Indiana Problem Gambling Helpline Statistics
February 2018

Services provided by Morneau Shepell

Total Number of Calls	206
Total Number of Problem Gambling Help Line Specific Calls	21
Total Number of Calls Received Other Than Help Line Assistance	185

Calls By Shift (EST)		
First Shift (11:00pm-7:59am)	2	9.5%
Second Shift (8:00am-4:59pm)	16	76.2%
Third Shift (5:00pm-10:59pm)	3	14.3%

Request for Assistance Made by		
Self	15	71.4%
Spouse	2	9.5%
Other Family Member	2	9.5%
Friend/Advocate	2	9.5%

How Did Caller Hear About the Help Line?		
Printed on ticket	2	9.5%
Brochure	1	4.8%
Sign at gaming venue	7	33.3%
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	9	42.9%
Newspaper	0	0.0%
Counselor/Lawyer	0	0.0%
Unknown	2	9.5%
Refused	0	0.0%

Caller Gender		
Female	12	57.1%
Male	9	42.9%
Unknown	0	0.0%

Caller Age		
0-19	0	0.0%
20-29	4	19.0%
30-39	5	23.8%
40-49	4	19.0%
50-59	6	28.6%
60-74	2	9.5%
75+	0	0.0%
Unknown	0	0.0%

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Caller Ethnicity

Caucasian	14	66.7%
African-American	2	9.5%
Hispanic	1	4.8%
Asian/Pacific Islander	0	0.0%
Native American	0	0.0%
Other	1	4.8%
Unknown	3	14.3%
Refused	0	0.0%

Preferred Venue

Casino	15	71.4%
Horse/Dog Track	0	0.0%
OTB	0	0.0%
Lottery	2	9.5%
Bingo Hall	0	0.0%
Book Maker	0	0.0%
Poker Game	1	4.8%
Social Organization	0	0.0%
Internet	1	4.8%
Bars	0	0.0%
Unknown	2	9.5%
Refused	0	0.0%

Do you play Fantasy Sports? (Gambler Only)

Yes	0	0.0%
No	15	100.0%
Unknown	0	0.0%
Refused	0	0.0%

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

Same Day
Weekly
Season Long

Military Status (Gambler Only)

Never Active	14	93.3%
Currently Active	0	0.0%
Currently Reserve	0	0.0%
Veteran	0	0.0%
Unknown	1	6.7%
Refused	0	0.0%

Prior Treatment (Gambler Only)

Mental Health	3	20.0%
Alcohol/Drug Abuse	0	0.0%
Gamblers Anonymous	1	6.7%
Past Gambling Treatment	1	6.7%

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Crisis Calls

Repeat Callers

Result of Call

Information Only	8	38.1%
Referred	11	52.4%
Transferred	2	9.5%
Not Applicable	0	0.0%

Out of State Callers 1

Transfer Results

During business hours, transfer completed	2	9.5%
During business hours, transfer refused	6	28.6%
During business hours, no answer/vm	0	0.0%
During business hours, transfer not offered	8	38.1%
Outside business hours, transfer not offered	5	23.8%
Outside business hours, transfer complete	0	0.0%

Indiana Problem Gambling Helpline Statistics
County Report
February 2018

Caller County	
	1
Adams	1
Clay	1
Dearborn	1
Floyd	1
Hendricks	1
Henry	3
Knox	1
La Porte	1
Lake	2
Marion	4
Scott	1
St Joseph	1
Vanderburgh	1
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Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
February 2018

First Treatment Referral	
Amethyst House, Addiction Services	1
Counseling for Change	1
Four County Counseling Center	1
Grant-Blackford Mental Health, Inc	1
LaPorte County Comprehensive Mental Health, Swanson Center	1
Life Recovery Center (Indy South Office)	1
Life Recovery Center (Indy West Office)	1
Life Recovery Center (Northeast Office)	2
Life Treatment Center	1
LifeSpring Health Systems	1
Oaklawn Psychiatric Center	1
Regional Mental Health Center (Stark Center)	1
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Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
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Second Treatment Referral	
Emberwood Center	1
Life Treatment Center	1
LifeSpring Health Systems	1
Regional Mental Health Center (Strawhun Center)	1
Salvation Army Harbor Light Center	1
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