Indiana Problem Gambling Helpline Statistics
May 2020

Services provided by Morneau Shepell

Total Number of Calls	114
Total Number of Problem Gambling Help Line Specific Calls	14
Total Number of Calls Received Other Than Help Line Assistance	100

Calls By Shift (EST)		
First Shift (11:00pm-7:59am)	2	14.3%
Second Shift (8:00am-4:59pm)	10	71.4%
Third Shift (5:00pm-10:59pm)	2	14.3%

Request for Assistance Made by		
Self	12	85.7%
Spouse	2	14.3%
Other Family Member	0	0.0%
Friend/Advocate	0	0.0%

How Did Caller Hear About the Help Line?		
Printed on ticket	3	21.4%
Brochure	1	7.1%
Sign at gaming venue	0	0.0%
Billboard	0	0.0%
TV ad	1	7.1%
Radio ad	0	0.0%
Gaming Site Staff	0	0.0%
Phone Book	0	0.0%
Internet	7	50.0%
Newspaper	0	0.0%
Counselor/Lawyer	0	0.0%
Unknown	1	7.1%
Refused	1	7.1%

Caller Gender		
Female	1	7.1%
Male	13	92.9%
Unknown	0	0.0%

Caller Age		
0-19	0	0.0%
20-29	3	21.4%
30-39	3	21.4%
40-49	5	35.7%
50-59	0	0.0%
60-74	1	7.1%
75+	0	0.0%
Unknown	2	14.3%

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Caller Ethnicity

Caucasian	8	57.1%
African-American	5	35.7%
Hispanic	1	7.1%
Asian/Pacific Islander	0	0.0%
Native American	0	0.0%
Other	0	0.0%
Unknown	0	0.0%
Refused	0	0.0%

Preferred Venue

Casino	3	21.4%
Horse/Dog Track	1	7.1%
OTB	0	0.0%
Lottery	3	21.4%
Bingo Hall	0	0.0%
Book Maker	0	0.0%
Poker Game	1	7.1%
Social Organization	0	0.0%
Internet	4	28.6%
Bars	0	0.0%
Unknown	1	7.1%
Refused	1	7.1%

Do you play Fantasy Sports? (Gambler Only)

Yes	1	8.3%
No	11	91.7%
Unknown	0	0.0%
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	12	100.0%
Currently Active	0	0.0%
Currently Reserve	0	0.0%
Veteran	0	0.0%
Unknown	0	0.0%
Refused	0	0.0%

Prior Treatment (Gambler Only)

Mental Health	1	8.3%
Alcohol/Drug Abuse	1	8.3%
Gamblers Anonymous	2	16.7%
Past Gambling Treatment	2	16.7%

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Crisis Calls	0

Repeat Callers	3

Result of Call

Information Only	2	14.3%
Referred	10	71.4%
Transferred	0	0.0%
Not Applicable	2	14.3%

Out of State Callers	1

Transfer Results

During business hours, transfer completed	0	0.0%
During business hours, transfer refused	1	7.1%
During business hours, no answer/vm	0	0.0%
During business hours, transfer not offered	3	21.4%
Outside business hours, transfer not offered	10	71.4%
Outside business hours, transfer complete	0	0.0%

Indiana Problem Gambling Helpline Statistics
County Report
May 2020

Caller County	
Hancock	1
Howard	1
Lake	1
Madison	1
Marion	1
St Joseph	1
Unknown	7
	13

Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
May 2020

First Treatment Referral	
Amethyst House, Addiction Services	4
Emberwood Center	1
Life Recovery Center (Indy North Office)	2
Life Recovery Center (Northeast Office)	1
Life Treatment Centers	1
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Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
May 2020

Second Treatment Referral	
ER Counseling, LLC	1
Life Recovery Center (Northeast Office)	2
Oaklawn Psychiatric Center	1
Salvation Army Harbor Light Center	1
	5

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