# Indiana Problem Gambling Helpline Statistics
## April 2018

Services provided by Morneau Shepell

| Total Number of Calls | 190 |
|---|---|
| Total Number of Problem Gambling Help Line Specific Calls | 34 |
| Total Number of Calls Received Other Than Help Line Assistance | 156 |

| Calls By Shift (EST) | | |
|---|---|---|
| First Shift (11:00pm-7:59am) | 5 | 14.7% |
| Second Shift (8:00am-4:59pm) | 21 | 61.8% |
| Third Shift (5:00pm-10:59pm) | 8 | 23.5% |

| Request for Assistance Made by | | |
|---|---|---|
| Self | 25 | 73.5% |
| Spouse | 3 | 8.8% |
| Other Family Member | 4 | 11.8% |
| Friend/Advocate | 2 | 5.9% |

| How Did Caller Hear About the Help Line? | | |
|---|---|---|
| Printed on ticket | 5 | 14.7% |
| Brochure | 2 | 5.9% |
| Sign at gaming venue | 9 | 26.5% |
| Billboard | 2 | 5.9% |
| TV ad | 2 | 5.9% |
| Radio ad | 0 | 0.0% |
| Gaming Site Staff | 2 | 5.9% |
| Phone Book | 0 | 0.0% |
| Internet | 11 | 32.4% |
| Newspaper | 0 | 0.0% |
| Counselor/Lawyer | 0 | 0.0% |
| Unknown | 1 | 2.9% |
| Refused | 0 | 0.0% |

| Caller Gender | | |
|---|---|---|
| Female | 16 | 47.1% |
| Male | 18 | 52.9% |
| Unknown | 0 | 0.0% |

| Caller Age | | |
|---|---|---|
| 0-19 | 0 | 0.0% |
| 20-29 | 3 | 8.8% |
| 30-39 | 9 | 26.5% |
| 40-49 | 8 | 23.5% |
| 50-59 | 6 | 17.6% |
| 60-74 | 5 | 14.7% |
| 75+ | 0 | 0.0% |
| Unknown | 3 | 8.8% |

# Indiana Problem Gambling Helpline Statistics
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### Caller Ethnicity

| | | |
|---|---|---|
| Caucasian | 21 | 61.8% |
| African-American | 6 | 17.6% |
| Hispanic | 2 | 5.9% |
| Asian/Pacific Islander | 1 | 2.9% |
| Native American | 0 | 0.0% |
| Other | 1 | 2.9% |
| Unknown | 2 | 5.9% |
| Refused | 1 | 2.9% |

### Preferred Venue

| | | |
|---|---|---|
| Casino | 25 | 73.5% |
| Horse/Dog Track | 0 | 0.0% |
| OTB | 0 | 0.0% |
| Lottery | 4 | 11.8% |
| Bingo Hall | 0 | 0.0% |
| Book Maker | 0 | 0.0% |
| Poker Game | 0 | 0.0% |
| Social Organization | 1 | 2.9% |
| Internet | 2 | 5.9% |
| Bars | 0 | 0.0% |
| Unknown | 2 | 5.9% |
| Refused | 0 | 0.0% |

### Do you play Fantasy Sports? (Gambler Only)

| | | |
|---|---|---|
| Yes | 1 | 4.0% |
| No | 22 | 88.0% |
| Unknown | 2 | 8.0% |
| Refused | 0 | 0.0% |

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

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

### Military Status (Gambler Only)

| | | |
|---|---|---|
| Never Active | 23 | 92.0% |
| Currently Active | 0 | 0.0% |
| Currently Reserve | 0 | 0.0% |
| Veteran | 1 | 4.0% |
| Unknown | 1 | 4.0% |
| Refused | 0 | 0.0% |

### Prior Treatment (Gambler Only)

| | | |
|---|---|---|
| Mental Health | 2 | 8.0% |
| Alcohol/Drug Abuse | 2 | 8.0% |
| Gamblers Anonymous | 1 | 4.0% |
| Past Gambling Treatment | 2 | 8.0% |

# Indiana Problem Gambling Helpline Statistics
**April 2018**

| Crisis Calls | 1 |
|---|---|

| Repeat Callers | 0 |
|---|---|

## Result of Call

| | | |
|---|---|---|
| Information Only | 11 | 32.4% |
| Referred | 21 | 61.8% |
| Transferred | 1 | 2.9% |
| Not Applicable | 1 | 2.9% |

## Out of State Callers

## Transfer Results

| | | |
|---|---|---|
| During business hours, transfer completed | 1 | 2.9% |
| During business hours, transfer refused | 13 | 38.2% |
| During business hours, no answer/vm | 0 | 0.0% |
| During business hours, transfer not offered | 4 | 11.8% |
| Outside business hours, transfer not offered | 15 | 44.1% |
| Outside business hours, transfer complete | 1 | 2.9% |

# Indiana Problem Gambling Helpline Statistics
## County Report
## April 2018

| Caller County | |
|---|---|
| | 7 |
| Elkhart | 1 |
| Hendricks | 2 |
| La Porte | 1 |
| Lake | 4 |
| Madison | 2 |
| Marion | 3 |
| Monroe | 1 |
| Porter | 5 |
| Shelby | 1 |
| St Joseph | 1 |
| Tippecanoe | 1 |
| Unknown | 1 |
| Vigo | 1 |
| | 31 |

# Indiana Problem Gambling Helpline Statistics
## Treatment Referral Report
## April 2018

| First Treatment Referral | |
|---|---|
| Amethyst House, Addiction Services | 1 |
| CMHC Lawrenceburg | 2 |
| Emberwood Center | 2 |
| LaPorte County Comprehensive Mental Health, Swanson Center | 2 |
| Life Recovery Center (Indy  South Office) | 3 |
| Life Recovery Center (Indy West Office) | 1 |
| Life Recovery Center (Northeast Office) | 3 |
| Life Treatment Center | 1 |
| Oaklawn Psychiatric Center | 1 |
| Regional Mental Health Center (Stark Center) | 4 |
| Regional Mental Health Center (Strawhun Center) | 1 |
| Salvation Army Harbor Light Center | 1 |
| | 22 |

# Indiana Problem Gambling Helpline Statistics
## Treatment Referral Report
## April 2018

| Second Treatment Referral | |
|---|---|
| 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 |
| Life Recovery Center (Indy West Office) | 1 |
| Life Treatment Center | 1 |
| Oaklawn Psychiatric Center | 1 |
| Salvation Army Harbor Light Center | 1 |
| | 9 |

| | |
|---|---|
| **Number of Chat Conversations** | 5 |

## Chat Info

| | |
|---|---|
| Gambler | 1 |
| Non-Gambler | 4 |

| | |
|---|---|
| **Number of Text Conversations** | 0 |
| **Number of Text Subscriptions** | 0 |