



VIRGINIA COUNCIL on PROBLEM GAMBLING
knowledge | strength | support

2025 ANNUAL REPORT



24 Hour Confidential Toll-Free Helpline:

888.532.3500

WWW.VCPG.NET 

INFO@VCPG.NET 



We maintain a neutral stance on gambling.

A MESSAGE FROM THE PRESIDENT



In 2025, the Virginia Council on Problem Gambling saw both growing demand for services and meaningful progress in expanding support for Virginians impacted by gambling harm. As gambling access continues to increase across the Commonwealth, the Council's role as a trusted resource for education, prevention, and recovery is more important than ever.

Calls to the Virginia Problem Gambling Helpline rose 39% in 2025, totaling 21,983 calls, while intakes - calls in which individuals directly requested help for problem gambling - increased 50% to 1,508. These numbers reflect the rising need for accessible, compassionate support for individuals and families across Virginia.

We were also proud to welcome Willard Robertson as VCPG's new Executive Director. With more than 30 years of experience in nonprofit leadership across mental health, education and gambling harm prevention, Willard brings strong, mission-driven leadership to guide the Council forward.

On behalf of the Board, thank you to our members and partners for their continued commitment to improving the well-being of Virginians affected by gambling. Together, we remain focused on expanding access to prevention, education, treatment, and recovery resources statewide.

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



VCPG Helpline Statistics

2025

21,983 Calls
made to the VCPG Helpline
**39% increase over 2024*

GENDER OF CALLER



71% MALE

29% FEMALE



1,508 total
intakes

**Intakes are counted once the caller asks for help with problem gambling.*



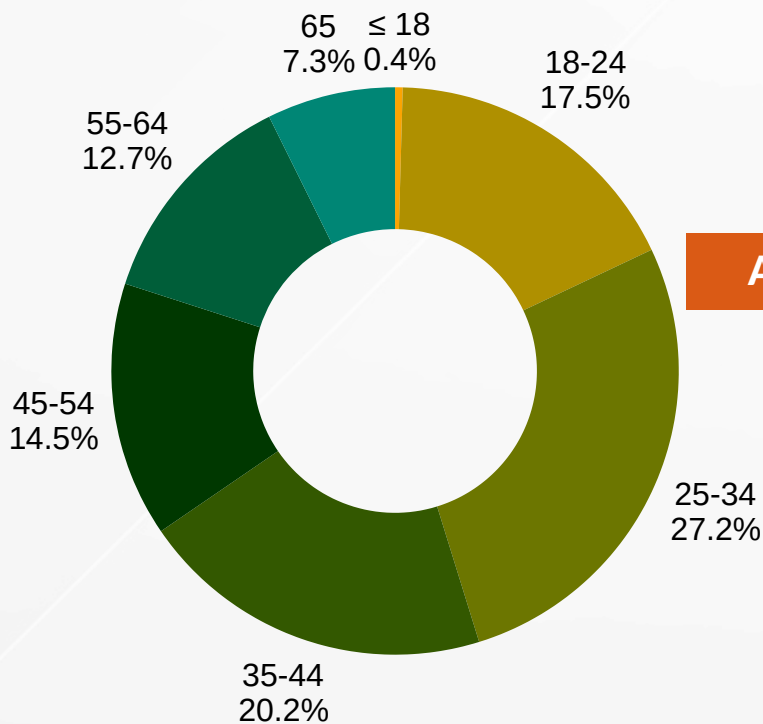
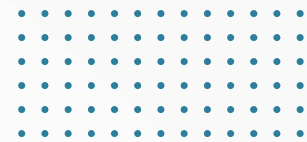
IDENTITY OF CALLER



82% SELF

18% OTHER

VCPG Helpline Statistics Cont.

