Indiana Problem Gambling Helpline Statistics
July 2020

Services provided by Morneau Shepell

Total Number of Calls	255
Total Number of Problem Gambling Help Line Specific Calls	18
Total Number of Calls Received Other Than Help Line Assistance	237

Calls By Shift (EST)		
First Shift (11:00pm-7:59am)	4	22.2%
Second Shift (8:00am-4:59pm)	5	27.8%
Third Shift (5:00pm-10:59pm)	9	50.0%

Request for Assistance Made by		
Self	13	72.2%
Spouse	0	0.0%
Other Family Member	2	11.1%
Friend/Advocate	3	16.7%

How Did Caller Hear About the Help Line?		
Printed on ticket	4	22.2%
Brochure	0	0.0%
Sign at gaming venue	0	0.0%
Billboard	0	0.0%
TV ad	0	0.0%
Radio ad	2	11.1%
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	6	33.3%
Refused	2	11.1%

Caller Gender		
Female	3	16.7%
Male	15	83.3%
Unknown	0	0.0%

Caller Age		
0-19	0	0.0%
20-29	2	11.1%
30-39	4	22.2%
40-49	0	0.0%
50-59	0	0.0%
60-74	2	11.1%
75+	0	0.0%
Unknown	10	55.6%

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Caller Ethnicity

Caucasian	8	44.4%
African-American	7	38.9%
Hispanic	0	0.0%
Asian/Pacific Islander	0	0.0%
Native American	0	0.0%
Other	0	0.0%
Unknown	3	16.7%
Refused	0	0.0%

Preferred Venue

Casino	7	38.9%
Horse/Dog Track	2	11.1%
OTB	0	0.0%
Lottery	6	33.3%
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	16.7%
Refused	0	0.0%

Do you play Fantasy Sports? (Gambler Only)

Yes	1	7.7%
No	10	76.9%
Unknown	2	15.4%
Refused	0	0.0%

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

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

Military Status (Gambler Only)

Never Active	9	69.2%
Currently Active	0	0.0%
Currently Reserve	0	0.0%
Veteran	0	0.0%
Unknown	4	30.8%
Refused	0	0.0%

Prior Treatment (Gambler Only)

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

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July 2020

Crisis Calls 0

Repeat Callers 1

Result of Call

Information Only	6	33.3%
Referred	6	33.3%
Transferred	2	11.1%
Not Applicable	4	22.2%

Out of State Callers

Transfer Results

During business hours, transfer completed	1	5.6%
During business hours, transfer refused	3	16.7%
During business hours, no answer/vm	0	0.0%
During business hours, transfer not offered	1	5.6%
Outside business hours, transfer not offered	12	66.7%
Outside business hours, transfer complete	1	5.6%

Indiana Problem Gambling Helpline Statistics
County Report
July 2020

Caller County	
Allen	1
De Kalb	1
Floyd	1
Hendricks	1
Howard	2
Lagrange	1
Lake	1
Madison	1
Marion	1
Unknown	8
	18

Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
July 2020

First Treatment Referral	
Amethyst House, Addiction Services	1
Emberwood Center	1
Life Recovery Center (Indy West Office)	1
Otis R. Bowen Center	2
Regional Mental Health Center (Stark Center)	1
Serenity Counseling	1
	7

Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
July 2020

Second Treatment Referral	
Life Recovery Center (Indy North Office)	1
Regional Mental Health Center (Strawhun Center)	1
Salvation Army Harbor Light Center	1
	3

Number of Chat Conversations	0

Chat Info

Gambler	0
Non-Gambler	0
Not Specified	0

Number of Text Conversations	2
Number of Text Subscriptions	0