VA PG HELPLINE CALLS 2019-20	May	June	July	August	September	October	November	December	January	February	March	April	Total
TOTAL INTAKES	26	26	16	23	31	19	25	38	31	37	46	10	328
CALLER													
Gambler	18	17	13	15	18	13	19	26	21	23	34	8	225
Family/Friend	0	6	2	3	5	3	5	3	5	11	10	2	55
Spouse/S.O	4	2	1	3	3	1	1	2	2	0	1	0	20
Unknown	4	1	0	5	5	2	0	7	3	3	1	0	31
GENDER (identifies as)													
Female	8	14	6	7	10	5	7	10	10	10	18	2	107
Male	15	12	9	13	15	13	16	28	18	22	28	6	195
Unknown	3	0	1	3	6	1	2	0	3	5	0	2	26
AGE													
<18	0	0	0	0	0	0	2	1	0	0	0	0	3
18-25	0	3	0	1	0	3	2	0	0	2	4	2	17
26-35	2	3	0	2	3	2	2	8	1	4	3	0	30
36-45	2	0	4	4	3	3	2	5	2	5	7	2	39
46-55	5	5	3	4	3	1	1	3	3	4	4	2	38
56-65	6	2	2	3	2	1	3	4	1	4	5	1	34
66+	0	1	0	0	1	0	2	2	3	3	4	0	16
Unknown	11	12	7	9	19	9	0	15	21	15	19	3	140
TYPE OF GAMBLING													
Bingo	1	1	1	1	0	2	0	2	0	1	1	0	10
Cards at Home	1	0	0	0	0	0	0	1	0	1	0	0	3
Dogs/Horses	0	0	0	2	0	0	0	2	1	0	0	0	5
Internet -non Sports	1	0	0	1	0	1	4	0	1	3	3	1	15
Lottery	8	7	6	9	7	13	6	5	9	12	18	4	104
Slot Machines at Casino/Track	9	5	6	3	7	5	10	12	11	12	17	2	99
Table Games at Casino	5	3	6	5	3	6	5	8	6	4	5	2	58
Sports	1	4	0	2	1	2	4	0	2	4	0	0	20

Video Terminals/Grey Machines	2	4	4	2	7	3	3	8	7	7	20	5	72
Unknown	6	5	2	5	14	1	0	9	1	1	8	1	53
REGIONS													
Central	5	1	2	3	3	4	0	2	4	3	10	1	38
West Central	1	2	1	2	0	0	1	4	1	2	7	1	22
Southside	0	2	2	0	0	0	0	0	0	2	0	0	6
Hampton Roads	4	1	0	4	2	1	3	3	2	3	5	0	28
Eastern	0	2	2	0	0	0	1	1	0	0	0	0	6
Southwest	0	0	1	0	0	0	0	1	0	0	1	0	3
Northern	5	7	5	3	1	0	2	3	4	5	3	2	40
Valley	0	0	1	1	0	0	0	0	0	1	2	0	5
Unknown/Other	11	11	2	10	25	14	18	0	20	21	17	6	155

VA PG HELPLINE CALLS 2019-20	**May**	**June**	**July**	**August**	**September**	**October**	**November**	**December**	**January**	**February**	**March**	**April**	**TOTAL**
HELPLINE SOURCE													
Lottery Ticket	4	5	3	5	3	5	4	2	3	5	6	3	48
Brochure	3	1	0	2	0	0	0	0	2	0	0	0	8
Counselor	0	0	0	0	0	0	0	1	0	1	0	0	2
Former Caller	1	0	0	0	1	0	0	3	0	2	0	1	8
Gamblers Anonymous	0	0	0	0	0	0	0	3	0	0	0	0	3
Newspaper	0	0	0	0	1	0	0	0	0	1	1	0	3
Online	0	0	0	0	0	0	0	0	0	0	2	0	2
Radio	0	1	0	0	0	0	0	0	0	0	10	0	11
Retail Location	4	2	0	0	2	2	1	0	1	0	2	0	14
Televison	0	0	0	0	0	0	0	0	1	0	2	0	3
VA Lottery Website	0	0	0	1	2	1	0	3	1	0	2	1	11
VACPG Website	7	5	6	7	5	7	4	9	2	6	8	2	68
Casino	0	0	0	0	0	0	0	4	6	5	5	0	20
Unknown/Other	7	12	7	8	17	3	0	13	18	17	9	1	112