VA PG HELPLINE CALLS 2019-20	August	September	October	November	December	January	February	March	April	May	June	July	August	Total
TOTAL INTAKES	23	31	19	25	38	31	37	46	10	16	14	15	34	339
CALLER														
Gambler	15	18	13	19	26	21	23	34	8	11	11	7	20	226
Family/Friend	3	5	3	5	3	5	11	10	2	3	2	5	6	63
Spouse/S.O	3	3	1	1	2	2	0	1	0	2	0	1	4	20
Unknown	5	5	2	0	7	3	3	1	0	0	1	2	2	31
GENDER (identifies as)														
Female	7	10	5	7	10	10	10	18	2	4	6	8	12	109
Male	13	15	13	16	28	18	22	28	6	12	7	5	20	203
Unknown	3	6	1	2	0	3	5	0	2	0	1	2	2	27
AGE														
<18	0	0	0	2	1	0	0	0	0	0	0	0	1	4
18-25	1	0	3	2	0	0	2	4	2	1	0	1	3	19
26-35	2	3	2	2	8	1	4	3	0	2	4	0	6	37
36-45	4	3	3	2	5	2	5	7	2	2	2	0	3	40
46-55	4	3	1	1	3	3	4	4	2	1	1	1	2	30
56-65	3	2	1	3	4	1	4	5	1	0	1	1	2	28
66+	0	1	0	2	2	3	3	4	0	2	3	0	0	20
Unknown	9	19	9	0	15	21	15	19	3	8	3	12	17	150
TYPE OF GAMBLING														
Bingo	1	0	2	0	2	0	1	1	0	0	0	0	0	7
Cards at Home	0	0	0	0	1	0	1	0	0	1	0	0	1	4
Dogs/Horses	2	0	0	0	2	1	0	0	0	0	0	0	1	6
Internet -non Sports	1	0	1	4	0	1	3	3	1	1	0	1	5	21
Lottery	9	7	13	6	5	9	12	18	4	10	8	2	5	108
Slot Machines at Casino/Track	3	7	5	10	12	11	12	17	2	2	2	4	5	92
Table Games at Casino	5	3	6	5	8	6	4	5	2	2	1	2	3	52
Tip Tickets													1	1

Sports	2	1	2	4	0	2	4	0	0	0	0	0	4	19
Video Terminals/Grey Machines	2	7	3	3	8	7	7	20	5	6	6	5	11	90
Video Gaming/Other Gaming													2	2
Unknown	5	14	1	0	9	1	1	8	1	3	2	5	6	56
REGIONS														
Central	3	3	4	0	2	4	3	10	1	0	1	2	6	39
West Central	2	0	0	1	4	1	2	7	1	1	1	0	2	22
Southside	0	0	0	0	0	0	2	0	0	2	0	0	2	6
Hampton Roads	4	2	1	3	3	2	3	5	0	1	6	1	4	35
Eastern	0	0	0	1	1	0	0	0	0	0	0	0	0	2
Southwest	0	0	0	0	1	0	0	1	0	0	0	0	1	3
Northern	3	1	0	2	3	4	5	3	2	2	1	0	10	36
Valley	1	0	0	0	0	0	1	2	0	0	0	0	1	5
Unknown/Other	10	25	14	18	0	20	21	17	6	10	5	12	8	166

VA PG HELPLINE CALLS 2019-20	August	September	October	November	December	January	February	March	April	May	June	July	August	TOTAL
HELPLINE SOURCE														
Lottery Ticket	5	3	5	4	2	3	5	6	3	3	4	0	1	44
Brochure	2	0	0	0	0	2	0	0	0	1	0	0	0	5
Counselor	0	0	0	0	1	0	1	0	0	0	0	0	0	2
Former Caller	0	1	0	0	3	0	2	0	1	3	1	1	0	12
Gamblers Anonymous	0	0	0	0	3	0	0	0	0	0	0	0	0	3
Newspaper	0	1	0	0	0	0	1	1	0	0	0	0	0	3
Online	0	0	0	0	0	0	0	2	0	0	0	0	6	8
Radio	0	0	0	0	0	0	0	10	0	0	0	0	0	10
Retail Location	0	2	2	1	0	1	0	2	0	0	1	0	2	11
Televison	0	0	0	0	0	1	0	2	0	0	0	1	0	4
VA Lottery Website	1	2	1	0	3	1	0	2	1	0	0	0	0	11
VACPG Website	7	5	7	4	9	2	6	8	2	4	5	8	6	73

Casino	0	0	0	0	4	6	5	5	0	1	0	2	5	28
Unknown/Other	8	17	3	0	13	18	17	9	1	3	3	3	14	109