Evaluation of CEPG Helpline services:
In this quarter, RPG has completed analysis of helpline services from October 1, 2021, through December 31, 2021.

As of 5th January 2022, we have received data up to December 2021 from the Helpline program. During Quarter 2 of Fiscal Year 2022 (i.e., October to December 2021), Helpline received a total of 121 calls: 51, 27, and 43 calls in October, November, and December, respectively. Of those calls, 86 were from gamblers. The number of calls in this quarter was higher than the past quarter (i.e., 105 calls in the past quarter). The duration of an average call was about 13 minutes.

Among the callers who reported their age (n = 92), the average age was 42 years, with the youngest being 20 years old and the oldest 77 years old. The average reported age of the gamblers was similar at 41 years (range: 20 to 77 years, n = 73). Approximately half of all callers were male (52.9%, n = 64) and two-thirds of all gamblers were male at 66.3% (n = 57). A little under half of all callers identified as Caucasian (46.3%, n = 56) compared to 44.2% (n = 38) of gamblers. About one-quarter of all callers were from Baltimore City or County (14.0%, n = 17 and 12.4%, n = 15 respectively). Repeat callers accounted for 7.4% (n = 9) of all callers. 59% (n = 71) of all calls were made from home. Over half of all callers were referred to peer support (55.0%, n = 66), followed by GA (50.0%, n = 61), and treatment providers (46.0%, n = 56). The evaluated benchmarks are shown below.

Benchmark A. The Helpline callers received at least one referral to a problem gambling service.

· **Unit of measurement**: Number of calls for help
· **Data source**: Monthly and Annual reports from provider
· **Target**: 85% of callers should receive referrals.
· **Calculation**: [Number of clients referred to problem gambling service] x 100%
            [Number of calls for help]

   Assessment: 87% Helpline callers (n = 105/121) were provided with information about at least one referral service (13% refused, n = 16/121). Therefore, the program was able to meet the benchmarks.

Benchmark B: To measure whether Helpline callers are provided a warm transfer to a Maryland Peer Support Specialist.

· **Unit of measurement:** Number of warm transfers
· **Measurement period:** Quarter preceding benchmark measurement
· **Data source:** Program Database
· **Target:** 25% of callers receive a warm transfer to a Maryland Peer Support Specialist
· **Calculation:** [Number of reported warm transfers] x 100%
            [Total Number of referrals]

Assessment: Approximately 27% (n = 33/121) callers received a Maryland Coalition of Families (MCF) warm transfer or a warm transfer to a peer support specialist. Therefore, the program was able to meet the benchmarks.

Benchmark C: To assess that the caller was attended to in a timely manner.

· **Unit of measurement:** Average time it takes to be connected to a call specialist
· **Data source:** Provider call log.
· **Target:** Average wait time is less than 1 minute.
· **Calculation:**   [Sum of all Wait Times]
                  [Total Number of calls]

Assessment: Per Helpline personnel, there is on average less than a 1-minute wait time, they strive towards a 3-ring system, and every call is attended by a live person as soon as possible.

Benchmark D: The Helpline staff are trained to identify and respond to crisis situations related to problem gambling.

· **Unit of measurement:** Post-training assessment
· **Measurement period:** The year preceding benchmark measurement
· **Data source:** Training and evaluation documentation
· **Target:** All staff should be trained and tested to achieve 80% and above on the post assessment.
· **Calculation:** [Number of post-training assessment scores ≥ 80%] x 100%
                  [Total number of post-training assessments scored]

Assessment: This assessment is also based on the provided information from Helpline personnel. According to their information, all staff achieved a 90% or higher score.

In addition to reporting on the Benchmarks, RPG provides a quarterly report on the demographics of people who contact the helpline. See attached report.