Indiana Problem Gambling Helpline Statistics
February 2019

Services provided by BDA | Morneau Shepell

Total Number of Calls	137
Total Number of Problem Gambling Help Line Specific Calls	17
Total Number of Calls Received Other Than Help Line Assistance	120

Calls By Shift (EST)		
First Shift (11:00pm-7:59am)	2	11.8%
Second Shift (8:00am-4:59pm)	9	52.9%
Third Shift (5:00pm-10:59pm)	6	35.3%

Request for Assistance Made by		
Self	15	88.2%
Spouse	1	5.9%
Other Family Member	0	0.0%
Friend/Advocate	1	5.9%

How Did Caller Hear About the Help Line?		
Printed on ticket	2	11.8%
Brochure	5	29.4%
Sign at gaming venue	0	0.0%
Billboard	1	5.9%
TV ad	0	0.0%
Radio ad	0	0.0%
Gaming Site Staff	0	0.0%
Phone Book	0	0.0%
Internet	5	29.4%
Newspaper	0	0.0%
Counselor/Lawyer	0	0.0%
Unknown	2	11.8%
Refused	2	11.8%

Caller Gender		
Female	8	47.1%
Male	9	52.9%
Unknown	0	0.0%

Caller Age		
0-19	0	0.0%
20-29	2	11.8%
30-39	2	11.8%
40-49	3	17.6%
50-59	0	0.0%
60-74	4	23.5%
75+	0	0.0%
Unknown	6	35.3%

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Caller Ethnicity

Caucasian	16	94.1%
African-American	0	0.0%
Hispanic	0	0.0%
Asian/Pacific Islander	0	0.0%
Native American	0	0.0%
Other	0	0.0%
Unknown	1	5.9%
Refused	0	0.0%

Preferred Venue

Casino	11	64.7%
Horse/Dog Track	1	5.9%
OTB	1	5.9%
Lottery	2	11.8%
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	5.9%
Unknown	1	5.9%
Refused	0	0.0%

Do you play Fantasy Sports? (Gambler Only)

Yes	1	6.7%
No	6	40.0%
Unknown	8	53.3%
Refused	0	0.0%

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

Same Day	0	0.0%
Weekly	0	0.0%
Season Long	1	100.0%

Military Status (Gambler Only)

Never Active	4	26.7%
Currently Active	0	0.0%
Currently Reserve	0	0.0%
Veteran	0	0.0%
Unknown	11	73.3%
Refused	0	0.0%

Prior Treatment (Gambler Only)

Mental Health	0	0.0%
Alcohol/Drug Abuse	2	28.6%
Gamblers Anonymous	2	22.2%
Past Gambling Treatment	0	0.0%

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Crisis Calls

Repeat Callers

Result of Call

Information Only	11	64.7%
Referred	4	23.5%
Transferred	0	0.0%
Not Applicable	2	11.8%

Out of State Callers 1

Transfer Results

During business hours, transfer completed	0	0.0%
During business hours, transfer refused	5	29.4%
During business hours, no answer/vm	0	0.0%
During business hours, transfer not offered	4	23.5%
Outside business hours, transfer not offered	8	47.1%
Outside business hours, transfer complete	0	0.0%

Indiana Problem Gambling Helpline Statistics
County Report
February 2019

Caller County	
Allen	1
Brown	1
Clark	1
La Porte	1
Lake	2
Marion	4
Porter	1
St Joseph	1
Unknown	4
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Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
February 2019

First Treatment Referral	
Amethyst House, Addiction Services	2
Emberwood Center	2
GA	1
LaPorte County Comprehensive Mental Health, Swanson Center	1
NA	2
none	1
Regional Mental Health Center (Stark Center)	1
Regional Mental Health Center (Strawhun Center)	1
Salvation Army Harbor Light Center	1
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Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
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Second Treatment Referral	
Life Recovery Center (Indy South Office)	2
Salvation Army Harbor Light Center	1
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Number of Chat Conversations	2

Chat Info

Gambler	2
Non-Gambler	0
Not Specified	0

Number of Text Conversations	0
Number of Text Subscriptions	0