VA Problem Gambling Helpline Report - December 2020

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.

38 Access/Navigation Intakes
- 30 Self
- 3 Family/Friend
- 5 Spouse
- 0 Unknown

Demographics

Gender
- 25 Male
- 13 Female

Marital Status
- 15 Married/SO
- 13 Single
- 2 Separated/Divorced
- 0 Widowed
- 8 Unknown

Age

0	Under 18	5	46-55
8	18-25	1	56-65
7	26-35	1	66+
6	36-45	10	Unknown

Employment
- 18 Employed
- 5 Unemployed
- 1 Retired
- 3 Disabled
- 1 Student
- 10 Unknown

Requested Service Resources

34 callers received at least one resource.
- 26 Emailed/mailed PG Information and resources
- 27 Treatment Services
- 33 GA/Recovery Support
- 14 Self-Exclusion
- 0 Referred to National Helpline

Caller Location:

Region	Total	Region	Total
Central	5	Southwest	0
West Central	2	Northern	9
Southside	1	Valley	1
Hampton Roads	10	Unknown	10
Eastern	0		

* UVA VA Demographic Regions

Follow-Ups

All callers receive follow up calls, unless the caller requests not to be contacted. 6 callers requested not to be contacted. At **one week** following initial call:

10 Callers were successfully contacted
- 1 Connected with services/provider
- 8 Have not connected with services/provider
- 5 Not gambling
- 3 Decreased gambling

Type of Gambling

0	Bingo	4	Table Games Casino
1	Cards at Home	11	Skill based Machines
1	Dogs/Horses	4	Sports
6	Internet non-Sports	1	Stock Market
16	Lottery Scratch Offs	0	Tip Tickets
10	Other Lottery	0	Video Gaming
8	Slot Machines Casino/Track	1	Unknown
0	Mobile Betting App		

Ref Referral Source

4	Lottery Ticket	0	TV
0	Brochure	2	VA Lottery Website
5	Casino	5	VACPG Website
0	Employer/EAP	2	Other/Unknown
1	Previous Caller		
0	Newspaper AD		
11	Online		
1	Radio		
0	Retail Location		

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