VA Problem Gambling Helpline Report - July 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.

63 Access/Navigation Intakes
- 37 Self
- 8 Family/Friend
- 2 Spouse
- 15 Unknown

Demographics

Gender
- 40 Male
- 12 Female

Marital Status
- 22 Married/SO
- 9 Single
- 3 Separated/Divorced
- 0 Widowed
- 29 Unknown

Age
- 0 Under 18
- 3 18-25
- 9 26-35
- 4 36-45
- 5 46-55
- 6 56-65
- 1 66+
- 35 Unknown

Employment
- 23 Employed
- 4 Unemployed
- 2 Retired
- 1 Disabled
- 0 Student
- 33 Unknown

Requested Service Resources

35 callers accepted referral resources.
- 33 Emailed/mailed PG Information and resources
- 17 Treatment Services
- 34 GA/Recovery Support
- 29 Self-Exclusion/blocking software
- 0 Referred to National Helpline

Caller Location:

Region	Total	Region	Total
Central	5	Southwest	0
West Central	1	Northern	11
Southside	0	Valley	0
Hampton Roads	6	Unknown	40
Eastern	0		

* UVA VA Demographic Regions

Follow-Ups

All callers receive follow up calls, unless the caller requests not to be contacted. 17 callers requested not to be contacted. At **one week** following initial call:

18 Callers were successfully contacted
- 18 Accessed help resources
- 1 Have not accessed help resources
- 8 Not gambling
- 4 Decreased gambling

Type of Gambling

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

Ref Referral Source

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

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