



VIRGINIA COUNCIL on PROBLEM GAMBLING  
knowledge | strength | support

# 2023

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# Annual REPORT

**24 HOUR CONFIDENTIAL  
TOLL-FREE HELPLINE:**

**888.532.3500**

✉ [info@vcpg.net](mailto:info@vcpg.net)

🌐 [www.vcpg.net](http://www.vcpg.net)



We maintain a neutral stance on gambling.



# VCPG 2023 Annual Report

## A MESSAGE FROM THE VCPG

Looking back on 2023, we are immensely grateful for a year filled with continued growth. The Council is reaching more people in more ways than ever before.

As gambling options have increased, Virginians have become more at risk for developing issues with problem gambling. Calls to The Virginia Problem Gambling Helpline increased exponentially, spiking 973% between 2019 and 2023. As a free service, the Helpline refers callers to peer recovery specialists experienced in gambling and/or substance use who help answer questions, provide support, and direct callers to valuable resources. In 2023, we were able to connect 29% of our callers directly to a problem gambling treatment/recovery provider.

We shared information with more individuals through our monthly email newsletter, website, webinars, and social media content and achieved record engagement. We are grateful to our partner organizations, peer workers and members for their support throughout this year.

We are proud of the many things we accomplished together this year, and we look forward to reaching new heights in service of our mission: The Virginia Council on Problem Gambling aims to increase the well-being of Virginians impacted by gambling.

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



# Calls made to the VCPG Helpline

## TOTAL CALLS

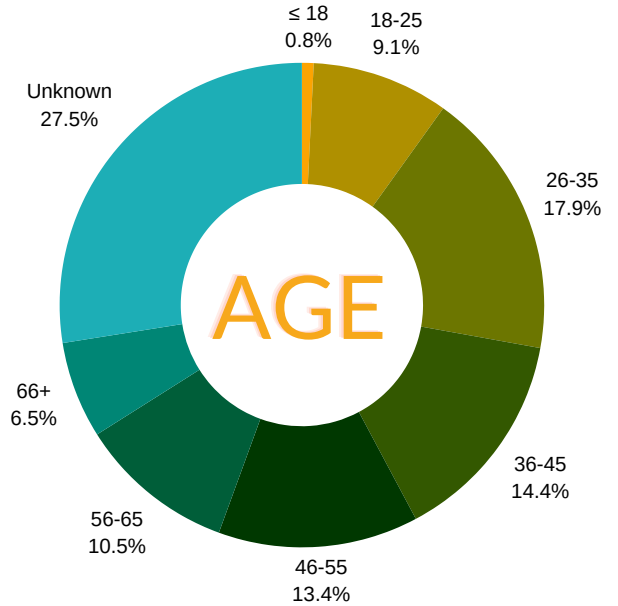
Total calls in 2023

**10,608**

**973%**

Increase 2019 - 2023

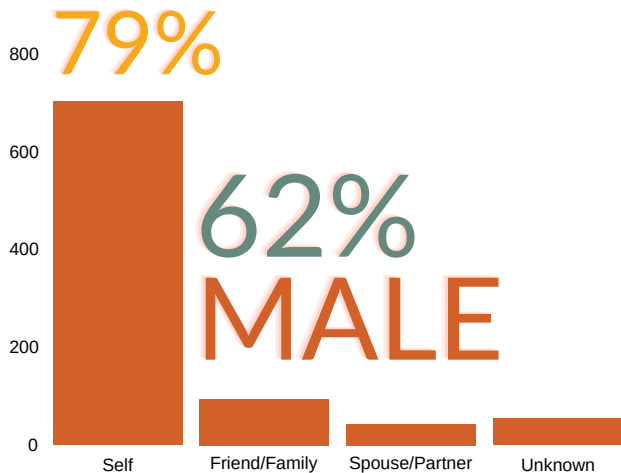
VCPG connected **29%** of callers directly to a problem gambling treatment provider.



**898**

Total intakes in 2023\*

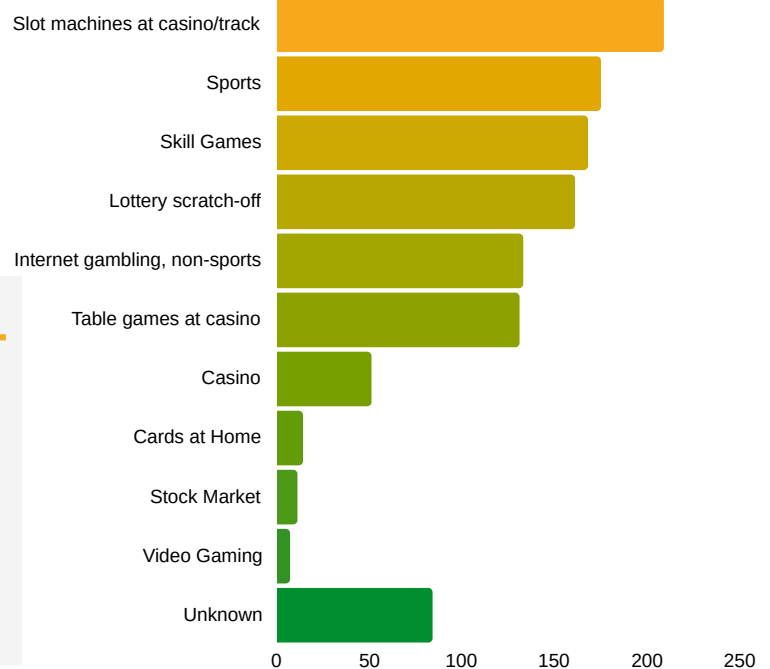
\*intakes are counted once the caller directly asks for help with problem gambling.



