VA Problem Gambling Helpline Report - August 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.

49 Access/Navigation Intakes
- 30 Self
- 3 Family/Friend
- 2 Spouse
- 14 Unknown

Demographics

Gender
- 33 Male
- 10 Female

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

Age
- 0 Under 18
- 4 18-25
- 4 26-35
- 7 36-45
- 4 46-55
- 3 56-65
- 4 66+
- 21 Unknown

Employment
- 16 Employed
- 2 Unemployed
- 2 Retired
- 2 Disabled
- 0 Student
- 27 Unknown

Requested Service Resources

44 callers received at least one resource.
- 32 Emailed/mailed PG Information and resources
- 12 Treatment Services
- 29 GA/Recovery Support
- 20 Self-Exclusion
- 0 Referred to National Helpline

Caller Location:

Region	Total	Region	Total
Central	2	Southwest	0
West Central	1	Northern	4
Southside	0	Valley	2
Hampton Roads	5	Unknown	33
Eastern	2		

* 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:

16 Callers were successfully contacted
- 16 Accessed help resources
- 0 Have not accessed help resources
- 4 Not gambling
- 4 Decreased gambling

Type of Gambling

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

Ref Referral Source

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

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