VA Problem Gambling Helpline Report - March 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.

105 Access/Navigation Intakes
- 69 Self
- 13 Family/Friend
- 6 Spouse
- 17 Unknown

Demographics

Gender
- 56 Male
- 37 Female

Marital Status
- 28 Married/SO
- 31 Single
- 7 Separated/Divorced
- 4 Widowed
- 35 Unknown

Age
- 1 Under 18
- 10 18-25
- 10 26-35
- 17 36-45
- 10 46-55
- 13 56-65
- 5 66+
- 35 Unknown

Employment
- 49 Employed
- 5 Unemployed
- 6 Retired
- 4 Disabled
- 1 Student
- 40 Unknown

Requested Service Resources

80 callers received at least one resource.
- 80 Emailed/mailed PG Information and resources
- 60 Treatment Services
- 79 GA/Recovery Support
- 49 Self-Exclusion
- 31 Referred to National Helpline

Caller Location:

Region	Total	Region	Total
Central	Tbd	Southwest	Tbd
West Central	Tbd	Northern	Tbd
Southside	Tbd	Valley	Tbd
Hampton Roads	Tbd	Unknown	Tbd
Eastern	Tbd		

* UVA VA Demographic Regions

Follow-Ups

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

38 Callers were successfully contacted
- 23 Accessed help resources
- 11 Have not accessed help resources
- 12 Not gambling
- 10 Decreased gambling

Type of Gambling

- 0 Bingo
- 1 Cards at Home
- 4 Dogs/Horses
- 9 Internet non-Sports
- 25 Lottery Scratch Offs
- 4 Other Lottery
- 32 Slot Machines Casino/Track
- 0 Mobile Betting App
- 10 Table Games Casino
- 30 Skill based Machines
- 19 Sports
- 1 Stock Market
- 0 Tip Tickets
- 10 Video Gaming
- Unknown

Ref Referral Source

- 8 Lottery Ticket
- 1 Brochure
- 9 Casino
- 6 Employer/EAP
- 3 Previous Caller
- 0 Newspaper AD
- 32 Online
- 19 Radio
- 0 Retail Location
- 4 TV
- 3 VA Lottery Website
- 1 VACPG Website
- 8 Mobile Betting App
- Other/Unknown

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