Indiana Problem Gambling Helpline Statistics
June 2021

Services provided by Morneau Shepell

Total Number of Calls	373
Total Number of Problem Gambling Help Line Specific Calls	29
Total Number of Calls Received Other Than Help Line Assistance	344

Calls By Shift (EST)		
First Shift (11:00pm-7:59am)	5	17.2%
Second Shift (8:00am-4:59pm)	14	48.3%
Third Shift (5:00pm-10:59pm)	10	34.5%

Request for Assistance Made by		
Self	24	82.8%
Spouse	1	3.4%
Other Family Member	2	6.9%
Friend/Advocate	2	6.9%

How Did Caller Hear About the Help Line?		
Printed on ticket	7	24.1%
Brochure	0	0.0%
Sign at gaming venue	1	3.4%
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	14	48.3%
Newspaper	0	0.0%
Counselor/Lawyer	3	10.3%
Unknown	3	10.3%
Refused	1	3.4%

Caller Gender		
Female	7	24.1%
Male	22	75.9%
Unknown	0	0.0%

Caller Age		
0-19	1	3.4%
20-29	4	13.8%
30-39	4	13.8%
40-49	4	13.8%
50-59	2	6.9%
60-74	3	10.3%
75+	0	0.0%
Unknown	11	37.9%

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Caller Ethnicity

Caucasian	8	27.6%
African-American	4	13.8%
Hispanic	1	3.4%
Asian/Pacific Islander	0	0.0%
Native American	0	0.0%
Other	0	0.0%
Unknown	16	55.2%
Refused	0	0.0%

Preferred Venue

Casino	7	24.1%
Horse/Dog Track	0	0.0%
OTB	1	3.4%
Lottery	7	24.1%
Bingo Hall	0	0.0%
Book Maker	0	0.0%
Poker Game	0	0.0%
Social Organization	0	0.0%
Internet	7	24.1%
Bars	0	0.0%
Unknown	6	20.7%
Refused	1	3.4%

Do you play Fantasy Sports? (Gambler Only)

Yes	2	8.3%
No	16	66.7%
Unknown	5	20.8%
Refused	1	4.2%

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

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

Military Status (Gambler Only)

Never Active	15	62.5%
Currently Active	1	4.2%
Currently Reserve	0	0.0%
Veteran	2	8.3%
Unknown	6	25.0%
Refused	0	0.0%

Prior Treatment (Gambler Only)

Mental Health	6	25.0%
Alcohol/Drug Abuse	1	4.2%
Gamblers Anonymous	3	12.5%
Past Gambling Treatment	1	4.2%

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Crisis Calls 3

Repeat Callers 1

Result of Call

Information Only	11	37.9%
Referred	13	44.8%
Transferred	0	0.0%
Not Applicable	5	17.2%

Out of State Callers

Transfer Results

During business hours, transfer completed	1	3.4%
During business hours, transfer refused	7	24.1%
During business hours, no answer/vm	0	0.0%
During business hours, transfer not offered	1	3.4%
Outside business hours, transfer not offered	20	69.0%
Outside business hours, transfer complete	0	0.0%

Indiana Problem Gambling Helpline Statistics
County Report
June 2021

Caller County	
Allen	1
Bartholomew	1
Dubois	1
Hamilton	1
Hendricks	1
Howard	2
Jefferson	1
Lake	4
Marion	5
Marshall	1
Scott	1
Spencer	1
St Joseph	1
Unknown	8
	29

Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
June 2021

First Treatment Referral	
Amethyst House, Addiction Services	1
CMHC Lawrenceburg	1
Counseling for Change	1
Creative Counseling	1
Denied	1
Life Recovery Center (Indy North Office)	2
Life Recovery Center (Indy West Office)	2
LifeSpring Health Systems	2
Regional Mental Health Center (Stark Center)	1
Salvation Army Harbor Light Center	1
	13

Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
June 2021

Second Treatment Referral	
Amethyst House, Addiction Services	1
Emberwood Center	2
ER Counseling, LLC	1
Life Treatment Centers	1
Regional Mental Health Center (Strawhun Center)	1
	6

Number of Chat Conversations 1

Chat Info

Gambler	0
Non-Gambler	0
Not Specified	1

Number of Text Conversations 5

Number of Text Subscriptions 0