Indiana Problem Gambling Helpline Statistics
July 2018

Services provided by Morneau Shepell

Total Number of Calls	112
Total Number of Problem Gambling Help Line Specific Calls	23
Total Number of Calls Received Other Than Help Line Assistance	89

Calls By Shift (EST)		
First Shift (11:00pm-7:59am)	4	17.4%
Second Shift (8:00am-4:59pm)	13	56.5%
Third Shift (5:00pm-10:59pm)	6	26.1%

Request for Assistance Made by		
Self	20	87.0%
Spouse	0	0.0%
Other Family Member	1	4.3%
Friend/Advocate	2	8.7%

How Did Caller Hear About the Help Line?		
Printed on ticket	3	13.0%
Brochure	1	4.3%
Sign at gaming venue	4	17.4%
Billboard	2	8.7%
TV ad	0	0.0%
Radio ad	2	8.7%
Gaming Site Staff	1	4.3%
Phone Book	0	0.0%
Internet	8	34.8%
Newspaper	0	0.0%
Counselor/Lawyer	0	0.0%
Unknown	2	8.7%
Refused	0	0.0%

Caller Gender		
Female	8	34.8%
Male	15	65.2%
Unknown	0	0.0%

Caller Age		
0-19	2	8.7%
20-29	1	4.3%
30-39	4	17.4%
40-49	4	17.4%
50-59	3	13.0%
60-74	7	30.4%
75+	0	0.0%
Unknown	2	8.7%

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Caller Ethnicity

Caucasian	15	65.2%
African-American	5	21.7%
Hispanic	0	0.0%
Asian/Pacific Islander	1	4.3%
Native American	0	0.0%
Other	0	0.0%
Unknown	2	8.7%
Refused	0	0.0%

Preferred Venue

Casino	17	73.9%
Horse/Dog Track	0	0.0%
OTB	0	0.0%
Lottery	1	4.3%
Bingo Hall	0	0.0%
Book Maker	0	0.0%
Poker Game	0	0.0%
Social Organization	1	4.3%
Internet	1	4.3%
Bars	1	4.3%
Unknown	2	8.7%
Refused	0	0.0%

Do you play Fantasy Sports? (Gambler Only)

Yes	0	0.0%
No	18	90.0%
Unknown	1	5.0%
Refused	1	5.0%

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

Same Day
Weekly
Season Long

Military Status (Gambler Only)

Never Active	19	95.0%
Currently Active	1	5.0%
Currently Reserve	0	0.0%
Veteran	0	0.0%
Unknown	0	0.0%
Refused	0	0.0%

Prior Treatment (Gambler Only)

Mental Health	2	10.0%
Alcohol/Drug Abuse	1	5.0%
Gamblers Anonymous	1	5.0%
Past Gambling Treatment	1	5.0%

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July 2018

Crisis Calls

Repeat Callers

Result of Call

Information Only	6	26.1%
Referred	13	56.5%
Transferred	3	13.0%
Not Applicable	1	4.3%

Out of State Callers

Transfer Results

During business hours, transfer completed	3	13.0%
During business hours, transfer refused	6	26.1%
During business hours, no answer/vm	0	0.0%
During business hours, transfer not offered	1	4.3%
Outside business hours, transfer not offered	13	56.5%
Outside business hours, transfer complete	0	0.0%

Indiana Problem Gambling Helpline Statistics
County Report
July 2018

Caller County	
Allen	1
Decatur	1
Elkhart	1
Hamilton	1
Hancock	1
Hendricks	1
Jasper	1
Marion	4
Ohio	1
Porter	1
St Joseph	1
Wayne	2
	16

Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
July 2018

First Treatment Referral	
CMHC Lawrenceburg	1
Counseling for Change	1
Emberwood Center	1
ER Counseling, LLC	2
GA	1
Life Recovery Center (Indy South Office)	1
Life Recovery Center (Indy North Office)	3
Life Recovery Center (Northeast Office)	3
na	1
Oaklawn Psychiatric Center	1
Regional Mental Health Center (Stark Center)	1
Regional Mental Health Center (Strawhun Center)	1
	17

Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
July 2018

Second Treatment Referral	
CMHC Lawrenceburg	1
Emberwood Center	3
Life Recovery Center (Northeast Office)	1
Regional Mental Health Center (Strawhun Center)	1
Salvation Army Harbor Light Center	1
	7

Number of Chat Conversations	2

Chat Info

Gambler	2
Non-Gambler	0

Number of Text Conversations	0
Number of Text Subscriptions	0