## PROMINENT FINANCIAL RAMIFICATIONS

- Spent all Extra Money
- Late on Bills
- Spent Savings
- Borrowed from Friends/Family
- Credit Card Debt

## FORMS OF GAMBLING



# Updates

## PARTNERSHIPS

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

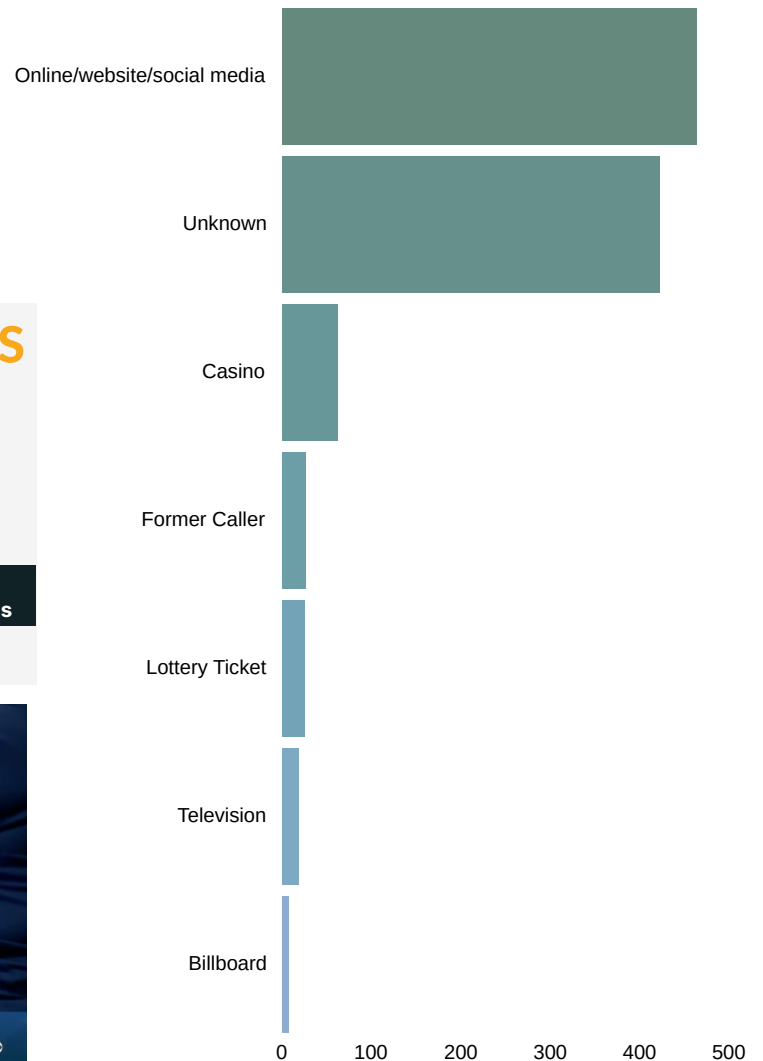
Partnerships are crucial to continuing with VCPG's mission. Funding from the Virginia Lottery launched the Helpline and continues to ensure anyone can reach out anytime to request help or treatment for a gambling-related disorder. Confiding in a nonjudgmental listener through the Helpline might be the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

## 2023 News

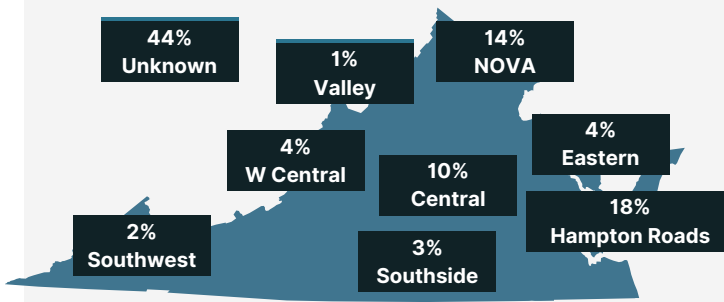
### VISIT OUR NEWSROOM



## REFERRAL SOURCE



## MOST AFFECTED AREAS



# Membership

THANK YOU TO OUR 2023 MEMBERS!

## PLATINUM MEMBERS

CAESARS ENTERTAINMENT  
DRAFTKINGS  
FANDUEL GROUP  
HARD ROCK HOTEL & CASINO BRISTOL

## GOLD MEMBERS

BARSTOOL SPORTS / PENN NATIONAL GAMING, INC.  
VIRGINIA LOTTERY

## BRONZE MEMBERS

COLONIAL DOWNS

## COMMUNITY SERVICES BOARD MEMBERS

MIDDLE PENINSULA / NORTHERN NECK CSB  
DANVILLE-PITTSYLVANIA COMMUNITY SERVICES  
HIGHLANDS COMMUNITY SERVICES  
HOPESTARTER RAPPAHANNOCK AREA CSB  
NORTHWESTERN CSB  
LOUDOUN COUNTY CSB  
PRINCE WILLIAM COMMUNITY SERVICES

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** 