VA Problem Gambling Helpline Report - October 2020

94 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.

36 Access/Navigation Intakes
- 20 Self
- 10 Family/Friend
- 2 Spouse
- 4 Unknown

Demographics

Gender
- 23 Male
- 10 Female

Marital Status
- 11 Married/SO
- 9 Single
- 2 Separated/Divorced
- 2 Widowed
- 1 Unknown

Age
- 0 Under 18
- 1 18-25
- 6 26-35
- 3 36-45
- 3 46-55
- 5 56-65
- 5 66+
- 13 Unknown

Employment
- 15 Employed
- 1 Unemployed
- 5 Retired
- 2 Disabled
- 1 Student
- 12 Unknown

Requested Service Resources

33 callers received at least one resource.
- 32 Emailed/mailed PG Information and resources
- 21 Treatment Services
- 30 GA/Recovery Support
- 18 Self-Exclusion
- 6 Referred to National Helpline

Caller Location:

Region	Total	Region	Total
Central	3	Southwest	0
West Central	2	Northern	10
Southside	1	Valley	3
Hampton Roads	6	Unknown	11
Eastern	0		

* UVA VA Demographic Regions

Follow-Ups

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

7 Callers were successfully contacted
- 1 Connected with services/provider
- 6 Have not connected with services/provider
- 4 Not gambling
- 2 Decreased gambling

Type of Gambling

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

Ref Referral Source

- 1 Lottery Ticket
- 0 Brochure
- 3 Casino
- 0 Employer/EAP
- 1 Previous Caller
- 0 Newspaper AD
- 13 Online
- 0 Radio
- 3 Retail Location
- 0 TV
- 1 VA Lottery Website
- 5 VACPG Website
- 9 Other/Unknown

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