Indiana Problem Gambling Helpline Statistics
August 2020

Services provided by Morneau Shepell

Total Number of Calls	247
Total Number of Problem Gambling Help Line Specific Calls	23
Total Number of Calls Received Other Than Help Line Assistance	224

Calls By Shift (EST)		
First Shift (11:00pm-7:59am)	7	30.4%
Second Shift (8:00am-4:59pm)	11	47.8%
Third Shift (5:00pm-10:59pm)	5	21.7%

Request for Assistance Made by		
Self	20	87.0%
Spouse	0	0.0%
Other Family Member	3	13.0%
Friend/Advocate	0	0.0%

How Did Caller Hear About the Help Line?		
Printed on ticket	10	43.5%
Brochure	2	8.7%
Sign at gaming venue	2	8.7%
Billboard	0	0.0%
TV ad	0	0.0%
Radio ad	2	8.7%
Gaming Site Staff	0	0.0%
Phone Book	0	0.0%
Internet	4	17.4%
Newspaper	0	0.0%
Counselor/Lawyer	0	0.0%
Unknown	3	13.0%
Refused	0	0.0%

Caller Gender		
Female	8	34.8%
Male	15	65.2%
Unknown	0	0.0%

Caller Age		
0-19	0	0.0%
20-29	2	8.7%
30-39	2	8.7%
40-49	3	13.0%
50-59	2	8.7%
60-74	3	13.0%
75+	2	8.7%
Unknown	9	39.1%

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Caller Ethnicity

Caucasian	15	65.2%
African-American	2	8.7%
Hispanic	0	0.0%
Asian/Pacific Islander	0	0.0%
Native American	0	0.0%
Other	1	4.3%
Unknown	4	17.4%
Refused	1	4.3%

Preferred Venue

Casino	12	52.2%
Horse/Dog Track	0	0.0%
OTB	1	4.3%
Lottery	5	21.7%
Bingo Hall	0	0.0%
Book Maker	0	0.0%
Poker Game	0	0.0%
Social Organization	0	0.0%
Internet	3	13.0%
Bars	0	0.0%
Unknown	1	4.3%
Refused	1	4.3%

Do you play Fantasy Sports? (Gambler Only)

Yes	2	10.0%
No	17	85.0%
Unknown	1	5.0%
Refused	0	0.0%

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

Same Day	2	100.0%
Weekly	0	0.0%
Season Long	0	0.0%

Military Status (Gambler Only)

Never Active	14	70.0%
Currently Active	0	0.0%
Currently Reserve	0	0.0%
Veteran	2	10.0%
Unknown	4	20.0%
Refused	0	0.0%

Prior Treatment (Gambler Only)

Mental Health	2	10.0%
Alcohol/Drug Abuse	0	0.0%
Gamblers Anonymous	1	5.0%
Past Gambling Treatment	0	0.0%

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Crisis Calls	1

Repeat Callers	0

Result of Call

Information Only	5	21.7%
Referred	15	65.2%
Transferred	1	4.3%
Not Applicable	2	8.7%

Out of State Callers	3

Transfer Results

During business hours, transfer completed	1	4.3%
During business hours, transfer refused	2	8.7%
During business hours, no answer/vm	1	4.3%
During business hours, transfer not offered	5	21.7%
Outside business hours, transfer not offered	13	56.5%
Outside business hours, transfer complete	1	4.3%

Indiana Problem Gambling Helpline Statistics
County Report
August 2020

Caller County	
Adams	1
Dearborn	2
Dubois	1
Elkhart	2
Hamilton	1
Hendricks	2
Lake	1
Marion	4
Unknown	6
	20

Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
August 2020

First Treatment Referral	
Amethyst House, Addiction Services	4
CMHC Lawrenceburg	1
Counseling for Change	2
Emberwood Center	2
Life Recovery Center (Indy North Office)	1
Life Recovery Center (Indy South Office)	1
Oaklawn Psychiatric Center	2
Regional Mental Health Center (Strawhun Center)	1
Salvation Army Harbor Light Center	2
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Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
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Second Treatment Referral	
CMHC Lawrenceburg	2
Life Recovery Center (Indy South Office)	1
Life Recovery Center (Indy West Office)	1
Life Treatment Centers	1
Salvation Army Harbor Light Center	1
Serenity Counseling	1
	7

Number of Chat Conversations 0

Chat Info

Gambler	0
Non-Gambler	0
Not Specified	0

Number of Text Conversations 3

Number of Text Subscriptions 0