VA PG Helpline Annual Report June 8th 2017 – May 31st 2018

4826 VA PG Helpline Calls

The Helpline classifies intakes as callers seeking assistance with gambling related issues.

101   Access/Navigation Intakes

     90   Self
     17   Family/Friend

Monthly Intakes

Demographics:

Gender

50   Male
34   Female
17   Unknown

Marital Status

13   Married   15   Separated/Divorced
9   Single   64   Unknown

Employment Status

14   Employed   2   Disabled
1   Retired   5   Unemployed

Age

0   Under 18
2   18-25   2   26-35
6   36-45   6   46-55
6   56-65   5   66+
74   Unknown

Referral Source:

3   Radio   3   TV
13   Website   18   Other

Requested Service Resources:

92 callers received at least one resource.

4   Information and resources only
67   Outpatient Services
1   Intensive Outpatient Services
4   Inpatient-residential services
2   Emergency Room*
26   Recovery Support

Suicidal or alcohol/benzodiazepine withdrawal crisis

Caller Location:

Region	Total	County	Total
Central	19	Southwest	2
Eastern	1	Hampton Roads	20
Northern	23	Valley	3
Southside	8	West Central	7

Follow-Ups:

All callers receive follow up calls, unless the caller requests not to be contacted. 54 callers asked not to be contacted. The following callers were successfully contacted post intake.

13   48 Hours   7   3 Month
7   1 Week   2   6 Month
5   1 Month

Type of Gambling:

4   Bingo
35   Cards or Slots at Casino/Track
9   Electronic Gaming Machines
48   Lottery
6   Internet
2   Sports
8   Other