Indiana Problem Gambling Helpline Statistics
April 2020

Services provided by Morneau Shepell

Total Number of Calls	164
Total Number of Problem Gambling Help Line Specific Calls	16
Total Number of Calls Received Other Than Help Line Assistance	148

Calls By Shift (EST)		
First Shift (11:00pm-7:59am)	2	12.5%
Second Shift (8:00am-4:59pm)	11	68.8%
Third Shift (5:00pm-10:59pm)	3	18.8%

Request for Assistance Made by		
Self	15	93.8%
Spouse	1	6.3%
Other Family Member	0	0.0%
Friend/Advocate	0	0.0%

How Did Caller Hear About the Help Line?		
Printed on ticket	3	18.8%
Brochure	1	6.3%
Sign at gaming venue	1	6.3%
Billboard	0	0.0%
TV ad	0	0.0%
Radio ad	1	6.3%
Gaming Site Staff	0	0.0%
Phone Book	0	0.0%
Internet	7	43.8%
Newspaper	0	0.0%
Counselor/Lawyer	0	0.0%
Unknown	3	18.8%
Refused	0	0.0%

Caller Gender		
Female	4	25.0%
Male	12	75.0%
Unknown	0	0.0%

Caller Age		
0-19	0	0.0%
20-29	0	0.0%
30-39	5	31.3%
40-49	1	6.3%
50-59	1	6.3%
60-74	1	6.3%
75+	0	0.0%
Unknown	8	50.0%

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Caller Ethnicity

Caucasian	3	18.8%
African-American	6	37.5%
Hispanic	0	0.0%
Asian/Pacific Islander	0	0.0%
Native American	0	0.0%
Other	0	0.0%
Unknown	5	31.3%
Refused	2	12.5%

Preferred Venue

Casino	1	6.3%
Horse/Dog Track	0	0.0%
OTB	0	0.0%
Lottery	8	50.0%
Bingo Hall	0	0.0%
Book Maker	0	0.0%
Poker Game	0	0.0%
Social Organization	0	0.0%
Internet	3	18.8%
Bars	0	0.0%
Unknown	3	18.8%
Refused	1	6.3%

Do you play Fantasy Sports? (Gambler Only)

Yes	0	0.0%
No	12	80.0%
Unknown	3	20.0%
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	0	0.0%
Refused	1	6.7%

Prior Treatment (Gambler Only)

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

Indiana Problem Gambling Helpline Statistics
April 2020

Crisis Calls 0

Repeat Callers 3

Result of Call

Information Only	8	50.0%
Referred	6	37.5%
Transferred	2	12.5%
Not Applicable	0	0.0%

Out of State Callers

Transfer Results

During business hours, transfer completed	1	6.3%
During business hours, transfer refused	1	6.3%
During business hours, no answer/vm	0	0.0%
During business hours, transfer not offered	6	37.5%
Outside business hours, transfer not offered	7	43.8%
Outside business hours, transfer complete	1	6.3%

Indiana Problem Gambling Helpline Statistics
County Report
April 2020

Caller County	
Blackford	1
Clinton	1
Hamilton	1
Howard	2
Kosciusko	1
Marion	2
Unknown	7
White	1
	16

Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
April 2020

First Treatment Referral	
CMHC Lawrenceburg	1
Emberwood Center	1
Four County Counseling Center	1
Grant-Blackford Mental Health, Inc	1
Life Recovery Center (Indy North Office)	1
Life Recovery Center (Northeast Office)	1
Otis R. Bowen Center	1
Serenity Counseling	1
	8

Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
April 2020

Second Treatment Referral	
Amethyst House, Addiction Services	1
Four County Counseling Center	1
Life Recovery Center (Northeast Office)	1
Life Treatment Centers	1
	4

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