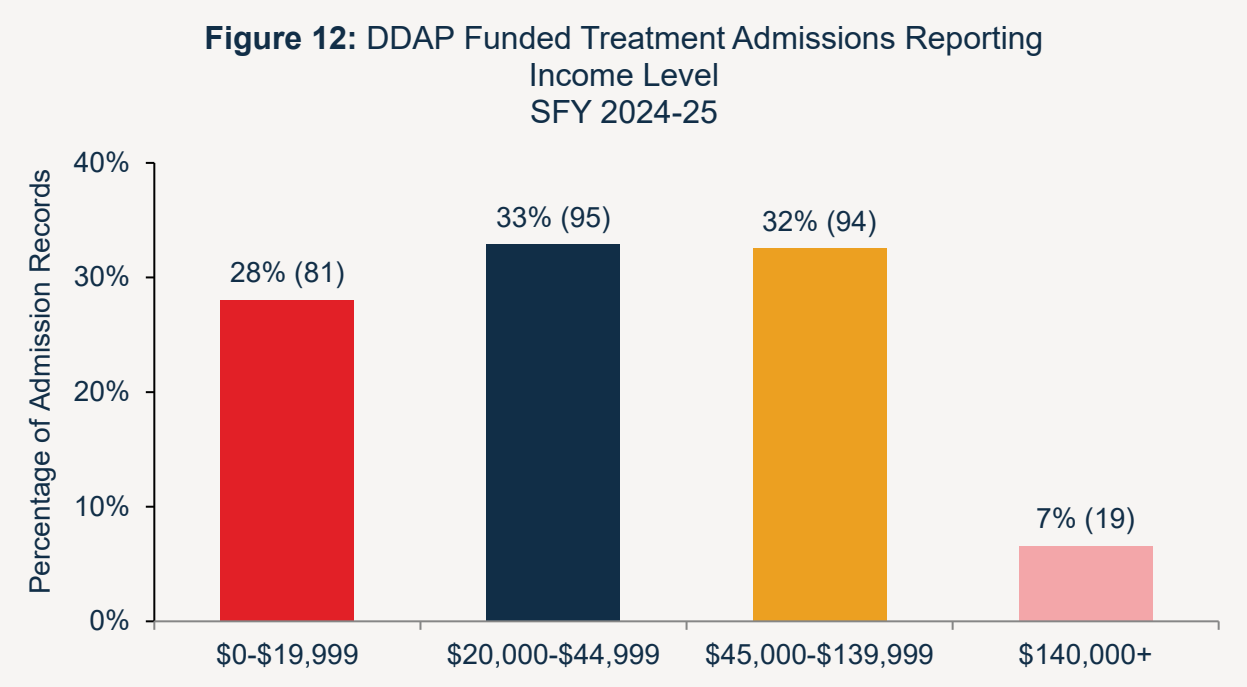
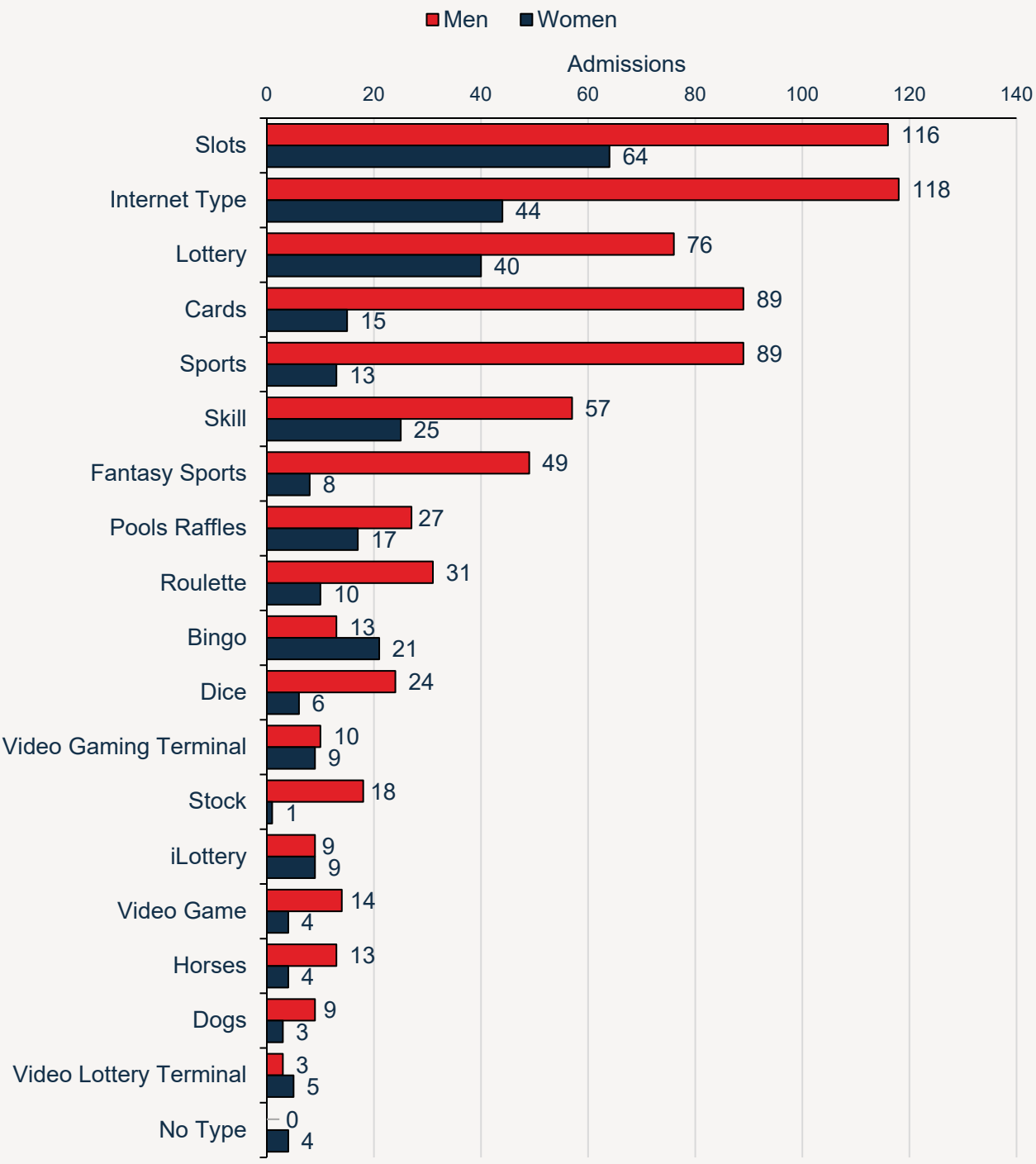


