Indiana Problem Gambling Helpline Statistics
July 2017 - June 2018

Services provided by Morneau Shepell

Total Number of Calls	2459
Total Number of Problem Gambling Help Line Specific Calls	366
Total Number of Calls Received Other Than Help Line Assistance	2093

Total Number of Gambling Specific Calls Fiscal Year	366

Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
34	34	33	29	28	33	20	21	41	34	25	34

Total Number of Other Calls Received (Non-Intakes)	2093

Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
212	227	155	158	134	164	198	185	183	156	173	148

Calls By Shift (EST)		
First Shift (11:00pm-7:59am)	55	15.0%
Second Shift (8:00am-4:59pm)	209	57.1%
Third Shift (5:00pm-10:59pm)	102	27.9%

Request for Assistance Made by		
Self	297	81.1%
Spouse	17	4.6%
Other Family Member	34	9.3%
Friend/Advocate	18	4.9%

How Did Caller Hear About the Helpline?		
Printed on ticket	69	18.9%
Brochure	32	8.7%
Sign at gaming venue	66	18.0%
Billboard	11	3.0%
TV ad	10	2.7%
Radio ad	4	1.1%
Gaming Site Staff	14	3.8%
Phone Book	2	0.5%
Internet	103	28.1%
Newspaper	0	0.0%
Counselor/Lawyer	6	1.6%
Unknown	35	9.6%
Refused	14	3.8%

Caller Gender		
Female	141	38.5%
Male	223	60.9%
Unknown	2	0.5%

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Caller Age		
0-19	6	1.6%
20-29	49	13.4%
30-39	73	19.9%
40-49	72	19.7%
50-59	78	21.3%
60-74	46	12.6%
75+	4	1.1%
Unknown	38	10.4%

Ethnicity		
Caucasian	247	67.5%
African-American	51	13.9%
Hispanic	12	3.3%
Asian/Pacific Islander	6	1.6%
Native American	2	0.5%
Other	4	1.1%
Unknown	36	9.8%
Refused	8	2.2%

Preferred Venue		
Casino	244	66.7%
Horse/Dog Track	3	0.8%
OTB	0	0.0%
Lottery	66	18.0%
Bingo Hall	1	0.3%
Book Maker	0	0.0%
Poker Game	7	1.9%
Social Organization	3	0.8%
Internet	21	5.7%
Bars	2	0.5%
Unknown	16	4.4%
Refused	3	0.8%

Prior Treatment		
Mental Health	60	20.8%
Alcohol/Drug Abuse	33	11.5%
Gamblers Anonymous	29	10.0%
Past Gambling Treatment	25	8.7%

Crisis Calls	6

Repeat Callers	19

Indiana Problem Gambling Helpline Statistics
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Result of Call		
Information Only	140	38.3%
Referred	165	45.1%
Transferred	20	5.5%
Not Applicable	41	11.2%

Out of State Callers	23

Transfer Results		
During business hours, transfer completed	20	5.5%
During business hours, transfer refused	96	26.2%
During business hours, no answer/vm	5	1.4%
During business hours, transfer not offered	63	17.2%
Outside business hours, transfer not offered	179	48.9%
Outside business hours, transfer complete	3	0.8%

Indiana Problem Gambling Helpline Statistics
County Report
July 2017 - June 2018

Caller County	
Adams	3
Allen	5
Boone	3
Clark	3
Clay	1
Daviess	2
Dearborn	6
Delaware	2
Dubois	2
Elkhart	7
Fayette	2
Floyd	3
Grant	1
Greene	4
Hamilton	6
Harrison	2
Hendricks	10
Henry	4
Howard	6
Huntington	2
Jackson	2
Jasper	1
Jay	1
Jennings	1
Johnson	1
Knox	1
Kosciusko	1
La Porte	6
Lagrange	2
Lake	25
Lawrence	2
Madison	13
Marion	37
Miami	1
Monroe	11
Montgomery	2
Morgan	3
Newton	1
Orange	1
Owen	1
Parke	1
Porter	15
Pulaski	1
Putnam	1

Indiana Problem Gambling Helpline Statistics
County Report
July 2017 - June 2018

Caller County	
Ripley	2
Rush	1
Scott	2
Shelby	4
St Joseph	23
Starke	2
Sullivan	1
Tippecanoe	4
Tipton	2
Unknown	29
Vanderburgh	9
Vermillion	1
Vigo	1
Warrick	2
Wayne	1
	289

Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
July 2017 - June 2018

First Treatment Referral	
Amethyst House, Addiction Services	28
Aspire Indiana, Gambling	7
CMHC Lawrenceburg	11
Counseling for Change	11
Emberwood Center	6
ER Counseling, LLC	1
Four County Counseling Center	4
ga meetings	2
Grant-Blackford Mental Health, Inc	10
information onlyl	1
LaPorte County Comprehensive Mental Health, Swanson Center	9
Life Recovery Center (Indy South Office)	7
Life Recovery Center (Indy North Office)	6
Life Recovery Center (Indy West Office)	8
Life Recovery Center (Northeast Office)	15
Life Treatment Center	13
LifeSpring Health Systems	8
Midtown CMHC/Eskenazi Health	1
NA	2
Oaklawn Psychiatric Center	12
Otis R. Bowen Center	5
refused	1
Regional Mental Health Center (Stark Center)	14
Regional Mental Health Center (Strawhun Center)	12
Salvation Army Harbor Light Center	11
Southern Hills Counseling Center	1
Southwestern Behavioral Healthcare, Inc/Stepping Stone	3
unknown	1
wrong number	1
	211

