

# ANNUAL REPORT

# 2022



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 2022 Annual Report

## A MESSAGE FROM THE VCPG

We fondly consider 2022 a year of growth and commitment to the mission. With a fresh rebrand, our new website, and our monthly newsletter, we have reached more people than ever before. We have ramped up our social media presence to include LinkedIn, Facebook, and Twitter. Our plans for 2023 include expanding upon this phenomenal foundation with more targeted campaigns and engagement tracking.

A special and whole-hearted **THANK YOU** to our peer workers for their efforts in 2022. They showed a level of support, understanding, respect, and mutual empowerment that significantly helped those in need become and stay engaged in their recovery process. As a free service, the Virginia Problem Gambling Helpline refers callers to peer recovery specialists experienced in gambling and/or substance use that help answer questions, provide support, and direct callers to valuable resources.

The VCPG community is excited and ready to help more people than ever this next year!



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

### CALLERS REACHED AT 48-HOUR FOLLOW-UP

- 47% reported none/decreased gambling
- 20% had reduced their debt
- 60% have accessed help resources

### CALLERS REACHED AT ONE WEEK FOLLOW-UP

- 65% reported none/decreased gambling
- 22% had reduced their debt
- 73% have accessed help resources

### CALLERS REACHED AT ONE MONTH FOLLOW-UP

- 71% reported none/decreased gambling
- 33% had reduced their debt
- 81% have accessed help resources

### CALLERS REACHED AT SIX MONTH FOLLOW-UP

- 83% reported none/decreased gambling
- 52% had reduced their debt
- 89% have accessed help resources

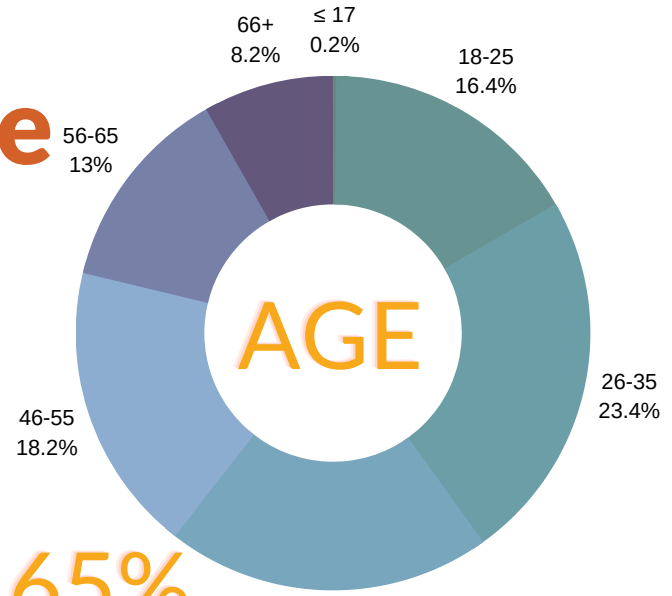
# Calls made to the VCPG Helpline

## CALLS CONTINUE TO INCREASE YEAR AFTER YEAR

8,780 calls were made to the Virginia Council on Problem Gambling in 2022. That's a 56.7% growth in call volume from 2021. Of those, 860 were Virginia residents actively seeking help with problem gambling. This is an increase of 20% from 2021. Other calls included help seekers from other states, those trying to reach the Virginia Lottery, a casino, or mobile betting apps.