Figure 12 shows that most individuals in treatment for problem gambling in SFY 24-25 earned an income of $20,000 - $139,999.



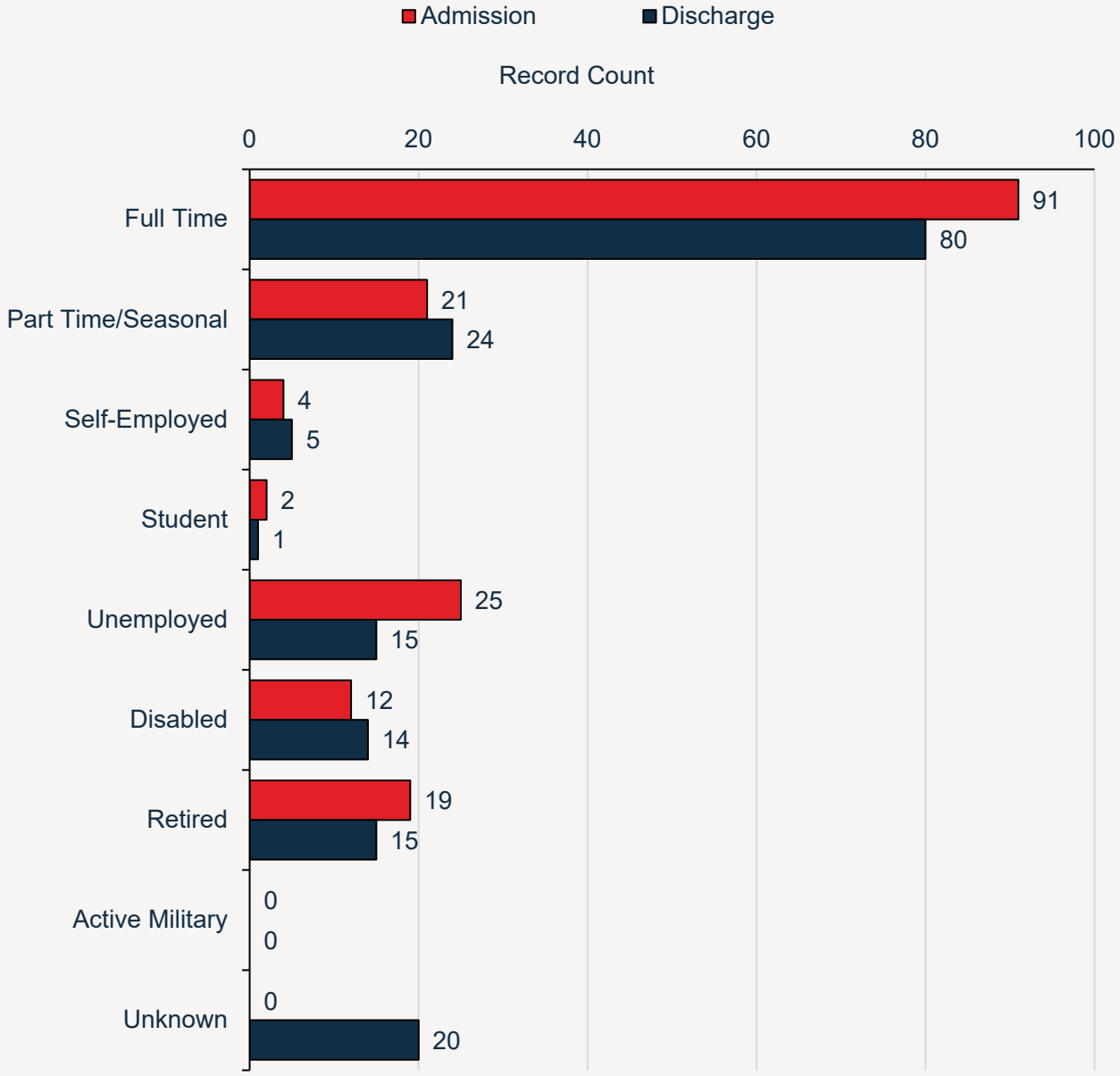
As **Figure 13** shows, most men reported problematic gambling with internet, slot machines, sports, and card games, while most women reported problematic gambling with slot machines, the internet, and lottery.

