Indiana Problem Gambling Helpline Statistics
September 2019

Services provided by Morneau Shepell

Total Number of Calls	175
Total Number of Problem Gambling Help Line Specific Calls	18
Total Number of Calls Received Other Than Help Line Assistance	157

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	13	72.2%
Spouse	1	5.6%
Other Family Member	2	11.1%
Friend/Advocate	2	11.1%

How Did Caller Hear About the Help Line?		
Printed on ticket	1	5.6%
Brochure	4	22.2%
Sign at gaming venue	0	0.0%
Billboard	0	0.0%
TV ad	0	0.0%
Radio ad	0	0.0%
Gaming Site Staff	0	0.0%
Phone Book	0	0.0%
Internet	4	22.2%
Newspaper	0	0.0%
Counselor/Lawyer	0	0.0%
Unknown	9	50.0%
Refused	0	0.0%

Caller Gender		
Female	5	27.8%
Male	13	72.2%
Unknown	0	0.0%

Caller Age		
0-19	0	0.0%
20-29	0	0.0%
30-39	4	22.2%
40-49	2	11.1%
50-59	3	16.7%
60-74	1	5.6%
75+	0	0.0%
Unknown	8	44.4%

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Caller Ethnicity

Caucasian	10	55.6%
African-American	2	11.1%
Hispanic	1	5.6%
Asian/Pacific Islander	0	0.0%
Native American	0	0.0%
Other	0	0.0%
Unknown	5	27.8%
Refused	0	0.0%

Preferred Venue

Casino	10	55.6%
Horse/Dog Track	0	0.0%
OTB	0	0.0%
Lottery	3	16.7%
Bingo Hall	0	0.0%
Book Maker	0	0.0%
Poker Game	0	0.0%
Social Organization	0	0.0%
Internet	1	5.6%
Bars	0	0.0%
Unknown	3	16.7%
Refused	1	5.6%

Do you play Fantasy Sports? (Gambler Only)

Yes	0	0.0%
No	13	100.0%
Unknown	0	0.0%
Refused	0	0.0%

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

Same Day
Weekly
Season Long

Military Status (Gambler Only)

Never Active	7	53.8%
Currently Active	0	0.0%
Currently Reserve	0	0.0%
Veteran	0	0.0%
Unknown	6	46.2%
Refused	0	0.0%

Prior Treatment (Gambler Only)

Mental Health	1	7.7%
Alcohol/Drug Abuse	0	0.0%
Gamblers Anonymous	0	0.0%
Past Gambling Treatment	2	15.4%

Indiana Problem Gambling Helpline Statistics
September 2019

Crisis Calls	1

Repeat Callers	1

Result of Call

Information Only	1	5.6%
Referred	15	83.3%
Transferred	0	0.0%
Not Applicable	2	11.1%

Out of State Callers	2

Transfer Results

During business hours, transfer completed	0	0.0%
During business hours, transfer refused	5	27.8%
During business hours, no answer/vm	0	0.0%
During business hours, transfer not offered	3	16.7%
Outside business hours, transfer not offered	10	55.6%
Outside business hours, transfer complete	0	0.0%

Indiana Problem Gambling Helpline Statistics
County Report
September 2019

Caller County	
Delaware	1
Greene	1
Hendricks	1
Howard	1
Lake	1
Marion	1
Ohio	1
Porter	1
Pulaski	1
St Joseph	1
Tippecanoe	2
Unknown	3
Warrick	1
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Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
September 2019

First Treatment Referral	
Amethyst House, Addiction Services	5
Counseling for Change	1
Four County Counseling Center	2
GA referral	1
Grant-Blackford Mental Health, Inc	1
LaPorte County Comprehensive Mental Health, Swanson Center	1
Life Recovery Center (Indy West Office)	1
Life Treatment Center	1
Regional Mental Health Center (Strawhun Center)	1
Salvation Army Harbor Light Center	1
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Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
September 2019

Second Treatment Referral	
Emberwood Center	1
Life Recovery Center (Indy North Office)	1
Life Recovery Center (Northeast Office)	1
Oaklawn Psychiatric Center	1
Regional Mental Health Center (Stark Center)	1
Salvation Army Harbor Light Center	1
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Number of Chat Conversations	12

Chat Info

Gambler	0
Non-Gambler	0
Not Specified	12

Number of Text Conversations	4
Number of Text Subscriptions	13