Evaluation of CEPG Helpline services:
In this quarter, RPG has completed analysis of helpline services from April 1, 2022, through June 30, 2022.

As of 5th July 2022, we have received data up to and including June 2022 from the Helpline program. During Quarter 4 of Fiscal Year 2022 (i.e., April to June 2022, Q4 FY22), Helpline received a total of 144 calls: 45, 58, and 41 calls in April, May, and June, respectively. Of those calls, 118 were from gamblers. The call volume in Q4 FY22 was similar to that of the previous quarter (i.e., 147 calls in Q3 FY22). The duration of a call remained similar with an average time of 12.2 minutes.

Among the callers who reported their age (n = 108), the average age was 44 years, with the youngest being 17 years and the oldest 74 years. The average reported age of the gamblers was also 44 years (range: 18 to 74 years, n = 96). Over half of all callers were male (60.4%, n = 87) and approximately two-thirds of all gamblers were male at 65.3% (n = 77). Of all callers who reported their race or ethnicity (n = 130), 45.8% (n = 66) identified as Caucasian and 33.3% (n = 48) identified as African American. Among gamblers (n = 105), 43.2% (n = 51) identified as Caucasian and 36.4% (n = 43) identified as African American. Approximately one third of callers were from Baltimore City or County (18.1%, n = 26 and 11.8%, n = 17, respectively) and a further 13.2% (n = 19) were from Prince George's County and 11.1% (n = 16) were from Montgomery County. There were 11.8% (n = 17) of callers who were unwilling to provide their county. Repeat callers accounted for 13.9% (n = 20) of all callers, a substantial increase from the previous quarter (4.8%, n = 7 in Q3 FY22). The majority of callers were at home when they called (56.9%, n = 82). Over half of all callers were referred to peer support (56.9%, n = 82), 50.0% (n = 72) were referred to a treatment provider, and 48.6% (n = 70) were referred to GA. 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%
$\qquad\qquad\qquad$ [Number of calls for help]

$\qquad$ **Assessment:** 86.1% Helpline callers (n = 124/144) were provided with information about at least one referral service (13.9% refused, n = 20/144). Therefore, the program was able to meet the benchmarks.

$\qquad$ **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: 32.6% (n = 47/144) callers received either a Maryland Coalition of Families (MCF) warm transfer or a warm transfer to a peer support specialist (2.1% n = 3 and 31.2% n = 45, respectively). 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.