Indiana Problem Gambling Helpline Statistics
June 2017

Services provided by BDA | Morneau Shepell

Total Number of Calls	267
Total Number of Problem Gambling Help Line Specific Calls	21
Total Number of Calls Received Other Than Help Line Assistance	246

Calls By Shift (EST)		
First Shift (11:00pm-7:59am)	3	14.3%
Second Shift (8:00am-4:59pm)	11	52.4%
Third Shift (5:00pm-10:59pm)	7	33.3%

Request for Assistance Made by		
Self	15	71.4%
Spouse	1	4.8%
Other Family Member	5	23.8%
Friend/Advocate	0	0.0%

How Did Caller Hear About the Help Line?		
Printed on ticket	2	9.5%
Brochure	1	4.8%
Sign at gaming venue	0	0.0%
Billboard	0	0.0%
TV ad	0	0.0%
Radio ad	2	9.5%
Gaming Site Staff	1	4.8%
Phone Book	0	0.0%
Internet	8	38.1%
Newspaper	0	0.0%
Counselor/Lawyer	1	4.8%
Unknown	6	28.6%
Refused	0	0.0%

Caller Gender		
Female	10	47.6%
Male	11	52.4%
Unknown	0	0.0%

Caller Age		
0-19	1	4.8%
20-29	4	19.0%
30-39	6	28.6%
40-49	2	9.5%
50-59	1	4.8%
60-74	0	0.0%
75+	1	4.8%
Unknown	6	28.6%

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Caller Ethnicity

Caucasian	13	61.9%
African-American	3	14.3%
Hispanic	0	0.0%
Asian/Pacific Islander	0	0.0%
Native American	0	0.0%
Other	0	0.0%
Unknown	4	19.0%
Refused	1	4.8%

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	2	9.5%
Social Organization	0	0.0%
Internet	1	4.8%
Bars	0	0.0%
Unknown	1	4.8%
Refused	0	0.0%

Do you play Fantasy Sports? (Gambler Only)

Yes	1	6.7%
No	14	93.3%
Unknown	0	0.0%
Refused	0	0.0%

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

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

Military Status (Gambler Only)

Never Active	11	73.3%
Currently Active	1	6.7%
Currently Reserve	0	0.0%
Veteran	0	0.0%
Unknown	3	20.0%
Refused	0	0.0%

Prior Treatment (Gambler Only)

Mental Health	2	16.7%
Alcohol/Drug Abuse	1	9.1%
Gamblers Anonymous	1	8.3%
Past Gambling Treatment	2	16.7%

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Crisis Calls

Repeat Callers

Result of Call

Information Only	11	52.4%
Referred	9	42.9%
Transferred	1	4.8%
Not Applicable	0	0.0%

Out of State Callers

Transfer Results

During business hours, transfer completed	1	4.8%
During business hours, transfer refused	11	52.4%
During business hours, no answer/vm	0	0.0%
During business hours, transfer not offered	1	4.8%
Outside business hours, transfer not offered	8	38.1%
Outside business hours, transfer complete	0	0.0%

Indiana Problem Gambling Helpline Statistics
County Report
June 2017

Caller County	
Allen	1
Hamilton	3
Harrison	1
Howard	1
Johnson	1
Lake	1
Madison	1
Marion	4
Porter	1
St Joseph	1
Warrick	1
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Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
June 2017

First Treatment Referral	
Amethyst House, Addiction Services	2
Counseling for Change	1
Emberwood Center	2
LaPorte County Comprehensive Mental Health, Swanson Center	1
Life Recovery Center (Indy South Office)	1
Life Recovery Center (Indy North Office)	1
Regional Mental Health Center (Strawhun Center)	1
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Indiana Problem Gambling Helpline Statistics
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Second Treatment Referral	
Emberwood Center	1
Life Recovery Center (Indy South Office)	2
Southwestern Behavioral Healthcare, Inc/Stepping Stone	1
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