VA PG HELPLINE CALLS 2019-20	May	June	July	August	September	October	November	December	January	February	March	April	May	Total
TOTAL INTAKES	26	26	16	23	31	19	25	38	31	37	46	10	16	344
CALLER														
Gambler	18	17	13	15	18	13	19	26	21	23	34	8	11	236
Family/Friend	0	6	2	3	5	3	5	3	5	11	10	2	3	58
Spouse/S.O	4	2	1	3	3	1	1	2	2	0	1	0	2	22
Unknown	4	1	0	5	5	2	0	7	3	3	1	0	0	31
GENDER (identifies as)														
Female	8	14	6	7	10	5	7	10	10	10	18	2	4	111
Male	15	12	9	13	15	13	16	28	18	22	28	6	12	207
Unknown	3	0	1	3	6	1	2	0	3	5	0	2	0	26
AGE														
<18	0	0	0	0	0	0	2	1	0	0	0	0	0	3
18-25	0	3	0	1	0	3	2	0	0	2	4	2	1	18
26-35	2	3	0	2	3	2	2	8	1	4	3	0	2	32
36-45	2	0	4	4	3	3	2	5	2	5	7	2	2	41
46-55	5	5	3	4	3	1	1	3	3	4	4	2	1	39
56-65	6	2	2	3	2	1	3	4	1	4	5	1	0	34
66+	0	1	0	0	1	0	2	2	3	3	4	0	2	18
Unknown	11	12	7	9	19	9	0	15	21	15	19	3	8	148
TYPE OF GAMBLING														
Bingo	1	1	1	1	0	2	0	2	0	1	1	0	0	10
Cards at Home	1	0	0	0	0	0	0	1	0	1	0	0	1	4
Dogs/Horses	0	0	0	2	0	0	0	2	1	0	0	0	0	5
Internet -non Sports	1	0	0	1	0	1	4	0	1	3	3	1	1	16
Lottery	8	7	6	9	7	13	6	5	9	12	18	4	10	114
Slot Machines at Casino/Track	9	5	6	3	7	5	10	12	11	12	17	2	2	101
Table Games at Casino	5	3	6	5	3	6	5	8	6	4	5	2	2	60
Sports	1	4	0	2	1	2	4	0	2	4	0	0	0	20

Video Terminals/Grey Machines	2	4	4	2	7	3	3	8	7	7	20	5	6	78
Unknown	6	5	2	5	14	1	0	9	1	1	8	1	3	56
REGIONS														
Central	5	1	2	3	3	4	0	2	4	3	10	1	0	38
West Central	1	2	1	2	0	0	1	4	1	2	7	1	1	23
Southside	0	2	2	0	0	0	0	0	0	2	0	0	2	8
Hampton Roads	4	1	0	4	2	1	3	3	2	3	5	0	1	29
Eastern	0	2	2	0	0	0	1	1	0	0	0	0	0	6
Southwest	0	0	1	0	0	0	0	1	0	0	1	0	0	3
Northern	5	7	5	3	1	0	2	3	4	5	3	2	2	42
Valley	0	0	1	1	0	0	0	0	0	1	2	0	0	5
Unknown/Other	11	11	2	10	25	14	18	0	20	21	17	6	10	165

VA PG HELPLINE CALLS 2019-20	**May**	**June**	**July**	**August**	**September**	**October**	**November**	**December**	**January**	**February**	**March**	**April**	**May**	**TOTAL**
HELPLINE SOURCE														
Lottery Ticket	4	5	3	5	3	5	4	2	3	5	6	3	3	51
Brochure	3	1	0	2	0	0	0	0	2	0	0	0	1	9
Counselor	0	0	0	0	0	0	0	1	0	1	0	0	0	2
Former Caller	1	0	0	0	1	0	0	3	0	2	0	1	3	11
Gamblers Anonymous	0	0	0	0	0	0	0	3	0	0	0	0	0	3
Newspaper	0	0	0	0	1	0	0	0	0	1	1	0	0	3
Online	0	0	0	0	0	0	0	0	0	0	2	0	0	2
Radio	0	1	0	0	0	0	0	0	0	0	10	0	0	11
Retail Location	4	2	0	0	2	2	1	0	1	0	2	0	0	14
Televison	0	0	0	0	0	0	0	0	1	0	2	0	0	3
VA Lottery Website	0	0	0	1	2	1	0	3	1	0	2	1	0	11
VACPG Website	7	5	6	7	5	7	4	9	2	6	8	2	4	72
Casino	0	0	0	0	0	0	0	4	6	5	5	0	1	21
Unknown/Other	7	12	7	8	17	3	0	13	18	17	9	1	3	115