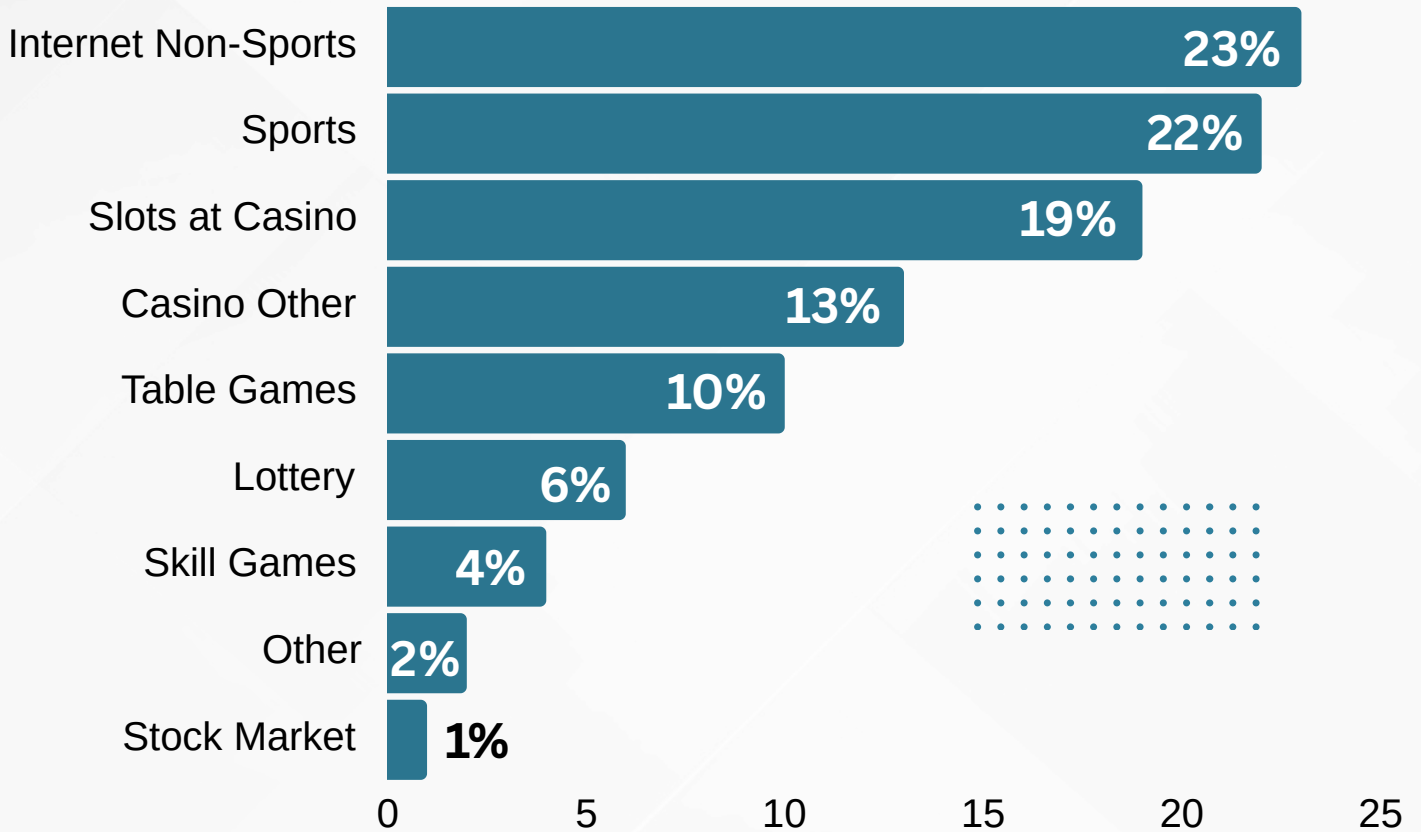


AGE OF CALLER ◀

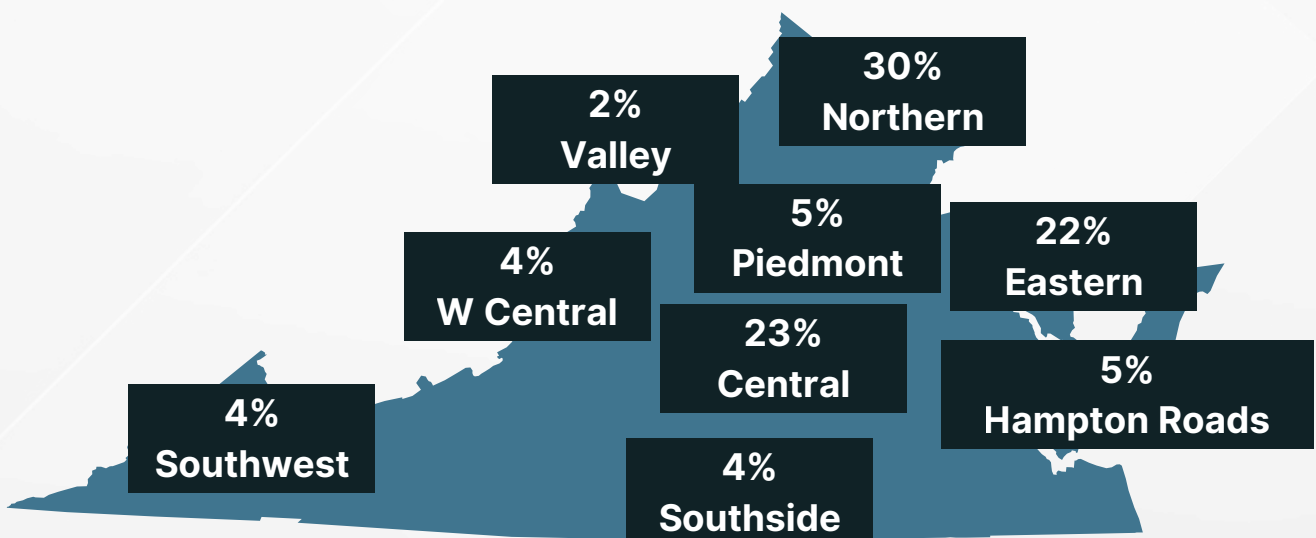
VCPG Helpline Statistics Cont.

