Indiana Problem Gambling Helpline Statistics
January 2018

Services provided by Morneau Shepell

Total Number of Calls	218
Total Number of Problem Gambling Help Line Specific Calls	20
Total Number of Calls Received Other Than Help Line Assistance	198

Calls By Shift (EST)		
First Shift (11:00pm-7:59am)	1	5.0%
Second Shift (8:00am-4:59pm)	11	55.0%
Third Shift (5:00pm-10:59pm)	8	40.0%

Request for Assistance Made by		
Self	18	90.0%
Spouse	0	0.0%
Other Family Member	2	10.0%
Friend/Advocate	0	0.0%

How Did Caller Hear About the Help Line?		
Printed on ticket	3	15.0%
Brochure	3	15.0%
Sign at gaming venue	2	10.0%
Billboard	0	0.0%
TV ad	0	0.0%
Radio ad	0	0.0%
Gaming Site Staff	1	5.0%
Phone Book	0	0.0%
Internet	6	30.0%
Newspaper	0	0.0%
Counselor/Lawyer	0	0.0%
Unknown	5	25.0%
Refused	0	0.0%

Caller Gender		
Female	8	40.0%
Male	12	60.0%
Unknown	0	0.0%

Caller Age		
0-19	0	0.0%
20-29	4	20.0%
30-39	8	40.0%
40-49	5	25.0%
50-59	3	15.0%
60-74	0	0.0%
75+	0	0.0%
Unknown	0	0.0%

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Caller Ethnicity

Caucasian	11	55.0%
African-American	4	20.0%
Hispanic	0	0.0%
Asian/Pacific Islander	1	5.0%
Native American	0	0.0%
Other	0	0.0%
Unknown	4	20.0%
Refused	0	0.0%

Preferred Venue

Casino	17	85.0%
Horse/Dog Track	0	0.0%
OTB	0	0.0%
Lottery	3	15.0%
Bingo Hall	0	0.0%
Book Maker	0	0.0%
Poker Game	0	0.0%
Social Organization	0	0.0%
Internet	0	0.0%
Bars	0	0.0%
Unknown	0	0.0%
Refused	0	0.0%

Do you play Fantasy Sports? (Gambler Only)

Yes	2	11.1%
No	16	88.9%
Unknown	0	0.0%
Refused	0	0.0%

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

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

Military Status (Gambler Only)

Never Active	18	100.0%
Currently Active	0	0.0%
Currently Reserve	0	0.0%
Veteran	0	0.0%
Unknown	0	0.0%
Refused	0	0.0%

Prior Treatment (Gambler Only)

Mental Health	6	33.3%
Alcohol/Drug Abuse	2	11.1%
Gamblers Anonymous	4	22.2%
Past Gambling Treatment	4	22.2%

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Crisis Calls	0

Repeat Callers	4

Result of Call		
Information Only	7	35.0%
Referred	10	50.0%
Transferred	1	5.0%
Not Applicable	2	10.0%

Out of State Callers	2

Transfer Results		
During business hours, transfer completed	1	5.0%
During business hours, transfer refused	2	10.0%
During business hours, no answer/vm	0	0.0%
During business hours, transfer not offered	4	20.0%
Outside business hours, transfer not offered	13	65.0%
Outside business hours, transfer complete	0	0.0%

Indiana Problem Gambling Helpline Statistics
County Report
January 2018

Caller County	
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Dearborn	1
Hendricks	1
Johnson	1
Lake	2
Marion	3
Morgan	1
Porter	1
St Joseph	2
Tipton	1
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Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
January 2018

First Treatment Referral	
Aspire Indiana, Gambling	1
CMHC Lawrenceburg	1
Emberwood Center	1
Life Recovery Center (Indy North Office)	2
Oaklawn Psychiatric Center	1
Regional Mental Health Center (Stark Center)	2
Salvation Army Harbor Light Center	2
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Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
January 2018

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