VA Problem Gambling Helpline Report - February 2021

93 VA PG Helpline Calls

The Helpline classifies intakes as callers seeking assistance with gambling issues. Non-intake calls consist of those wanting information about other services.

66 Access/Navigation Intakes
- 40 Self
- 17 Family/Friend
- 2 Spouse
- 7 Unknown

Demographics

Gender
- 33 Male
- 26 Female

Marital Status
- 26 Married/SO
- 15 Single
- 3 Separated/Divorced
- 4 Widowed
- 18 Unknown

Age
- 0 Under 18
- 6 18-25
- 16 26-35
- 4 36-45
- 6 46-55
- 7 56-65
- 6 66+
- 21 Unknown

Employment
- 23 Employed
- 3 Unemployed
- 7 Retired
- 2 Disabled
- 3 Student
- 28 Unknown

Requested Service Resources

44 callers received at least one resource.
- 49 Emailed/mailed PG Information and resources
- 33 Treatment Services
- 47 GA/Recovery Support
- 29 Self-Exclusion
- 7 Referred to National Helpline

Caller Location:

Region	Total	Region	Total
Central	10	Southwest	0
West Central	2	Northern	8
Southside	3	Valley	1
Hampton Roads	8	Unknown	34
Eastern	0		

* UVA VA Demographic Regions

Follow-Ups

All callers receive follow up calls, unless the caller requests not to be contacted. Twenty-eight callers requested not to be contacted. At **one week** following initial call:

22 Callers were successfully contacted
- 2 Connected with services/provider
- 17 Have not connected with services/provider
- 12 Not gambling
- 4 Decreased gambling

Type of Gambling

- 0 Bingo
- 6 Cards at Home
- 1 Dogs/Horses
- 9 Internet non-Sports
- 13 Lottery Scratch Offs
- 9 Other Lottery
- 17 Slot Machines Casino/Track
- 0 Mobile Betting App
- 9 Table Games Casino
- 21 Skill based Machines
- 12 Sports
- 0 Stock Market
- 0 Tip Tickets
- 1 Video Gaming
- 4 Unknown

Ref Referral Source

- 6 Lottery Ticket
- 1 Brochure
- 3 Casino
- 0 Employer/EAP
- 3 Previous Caller
- 0 Newspaper AD
- 14 Online
- 19 Radio
- 2 Retail Location
- 1 TV
- 3 VA Lottery Website
- 2 VACPG Website
- 3 Mobile Betting App
- 5 Other/Unknown

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