VA Problem Gambling Helpline Report - April 2021

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.

71 Access/Navigation Intakes
- 42 Self
- 8 Family/Friend
- 5 Spouse
- 16 Unknown

Demographics

Gender
- 19 Male
- 42 Female

Marital Status
- 15 Married/SO
- 22 Single
- 1 Separated/Divorced
- 1 Widowed
- 32 Unknown

Age
- 0 Under 18
- 3 18-25
- 13 26-35
- 7 36-45
- 5 46-55
- 4 56-65
- 4 66+
- 29 Unknown

Employment
- 26 Employed
- 9 Unemployed
- 2 Retired
- 2 Disabled
- 1 Student
- 31 Unknown

Requested Service Resources

54 callers received at least one resource.
- 49 Emailed/mailed PG Information and resources
- 24 Treatment Services
- 37 GA/Recovery Support
- 28 Self-Exclusion
- 24 Referred to National Helpline

Caller Location:

Region	Total	Region	Total
Central	4	Southwest	0
West Central	4	Northern	4
Southside	1	Valley	3
Hampton Roads	6	Unknown	49
Eastern	0		

* UVA VA Demographic Regions

Follow-Ups

All callers receive follow up calls, unless the caller requests not to be contacted. 24 callers requested not to be contacted. At **one week** following initial call:

17 Callers were successfully contacted
- 11 Accessed help resources
- 5 Have not accessed help resources
- 8 Not gambling
- 3 Decreased gambling

Type of Gambling

- 3 Bingo
- 1 Cards at Home
- 2 Dogs/Horses
- 10 Internet non-Sports
- 17 Lottery Scratch Offs
- 13 Other Lottery
- 16 Slot Machines Casino/Track
- 0 Mobile Betting App
- 9 Table Games Casino
- 23 Skill based Machines
- 9 Sports
- 2 Stock Market
- 1 Tip Tickets
- 2 Video Gaming
- 7 Unknown

Ref Referral Source

- 4 Lottery Ticket
- 0 Brochure
- 6 Casino
- 0 Employer/EAP
- 2 Previous Caller
- 0 Newspaper AD
- 28 Online
- 6 Radio
- 1 Retail Location
- 2 TV
- 6 VA Lottery Website
- 1 VACPG Website
- 6 Mobile Betting App
- 7 Other/Unknown

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