# Indiana Problem Gambling Helpline Statistics
**May 2019**

Services provided Morneau Shepell

| Total Number of Calls | 139 |
|---|---|
| Total Number of Problem Gambling Help Line Specific Calls | 20 |
| Total Number of Calls Received Other Than Help Line Assistance | 119 |

| Calls By Shift (EST) | | |
|---|---|---|
| First Shift (11:00pm-7:59am) | 5 | 25.0% |
| Second Shift (8:00am-4:59pm) | 9 | 45.0% |
| Third Shift (5:00pm-10:59pm) | 6 | 30.0% |

| Request for Assistance Made by | | |
|---|---|---|
| Self | 17 | 85.0% |
| Spouse | 1 | 5.0% |
| Other Family Member | 1 | 5.0% |
| Friend/Advocate | 1 | 5.0% |

| How Did Caller Hear About the Help Line? | | |
|---|---|---|
| Printed on ticket | 4 | 20.0% |
| Brochure | 3 | 15.0% |
| Sign at gaming venue | 1 | 5.0% |
| Billboard | 0 | 0.0% |
| TV ad | 0 | 0.0% |
| Radio ad | 0 | 0.0% |
| Gaming Site Staff | 3 | 15.0% |
| Phone Book | 0 | 0.0% |
| Internet | 6 | 30.0% |
| Newspaper | 0 | 0.0% |
| Counselor/Lawyer | 1 | 5.0% |
| Unknown | 1 | 5.0% |
| Refused | 1 | 5.0% |

| Caller Gender | | |
|---|---|---|
| Female | 10 | 50.0% |
| Male | 10 | 50.0% |
| Unknown | 0 | 0.0% |

| Caller Age | | |
|---|---|---|
| 0-19 | 1 | 5.0% |
| 20-29 | 0 | 0.0% |
| 30-39 | 5 | 25.0% |
| 40-49 | 2 | 10.0% |
| 50-59 | 1 | 5.0% |
| 60-74 | 3 | 15.0% |
| 75+ | 0 | 0.0% |
| Unknown | 8 | 40.0% |

# Indiana Problem Gambling Helpline Statistics
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## Caller Ethnicity

| | | |
|---|---|---|
| Caucasian | 13 | 65.0% |
| African-American | 4 | 20.0% |
| Hispanic | 0 | 0.0% |
| Asian/Pacific Islander | 0 | 0.0% |
| Native American | 0 | 0.0% |
| Other | 0 | 0.0% |
| Unknown | 2 | 10.0% |
| Refused | 1 | 5.0% |

## Preferred Venue

| | | |
|---|---|---|
| Casino | 13 | 65.0% |
| Horse/Dog Track | 0 | 0.0% |
| OTB | 0 | 0.0% |
| Lottery | 3 | 15.0% |
| Bingo Hall | 0 | 0.0% |
| Book Maker | 0 | 0.0% |
| Poker Game | 0 | 0.0% |
| Social Organization | 0 | 0.0% |
| Internet | 3 | 15.0% |
| Bars | 0 | 0.0% |
| Unknown | 1 | 5.0% |
| Refused | 0 | 0.0% |

## Do you play Fantasy Sports? (Gambler Only)

| | | |
|---|---|---|
| Yes | 2 | 11.8% |
| No | 15 | 88.2% |
| Unknown | 0 | 0.0% |
| Refused | 0 | 0.0% |

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

| | | |
|---|---|---|
| Same Day | 1 | 50.0% |
| Weekly | 0 | 0.0% |
| Season Long | 1 | 50.0% |

## Military Status (Gambler Only)

| | | |
|---|---|---|
| Never Active | 14 | 82.4% |
| Currently Active | 0 | 0.0% |
| Currently Reserve | 1 | 5.9% |
| Veteran | 2 | 11.8% |
| Unknown | 0 | 0.0% |
| Refused | 0 | 0.0% |

## Prior Treatment (Gambler Only)

| | | |
|---|---|---|
| Mental Health | 6 | 35.3% |
| Alcohol/Drug Abuse | 3 | 17.6% |
| Gamblers Anonymous | 2 | 11.8% |
| Past Gambling Treatment | 3 | 17.6% |

# Indiana Problem Gambling Helpline Statistics
**May 2019**

| Crisis Calls | 1 |
|---|---|

| Repeat Callers | 4 |
|---|---|

## Result of Call

| | | |
|---|---|---|
| Information Only | 5 | 25.0% |
| Referred | 14 | 70.0% |
| Transferred | 1 | 5.0% |
| Not Applicable | 0 | 0.0% |

| Out of State Callers | 3 |
|---|---|

## Transfer Results

| | | |
|---|---|---|
| During business hours, transfer completed | 1 | 5.0% |
| During business hours, transfer refused | 4 | 20.0% |
| During business hours, no answer/vm | 0 | 0.0% |
| During business hours, transfer not offered | 2 | 10.0% |
| Outside business hours, transfer not offered | 13 | 65.0% |
| Outside business hours, transfer complete | 0 | 0.0% |

# Indiana Problem Gambling Helpline Statistics
## County Report
## May 2019

| Caller County | |
|---|---|
| Daviess | 1 |
| Hamilton | 1 |
| Hancock | 2 |
| Howard | 1 |
| Jennings | 1 |
| La Porte | 2 |
| Lake | 2 |
| Madison | 2 |
| Marion | 1 |
| Porter | 2 |
| Shelby | 1 |
| St Joseph | 1 |
| | 17 |

# Indiana Problem Gambling Helpline Statistics
## Treatment Referral Report
## May 2019

| First Treatment Referral | |
|---|---|
| Aspire Indiana, Gambling | 4 |
| Community Health Network (Gallahue Mental Health) | 3 |
| Community Mental Health Center, Inc. | 1 |
| Emberwood Center | 1 |
| Life Treatment Center | 1 |
| Midtown/Wishard | 1 |
| Oaklawn Psychiatric Center | 2 |
| Otis R. Bowen Center | 1 |
| Peer Recovery Specialists (Affiliated Service Providers of Indiana, | 13 |
| Porter Starke Services | 1 |
| Regional Mental Health Center (Formerly Southlake) | 1 |
| Salvation Army Harbor Light Center | 1 |
| | 30 |

# Indiana Problem Gambling Helpline Statistics
## Treatment Referral Report
## May 2019

| Second Treatment Referral | |
|---|---|
| Aspire Indiana, Gambling | 2 |
| Community Health Network (Gallahue Mental Health) | 4 |
| Emberwood Center | 1 |
| Life Treatment Center | 2 |
| Oaklawn Psychiatric Center | 1 |
| Otis R. Bowen Center | 1 |
| Peer Recovery Specialists (Affiliated Service Providers of Indiana, | 4 |
| Regional Mental Health Center (Formerly Southlake) | 2 |
| Salvation Army Harbor Light Center | 1 |
| | 18 |

**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