VA Problem Gambling Helpline Report - November 2020

93 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.

29 Access/Navigation Intakes
- 24 Self
- 4 Family/Friend
- 1 Spouse
- 0 Unknown

Demographics

Gender
- 20 Male
- 8 Female

Marital Status
- 8 Married/SO
- 6 Single
- 4 Separated/Divorced
- 0 Widowed
- 1 Unknown

Age

1	Under 18	0	46-55
2	18-25	1	56-65
6	26-35	4	66+
2	36-45	15	Unknown

Employment
- 11 Employed
- 1 Unemployed
- 3 Retired
- 0 Disabled
- 0 Student
- 14 Unknown

Requested Service Resources

26 callers received at least one resource.
- 16 Emailed/mailed PG Information and resources
- 17 Treatment Services
- 20 GA/Recovery Support
- 12 Self-Exclusion
- 5 Referred to National Helpline

Caller Location:

Region	Total	Region	Total
Central	3	Southwest	1
West Central	0	Northern	6
Southside	1	Valley	0
Hampton Roads	7	Unknown	10
Eastern	1		

* UVA VA Demographic Regions

Follow-Ups

All callers receive follow up calls, unless the caller requests not to be contacted. 6 callers requested not to be contacted. At **one week** following initial call:

8 Callers were successfully contacted
- 0 Connected with services/provider
- 8 Have not connected with services/provider
- 2 Not gambling
- 2 Decreased gambling

Type of Gambling

1	Bingo	11	Table Games Casino
0	Cards at Home	6	Skill based Machines
0	Dogs/Horses	5	Sports
7	Internet non Sports	1	Stock Market
4	Lottery Scratch Offs	0	Tip Tickets
5	Other Lottery	0	Video Gaming
5	Slot Machines Casino/Track	10	Unknown
3	Mobile Betting App		

Ref Referral Source

4	Lottery Ticket	0	TV
0	Brochure	2	VA Lottery Website
5	Casino	5	VACPG Website
0	Employer/EAP	2	Other/Unknown
1	Previous Caller		
0	Newspaper AD		
11	Online		
1	Radio		
0	Retail Location		

virginia council on problem gambling
VACPG