Indiana Problem Gambling Helpline Statistics
September 2020

Services provided by Morneau Shepell

Total Number of Calls	281
Total Number of Problem Gambling Help Line Specific Calls	23
Total Number of Calls Received Other Than Help Line Assistance	258

Calls By Shift (EST)		
First Shift (11:00pm-7:59am)	4	17.4%
Second Shift (8:00am-4:59pm)	15	65.2%
Third Shift (5:00pm-10:59pm)	4	17.4%

Request for Assistance Made by		
Self	21	91.3%
Spouse	0	0.0%
Other Family Member	1	4.3%
Friend/Advocate	1	4.3%

How Did Caller Hear About the Help Line?		
Printed on ticket	2	8.7%
Brochure	2	8.7%
Sign at gaming venue	2	8.7%
Billboard	1	4.3%
TV ad	1	4.3%
Radio ad	0	0.0%
Gaming Site Staff	0	0.0%
Phone Book	0	0.0%
Internet	11	47.8%
Newspaper	0	0.0%
Counselor/Lawyer	1	4.3%
Unknown	2	8.7%
Refused	1	4.3%

Caller Gender		
Female	5	21.7%
Male	18	78.3%
Unknown	0	0.0%

Caller Age		
0-19	0	0.0%
20-29	2	8.7%
30-39	5	21.7%
40-49	4	17.4%
50-59	3	13.0%
60-74	1	4.3%
75+	3	13.0%
Unknown	5	21.7%

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Caller Ethnicity

Caucasian	13	56.5%
African-American	6	26.1%
Hispanic	0	0.0%
Asian/Pacific Islander	0	0.0%
Native American	0	0.0%
Other	0	0.0%
Unknown	4	17.4%
Refused	0	0.0%

Preferred Venue

Casino	12	52.2%
Horse/Dog Track	1	4.3%
OTB	1	4.3%
Lottery	4	17.4%
Bingo Hall	1	4.3%
Book Maker	0	0.0%
Poker Game	1	4.3%
Social Organization	0	0.0%
Internet	2	8.7%
Bars	1	4.3%
Unknown	0	0.0%
Refused	0	0.0%

Do you play Fantasy Sports? (Gambler Only)

Yes	4	19.0%
No	13	61.9%
Unknown	4	19.0%
Refused	0	0.0%

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

Same Day	1	25.0%
Weekly	2	50.0%
Season Long	1	25.0%

Military Status (Gambler Only)

Never Active	14	66.7%
Currently Active	0	0.0%
Currently Reserve	0	0.0%
Veteran	1	4.8%
Unknown	6	28.6%
Refused	0	0.0%

Prior Treatment (Gambler Only)

Mental Health	3	14.3%
Alcohol/Drug Abuse	1	4.8%
Gamblers Anonymous	2	9.5%
Past Gambling Treatment	1	4.8%

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Crisis Calls	0

Repeat Callers	1

Result of Call

Information Only	3	13.0%
Referred	12	52.2%
Transferred	2	8.7%
Not Applicable	6	26.1%

Out of State Callers	1

Transfer Results

During business hours, transfer completed	1	4.3%
During business hours, transfer refused	8	34.8%
During business hours, no answer/vm	0	0.0%
During business hours, transfer not offered	4	17.4%
Outside business hours, transfer not offered	9	39.1%
Outside business hours, transfer complete	1	4.3%

Indiana Problem Gambling Helpline Statistics
County Report
September 2020

Caller County	
Allen	1
Delaware	1
Elkhart	1
Floyd	1
Howard	3
Marion	5
Porter	1
Shelby	1
St Joseph	1
Unknown	6
Vanderburgh	1
	22

Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
September 2020

First Treatment Referral	
Amethyst House, Addiction Services	2
Counseling for Change	1
Four County Counseling Center	1
Grant-Blackford Mental Health, Inc	2
Life Recovery Center (Indy North Office)	3
LifeSpring Health Systems	1
Oaklawn Psychiatric Center	2
Regional Mental Health Center (Stark Center)	1
Serenity Counseling	1
	14

Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
September 2020

Second Treatment Referral	
LaPorte County Comprehensive Mental Health, Swanson Center	1
Life Recovery Center (Northeast Office)	1
Life Treatment Centers	1
Regional Mental Health Center (Stark Center)	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