Indiana Problem Gambling Helpline Statistics
September 2018

Morneau Shepell

Total Number of Calls	133
Total Number of Problem Gambling Help Line Specific Calls	18
Total Number of Calls Received Other Than Help Line Assistance	115

Calls By Shift (EST)		
First Shift (11:00pm-7:59am)	2	11.1%
Second Shift (8:00am-4:59pm)	12	66.7%
Third Shift (5:00pm-10:59pm)	4	22.2%

Request for Assistance Made by		
Self	14	77.8%
Spouse	2	11.1%
Other Family Member	2	11.1%
Friend/Advocate	0	0.0%

How Did Caller Hear About the Help Line?		
Printed on ticket	2	11.1%
Brochure	0	0.0%
Sign at gaming venue	5	27.8%
Billboard	0	0.0%
TV ad	0	0.0%
Radio ad	1	5.6%
Gaming Site Staff	2	11.1%
Phone Book	1	5.6%
Internet	4	22.2%
Newspaper	0	0.0%
Counselor/Lawyer	1	5.6%
Unknown	2	11.1%
Refused	0	0.0%

Caller Gender		
Female	7	38.9%
Male	11	61.1%
Unknown	0	0.0%

Caller Age		
0-19	1	5.6%
20-29	2	11.1%
30-39	3	16.7%
40-49	3	16.7%
50-59	3	16.7%
60-74	3	16.7%
75+	0	0.0%
Unknown	3	16.7%

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Caller Ethnicity

Caucasian	14	77.8%
African-American	1	5.6%
Hispanic	0	0.0%
Asian/Pacific Islander	0	0.0%
Native American	0	0.0%
Other	0	0.0%
Unknown	2	11.1%
Refused	1	5.6%

Preferred Venue

Casino	10	55.6%
Horse/Dog Track	0	0.0%
OTB	0	0.0%
Lottery	2	11.1%
Bingo Hall	0	0.0%
Book Maker	0	0.0%
Poker Game	1	5.6%
Social Organization	0	0.0%
Internet	2	11.1%
Bars	1	5.6%
Unknown	2	11.1%
Refused	0	0.0%

Do you play Fantasy Sports? (Gambler Only)

Yes	3	21.4%
No	9	64.3%
Unknown	1	7.1%
Refused	1	7.1%

If Yes, What Type of Fantasy Sports? (Gambler Only)

Same Day	0	0.0%
Weekly	1	33.3%
Season Long	2	66.7%

Military Status (Gambler Only)

Never Active	11	78.6%
Currently Active	0	0.0%
Currently Reserve	0	0.0%
Veteran	0	0.0%
Unknown	3	21.4%
Refused	0	0.0%

Prior Treatment (Gambler Only)

Mental Health	0	0.0%
Alcohol/Drug Abuse	1	7.1%
Gamblers Anonymous	1	7.1%
Past Gambling Treatment	0	0.0%

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Crisis Calls	2

Repeat Callers	0

Result of Call

Information Only	5	27.8%
Referred	8	44.4%
Transferred	0	0.0%
Not Applicable	5	27.8%

Out of State Callers

Transfer Results

During business hours, transfer completed	1	5.6%
During business hours, transfer refused	8	44.4%
During business hours, no answer/vm	0	0.0%
During business hours, transfer not offered	5	27.8%
Outside business hours, transfer not offered	4	22.2%
Outside business hours, transfer complete	0	0.0%

Indiana Problem Gambling Helpline Statistics
County Report
September 2018

Caller County	
Allen	1
Clark	1
Madison	1
Marion	6
Monroe	1
Putnam	1
St Joseph	2
Unknown	5
	18

Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
September 2018

First Treatment Referral	
Amethyst House, Addiction Services	2
CMHC Lawrenceburg	1
Life Recovery Center (Indy North Office)	1
Life Recovery Center (Indy West Office)	2
Life Recovery Center (Northeast Office)	2
Life Treatment Center	1
na	2
Otis R. Bowen Center	1
Salvation Army Harbor Light Center	1
	13

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	13

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Second Treatment Referral	
Emberwood Center	1
Grant-Blackford Mental Health, Inc	1
Life Recovery Center (Indy West Office)	2
	4

Number of Chat Conversations 0

Chat Info

Gambler	0
Non-Gambler	0
Not Specified	0

Number of Text Conversations 0

Number of Text Subscriptions 0