Indiana Problem Gambling Helpline Statistics
November 2018

Services provided by Morneau Shepell

Total Number of Calls	122
Total Number of Problem Gambling Help Line Specific Calls	23
Total Number of Calls Received Other Than Help Line Assistance	99

Calls By Shift (EST)		
First Shift (11:00pm-7:59am)	5	21.7%
Second Shift (8:00am-4:59pm)	13	56.5%
Third Shift (5:00pm-10:59pm)	5	21.7%

Request for Assistance Made by		
Self	19	82.6%
Spouse	1	4.3%
Other Family Member	3	13.0%
Friend/Advocate	0	0.0%

How Did Caller Hear About the Help Line?		
Printed on ticket	3	13.0%
Brochure	1	4.3%
Sign at gaming venue	4	17.4%
Billboard	1	4.3%
TV ad	0	0.0%
Radio ad	0	0.0%
Gaming Site Staff	1	4.3%
Phone Book	0	0.0%
Internet	7	30.4%
Newspaper	0	0.0%
Counselor/Lawyer	0	0.0%
Unknown	5	21.7%
Refused	1	4.3%

Caller Gender		
Female	13	56.5%
Male	8	34.8%
Unknown	2	8.7%

Caller Age		
0-19	0	0.0%
20-29	4	17.4%
30-39	1	4.3%
40-49	3	13.0%
50-59	0	0.0%
60-74	2	8.7%
75+	0	0.0%
Unknown	13	56.5%

Indiana Problem Gambling Helpline Statistics
November 2018

Caller Ethnicity

Caucasian	9	39.1%
African-American	2	8.7%
Hispanic	0	0.0%
Asian/Pacific Islander	1	4.3%
Native American	0	0.0%
Other	0	0.0%
Unknown	9	39.1%
Refused	2	8.7%

Preferred Venue

Casino	11	47.8%
Horse/Dog Track	0	0.0%
OTB	1	4.3%
Lottery	7	30.4%
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	13.0%
Refused	1	4.3%

Do you play Fantasy Sports? (Gambler Only)

Yes	0	0.0%
No	17	89.5%
Unknown	2	10.5%
Refused	0	0.0%

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

Same Day
Weekly
Season Long

Military Status (Gambler Only)

Never Active	15	78.9%
Currently Active	0	0.0%
Currently Reserve	0	0.0%
Veteran	0	0.0%
Unknown	4	21.1%
Refused	0	0.0%

Prior Treatment (Gambler Only)

Mental Health	4	50.0%
Alcohol/Drug Abuse	1	12.5%
Gamblers Anonymous	2	25.0%
Past Gambling Treatment	1	12.5%

Indiana Problem Gambling Helpline Statistics
November 2018

Crisis Calls	1

Repeat Callers	0

Result of Call

Information Only	12	52.2%
Referred	5	21.7%
Transferred	1	4.3%
Not Applicable	5	21.7%

Out of State Callers

Transfer Results

During business hours, transfer completed	0	0.0%
During business hours, transfer refused	6	26.1%
During business hours, no answer/vm	1	4.3%
During business hours, transfer not offered	8	34.8%
Outside business hours, transfer not offered	8	34.8%
Outside business hours, transfer complete	0	0.0%

Indiana Problem Gambling Helpline Statistics
County Report
November 2018

Caller County	
Allen	1
Hamilton	1
Hendricks	1
La Porte	1
Lake	4
Marion	3
Monroe	1
Owen	1
Randolph	1
St Joseph	1
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Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
November 2018

First Treatment Referral	
Amethyst House, Addiction Services	2
Emberwood Center	2
Grant-Blackford Mental Health, Inc	2
Oaklawn Psychiatric Center	1
Regional Mental Health Center (Stark Center)	3
Regional Mental Health Center (Strawhun Center)	1
Salvation Army Harbor Light Center	1
	12

Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
November 2018

Second Treatment Referral	
Life Recovery Center (Indy South Office)	1
Life Recovery Center (Indy West Office)	1
Life Treatment Center	1
Regional Mental Health Center (Strawhun Center)	2
	5

Number of Chat Conversations	4

Chat Info

Gambler	2
Non-Gambler	2
Not Specified	0

Number of Text Conversations	0
Number of Text Subscriptions	0