VA Problem Gambling Helpline Report - June 2021

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.

45 Access/Navigation Intakes
- 32 Self
- 8 Family/Friend
- 3 Spouse
- 4 Unknown

Demographics

Gender
- 26 Male
- 16 Female

Marital Status
- 15 Married/SO
- 11 Single
- 1 Separated/Divorced
- 0 Widowed
- 22 Unknown

Age
- 0 Under 18
- 4 18-25
- 9 26-35
- 6 36-45
- 3 46-55
- 1 56-65
- 1 66+
- 22 Unknown

Employment
- 21 Employed
- 5 Unemployed
- 2 Retired
- 1 Disabled
- 1 Student
- 15 Unknown

Requested Service Resources

43 callers received at least one resource.
- 41 Emailed/mailed PG Information and resources
- 14 Treatment Services
- 31 GA/Recovery Support
- 23 Self-Exclusion
- 1 Referred to National Helpline

Caller Location:

Region	Total	Region	Total
Central	6	Southwest	1
West Central	2	Northern	1
Southside	0	Valley	0
Hampton Roads	7	Unknown	28
Eastern	3		

* UVA VA Demographic Regions

Follow-Ups

All callers receive follow up calls, unless the caller requests not to be contacted. 12 callers requested not to be contacted. At **one week** following initial call:

7 Callers were successfully contacted
- 6 Accessed help resources
- 1 Have not accessed help resources
- 3 Not gambling
- 2 Decreased gambling

Type of Gambling

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

Ref Referral Source

- 5 Lottery Ticket
- 0 Brochure
- 4 Casino
- 2 Employer/EAP/Counselor
- 0 Previous Caller
- 0 Newspaper AD
- 18 Online
- 1 Radio
- 0 Retail Location
- 2 TV
- 12 VA Lottery Website
- 0 VACPG Website
- 5 Mobile Betting App
- 2 GA
- 7 Other/Unknown

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