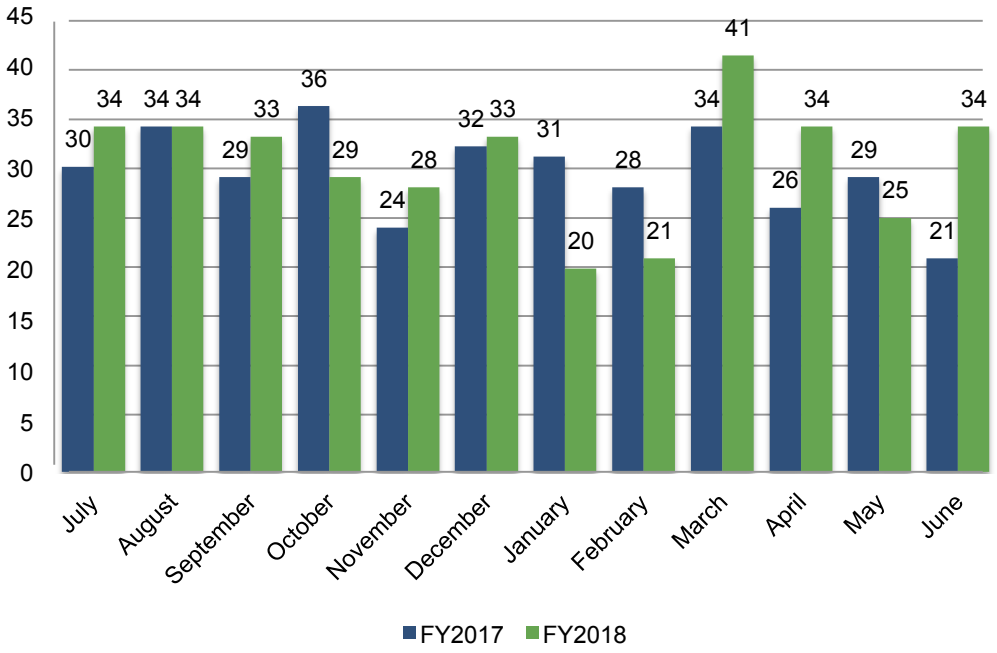
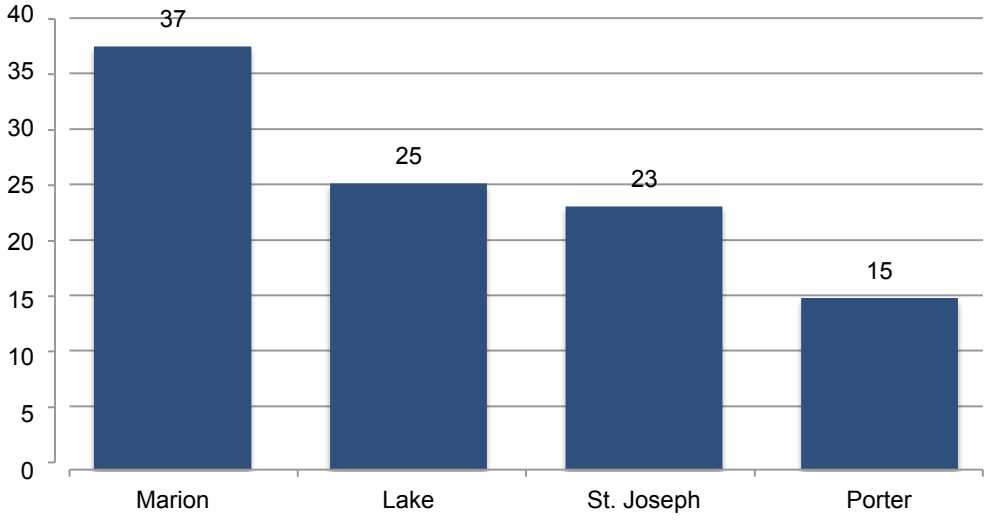
Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
July 2017 - June 2018

Second Treatment Referral	
Amethyst House, Addiction Services	1
Aspire Indiana, Gambling	3
CMHC Lawrenceburg	1
Counseling for Change	3
Emberwood Center	10
Four County Counseling Center	1
GA	1
Grant-Blackford Mental Health, Inc	3
LaPorte County Comprehensive Mental Health, Swanson Center	2
Life Recovery Center (Indy South Office)	4
Life Recovery Center (Indy North Office)	2
Life Recovery Center (Indy West Office)	4
Life Recovery Center (Northeast Office)	3
Life Treatment Center	10
LifeSpring Health Systems	3
Midtown CMHC/Eskenazi Health	2
Oaklawn Psychiatric Center	7
Otis R. Bowen Center	1
Regional Mental Health Center (Stark Center)	2
Regional Mental Health Center (Strawhun Center)	6
Salvation Army Harbor Light Center	6
Southwestern Behavioral Healthcare, Inc/Stepping Stone	2
	77

Indiana Problem Gambling Helpline Statistics
July 2017 - June 2018

Services provided by Morneau Shepell

Intakes by Month



Top 4 Counties