CategoryName	GroupName	Answer	Total
TYPE OF CALL			
Demographics	Type of Call	Casino/Lottery	1262
Demographics	Type of Call	Chat	7
Demographics	Type of Call	Email/Online	2
Demographics	Type of Call	Hang-up	317
Demographics	Type of Call	Intake	235
Demographics	Type of Call	Other	47
Demographics	Type of Call	Out of State	36
Demographics	Type of Call	Prank	26
Demographics	Type of Call	Wrong Number	437
DEMOGRAPHICS			
Demographics	Age	18-25	11
Demographics	Age	26-35	18
Demographics	Age	36-45	20
Demographics	Age	46-55	31
Demographics	Age	56-65	28
Demographics	Age	66+	13
Demographics	Caller is:	Gambler	343
Demographics	Caller is:	Other	9
Demographics	Caller is:	Other Family/Friend	45
Demographics	Caller is:	Spouse/S.O.	23
Demographics	Education	College Graduate	2
Demographics	Education	Completed Graduate School	2
Demographics	Education	High School Diploma	3
Demographics	Education	Some College	2
Demographics	Employment Status	Disabled	9
Demographics	Employment Status	Employed	80
Demographics	Employment Status	Retired	15
Demographics	Employment Status	Unemployed	15

Demographics	Gender	Female	465
Demographics	Gender	Male	544
Demographics	Marital Status	Divorced	8
Demographics	Marital Status	Living Together/Engaged	14
Demographics	Marital Status	Married	65
Demographics	Marital Status	Separated	6
Demographics	Marital Status	Single	36
Demographics	Marital Status	Widowed	4
REFERRAL SOURCE			
Demographics	How did you hear about us?	Back of Lottery Ticket	109
Demographics	How did you hear about us?	Brochure	3
Demographics	How did you hear about us?	Counselor	1
Demographics	How did you hear about us?	Former Caller	8
Demographics	How did you hear about us?	Gamblers Anonymous	3
Demographics	How did you hear about us?	Online advertising	5
Demographics	How did you hear about us?	Other	53
Demographics	How did you hear about us?	Radio Ad	4
Demographics	How did you hear about us?	Retail Location	21
Demographics	How did you hear about us?	TV Show	8
Demographics	How did you hear about us?	Unknown/Refused	76
Demographics	How did you hear about us?	VA Lottery website	15
Demographics	How did you hear about us?	VACPG website	61
Demographics	How did you hear about us?	Website	1
GAMBLING BEHAVIORS			
Gambling Questions	Frequency	Binge	34
Gambling Questions	Frequency	Daily	94
Gambling Questions	Frequency	Monthly	1
Gambling Questions	Frequency	Unknown	29
Gambling Questions	Frequency	Weekly	21
Gambling Questions	Type of Gambling	Bingo	5

Gambling Questions	Type of Gambling	Cards at Home	7
Gambling Questions	Type of Gambling	Dogs/Horses	3
Gambling Questions	Type of Gambling	Internet Gambling-non Sports	9
Gambling Questions	Type of Gambling	Lottery Scratch Offs	70
Gambling Questions	Type of Gambling	Other Lottery (Daily #s Powerball etc.)	52
Gambling Questions	Type of Gambling	Slot Machines at Casino/Track	60
Gambling Questions	Type of Gambling	Sports	19
Gambling Questions	Type of Gambling	Table Games at Casino (Craps Poker (	46
Gambling Questions	Type of Gambling	Unknown	285
Gambling Questions	Type of Gambling	Video Terminals/ Slots	26
Types of Sports Gambling	Types of Sports Gambling	Fantasy Sports with Friends	1
Types of Sports Gambling	Types of Sports Gambling	Internet-Fantasy Sports	3
Types of Sports Gambling	Types of Sports Gambling	Internet-Real Sports Events	10
Types of Sports Gambling	Types of Sports Gambling	Sports with Bookie	10
Types of Sports Gambling	Types of Sports Gambling	Sports with Friends-Real Events	4
SERVICES			
Services	Client Response	Attended Appt.	3
Services	Client Response	Attended GA	6
Services	Client Response	Client Accepted Referral	47
Services	Client Response	Made Appt.	1
Services	Client Response	Not Ready for Treatment	32
Services	Client Response	Refused Appt.	6
Services	Client Response	Unable to Complete Referral	44
Services	Services Provided	Emailed Information	101
Services	Services Provided	Mailed Information	62
Services	Services Provided	Not Appropriate for Referral	18
Services	Services Provided	Referred to GA/support group	121
Services	Services Provided	Referred to National Helpline	13
Services	Services Provided	Referred to treatment	99
FOLLOW-UP			

