

2021

ANNUAL REPORT



VIRGINIA COUNCIL on PROBLEM GAMBLING
knowledge | strength | support



24 Hour Confidential
Toll-Free Helpline
888.532.3500

WE MAINTAIN A NEUTRAL STANCE ON GAMBLING
INFO@VCPG.NET | VCPG.NET



VCPG 2021 Annual Report

A MESSAGE FROM THE VCPG

The VCPG is a state-focused non-profit organization that aims to increase public awareness of problem gambling, ensure the widespread availability of treatment for problem gamblers and their families, and encourage research and educational programs for prevention and education. We are grateful to all who support VCPG and help us with our mission. These organizations and citizens help to sustain VCPG's programs. Thank you.

Carolyn E. Hawley, Ph.D., CRC
President, VCPG



CALLERS REACHED AT 48-HOUR FOLLOW-UP

- 56% reported none/decreased gambling
- 20% had reduced their debt
- 60% have accessed help resources

CALLERS REACHED AT ONE WEEK FOLLOW-UP

- 74% reported none/decreased gambling
- 48% had reduced their debt
- 70% have accessed help resources

CALLERS REACHED AT ONE MONTH FOLLOW-UP

- 88% reported none/decreased gambling
- 71% had reduced their debt
- 79% have accessed help resources

CALLERS REACHED AT SIX MONTH FOLLOW-UP

- 74% reported none/decreased gambling
- 78% had reduced their debt
- 89% have accessed help resources

Calls made to the VCPG

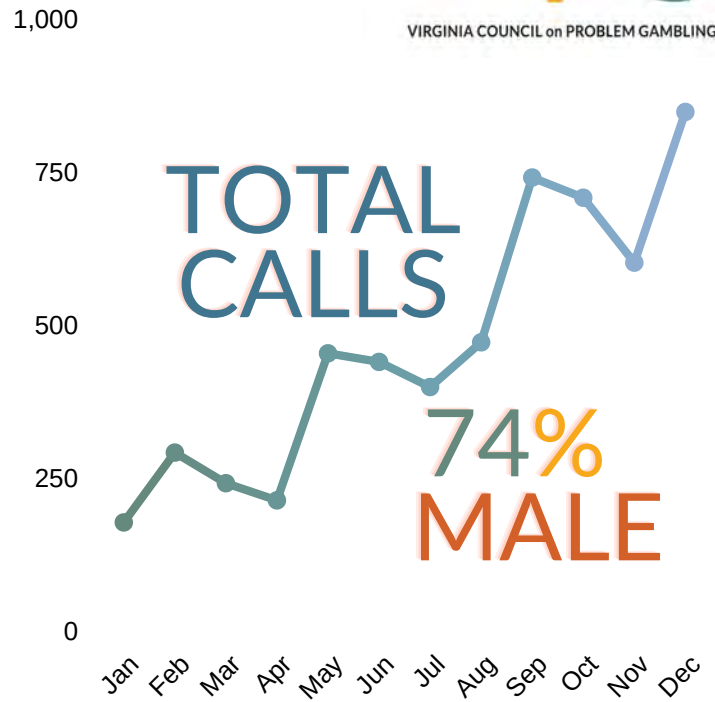
MAJOR INCREASE IN NUMBER OF CALLS

Last year, the Virginia Council on Problem Gambling received 5,602 calls. That's a 387% growth in call volume from 2020 (1,150 calls). Of those, 718 were Virginia residents seeking help with problem gambling. This is an increase of 114% from the previous year (335 in 2020). Other calls included help seekers from other states, those trying to reach the Virginia Lottery, a casino, or mobile betting apps.

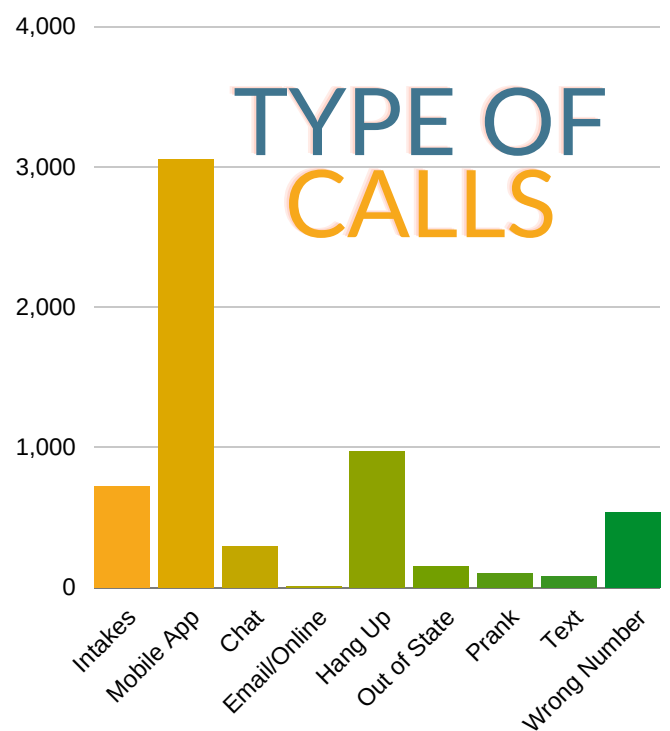


FORMS OF GAMBLING

For over 17% of callers, slot machines at the casino or track were the main reason they chose to seek help. 15% called due to sports gambling with online/app betting being most prominent. Gambling via skill machines, casino table games, lottery scratch-off tickets, and non-sports internet gambling were the other top reasons for calls made to the VCPG.