FORMS OF GAMBLING

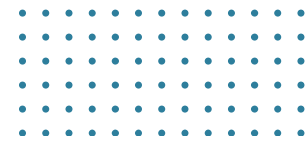
%



MOST AFFECTED AREAS

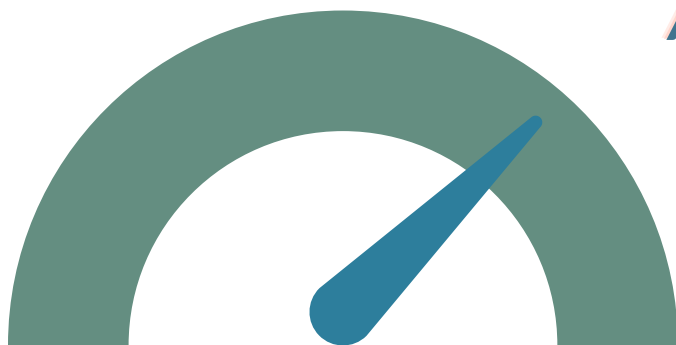


VCPG Helpline Statistics Cont.



PROMINENT FINANCIAL RAMIFICATIONS

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



76% INTERNET
8% CASINO
4% FRIEND
2% LOTTERY

TOP WAYS CALLERS SEEK HELP



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 supports the Helpline and continues to ensure anyone can reach out anytime to request help or treatment for a gambling-related disorder.



Virginia Partnership
for GAMING & HEALTH

Confiding in a nonjudgmental listener through the Helpline might be the first step to embracing life-changing behaviors that effectively deal with problem gambling.

In 2025, the Virginia Council on Problem Gambling (VCPG) strengthened its partnership with the Virginia Partnership for Gaming and Health (VPGH) at Virginia Commonwealth University to expand timely, coordinated support for Virginians impacted by gambling-related harm.

Together, VCPG and VPGH create a seamless pathway from the first request for help to specialized treatment, peer recovery services, and ongoing care navigation. As Virginia's statewide hub for gambling treatment and recovery access, workforce development, and research-informed services, VPGH increases Virginia's behavioral health system capacity while improving outcomes for individuals and families.

Last year, the Helpline directly referred over 500 individuals to VPGH services, with 90% of those who engaged receiving connections to specialized treatment and recovery supports. Importantly, 93% of individuals connected through VPGH met with an external treatment provider within one week, demonstrating rapid access to care that reduces crisis escalation, strengthens family stability, and supports more efficient use of public behavioral health resources across the Commonwealth. Learn more at vpgh.org.

2025 News
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SCAN ME 



Membership

PLATINUM MEMBERS

CAESARS ENTERTAINMENT
DRAFTKINGS
FANDUEL GROUP
HARD ROCK HOTEL & CASINO BRISTOL
RIVERS CASINO PORTSMOUTH



GOLD MEMBERS

BARSTOOL SPORTS / PENN NATIONAL GAMING, INC.
VIRGINIA LOTTERY

SILVER MEMBERS

BETMGM

BRONZE MEMBERS

COLONIAL DOWNS

COMMUNITY SERVICES BOARD MEMBERS

APPALACHIAN SUBSTANCE ABUSE COALITION
CHESTERFIELD MENTAL HEALTH SUPPORT SERVICES
DANVILLE-PITTSYLVANIA COMMUNITY SERVICES
DICKENSON COUNTY BEHAVIORAL HEALTH SERVICES
HIGHLANDS COMMUNITY SERVICES
HOPESTARTER RAPPAHANNOCK AREA CSB
LOUDOUN COUNTY CSB
MIDDLE PENINSULA / NORTHERN NECK CSB
NORTHWESTERN CSB
PRINCE WILLIAM COMMUNITY SERVICES
SOUTHERN VIRGINIA PROBLEM GAMBLING COLLABORATIVE (SVPGC)
SOUTHSIDE BEHAVIORAL HEALTH
WASHINGTON COUNTY PREVENTION COALITION

We are proud of our diverse and growing membership that includes businesses, nonprofits, government agencies, Tribal governments, and individual members. Together, our members represent a broad network of partners and advocates united by a shared commitment to promote responsible gambling, support problem gambling services, and to advance our mission to increase the well-being of Virginians impacted by gambling.