Figure 13: DDAP Funded Treatment Admissions
Preferred Gambling Methods by Gender
SFY 2024-25



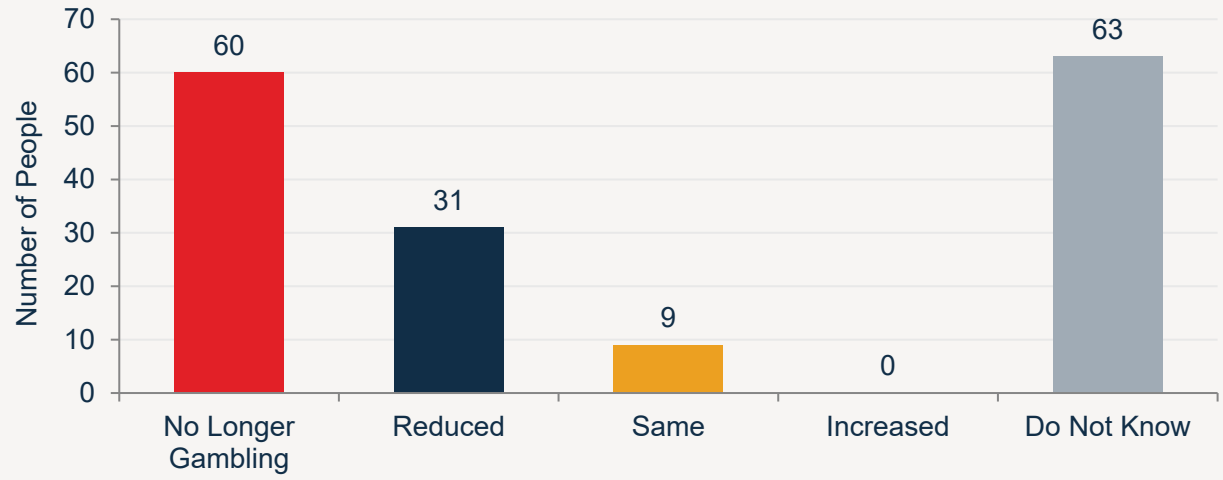
Most individuals in treatment are employed full time at the time of admission and discharge.

