Indiana Problem Gambling Helpline Statistics

July 2019

Services provided by Morneau Shepell

Total Number of Calls	177
Total Number of Problem Gambling Help Line Specific Calls	22
Total Number of Calls Received Other Than Help Line Assistance	155

Calls By Shift (EST)		
First Shift (11:00pm-7:59am)	2	9.1%
Second Shift (8:00am-4:59pm)	15	68.2%
Third Shift (5:00pm-10:59pm)	5	22.7%

Request for Assistance Made by		
Self	17	77.3%
Spouse	4	18.2%
Other Family Member	0	0.0%
Friend/Advocate	1	4.5%

How Did Caller Hear About the Help Line?		
Printed on ticket	5	22.7%
Brochure	4	18.2%
Sign at gaming venue	0	0.0%
Billboard	0	0.0%
TV ad	0	0.0%
Radio ad	0	0.0%
Gaming Site Staff	0	0.0%
Phone Book	0	0.0%
Internet	2	9.1%
Newspaper	0	0.0%
Counselor/Lawyer	0	0.0%
Unknown	11	50.0%
Refused	0	0.0%

Caller Gender		
Female	9	40.9%
Male	13	59.1%
Unknown	0	0.0%

Caller Age		
0-19	0	0.0%
20-29	3	13.6%
30-39	1	4.5%
40-49	5	22.7%
50-59	0	0.0%
60-74	5	22.7%
75+	0	0.0%
Unknown	8	36.4%

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Caller Ethnicity

Caucasian	12	54.5%
African-American	4	18.2%
Hispanic	0	0.0%
Asian/Pacific Islander	0	0.0%
Native American	0	0.0%
Other	1	4.5%
Unknown	5	22.7%
Refused	0	0.0%

Preferred Venue

Casino	13	59.1%
Horse/Dog Track	1	4.5%
OTB	0	0.0%
Lottery	6	27.3%
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	1	4.5%
Unknown	1	4.5%
Refused	0	0.0%

Do you play Fantasy Sports? (Gambler Only)

Yes	0	0.0%
No	16	94.1%
Unknown	1	5.9%
Refused	0	0.0%

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

Same Day
Weekly
Season Long

Military Status (Gambler Only)

Never Active	10	58.8%
Currently Active	0	0.0%
Currently Reserve	0	0.0%
Veteran	1	5.9%
Unknown	6	35.3%
Refused	0	0.0%

Prior Treatment (Gambler Only)

Mental Health	4	25.0%
Alcohol/Drug Abuse	0	0.0%
Gamblers Anonymous	2	15.4%
Past Gambling Treatment	0	0.0%

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July 2019

Crisis Calls

Repeat Callers

Result of Call

Information Only	11	50.0%
Referred	5	22.7%
Transferred	1	4.5%
Not Applicable	5	22.7%

Out of State Callers 2

Transfer Results

During business hours, transfer completed	1	4.5%
During business hours, transfer refused	10	45.5%
During business hours, no answer/vm	0	0.0%
During business hours, transfer not offered	0	0.0%
Outside business hours, transfer not offered	10	45.5%
Outside business hours, transfer complete	1	4.5%

Indiana Problem Gambling Helpline Statistics
County Report
July 2019

Caller County	
Adams	3
Allen	2
Delaware	1
Elkhart	1
Lake	2
Marion	4
Tippecanoe	1
Unknown	4
Vanderburgh	1
Warrick	1
	20

Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
July 2019

First Treatment Referral	
Amethyst House, Addiction Services	5
Counseling for Change	1
Four County Counseling Center	1
Grant-Blackford Mental Health, Inc	2
Life Recovery Center (Indy South Office)	1
Regional Mental Health Center (Stark Center)	2
Salvation Army Harbor Light Center	1
	13

Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
July 2019

Second Treatment Referral	
Life Recovery Center (Indy West Office)	1
Otis R. Bowen Center	1
	2

Number of Chat Conversations	5

Chat Info

Gambler	0
Non-Gambler	0
Not Specified	5

Number of Text Conversations	9
Number of Text Subscriptions	13