Indiana Problem Gambling Helpline Statistics
December 2019

Services provided by Morneau Shepell

Total Number of Calls	192
Total Number of Problem Gambling Help Line Specific Calls	19
Total Number of Calls Received Other Than Help Line Assistance	173

Calls By Shift (EST)		
First Shift (11:00pm-7:59am)	5	26.3%
Second Shift (8:00am-4:59pm)	8	42.1%
Third Shift (5:00pm-10:59pm)	6	31.6%

Request for Assistance Made by		
Self	16	84.2%
Spouse	0	0.0%
Other Family Member	3	15.8%
Friend/Advocate	0	0.0%

How Did Caller Hear About the Help Line?		
Printed on ticket	0	0.0%
Brochure	3	15.8%
Sign at gaming venue	2	10.5%
Billboard	1	5.3%
TV ad	0	0.0%
Radio ad	0	0.0%
Gaming Site Staff	0	0.0%
Phone Book	0	0.0%
Internet	4	21.1%
Newspaper	0	0.0%
Counselor/Lawyer	2	10.5%
Unknown	7	36.8%
Refused	0	0.0%

Caller Gender		
Female	7	36.8%
Male	11	57.9%
Unknown	1	5.3%

Caller Age		
0-19	0	0.0%
20-29	3	15.8%
30-39	5	26.3%
40-49	0	0.0%
50-59	4	21.1%
60-74	3	15.8%
75+	0	0.0%
Unknown	4	21.1%

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Caller Ethnicity

Caucasian	10	52.6%
African-American	1	5.3%
Hispanic	1	5.3%
Asian/Pacific Islander	0	0.0%
Native American	0	0.0%
Other	0	0.0%
Unknown	7	36.8%
Refused	0	0.0%

Preferred Venue

Casino	12	63.2%
Horse/Dog Track	0	0.0%
OTB	1	5.3%
Lottery	1	5.3%
Bingo Hall	0	0.0%
Book Maker	0	0.0%
Poker Game	0	0.0%
Social Organization	0	0.0%
Internet	3	15.8%
Bars	0	0.0%
Unknown	2	10.5%
Refused	0	0.0%

Do you play Fantasy Sports? (Gambler Only)

Yes	0	0.0%
No	14	87.5%
Unknown	2	12.5%
Refused	0	0.0%

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

Same Day
Weekly
Season Long

Military Status (Gambler Only)

Never Active	14	87.5%
Currently Active	0	0.0%
Currently Reserve	0	0.0%
Veteran	0	0.0%
Unknown	2	12.5%
Refused	0	0.0%

Prior Treatment (Gambler Only)

Mental Health	1	6.3%
Alcohol/Drug Abuse	0	0.0%
Gamblers Anonymous	1	6.3%
Past Gambling Treatment	1	6.3%

Indiana Problem Gambling Helpline Statistics
December 2019

Crisis Calls 1

Repeat Callers 1

Result of Call

Information Only	3	15.8%
Referred	16	84.2%
Transferred	0	0.0%
Not Applicable	0	0.0%

Out of State Callers

Transfer Results

During business hours, transfer completed	1	5.3%
During business hours, transfer refused	5	26.3%
During business hours, no answer/vm	0	0.0%
During business hours, transfer not offered	2	10.5%
Outside business hours, transfer not offered	11	57.9%
Outside business hours, transfer complete	0	0.0%

Indiana Problem Gambling Helpline Statistics
County Report
December 2019

Caller County	
Allen	1
Dearborn	1
Hamilton	2
Hancock	1
Lake	1
Madison	1
Marion	3
Ohio	1
St Joseph	2
Unknown	5
Warrick	1
	19

Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
December 2019

First Treatment Referral	
Amethyst House, Addiction Services	6
CMHC Lawrenceburg	1
Counseling for Change	1
LaPorte County Comprehensive Mental Health, Swanson Center	1
Life Recovery Center (Indy North Office)	5
Life Treatment Centers	2
	16

Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
December 2019

Second Treatment Referral	
Emberwood Center	1
Life Recovery Center (Indy South Office)	1
Oaklawn Psychiatric Center	2
Regional Mental Health Center (Stark Center)	1
Salvation Army Harbor Light Center	1
	6

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