VA Problem Gambling Helpline Report - January 2021

93 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.

52 Access/Navigation Intakes
- 35 Self
- 10 Family/Friend
- 4 Spouse
- 3 Unknown

Demographics

Gender
- 39 Male
- 10 Female

Marital Status
- 18 Married/SO
- 14 Single
- 4 Separated/Divorced
- 0 Widowed
- 6 Unknown

Age
- 0 Under 18
- 7 18-25
- 10 26-35
- 4 36-45
- 5 46-55
- 3 56-65
- 0 66+
- 23 Unknown

Employment
- 23 Employed
- 3 Unemployed
- 0 Retired
- 1 Disabled
- 2 Student
- 23 Unknown

Requested Service Resources

36 callers received at least one resource.
- 31 Emailed/mailed PG Information and resources
- 26 Treatment Services
- 36 GA/Recovery Support
- 23 Self-Exclusion
- 5 Referred to National Helpline

Caller Location:

Region	Total	Region	Total
Central	5	Southwest	0
West Central	0	Northern	11
Southside	1	Valley	1
Hampton Roads	6	Unknown	28
Eastern	0		

* UVA VA Demographic Regions

Follow-Ups

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

18 Callers were successfully contacted
- 3 Connected with services/provider
- 15 Have not connected with services/provider
- 9 Not gambling
- 3 Decreased gambling

Type of Gambling

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

Ref Referral Source

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

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