VA PG HELPLINE CALLS 2019-20	July	August	September	October	November	December	January	February	March	April	May	June	July	Total
TOTAL INTAKES	16	23	31	19	25	38	31	37	46	10	16	14	15	321
CALLER														
Gambler	13	15	18	13	19	26	21	23	34	8	11	11	7	219
Family/Friend	2	3	5	3	5	3	5	11	10	2	3	2	5	59
Spouse/S.O	1	3	3	1	1	2	2	0	1	0	2	0	1	17
Unknown	0	5	5	2	0	7	3	3	1	0	0	1	2	29
GENDER (identifies as)														
Female	6	7	10	5	7	10	10	10	18	2	4	6	8	103
Male	9	13	15	13	16	28	18	22	28	6	12	7	5	192
Unknown	1	3	6	1	2	0	3	5	0	2	0	1	2	26
AGE														
<18	0	0	0	0	2	1	0	0	0	0	0	0	0	3
18-25	0	1	0	3	2	0	0	2	4	2	1	0	1	16
26-35	0	2	3	2	2	8	1	4	3	0	2	4	0	31
36-45	4	4	3	3	2	5	2	5	7	2	2	2	0	41
46-55	3	4	3	1	1	3	3	4	4	2	1	1	1	31
56-65	2	3	2	1	3	4	1	4	5	1	0	1	1	28
66+	0	0	1	0	2	2	3	3	4	0	2	3	0	20
Unknown	7	9	19	9	0	15	21	15	19	3	8	3	12	140
TYPE OF GAMBLING														
Bingo	1	1	0	2	0	2	0	1	1	0	0	0	0	8
Cards at Home	0	0	0	0	0	1	0	1	0	0	1	0	0	3
Dogs/Horses	0	2	0	0	0	2	1	0	0	0	0	0	0	5
Internet -non Sports	0	1	0	1	4	0	1	3	3	1	1	0	1	16
Lottery	6	9	7	13	6	5	9	12	18	4	10	8	2	109
Slot Machines at Casino/Track	6	3	7	5	10	12	11	12	17	2	2	2	4	93
Table Games at Casino	6	5	3	6	5	8	6	4	5	2	2	1	2	55
Sports	0	2	1	2	4	0	2	4	0	0	0	0	0	15

Video Terminals/Grey Machines	4	2	7	3	3	8	7	7	20	5	6	6	5	83
Unknown	2	5	14	1	0	9	1	1	8	1	3	2	5	52
REGIONS														
Central	2	3	3	4	0	2	4	3	10	1	0	1	2	35
West Central	1	2	0	0	1	4	1	2	7	1	1	1	0	21
Southside	2	0	0	0	0	0	0	2	0	0	2	0	0	6
Hampton Roads	0	4	2	1	3	3	2	3	5	0	1	6	1	31
Eastern	2	0	0	0	1	1	0	0	0	0	0	0	0	4
Southwest	1	0	0	0	0	1	0	0	1	0	0	0	0	3
Northern	5	3	1	0	2	3	4	5	3	2	2	1	0	31
Valley	1	1	0	0	0	0	0	1	2	0	0	0	0	5
Unknown/Other	2	10	25	14	18	0	20	21	17	6	10	5	12	160

VA PG HELPLINE CALLS 2019-20	**July**	**August**	**September**	**October**	**November**	**December**	**January**	**February**	**March**	**April**	**May**	**June**	**July**	**TOTAL**
HELPLINE SOURCE														
Lottery Ticket	3	5	3	5	4	2	3	5	6	3	3	4	0	46
Brochure	0	2	0	0	0	0	2	0	0	0	1	0	0	5
Counselor	0	0	0	0	0	1	0	1	0	0	0	0	0	2
Former Caller	0	0	1	0	0	3	0	2	0	1	3	1	1	12
Gamblers Anonymous	0	0	0	0	0	3	0	0	0	0	0	0	0	3
Newspaper	0	0	1	0	0	0	0	1	1	0	0	0	0	3
Online	0	0	0	0	0	0	0	0	2	0	0	0	0	2
Radio	0	0	0	0	0	0	0	0	10	0	0	0	0	10
Retail Location	0	0	2	2	1	0	1	0	2	0	0	1	0	9
Televison	0	0	0	0	0	0	1	0	2	0	0	0	1	4
VA Lottery Website	0	1	2	1	0	3	1	0	2	1	0	0	0	11
VACPG Website	6	7	5	7	4	9	2	6	8	2	4	5	8	73
Casino	0	0	0	0	0	4	6	5	5	0	1	0	2	23
Unknown/Other	7	8	17	3	0	13	18	17	9	1	3	3	3	102