Figure 14: Employment Status at Admission vs. Discharge for DDAP Funded Treatment SFY24-25



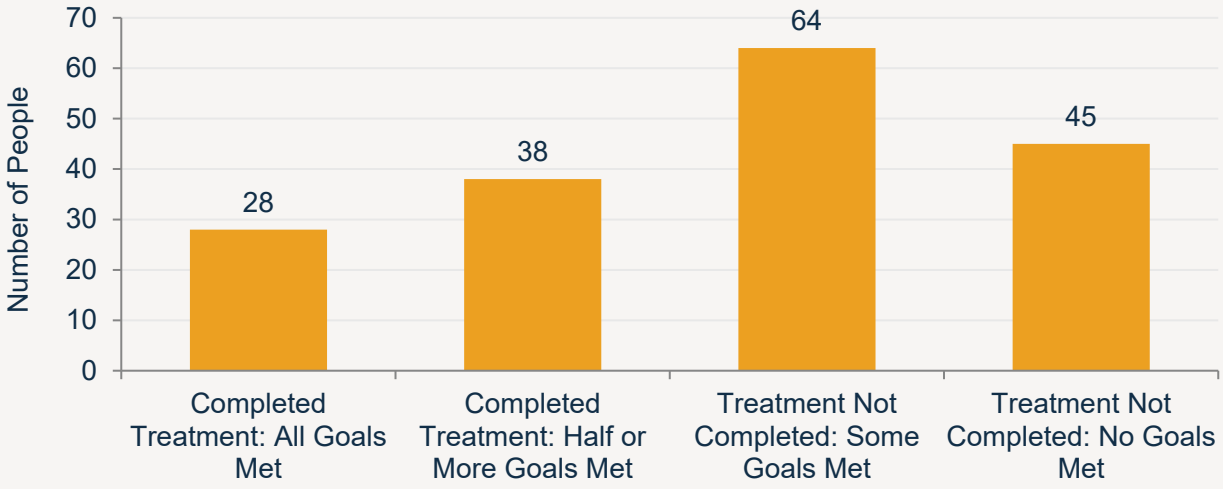
Of those who disclosed their gambling frequency at discharge, 37 percent reported that they were no longer gambling (**Figure 15**). It is important to note that 39 percent of individuals who were discharged from treatment did not disclose their gambling frequency because they discharged against clinical advice.

Figure 15: Change in Gambling Habits at DDAP Funded Treatment Discharge SFY 2024-25
Discharges for Family of Gambler Omitted



At least 22 percent of individuals completed half or more of their treatment goals by the time they were discharged, with 16 percent of individuals fully completing all goals at discharge (**Figure 16**). The 26 percent of individuals who did not complete their goals discharged against clinical advice.

Figure 16: Goals Met at Discharge from Treatment SFY 2024-25



MEDIA CAMPAIGN

DDAP has an interagency agreement with the Pennsylvania Lottery to implement a responsible gaming media campaign to raise awareness of access to treatment and resources for individuals and their families with problem gambling concerns. In 2023, these media campaign materials were shared with the SCAs for distribution and were also translated to Mandarin and Spanish.

The current media campaign was first launched in 2019. The awareness of the Problem Gambling Helpline has consistently broadened in scope and reach over the last several state fiscal years. Since 2021, the majority of those surveyed indicated that they learned about the helpline from the Pennsylvania Lottery.

PREVENTION

DDAP is not only focused on treating problem gambling – but also preventing it. 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 a gambling disorder and the harms from problem gambling;
- promote the Problem Gambling Helpline; and
- 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; and
- implement, monitor, and evaluate problem gambling and gaming prevention programs and services as outlined in each SCA's plan.

The 41 SCAs listed in **Table 2** were awarded $3.2 million in SFY 2024-25 for prevention activities.

Table 2: Gambling Prevention Funding Allocations SFY 2024-25

SCA	Allocation
Allegheny	$102,600
Armstrong/Indiana/Clarion	$125,365
Beaver	$62,110
Bedford	$47,216.93
Berks	$69,464
Blair	$51,227
Bradford/Sullivan	$15,670
Bucks	$137,661
Butler	$30,715
Cambria	$256,000
Cameron/Elk/McKean	$73,085
Carbon/Monroe/Pike	$39,238
Centre	$57,097
Columbia/Montour/Snyder/Union	$11,600
Chester	$40,320
Clearfield/Jefferson	$73,416
Crawford	$57,401
Dauphin	$85,856
Delaware	$5,991
Erie	$281,991
Fayette	$129,028
Forest/Warren	$40,069
Franklin/Fulton	$14,620
Greene	$11,640
Lackawanna/Susquehanna	$5,210
Lancaster	$43,320
Lawrence	$46,780
Lebanon	$49,852
Luzerne/Wyoming	$92,100
Lycoming/Clinton	$25,200

Mercer	$4,210
Montgomery	$30,680
Northampton	$2,297
Philadelphia	$840,478
Potter	$2,120
Schuylkill	$20,726
Tioga	$11,910
Venango	$12,950
Washington	$37,956
Westmoreland	$73,500
York/Adams	$89,088

Problem gambling prevention programs, services, and activities served a total of 1.2 million individuals in SFY 2024-25. This is a sizable increase from the approximately 644,753 people served in SFY 2023-24. The increase is due to more SCAs receiving funding for problem gambling prevention, as well as the increased delivery of prevention programs.

