Indiana Problem Gambling Helpline Statistics
November 2017

Morneau Shepell

Total Number of Calls	190
Total Number of Problem Gambling Help Line Specific Calls	28
Total Number of Calls Received Other Than Help Line Assistance	162

Calls By Shift (EST)		
First Shift (11:00pm-7:59am)	1	3.6%
Second Shift (8:00am-4:59pm)	17	60.7%
Third Shift (5:00pm-10:59pm)	10	35.7%

Request for Assistance Made by		
Self	23	82.1%
Spouse	0	0.0%
Other Family Member	5	17.9%
Friend/Advocate	0	0.0%

How Did Caller Hear About the Help Line?		
Printed on ticket	6	21.4%
Brochure	1	3.6%
Sign at gaming venue	2	7.1%
Billboard	0	0.0%
TV ad	2	7.1%
Radio ad	1	3.6%
Gaming Site Staff	2	7.1%
Phone Book	0	0.0%
Internet	10	35.7%
Newspaper	0	0.0%
Counselor/Lawyer	0	0.0%
Unknown	2	7.1%
Refused	2	7.1%

Caller Gender		
Female	9	32.1%
Male	19	67.9%
Unknown	0	0.0%

Caller Age		
0-19	1	3.6%
20-29	2	7.1%
30-39	3	10.7%
40-49	5	17.9%
50-59	8	28.6%
60-74	5	17.9%
75+	0	0.0%
Unknown	4	14.3%

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Caller Ethnicity

Caucasian	18	64.3%
African-American	4	14.3%
Hispanic	0	0.0%
Asian/Pacific Islander	0	0.0%
Native American	0	0.0%
Other	0	0.0%
Unknown	6	21.4%
Refused	0	0.0%

Preferred Venue

Casino	16	57.1%
Horse/Dog Track	0	0.0%
OTB	0	0.0%
Lottery	5	17.9%
Bingo Hall	0	0.0%
Book Maker	0	0.0%
Poker Game	3	10.7%
Social Organization	0	0.0%
Internet	4	14.3%
Bars	0	0.0%
Unknown	0	0.0%
Refused	0	0.0%

Do you play Fantasy Sports? (Gambler Only)

Yes	1	4.3%
No	19	82.6%
Unknown	3	13.0%
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	16	69.6%
Currently Active	0	0.0%
Currently Reserve	0	0.0%
Veteran	3	13.0%
Unknown	4	17.4%
Refused	0	0.0%

Prior Treatment (Gambler Only)

Mental Health	5	21.7%
Alcohol/Drug Abuse	4	17.4%
Gamblers Anonymous	2	8.7%
Past Gambling Treatment	3	13.0%

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Crisis Calls	1

Repeat Callers	2

Result of Call

Information Only	13	46.4%
Referred	12	42.9%
Transferred	2	7.1%
Not Applicable	1	3.6%

Out of State Callers	4

Transfer Results

During business hours, transfer completed	3	10.7%
During business hours, transfer refused	5	17.9%
During business hours, no answer/vm	1	3.6%
During business hours, transfer not offered	6	21.4%
Outside business hours, transfer not offered	13	46.4%
Outside business hours, transfer complete	0	0.0%

Indiana Problem Gambling Helpline Statistics
County Report
November 2017

Caller County	
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Dearborn	1
Delaware	1
Dubois	2
Elkhart	1
Hamilton	1
Hendricks	2
Lake	2
Marion	1
Monroe	2
Owen	1
Porter	2
St Joseph	2
Tippecanoe	1
Vanderburgh	1
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Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
November 2017

First Treatment Referral	
Amethyst House, Addiction Services	1
Aspire Indiana, Gambling	2
CMHC Lawrenceburg	1
LaPorte County Comprehensive Mental Health, Swanson Center	1
Life Recovery Center (Indy West Office)	3
LifeSpring Health Systems	2
Regional Mental Health Center (Stark Center)	2
Regional Mental Health Center (Strawhun Center)	1
Southern Hills Counseling Center	1
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Second Treatment Referral	
Grant-Blackford Mental Health, Inc	1
Regional Mental Health Center (Strawhun Center)	1
Salvation Army Harbor Light Center	1
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