Indiana Problem Gambling Helpline Statistics
January 2021

Services provided by Morneau Shepell

Total Number of Calls	252
Total Number of Problem Gambling Help Line Specific Calls	12
Total Number of Calls Received Other Than Help Line Assistance	240

Calls By Shift (EST)		
First Shift (11:00pm-7:59am)	4	33.3%
Second Shift (8:00am-4:59pm)	7	58.3%
Third Shift (5:00pm-10:59pm)	1	8.3%

Request for Assistance Made by		
Self	10	83.3%
Spouse	2	16.7%
Other Family Member	0	0.0%
Friend/Advocate	0	0.0%

How Did Caller Hear About the Help Line?		
Printed on ticket	2	16.7%
Brochure	2	16.7%
Sign at gaming venue	0	0.0%
Billboard	0	0.0%
TV ad	0	0.0%
Radio ad	0	0.0%
Gaming Site Staff	0	0.0%
Phone Book	0	0.0%
Internet	6	50.0%
Newspaper	0	0.0%
Counselor/Lawyer	0	0.0%
Unknown	2	16.7%
Refused	0	0.0%

Caller Gender		
Female	4	33.3%
Male	8	66.7%
Unknown	0	0.0%

Caller Age		
0-19	0	0.0%
20-29	2	16.7%
30-39	2	16.7%
40-49	3	25.0%
50-59	0	0.0%
60-74	1	8.3%
75+	0	0.0%
Unknown	4	33.3%

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Caller Ethnicity

Caucasian	3	25.0%
African-American	3	25.0%
Hispanic	1	8.3%
Asian/Pacific Islander	0	0.0%
Native American	0	0.0%
Other	0	0.0%
Unknown	5	41.7%
Refused	0	0.0%

Preferred Venue

Casino	7	58.3%
Horse/Dog Track	0	0.0%
OTB	0	0.0%
Lottery	3	25.0%
Bingo Hall	0	0.0%
Book Maker	0	0.0%
Poker Game	0	0.0%
Social Organization	0	0.0%
Internet	2	16.7%
Bars	0	0.0%
Unknown	0	0.0%
Refused	0	0.0%

Do you play Fantasy Sports? (Gambler Only)

Yes	1	10.0%
No	5	50.0%
Unknown	4	40.0%
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	5	50.0%
Currently Active	0	0.0%
Currently Reserve	0	0.0%
Veteran	0	0.0%
Unknown	5	50.0%
Refused	0	0.0%

Prior Treatment (Gambler Only)

Mental Health	2	20.0%
Alcohol/Drug Abuse	1	10.0%
Gamblers Anonymous	0	0.0%
Past Gambling Treatment	0	0.0%

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Crisis Calls	0

Repeat Callers	2

Result of Call

Information Only	4	33.3%
Referred	4	33.3%
Transferred	3	25.0%
Not Applicable	1	8.3%

Out of State Callers	1

Transfer Results

During business hours, transfer completed	2	16.7%
During business hours, transfer refused	3	25.0%
During business hours, no answer/vm	0	0.0%
During business hours, transfer not offered	1	8.3%
Outside business hours, transfer not offered	5	41.7%
Outside business hours, transfer complete	1	8.3%

Indiana Problem Gambling Helpline Statistics
County Report
January 2021

Caller County	
Decatur	1
Dubois	1
Elkhart	1
Howard	1
Lawrence	1
Marion	3
Unknown	2
Vanderburgh	1
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Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
January 2021

First Treatment Referral	
Amethyst House, Addiction Services	1
Counseling for Change	2
Emberwood Center	1
ER Counseling, LLC	1
Oaklawn Psychiatric Center	1
Serenity Counseling	1
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Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
January 2021

Second Treatment Referral	
CMHC Lawrenceburg	1
Offered website	1
Salvation Army Harbor Light Center	2
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Number of Chat Conversations	3

Chat Info

Gambler	1
Non-Gambler	0
Not Specified	2

Number of Text Conversations	0
Number of Text Subscriptions	0