VA PG Helpline Report June 8th 2017 – July 31st 2017

733 VA PG Helpline Calls

The Helpline classifies intakes as callers seeking assistance with gambling or behavioral health issues. Non-intake calls consist of those wanting information about other services.

11 Access/Navigation Intakes
- 11 Self
- 0 Family
- 0 Third-Party

42 General Gambling Questions

Demographics:

Gender
- 6 Male
- 5 Female

Race
- 0 White
- 0 African American
- 0 Hispanic/Latino
- 0 Native American
- 11 Unknown

Age
- 0 Under 18
- 0 18-24
- 0 25-34
- 0 35-44
- 1 45-54
- 0 55-64
- 3 65+
- 7 Unknown

Requested Service Resources:

9 callers received at least one resource.
- 1 Information and resources only
- 0 Assessment and diagnostics
- 6 Outpatient Services
- 0 Medication Assisted Treatment
- 0 Detoxification/Crisis Stabilization Center
- 1 Intensive Outpatient Services
- 0 Inpatient-residential services
- 0 Emergency Room*
- 6 Recovery Support
- 0 Social Services

Suicidal or alcohol/benzodiazepine withdrawal crisis

Caller Location:

County	Total	County	Total
Arlington	2	Henrico	1
Fairfax	1	Roanoke	2
Loudoun	1	Washington, DC	1
Franklin	1	Portsmouth	1
Bedford	1		

Follow-Ups:

All callers receive a follow up call, unless the caller requests not to be contacted. **5** callers requested not to be contacted.

48 Hour
- 0 Callers were successfully contacted
- 0 Connected with services/provider
- 5 Unable to reach

Reasons for lack of services connectivity:
- 1 Changed mind/not ready
- 0 Incarcerated – at the time of follow-up call
- 0 Transportation
- 0 Still on wait list
- 0 Lack of funds/insurance
- 0 No longer using/improved mental health

One Week
- 0 Callers were successfully contacted
- 0 Connected with services/provider
- 4 Unable to reach

Reasons for lack of services connectivity:
- 0 Changed mind/not ready
- 0 Incarcerated – at the time of follow-up call
- 0 Transportation
- 0 Still on wait list
- 0 Lack of funds/insurance

0	No longer using/improved mental health

Type of Gambling:

7	Lottery
1	Slot Machines
3	Unknown