Demographics	Contact Preference	Do not contact	1864
Demographics	Contact Preference	Ok to Identify as FC	65
Demographics	Contact Preference	Ok to Identify as VACPG	107
48hr Follow-Up	Gambling Frequency	Decreased Gambling	1
48hr Follow-Up	Gambling Frequency	Not Gambling	9
48hr Follow-Up	Gambling Frequency	Other	1
48hr Follow-Up	Gambling Frequency	Refused	1
48hr Follow-Up	Gambling Frequency	Same	8
48hr Follow-Up	Gambling Frequency	Unknown	7
48hr Follow-Up	Have you attended treatment?	No	24
48hr Follow-Up	Have you attended treatment?	Unknown	4
48hr Follow-Up	Have you attended treatment?	Yes	3
48hr Follow-Up	Was caller reached?	Inappropriate for follow-up	49
48hr Follow-Up	Was caller reached?	No	65
48hr Follow-Up	Was caller reached?	Yes	41
One Week Follow-up	Gambling Frequency	Decreased Gambling	18
One Week Follow-up	Gambling Frequency	Not Gambling	27
One Week Follow-up	Gambling Frequency	Same	16
One Week Follow-up	Gambling Frequency	Unknown	9
One Week Follow-up	Have you attended treatment?	No	52
One Week Follow-up	Have you attended treatment?	Still Attending	2
One Week Follow-up	Have you attended treatment?	Unknown	6
One Week Follow-up	Have you attended treatment?	Yes	6
One Week Follow-up	Was caller reached?	Inappropriate for follow-up	19
One Week Follow-up	Was caller reached?	No	64
One Week Follow-up	Was caller reached?	Yes	82
One Month Follow-up	Gambling Frequency	Decreased Gambling	17
One Month Follow-up	Gambling Frequency	Increased Gambling	1
One Month Follow-up	Gambling Frequency	Not Gambling	26
One Month Follow-up	Gambling Frequency	Same	9

One Month Follow-up	Gambling Frequency	Unknown	9
One Month Follow-up	Have you attended treatment?	No	35
One Month Follow-up	Have you attended treatment?	Still Attending	2
One Month Follow-up	Have you attended treatment?	Unknown	6
One Month Follow-up	Have you attended treatment?	Yes	12
One Month Follow-up	Was caller reached?	Inappropriate for follow-up	30
One Month Follow-up	Was caller reached?	No	60
One Month Follow-up	Was caller reached?	Yes	65
3 Month Follow-Up	Gambling Frequency	Not Gambling	1
3 Month Follow-Up	Gambling Frequency	Unknown	1
3 Month Follow-Up	Have you attended treatment?	Unknown	2
3 Month Follow-Up	Was caller reached?	Inappropriate for follow-up	1
3 Month Follow-Up	Was caller reached?	No	4
3 Month Follow-Up	Was caller reached?	Yes	2
6 Month Follow-Up	Gambling Frequency	Decreased Gambling	4
6 Month Follow-Up	Gambling Frequency	Increased Gambling	2
6 Month Follow-Up	Gambling Frequency	Not Gambling	12
6 Month Follow-Up	Gambling Frequency	Same	5
6 Month Follow-Up	Gambling Frequency	Unknown	1
6 Month Follow-Up	Have you attended treatment?	No	12
6 Month Follow-Up	Have you attended treatment?	Still Attending	1
6 Month Follow-Up	Have you attended treatment?	Unknown	3
6 Month Follow-Up	Have you attended treatment?	Yes	6
6 Month Follow-Up	Was caller reached?	Inappropriate for follow-up	36
6 Month Follow-Up	Was caller reached?	No	29
6 Month Follow-Up	Was caller reached?	Yes	25
CALLER LOCATION			
Alexandria			8
Accomack			1
Albermarle			1

Appomattox	2
Arlington	5
Ashland	1
Augusta Cty	1
Bedford	2
Buchanan Cty	1
Campbell Cty	1
Carrol Cty	1
Charlottesville	3
Chesapeake	6
Chesterfield	1
Covington	1
Culpepper	1
Cumberland	1
Danville	3
Fairfax	17
Faquier	2
Franklin Cty	1
Frederick Cty	1
Giles	1
Halifax	1
Hampton City	4
Henrico	1
King George Cty	1
King William Cty	1
Leesburg	3
Loudoun Cty	7
Louisa	1
Lynchburg	2
Manassas	1

Mecklenburg	1
New Market	1
Newport News	5
Norfolk	3
Orange Cty	1
Petersburg	3
Pittsylvania	1
Portsmouth	2
Prince George	1
Prince William Cty	6
Richmond	11
Roanoke	5
Rockingham	1
Salem	1
Scott Cty	1
Spotsylvania Cty	1
Suffolk	1
Tazewell	1
VA Beach	11
Warren Cty	1
Williamsburg	3
Winchester	1
Wise	1
Woodbridge	1
York	