Education programs reached an additional 33,108 people - an increase from 21,257 people in SFY 2023-24. The increase in reach is due to the addition of updated prevention programs and SCAs expanding programing beyond school/community-based programs.

Tables 3-5 on the following pages show the types of prevention programs and services the SCAs implemented in SFY 2024-25, as well as the number of people served.

Table 3: Prevention Education Programs/Services SFY 2024-25

Education Program	# of SCAs Implementing	Number of People Served/Reached
Clean Break	1	273
Cyber Gambling Awareness (CGAP)	2	464
Gambling Alternative Activities	13	12,179
Gaming in Gambling	8	2,175
Gambling Away the Golden Years	8	2,076
In Search of Balance	2	31
Leaps and Bounds	1	450
Maryland Smart Choices	1	80
Safe BET	1	49
Stacked Deck	9	1,202
Teens/Kids and Technology	13	4,319
Too Much to Lose (2M2L)	4	1,560
Wanna Bet?	5	1,970
We Know Better	3	356
Youth Gambling & Prevention Awareness Level I	2	789
Youth Gambling & Prevention Awareness Level II	3	5,135
	Subtotal of People Served	**33,108**

Table 4: Other Prevention Programs/Services SFY 2024-25

Other Prevention Program/Service	# of SCAs Implementing	Number of People Served/Reached
Community-Based Process Activities	12	939
Educational Activities	6	2,847
Environmental Activities	4	111
Information Dissemination, Speaking Engagements, and Presentations	32	780,166
Non-Student Assistance Program Problem Identification and Rereferral Activities	2	14
Pennsylvania Youth Survey (PAYS) Administration and Support	6	846
Prevention Training & Professional Development	18	1,806
	Subtotal of People Served	**786,729**

Table 5: Media Dissemination SFY 2024-25

Media Dissemination	# of SCAs Implementing	Estimated Media Reach
Web-Based Media Dissemination	17	438,827
	Subtotal of Media Dissemination	**438,827**

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. DDAP allocates State Gaming Fund revenues annually 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.

DDAP allocates the State Gaming Funds to the SCAs solely for SUD assessments, including those associated with or related to compulsive and problem gambling, and for related SUD treatment.

A total of $6.2 million was allocated to the SCAs in SFY 24-25 to support gambling assessments and SUD treatment services.

This information is included in **Table 6**, which highlights the funding allocated for SFY 2024-25. A detailed breakout of expenditures for each county is available upon request.

Table 6: State Gaming Fund Allocation SFY 2024-2025

SCA	Allocation
Allegheny	$725,698
Armstrong/Indiana/Clarion	$94,916
Beaver	$90,034
Bedford	$19,474
Berks	$227,258
Blair	$62,328
Bradford/Sullivan	$24,938
Bucks	$221,858
Butler	$96,330
Cambria	$72,352
Cameron/Elk/McKean	$47,432
Carbon/Monroe/Pike	$82,908
Centre	$49,128
Chester	$269,658
Clearfield/Jefferson	$46,316

SCA	Allocation
Columbia/Montour/Snyder/Union	$56,542
Crawford	$34,142
Cumberland/Perry	$97,290
Dauphin	$108,494
Delaware	$325,316
Erie	$215,322
Fayette	$59,532
Forest/Warren	$19,804
Franklin/Fulton	$51,284
Greene	$16,852
Huntingdon/Mifflin/Juniata	$36,440
Lackawanna/Susquehanna	$124,858
Lancaster	$210,216
Lawrence	$62,692
Lebanon	$51,708
Lehigh	$198,310
Luzerne/Wyoming	$216,690
Lycoming/Clinton	$66,050
Mercer	$54,266
Montgomery	$333,698
Northampton	$122,286
Northumberland	$33,312
Philadelphia	$990,094
Potter	$7,442
Schuylkill	$85,060
Somerset	$37,186
Tioga	$15,564
Venango	$30,426
Washington	$107,940
Wayne	$19,772
Westmoreland	$120,808
York/Adams	$159,976
Grand Total Allocated	**$6,200,000**