VA PG Helpline Report October 1st 2018 – November 30th 2018

158 VA PG Helpline Calls

The Helpline classifies intakes as callers seeking assistance with substance abuse or behavioral health issues. Non-intake calls consist of those wanting information about other services.

46 Access/Navigation Intakes
- 34 Self
- 11 Family/Friend
- 0 Third-Party

0 General Gambling / Resource Questions

Demographics:

Gender
- 27 Male
- 16 Female

Marital Status
- 17 Married
- 6 Single
- 2 Separated/Divorced
- 21 Unknown

Age
- 0 Under 18
- 2 18-25
- 3 26-35
- 3 36-45
- 6 46-55
- 5 56-65
- 4 66+
- 23 Unknown

Requested Service Resources:

40 callers received at least one resource.
- 0 Information and resources only
- 0 Assessment and diagnostics
- 24 Outpatient Services
- 0 Medication Assisted Treatment
- 0 Detoxification/Crisis Stabilization Center
- 0 Intensive Outpatient Services
- 0 Inpatient-residential services
- 0 Emergency Room*
- 35 Recovery Support
- 2 Social Services

Suicidal or alcohol/benzodiazepine withdrawal crisis

Caller Location:

City/County	Total	County	Total
Albemarle	1	NoVA	12
Appomattox	1	Petersburg	1
Bedford	1	Pittsylvania	1
Covington	1	Spotsylvania	1
Culpepper	1	Richmond	1
Hampton Roads	6	Rockingham	1
Louisa	1	Tazewell	1

Follow-Ups:

All callers receive a follow up call, unless the caller requests not to be contacted.
16 callers requested not to be contacted.
- 30 Callers were successfully contacted
- 3 Connected with services/provider
- 0 Unable to reach

Reasons for lack of services connectivity:
- 0 Changed mind/not ready
- 2 No longer using/improved mental health
- 2 Decreased gambling

Type of Gambling:
- 19 Lottery
- 8 Casino – Table games
- 11 Casino/Track – Slot machines
- 3 Slot Machines- Other
- 1 Internet
- 2 Sports
- 1 Video Games

Referral Source
- 0 Radio
- 0 TV
- 10 Lottery Ticket
- 10 VACPG Website
- 5 Retailer
- 1 Previous Caller
- 1 Referral