

**Evaluation of CEPG Helpline services:**

In this quarter, RPG has completed analysis of helpline services from July 1, 2021, through September 30, 2021.

As of 19th October 2021, we have received data up through September 2021 from the Helpline program. During Quarter 1 of Fiscal Year 2022 (i.e., July through September 2021), Helpline received a total of 105 calls: 41, 32, and 32 calls in July, August, and September, respectively. The number of calls in this quarter was lower than the past quarter (i.e., 137 calls in the past quarter). The duration of an average call was about 13 minutes.

Among the callers who reported their age (n = 58), the average age was about 46 years, with the youngest being 22 years old and the oldest 84 years old. The average reported age of the gamblers was similar at 46 years (range: 22 to 84 years, n = 60). Most of the callers and gamblers were males at 57.1% (n = 60/105) and 65% (n = 69/105), respectively. About half of the callers identified as Caucasians (48.9%, n = 46/94). The reported race/ethnicity distribution of the gamblers was similar. About one-quarter of the callers and gamblers were from Baltimore City or County. About 7% of the callers were repeat callers (n = 7/105). About 61% of the calls were made from home (n=64/105). Almost half of the callers were referred to peer support (45.7%, n = 48/105), followed by treatment providers (43.8%, n = 46/105) and peer support specialist transfer (29.5%, n = 31/105). 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:**  $\frac{[\text{Number of clients referred to problem gambling service}]}{[\text{Number of calls for help}]} \times 100\%$

**Assessment:** 89% Helpline callers (n = 93/105) were provided with information about at least one referral service (11% refused, n = 12/105). 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:**  $\frac{[\text{Number of reported warm transfers}]}{[\text{Total Number of referrals}]} \times 100\%$

**Assessment:** Approximately 31% (n = 33/105) callers received 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:** 
$$\frac{[\text{Sum of all Wait Times}]}{[\text{Total Number of calls}]}$$

**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:** 
$$\frac{[\text{Number of post-training assessment scores} \geq 80\%]}{[\text{Total number of post-training assessments scored}]} \times 100\%$$

**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.