VA PG Helpline Report October 1st 2017 – November 30th 2017

169 VA PG Helpline Calls

The Helpline classifies intakes as callers seeking assistance with substance abuse or behavioral health issues. Non-intake calls consist of those wanting information about other services.

19 Access/Navigation Intakes
- 16 Self
- 3 Family
- 0 Third-Party

8 General Gambling Questions

Demographics:

Gender
- 5 Male
- 4 Female

Marital Status
- 2 Married
- 1 Single
- 1 Separated/Divorced
- 15 Unknown

Age
- 0 Under 18
- 1 18-24
- 0 25-34
- 2 35-44
- 0 45-54
- 1 55-64
- 1 65+
- 14 Unknown

Requested Service Resources:

16 callers received at least one resource.
- 3 Information and resources only
- 0 Assessment and diagnostics
- 9 Outpatient Services
- 0 Medication Assisted Treatment
- 0 Detoxification/Crisis Stabilization Center
- 0 Intensive Outpatient Services
- 0 Inpatient-residential services
- 1 Emergency Room*
- 5 Recovery Support
- 0 Social Services

Suicidal or alcohol/benzodiazepine withdrawal crisis

Caller Location:

County	Total	County	Total
Alexandria	1	Martinsville	1
Culpepper	1	Norfolk	1
Fairfax	2	Petersburg	2
Halifax	1	Roanoke	1
Hampton	1	Unknown	5
Herndon	1	Other	2

Follow-Ups:

All callers receive a follow up call, unless the caller requests not to be contacted.
11 callers requested not to be contacted.

48 Hour
- 0 Callers were successfully contacted
- 0 Connected with services/provider
- 8 Unable to reach

Reasons for lack of services connectivity:
- 0 Changed mind/not ready
- 0 Incarcerated – at the time of follow-up call
- 0 Transportation
- 0 Still on wait list
- 0 Lack of funds/insurance
- 0 No longer using/improved mental health

Type of Gambling:

- 8 Lottery
- 4 Casino - Cards
- 1 Race Track
- 2 Internet
- 3 Charitable