387%
Total increase in number of calls from 2020 to 2021



Citations:

Helpline data from the Virginia Council on Problem Gambling (2021) provided by First Choice Services / Virginia's State of Gambling

Resources for Callers

AVAILABLE TYPES

All callers who completed intakes accepted VCPG resources, including self-help workbooks, support group information (available in person, online, or via phone), counselor information and referrals, self-exclusion forms and instructions, and multiple other help and treatment options.

All callers who allow follow-up calls receive regular contacts via phone, text, and email after 48 hours, one week, one month, and six months. In addition, helpline staff offers unique follow-ups and crisis counseling/services when needed to provide optimal support.

Counseling Resources

HELPLINE

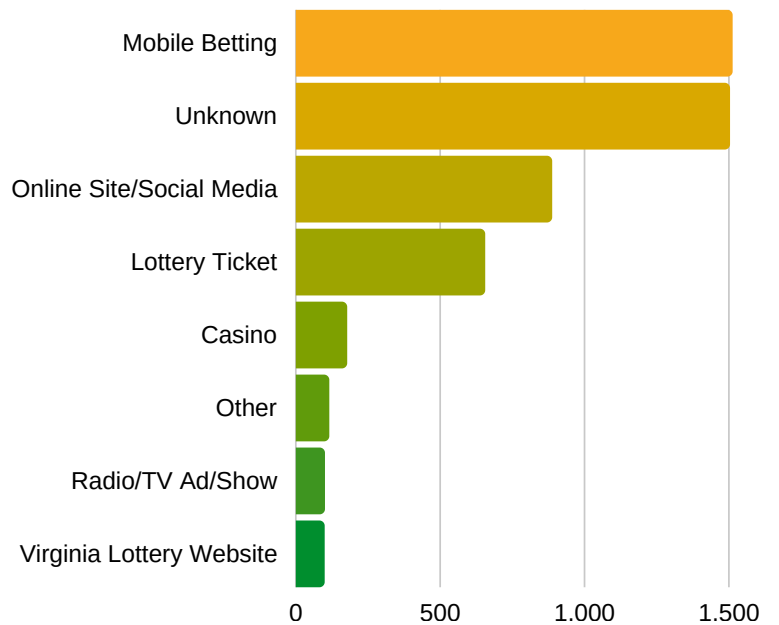
The number of trained counselors available to accept referrals has increased; however, the lack of treatment funding limits how many Virginians receive treatment.

Callers rely on the resources the helpline staff share upon intake, when mailed/emailed, and upon follow-up. Many of them access peer-related support in-person and online. At the onset of COVID, the VCPG offered a virtual Wellness Call to helpline callers. The call serves as a counselor-led group providing needed support, fellowship, and an extra recovery resource. As this service was so well received, we have continued to offer it.

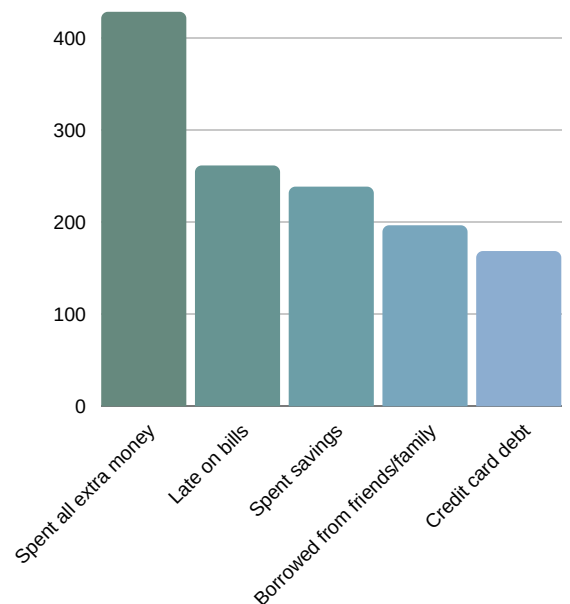
PATH TO HELPLINE

Callers learned about the helpline through mobile betting apps and online through social media and websites, including the Virginia Council on Problem Gambling website, Facebook page, Twitter account, and the Virginia Lottery website. Other key helpline information sources included radio PSAs, lottery tickets, and casinos.

REFERRAL SOURCE



FINANCIAL ISSUES



Citations:

Helpline data from the Virginia Council on Problem Gambling (2021) provided by First Choice Services / Virginia's State of Gambling