VA PG Helpline Annual Report June 8th 2017 – May 31st 2018

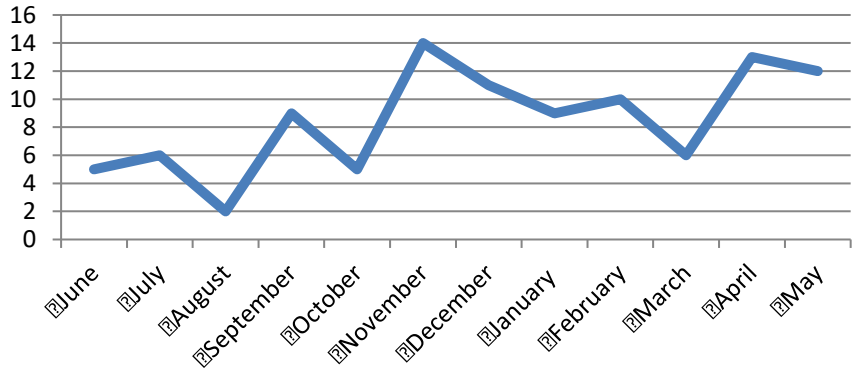
4826 VA PG Helpline Calls

The Helpline classifies intakes as callers seeking assistance with gambling related issues.

101 Access/Navigation Intakes

- 90 Self
- 17 Family/Friend

Monthly Intakes



Demographics:

Gender

- 50 Male
- 34 Female
- 17 Unknown

Marital Status

- 13 Married
- 9 Single
- 15 Separated/Divorced
- 64 Unknown

Employment Status

- 14 Employed
- 1 Retired
- 2 Disabled
- 5 Unemployed

Age

- 0 Under 18
- 2 18-25
- 2 26-35
- 6 36-45
- 6 46-55
- 6 56-65
- 5 66+
- 74 Unknown

Referral Source:

- 3 Radio
- 3 TV
- 13 Website
- 18 Other

Requested Service Resources:

92 callers received at least one resource.

- 4 Information and resources only
- 67 Outpatient Services
- 1 Intensive Outpatient Services
- 4 Inpatient-residential services
- 2 Emergency Room*
- 26 Recovery Support

Suicidal or alcohol/benzodiazepine withdrawal crisis

Caller Location:

Region	Total	County	Total
Central	19	Southwest	2
Eastern	1	Hampton Roads	20
Northern	23	Valley	3
Southside	8	West Central	7

Follow-Ups:

All callers receive follow up calls, unless the caller requests not to be contacted. 54 callers asked not to be contacted. The following callers were successfully contacted post intake.

- 13 48 Hours
- 7 1 Week
- 5 1 Month
- 7 3 Month
- 2 6 Month

Type of Gambling:

- 4 Bingo
- 35 Cards or Slots at Casino/Track
- 9 Electronic Gaming Machines
- 48 Lottery
- 6 Internet
- 2 Sports
- 8 Other