Indiana Problem Gambling Helpline Statistics
January 2017

Services provided by BDA | Morneau Shepell

Total Number of Calls	201
Total Number of Problem Gambling Help Line Specific Calls	31
Total Number of Calls Received Other Than Help Line Assistance	170

Calls By Shift (EST)		
First Shift (11:00pm-7:59am)	7	22.6%
Second Shift (8:00am-4:59pm)	18	58.1%
Third Shift (5:00pm-10:59pm)	6	19.4%

Request for Assistance Made by		
Self	25	80.6%
Spouse	3	9.7%
Other Family Member	1	3.2%
Friend/Advocate	2	6.5%

How Did Caller Hear About the Help Line?		
Printed on ticket	8	25.8%
Brochure	0	0.0%
Sign at gaming venue	7	22.6%
Billboard	1	3.2%
TV ad	0	0.0%
Radio ad	1	3.2%
Gaming Site Staff	1	3.2%
Phone Book	0	0.0%
Internet	7	22.6%
Newspaper	0	0.0%
Counselor/Lawyer	0	0.0%
Unknown	5	16.1%
Refused	1	3.2%

Caller Gender		
Female	9	29.0%
Male	22	71.0%
Unknown	0	0.0%

Caller Age		
0-19	0	0.0%
20-29	5	16.1%
30-39	5	16.1%
40-49	6	19.4%
50-59	5	16.1%
60-74	4	12.9%
75+	0	0.0%
Unknown	6	19.4%

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Caller Ethnicity

Caucasian	20	64.5%
African-American	2	6.5%
Hispanic	1	3.2%
Asian/Pacific Islander	0	0.0%
Native American	0	0.0%
Other	0	0.0%
Unknown	5	16.1%
Refused	3	9.7%

Preferred Venue

Casino	23	74.2%
Horse/Dog Track	1	3.2%
OTB	0	0.0%
Lottery	3	9.7%
Bingo Hall	0	0.0%
Book Maker	0	0.0%
Poker Game	0	0.0%
Social Organization	0	0.0%
Internet	2	6.5%
Bars	0	0.0%
Unknown	1	3.2%
Refused	1	3.2%

Do you play Fantasy Sports? (Gambler Only)

Yes	5	20.0%
No	15	60.0%
Unknown	5	20.0%
Refused	0	0.0%

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

Same Day	1	20.0%
Weekly	2	40.0%
Season Long	2	40.0%

Military Status (Gambler Only)

Never Active	14	56.0%
Currently Active	0	0.0%
Currently Reserve	0	0.0%
Veteran	3	12.0%
Unknown	8	32.0%
Refused	0	0.0%

Prior Treatment (Gambler Only)

Mental Health	6	24.0%
Alcohol/Drug Abuse	1	4.0%
Gamblers Anonymous	5	20.0%
Past Gambling Treatment	4	16.0%

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Crisis Calls	0

Repeat Callers	4

Result of Call

Information Only	0	0.0%
Referred	29	93.5%
Transferred	2	6.5%
Not Applicable	0	0.0%

Out of State Callers	1

Transfer Results

During business hours, transfer completed	1	3.2%
During business hours, transfer refused	12	38.7%
During business hours, no answer/vm	0	0.0%
During business hours, transfer not offered	2	6.5%
Outside business hours, transfer not offered	15	48.4%
Outside business hours, transfer complete	1	3.2%

Indiana Problem Gambling Helpline Statistics
County Report
January 2017

Caller County	
Allen	1
Gibson	1
Hamilton	3
Hendricks	1
Lake	6
Madison	1
Marion	4
Monroe	1
Porter	2
Rush	1
Spencer	2
St Joseph	2
Unknown	2
Vanderburgh	1
Wabash	1
Whitley	1
	30

Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
January 2017

First Treatment Referral	
Aspire Indiana, Gambling	3
Counseling for Change	1
Emberwood Center	1
Life Recovery Center (Indy South Office)	1
Life Treatment Center	2
Otis R. Bowen Center	1
Regional Mental Health Center (Stark Center)	3
Regional Mental Health Center (Strawhun Center)	1
Southwestern Behavioral Healthcare, Inc/Stepping Stone	1
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Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
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Second Treatment Referral	
Aspire Indiana, Gambling	1
Counseling for Change	1
LaPorte County Comprehensive Mental Health, Swanson Center	1
Life Recovery Center (Northeast Office)	1
Oaklawn Psychiatric Center	2
Regional Mental Health Center (Strawhun Center)	2
Salvation Army Harbor Light Center	1
Southwestern Behavioral Healthcare, Inc/Stepping Stone	1
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