Indiana Problem Gambling Helpline Statistics
April 2019

Services provided by BDA | Morneau Shepell

Total Number of Calls	120
Total Number of Problem Gambling Help Line Specific Calls	19
Total Number of Calls Received Other Than Help Line Assistance	101

Calls By Shift (EST)		
First Shift (11:00pm-7:59am)	4	21.1%
Second Shift (8:00am-4:59pm)	11	57.9%
Third Shift (5:00pm-10:59pm)	4	21.1%

Request for Assistance Made by		
Self	15	78.9%
Spouse	0	0.0%
Other Family Member	4	21.1%
Friend/Advocate	0	0.0%

How Did Caller Hear About the Help Line?		
Printed on ticket	4	21.1%
Brochure	1	5.3%
Sign at gaming venue	5	26.3%
Billboard	2	10.5%
TV ad	0	0.0%
Radio ad	2	10.5%
Gaming Site Staff	1	5.3%
Phone Book	0	0.0%
Internet	3	15.8%
Newspaper	0	0.0%
Counselor/Lawyer	0	0.0%
Unknown	1	5.3%
Refused	0	0.0%

Caller Gender		
Female	9	47.4%
Male	10	52.6%
Unknown	0	0.0%

Caller Age		
0-19	0	0.0%
20-29	2	10.5%
30-39	3	15.8%
40-49	3	15.8%
50-59	5	26.3%
60-74	2	10.5%
75+	0	0.0%
Unknown	4	21.1%

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Caller Ethnicity

Caucasian	12	63.2%
African-American	4	21.1%
Hispanic	0	0.0%
Asian/Pacific Islander	0	0.0%
Native American	0	0.0%
Other	0	0.0%
Unknown	3	15.8%
Refused	0	0.0%

Preferred Venue

Casino	9	47.4%
Horse/Dog Track	1	5.3%
OTB	0	0.0%
Lottery	2	10.5%
Bingo Hall	0	0.0%
Book Maker	0	0.0%
Poker Game	2	10.5%
Social Organization	0	0.0%
Internet	2	10.5%
Bars	0	0.0%
Unknown	3	15.8%
Refused	0	0.0%

Do you play Fantasy Sports? (Gambler Only)

Yes	0	0.0%
No	13	86.7%
Unknown	2	13.3%
Refused	0	0.0%

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

Same Day
Weekly
Season Long

Military Status (Gambler Only)

Never Active	13	86.7%
Currently Active	0	0.0%
Currently Reserve	0	0.0%
Veteran	0	0.0%
Unknown	2	13.3%
Refused	0	0.0%

Prior Treatment (Gambler Only)

Mental Health	5	33.3%
Alcohol/Drug Abuse	2	13.3%
Gamblers Anonymous	2	13.3%
Past Gambling Treatment	2	13.3%

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Crisis Calls	2

Repeat Callers	1

Result of Call

Information Only	6	31.6%
Referred	13	68.4%
Transferred	0	0.0%
Not Applicable	0	0.0%

Out of State Callers	1

Transfer Results

During business hours, transfer completed	1	5.3%
During business hours, transfer refused	9	47.4%
During business hours, no answer/vm	0	0.0%
During business hours, transfer not offered	0	0.0%
Outside business hours, transfer not offered	8	42.1%
Outside business hours, transfer complete	1	5.3%

Indiana Problem Gambling Helpline Statistics
County Report
April 2019

Caller County	
Hamilton	3
Johnson	1
Lake	1
Marion	4
Morgan	1
Porter	1
Shelby	1
Unknown	5
Whitley	1
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Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
April 2019

First Treatment Referral	
Emberwood Center	2
ER Counseling, LLC	2
Life Recovery Center (Indy South Office)	2
Life Recovery Center (Indy West Office)	1
Life Recovery Center (Northeast Office)	2
Regional Mental Health Center (Stark Center)	2
Regional Mental Health Center (Strawhun Center)	1
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Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
April 2019

Second Treatment Referral	
Emberwood Center	1
ER Counseling, LLC	1
LaPorte County Comprehensive Mental Health, Swanson Center	2
Life Recovery Center (Indy South Office)	1
Salvation Army Harbor Light Center	2
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Number of Chat Conversations	3

Chat Info

Gambler	0
Non-Gambler	0
Not Specified	3

Number of Text Conversations	1
Number of Text Subscriptions	0