VA PG HELPLINE CALLS 2019-20	April	May	June	July	August	September	October	November	December	January	February	March	Total
TOTAL INTAKES	21	26	26	16	23	31	19	25	38	31	37	46	339
CALLER													
Gambler	16	18	17	13	15	18	13	19	26	21	23	34	233
Family/Friend	0	0	6	2	3	5	3	5	3	5	11	10	53
Spouse/S.O	4	4	2	1	3	3	1	1	2	2	0	1	24
Unknown	1	4	1	0	5	5	2	0	7	3	3	1	32
GENDER (identifies as)													
Female	9	8	14	6	7	10	5	7	10	10	10	18	114
Male	12	15	12	9	13	15	13	16	28	18	22	28	201
Unknown	0	3	0	1	3	6	1	2	0	3	5	0	24
AGE													
<18	0	0	0	0	0	0	0	2	1	0	0	0	3
18-25	1	0	3	0	1	0	3	2	0	0	2	4	16
26-35	2	2	3	0	2	3	2	2	8	1	4	3	32
36-45	3	2	0	4	4	3	3	2	5	2	5	7	40
46-55	1	5	5	3	4	3	1	1	3	3	4	4	37
56-65	1	6	2	2	3	2	1	3	4	1	4	5	34
66+	1	0	1	0	0	1	0	2	2	3	3	4	17
Unknown	12	11	12	7	9	19	9	0	15	21	15	19	149
TYPE OF GAMBLING													
Bingo	0	1	1	1	1	0	2	0	2	0	1	1	10
Cards at Home	0	1	0	0	0	0	0	0	1	0	1	0	3
Dogs/Horses	0	0	0	0	2	0	0	0	2	1	0	0	5
Internet -non Sports	1	1	0	0	1	0	1	4	0	1	3	3	15
Lottery	10	8	7	6	9	7	13	6	5	9	12	18	110
Slot Machines at Casino/Track	6	9	5	6	3	7	5	10	12	11	12	17	103
Table Games at Casino	2	5	3	6	5	3	6	5	8	6	4	5	58
Sports	2	1	4	0	2	1	2	4	0	2	4	0	22

Video Terminals/Grey Machines	2	2	4	4	2	7	3	3	8	7	7	20	69
Unknown	5	6	5	2	5	14	1	0	9	1	1	8	57
REGIONS													
Central	1	5	1	2	3	3	4	0	2	4	3	10	38
West Central	1	1	2	1	2	0	0	1	4	1	2	7	22
Southside	0	0	2	2	0	0	0	0	0	0	2	0	6
Hampton Roads	3	4	1	0	4	2	1	3	3	2	3	5	31
Eastern	0	0	2	2	0	0	0	1	1	0	0	0	6
Southwest	0	0	0	1	0	0	0	0	1	0	0	1	3
Northern	5	5	7	5	3	1	0	2	3	4	5	3	43
Valley	1	0	0	1	1	0	0	0	0	0	1	2	6
Unknown/Other	10	11	11	2	10	25	14	18	0	20	21	17	159

VA PG HELPLINE CALLS 2019-20	**April**	**May**	**June**	**July**	**August**	**September**	**October**	**November**	**December**	**January**	**February**	**March**	**TOTAL**
HELPLINE SOURCE													
Lottery Ticket	8	4	5	3	5	3	5	4	2	3	5	6	53
Brochure	0	3	1	0	2	0	0	0	0	2	0	0	8
Counselor	0	0	0	0	0	0	0	0	1	0	1	0	2
Former Caller	1	1	0	0	0	1	0	0	3	0	2	0	8
Gamblers Anonymous	1	0	0	0	0	0	0	0	3	0	0	0	4
Newspaper	0	0	0	0	0	1	0	0	0	0	1	1	3
Online	0	0	0	0	0	0	0	0	0	0	0	2	2
Radio	0	0	1	0	0	0	0	0	0	0	0	10	11
Retail Location	1	4	2	0	0	2	2	1	0	1	0	2	15
Televison	0	0	0	0	0	0	0	0	0	1	0	2	3
VA Lottery Website	0	0	0	0	1	2	1	0	3	1	0	2	10
VACPG Website	5	7	5	6	7	5	7	4	9	2	6	8	71
Casino	0	0	0	0	0	0	0	0	4	6	5	5	20
Unknown/Other	5	7	12	7	8	17	3	0	13	18	17	9	116