Indiana Problem Gambling Helpline Statistics
May 2017

Services provided by BDA | Morneau Shepell

Total Number of Calls	247
Total Number of Problem Gambling Help Line Specific Calls	29
Total Number of Calls Received Other Than Help Line Assistance	218

Calls By Shift (EST)		
First Shift (11:00pm-7:59am)	7	24.1%
Second Shift (8:00am-4:59pm)	13	44.8%
Third Shift (5:00pm-10:59pm)	9	31.0%

Request for Assistance Made by		
Self	23	79.3%
Spouse	3	10.3%
Other Family Member	3	10.3%
Friend/Advocate	0	0.0%

How Did Caller Hear About the Help Line?		
Printed on ticket	4	13.8%
Brochure	1	3.4%
Sign at gaming venue	6	20.7%
Billboard	3	10.3%
TV ad	0	0.0%
Radio ad	1	3.4%
Gaming Site Staff	0	0.0%
Phone Book	1	3.4%
Internet	7	24.1%
Newspaper	0	0.0%
Counselor/Lawyer	0	0.0%
Unknown	4	13.8%
Refused	2	6.9%

Caller Gender		
Female	9	31.0%
Male	20	69.0%
Unknown	0	0.0%

Caller Age		
0-19	1	3.4%
20-29	2	6.9%
30-39	5	17.2%
40-49	2	6.9%
50-59	7	24.1%
60-74	8	27.6%
75+	0	0.0%
Unknown	4	13.8%

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Caller Ethnicity

Caucasian	20	69.0%
African-American	4	13.8%
Hispanic	0	0.0%
Asian/Pacific Islander	0	0.0%
Native American	1	3.4%
Other	0	0.0%
Unknown	2	6.9%
Refused	2	6.9%

Preferred Venue

Casino	18	62.1%
Horse/Dog Track	0	0.0%
OTB	0	0.0%
Lottery	8	27.6%
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	3	10.3%
Refused	0	0.0%

Do you play Fantasy Sports? (Gambler Only)

Yes	1	4.3%
No	18	78.3%
Unknown	3	13.0%
Refused	1	4.3%

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	18	78.3%
Currently Active	0	0.0%
Currently Reserve	0	0.0%
Veteran	1	4.3%
Unknown	3	13.0%
Refused	1	4.3%

Prior Treatment (Gambler Only)

Mental Health	3	13.6%
Alcohol/Drug Abuse	2	9.1%
Gamblers Anonymous	4	19.0%
Past Gambling Treatment	0	0.0%

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Crisis Calls	0

Repeat Callers	4

Result of Call		
Information Only	8	27.6%
Referred	17	58.6%
Transferred	0	0.0%
Not Applicable	4	13.8%

Out of State Callers	1

Transfer Results		
During business hours, transfer completed	0	0.0%
During business hours, transfer refused	7	24.1%
During business hours, no answer/vm	0	0.0%
During business hours, transfer not offered	10	34.5%
Outside business hours, transfer not offered	10	34.5%
Outside business hours, transfer complete	2	6.9%

Indiana Problem Gambling Helpline Statistics
County Report
May 2017

Caller County	
Adams	1
Allen	1
Delaware	1
Elkhart	1
Grant	1
Huntington	1
Jackson	1
Johnson	1
La Porte	1
Lake	1
Marion	11
Porter	1
Tippecanoe	1
Vigo	1
	24

Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
May 2017

First Treatment Referral	
Amethyst House, Addiction Services	2
Aspire Indiana, Gambling	1
CMHC Lawrenceburg	1
Emberwood Center	1
Grant-Blackford Mental Health, Inc	1
Life Recovery Center (Indy South Office)	1
Life Recovery Center (Indy North Office)	2
Life Recovery Center (Indy West Office)	1
Life Recovery Center (Northeast Office)	1
Otis R. Bowen Center	1
Regional Mental Health Center (Stark Center)	1
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Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
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Second Treatment Referral	
Aspire Indiana, Gambling	2
Emberwood Center	3
Life Recovery Center (Indy North Office)	1
Midtown CMHC/Eskenazi Health	1
Salvation Army Harbor Light Center	1
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