Indiana Problem Gambling Helpline Statistics
October 2020

Services provided by Morneau Shepell

Total Number of Calls	170
Total Number of Problem Gambling Help Line Specific Calls	14
Total Number of Calls Received Other Than Help Line Assistance	156

Calls By Shift (EST)		
First Shift (11:00pm-7:59am)	5	35.7%
Second Shift (8:00am-4:59pm)	6	42.9%
Third Shift (5:00pm-10:59pm)	3	21.4%

Request for Assistance Made by		
Self	13	92.9%
Spouse	0	0.0%
Other Family Member	1	7.1%
Friend/Advocate	0	0.0%

How Did Caller Hear About the Help Line?		
Printed on ticket	4	28.6%
Brochure	3	21.4%
Sign at gaming venue	0	0.0%
Billboard	0	0.0%
TV ad	0	0.0%
Radio ad	1	7.1%
Gaming Site Staff	0	0.0%
Phone Book	0	0.0%
Internet	3	21.4%
Newspaper	0	0.0%
Counselor/Lawyer	0	0.0%
Unknown	2	14.3%
Refused	1	7.1%

Caller Gender		
Female	3	21.4%
Male	11	78.6%
Unknown	0	0.0%

Caller Age		
0-19	0	0.0%
20-29	2	14.3%
30-39	3	21.4%
40-49	1	7.1%
50-59	1	7.1%
60-74	4	28.6%
75+	0	0.0%
Unknown	3	21.4%

Indiana Problem Gambling Helpline Statistics
October 2020

Caller Ethnicity

Caucasian	10	71.4%
African-American	2	14.3%
Hispanic	0	0.0%
Asian/Pacific Islander	0	0.0%
Native American	0	0.0%
Other	1	7.1%
Unknown	1	7.1%
Refused	0	0.0%

Preferred Venue

Casino	7	50.0%
Horse/Dog Track	0	0.0%
OTB	0	0.0%
Lottery	4	28.6%
Bingo Hall	0	0.0%
Book Maker	0	0.0%
Poker Game	0	0.0%
Social Organization	0	0.0%
Internet	1	7.1%
Bars	1	7.1%
Unknown	1	7.1%
Refused	0	0.0%

Do you play Fantasy Sports? (Gambler Only)

Yes	1	7.7%
No	7	53.8%
Unknown	5	38.5%
Refused	0	0.0%

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

Same Day	0	0.0%
Weekly	0	0.0%
Season Long	1	100.0%

Military Status (Gambler Only)

Never Active	6	46.2%
Currently Active	0	0.0%
Currently Reserve	0	0.0%
Veteran	2	15.4%
Unknown	5	38.5%
Refused	0	0.0%

Prior Treatment (Gambler Only)

Mental Health	2	14.3%
Alcohol/Drug Abuse	3	21.4%
Gamblers Anonymous	4	28.6%
Past Gambling Treatment	4	28.6%

Indiana Problem Gambling Helpline Statistics
October 2020

Crisis Calls

Repeat Callers

Result of Call

Information Only	4	28.6%
Referred	8	57.1%
Transferred	1	7.1%
Not Applicable	1	7.1%

Out of State Callers

Transfer Results

During business hours, transfer completed	1	7.1%
During business hours, transfer refused	1	7.1%
During business hours, no answer/vm	0	0.0%
During business hours, transfer not offered	2	14.3%
Outside business hours, transfer not offered	10	71.4%
Outside business hours, transfer complete	0	0.0%

Indiana Problem Gambling Helpline Statistics
County Report
October 2020

Caller County	
Allen	1
Boone	2
Hamilton	1
Hancock	1
Knox	1
Lake	1
Lawrence	1
Marion	1
St Joseph	3
Unknown	2
	14

Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
October 2020

First Treatment Referral	
Amethyst House, Addiction Services	1
Counseling for Change	1
Creative Counseling	1
Life Recovery Center (Indy North Office)	2
Life Recovery Center (Northeast Office)	1
Life Treatment Centers	2
Otis R. Bowen Center	1
	9

Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
October 2020

Second Treatment Referral	
Amethyst House, Addiction Services	1
Emberwood Center	1
Grant-Blackford Mental Health, Inc	1
Serenity Counseling	1
	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