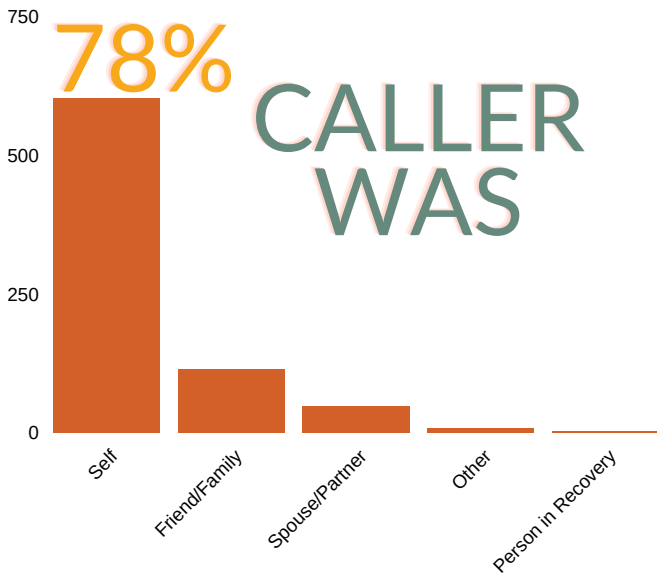
*(5,602 calls in 2021)*

*(Intakes: 718 in 2021)*



**65% MALE**

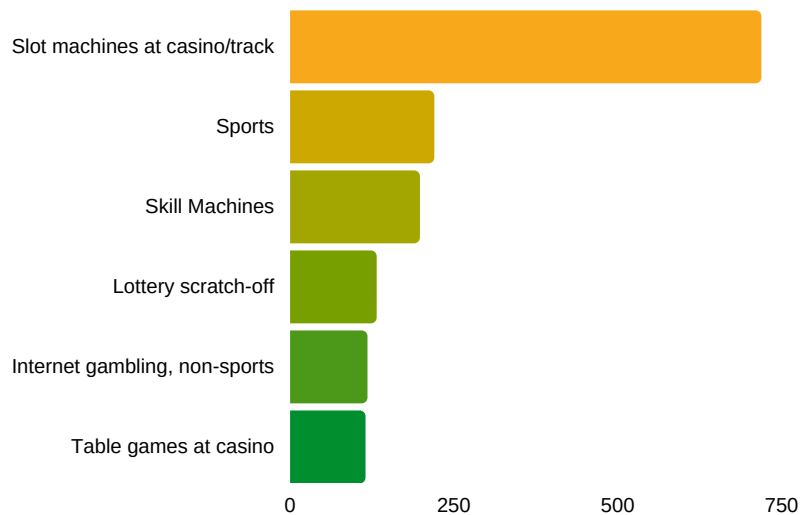
**56.7%**  
Total increase in number of calls from 2021 to 2022



## PATH TO HELP

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.

## FORMS OF GAMBLING



Citations:

Helpline data from the Virginia Council on Problem Gambling (2022) provided by First Choice Services / Virginia's State of Gambling

# Updates

## PARTNERSHIPS

*We aim to increase the well-being of Virginians impacted by gambling.*

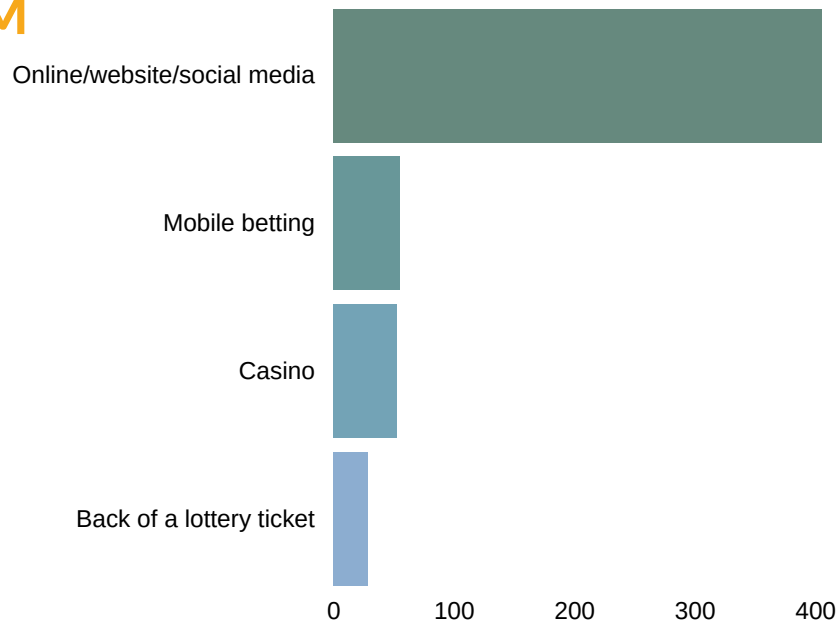
Partnerships are crucial to continuing with VCPG's mission. Funding from the Virginia Lottery launched the helpline and continues to ensure anyone can reach out anytime to request help or treatment for a gambling-related disorder. Confiding in a nonjudgmental listener through the helpline might be the first step to embracing life-changing behaviors that effectively deal with problem gambling.

# 2022 News

## VISIT OUR NEWSROOM



## REFERRAL SOURCE



## PROMINENT FINANCIAL RAMIFICATIONS

- 26% Spent all Extra Money
- 16% Late on Bills
- 14% Spent Savings
- 12% Borrowed from Friends/Family
- 10% Credit Card Debt

# 78%

Citations:

Helpline data from the Virginia Council on Problem Gambling (2022) provided by First Choice Services / Virginia's State of Gambling

# Membership

THANK YOU TO OUR 2022 MEMBERS!

## PLATINUM MEMBERS

BALLY  
BARSTOOL SPORTS / PENN NATIONAL  
DRAFTKINGS  
FANDUEL  
WYNN/ENCORE LAS VEGAS

## SILVER MEMBERS

CAESARS  
COLONIAL DOWNS

*Demonstrate your commitment to supporting safer gambling practices and services for problem gamblers and their families by joining the VCPG as a member.*

There are individual, organizational and corporate memberships available. We seek individuals, corporations and businesses, non-profit organizations, and government agencies, including the Tribal government, interested in increasing their visibility as champions of responsible gambling and problem gambling help services.

Our members are essential in supporting VCPG operations and programs and are critical in our efforts. We appreciate all of our members. Thank you!



  
**SCAN ME** 