# Indiana Problem Gambling Helpline Statistics
## September 2017

Morneau Shepell

| Total Number of Calls | 221 |
|---|---|
| Total Number of Problem Gambling Help Line Specific Calls | 33 |
| Total Number of Calls Received Other Than Help Line Assistance | 188 |

| Calls By Shift (EST) | | |
|---|---|---|
| First Shift (11:00pm-7:59am) | 6 | 18.2% |
| Second Shift (8:00am-4:59pm) | 21 | 63.6% |
| Third Shift (5:00pm-10:59pm) | 6 | 18.2% |

| Request for Assistance Made by | | |
|---|---|---|
| Self | 28 | 84.8% |
| Spouse | 1 | 3.0% |
| Other Family Member | 2 | 6.1% |
| Friend/Advocate | 2 | 6.1% |

| How Did Caller Hear About the Help Line? | | |
|---|---|---|
| Printed on ticket | 5 | 15.2% |
| Brochure | 3 | 9.1% |
| Sign at gaming venue | 4 | 12.1% |
| Billboard | 2 | 6.1% |
| TV ad | 0 | 0.0% |
| Radio ad | 0 | 0.0% |
| Gaming Site Staff | 2 | 6.1% |
| Phone Book | 0 | 0.0% |
| Internet | 8 | 24.2% |
| Newspaper | 0 | 0.0% |
| Counselor/Lawyer | 2 | 6.1% |
| Unknown | 5 | 15.2% |
| Refused | 2 | 6.1% |

| Caller Gender | | |
|---|---|---|
| Female | 15 | 45.5% |
| Male | 18 | 54.5% |
| Unknown | 0 | 0.0% |

| Caller Age | | |
|---|---|---|
| 0-19 | 0 | 0.0% |
| 20-29 | 5 | 15.2% |
| 30-39 | 7 | 21.2% |
| 40-49 | 11 | 33.3% |
| 50-59 | 4 | 12.1% |
| 60-74 | 2 | 6.1% |
| 75+ | 0 | 0.0% |
| Unknown | 4 | 12.1% |

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## Caller Ethnicity

| | | |
|---|---|---|
| Caucasian | 19 | 57.6% |
| African-American | 5 | 15.2% |
| Hispanic | 0 | 0.0% |
| Asian/Pacific Islander | 1 | 3.0% |
| Native American | 1 | 3.0% |
| Other | 0 | 0.0% |
| Unknown | 4 | 12.1% |
| Refused | 3 | 9.1% |

## Preferred Venue

| | | |
|---|---|---|
| Casino | 22 | 66.7% |
| Horse/Dog Track | 0 | 0.0% |
| OTB | 0 | 0.0% |
| Lottery | 4 | 12.1% |
| Bingo Hall | 0 | 0.0% |
| Book Maker | 0 | 0.0% |
| Poker Game | 0 | 0.0% |
| Social Organization | 0 | 0.0% |
| Internet | 2 | 6.1% |
| Bars | 2 | 6.1% |
| Unknown | 2 | 6.1% |
| Refused | 1 | 3.0% |

## Do you play Fantasy Sports? (Gambler Only)

| | | |
|---|---|---|
| Yes | 3 | 10.7% |
| No | 24 | 85.7% |
| Unknown | 1 | 3.6% |
| Refused | 0 | 0.0% |

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

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

## Military Status (Gambler Only)

| | | |
|---|---|---|
| Never Active | 21 | 75.0% |
| Currently Active | 0 | 0.0% |
| Currently Reserve | 0 | 0.0% |
| Veteran | 1 | 3.6% |
| Unknown | 3 | 10.7% |
| Refused | 3 | 10.7% |

## Prior Treatment (Gambler Only)

| | | |
|---|---|---|
| Mental Health | 3 | 14.3% |
| Alcohol/Drug Abuse | 4 | 18.2% |
| Gamblers Anonymous | 2 | 8.7% |
| Past Gambling Treatment | 1 | 4.3% |

# Indiana Problem Gambling Helpline Statistics
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| Crisis Calls | 0 |
|---|---|

| Repeat Callers | 3 |
|---|---|

## Result of Call

| | | |
|---|---|---|
| Information Only | 9 | 27.3% |
| Referred | 15 | 45.5% |
| Transferred | 3 | 9.1% |
| Not Applicable | 6 | 18.2% |

## Out of State Callers

## Transfer Results

| | | |
|---|---|---|
| During business hours, transfer completed | 3 | 9.1% |
| During business hours, transfer refused | 9 | 27.3% |
| During business hours, no answer/vm | 1 | 3.0% |
| During business hours, transfer not offered | 6 | 18.2% |
| Outside business hours, transfer not offered | 14 | 42.4% |
| Outside business hours, transfer complete | 0 | 0.0% |

# Indiana Problem Gambling Helpline Statistics
## County Report
## September 2017

| Caller County | |
|---|---|
| Boone | 1 |
| Dearborn | 1 |
| Fayette | 2 |
| Hamilton | 1 |
| Henry | 1 |
| Howard | 2 |
| Huntington | 1 |
| Jackson | 1 |
| Jay | 1 |
| Madison | 2 |
| Marion | 2 |
| Monroe | 1 |
| Parke | 1 |
| Ripley | 2 |
| Shelby | 1 |
| St Joseph | 3 |
| Starke | 1 |
| | 24 |

# Indiana Problem Gambling Helpline Statistics
## Treatment Referral Report
## September 2017

| First Treatment Referral | |
|---|---|
| Amethyst House, Addiction Services | 2 |
| Aspire Indiana, Gambling | 2 |
| CMHC Lawrenceburg | 2 |
| Four County Counseling Center | 1 |
| Grant-Blackford Mental Health, Inc | 2 |
| Life Recovery Center (Indy South Office) | 1 |
| Life Recovery Center (Northeast Office) | 2 |
| Life Treatment Center | 2 |
| Salvation Army Harbor Light Center | 1 |
| Southwestern Behavioral Healthcare, Inc/Stepping Stone | 1 |
| | 16 |

# Indiana Problem Gambling Helpline Statistics
## Treatment Referral Report
## September 2017

| Second Treatment Referral | |
|---|---|
| Aspire Indiana, Gambling | 1 |
| Emberwood Center | 2 |
| Life Recovery Center (Indy North Office) | 1 |
| Life Recovery Center (Indy West Office) | 1 |
| Life Recovery Center (Northeast Office) | 1 |
| LifeSpring Health Systems | 1 |
| | 7 |