VA PG HELPLINE CALLS 2019-20	June	July	August	September	October	November	December	January	February	March	April	May	June	Total
TOTAL INTAKES	26	16	23	31	19	25	38	31	37	46	10	16	14	332
CALLER														
Gambler	17	13	15	18	13	19	26	21	23	34	8	11	11	229
Family/Friend	6	2	3	5	3	5	3	5	11	10	2	3	2	60
Spouse/S.O	2	1	3	3	1	1	2	2	0	1	0	2	0	18
Unknown	1	0	5	5	2	0	7	3	3	1	0	0	1	28
GENDER (identifies as)														
Female	14	6	7	10	5	7	10	10	10	18	2	4	6	109
Male	12	9	13	15	13	16	28	18	22	28	6	12	7	199
Unknown	0	1	3	6	1	2	0	3	5	0	2	0	1	24
AGE														
<18	0	0	0	0	0	2	1	0	0	0	0	0	0	3
18-25	3	0	1	0	3	2	0	0	2	4	2	1	0	18
26-35	3	0	2	3	2	2	8	1	4	3	0	2	4	34
36-45	0	4	4	3	3	2	5	2	5	7	2	2	2	41
46-55	5	3	4	3	1	1	3	3	4	4	2	1	1	35
56-65	2	2	3	2	1	3	4	1	4	5	1	0	1	29
66+	1	0	0	1	0	2	2	3	3	4	0	2	3	21
Unknown	12	7	9	19	9	0	15	21	15	19	3	8	3	140
TYPE OF GAMBLING														
Bingo	1	1	1	0	2	0	2	0	1	1	0	0	0	9
Cards at Home	0	0	0	0	0	0	1	0	1	0	0	1	0	3
Dogs/Horses	0	0	2	0	0	0	2	1	0	0	0	0	0	5
Internet -non Sports	0	0	1	0	1	4	0	1	3	3	1	1	0	15
Lottery	7	6	9	7	13	6	5	9	12	18	4	10	8	114
Slot Machines at Casino/Track	5	6	3	7	5	10	12	11	12	17	2	2	2	94
Table Games at Casino	3	6	5	3	6	5	8	6	4	5	2	2	1	56
Sports	4	0	2	1	2	4	0	2	4	0	0	0	0	19

Video Terminals/Grey Machines	4	4	2	7	3	3	8	7	7	20	5	6	6	82
Unknown	5	2	5	14	1	0	9	1	1	8	1	3	2	52
REGIONS														
Central	1	2	3	3	4	0	2	4	3	10	1	0	1	34
West Central	2	1	2	0	0	1	4	1	2	7	1	1	1	23
Southside	2	2	0	0	0	0	0	0	2	0	0	2	0	8
Hampton Roads	1	0	4	2	1	3	3	2	3	5	0	1	6	31
Eastern	2	2	0	0	0	1	1	0	0	0	0	0	0	6
Southwest	0	1	0	0	0	0	1	0	0	1	0	0	0	3
Northern	7	5	3	1	0	2	3	4	5	3	2	2	1	38
Valley	0	1	1	0	0	0	0	0	1	2	0	0	0	5
Unknown/Other	11	2	10	25	14	18	0	20	21	17	6	10	5	159

VA PG HELPLINE CALLS 2019-20	**June**	**July**	**August**	**September**	**October**	**November**	**December**	**January**	**February**	**March**	**April**	**May**	**June**	**TOTAL**
HELPLINE SOURCE														
Lottery Ticket	5	3	5	3	5	4	2	3	5	6	3	3	4	51
Brochure	1	0	2	0	0	0	0	2	0	0	0	1	0	6
Counselor	0	0	0	0	0	0	1	0	1	0	0	0	0	2
Former Caller	0	0	0	1	0	0	3	0	2	0	1	3	1	11
Gamblers Anonymous	0	0	0	0	0	0	3	0	0	0	0	0	0	3
Newspaper	0	0	0	1	0	0	0	0	1	1	0	0	0	3
Online	0	0	0	0	0	0	0	0	0	2	0	0	0	2
Radio	1	0	0	0	0	0	0	0	0	10	0	0	0	11
Retail Location	2	0	0	2	2	1	0	1	0	2	0	0	1	11
Televison	0	0	0	0	0	0	0	1	0	2	0	0	0	3
VA Lottery Website	0	0	1	2	1	0	3	1	0	2	1	0	0	11
VACPG Website	5	6	7	5	7	4	9	2	6	8	2	4	5	70
Casino	0	0	0	0	0	0	4	6	5	5	0	1	0	21
Unknown/Other	12	7	8	17	3	0	13	18	17	9	1	3	3	111