VA PG HELPLINE CALLS 2019-20	April	May	June	July	August	September	October	November	December	January	February	Total
TOTAL INTAKES	21	26	26	16	23	31	19	25	38	31	37	293
CALLER												
Gambler	16	18	17	13	15	18	13	19	26	21	23	199
Family/Friend	0	0	6	2	3	5	3	5	3	5	11	43
Spouse/S.O	4	4	2	1	3	3	1	1	2	2	0	23
Unknown	1	4	1	0	5	5	2	0	7	3	3	31
GENDER (identifies as)												
Female	9	8	14	6	7	10	5	7	10	10	10	96
Male	12	15	12	9	13	15	13	16	28	18	22	173
Unknown	0	3	0	1	3	6	1	2	0	3	5	24
AGE												
<18	0	0	0	0	0	0	0	2	1	0	0	3
18-25	1	0	3	0	1	0	3	2	0	0	2	12
26-35	2	2	3	0	2	3	2	2	8	1	4	29
36-45	3	2	0	4	4	3	3	2	5	2	5	33
46-55	1	5	5	3	4	3	1	1	3	3	4	33
56-65	1	6	2	2	3	2	1	3	4	1	4	29
66+	1	0	1	0	0	1	0	2	2	3	3	13
Unknown	12	11	12	7	9	19	9	0	15	21	15	130
TYPE OF GAMBLING												
Bingo	0	1	1	1	1	0	2	0	2	0	1	9
Cards at Home	0	1	0	0	0	0	0	0	1	0	1	3
Dogs/Horses	0	0	0	0	2	0	0	0	2	1	0	5
Internet -non Sports	1	1	0	0	1	0	1	4	0	1	3	12
Lottery	10	8	7	6	9	7	13	6	5	9	12	92
Slot Machines at Casino/Track	6	9	5	6	3	7	5	10	12	11	12	86
Table Games at Casino	2	5	3	6	5	3	6	5	8	6	4	53
Sports	2	1	4	0	2	1	2	4	0	2	4	22

Video Terminals/Grey Machines	2	2	4	4	2	7	3	3	8	7	7	49
Unknown	5	6	5	2	5	14	1	0	9	1	1	49
REGIONS												
Central	1	5	1	2	3	3	4	0	2	4	3	28
West Central	1	1	2	1	2	0	0	1	4	1	2	15
Southside	0	0	2	2	0	0	0	0	0	0	2	6
Hampton Roads	3	4	1	0	4	2	1	3	3	2	3	26
Eastern	0	0	2	2	0	0	0	1	1	0	0	6
Southwest	0	0	0	1	0	0	0	0	1	0	0	2
Northern	5	5	7	5	3	1	0	2	3	4	5	40
Valley	1	0	0	1	1	0	0	0	0	0	1	4
Unknown/Other	10	11	11	2	10	25	14	18	0	20	21	142

VA PG HELPLINE CALLS 2019-20	April	May	June	July	August	September	October	November	December	January	February	TOTAL
HELPLINE SOURCE												
Lottery Ticket	8	4	5	3	5	3	5	4	2	3	5	47
Brochure	0	3	1	0	2	0	0	0	0	2	0	8
Counselor	0	0	0	0	0	0	0	0	1	0	1	2
Former Caller	1	1	0	0	0	1	0	0	3	0	2	8
Gamblers Anonymous	1	0	0	0	0	0	0	0	3	0	0	4
Newspaper	0	0	0	0	0	1	0	0	0	0	1	2
Online	0	0	0	0	0	0	0	0	0	0	0	0
Radio	0	0	1	0	0	0	0	0	0	0	0	1
Retail Location	1	4	2	0	0	2	2	1	0	1	0	13
Televison	0	0	0	0	0	0	0	0	0	1	0	1
VA Lottery Website	0	0	0	0	1	2	1	0	3	1	0	8
VACPG Website	5	7	5	6	7	5	7	4	9	2	6	63
Casino	0	0	0	0	0	0	0	0	4	6	5	15
Unknown/Other	5	7	12	7	8	17	3	0	13	18	17	107