VA Problem Gambling Helpline Report - May 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.

55 Access/Navigation Intakes
- 40 Self
- 8 Family/Friend
- 3 Spouse
- 4 Unknown

Demographics

Gender
- 38 Male
- 15 Female

Marital Status
- 18 Married/SO
- 8 Single
- 5 Separated/Divorced
- 0 Widowed
- 24 Unknown

Age
- 0 Under 18
- 4 18-25
- 4 26-35
- 12 36-45
- 11 46-55
- 2 56-65
- 3 66+
- 19 Unknown

Employment
- 26 Employed
- 3 Unemployed
- 2 Retired
- 6 Disabled
- 0 Student
- 31 Unknown

Requested Service Resources

52 callers received at least one resource.
- 44 Emailed/mailed PG Information and resources
- 29 Treatment Services
- 39 GA/Recovery Support
- 26 Self-Exclusion
- 8 Referred to National Helpline

Caller Location:

Region	Total	Region	Total
Central	5	Southwest	0
West Central	1	Northern	4
Southside	0	Valley	2
Hampton Roads	4	Unknown	38
Eastern	1		

* 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:

17 Callers were successfully contacted
- 13 Accessed help resources
- 2 Have not accessed help resources
- 5 Not gambling
- 5 Decreased gambling

Type of Gambling

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

Ref Referral Source

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

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