Indiana Problem Gambling Helpline Statistics

August 2019

Services provided by Morneau Shepell

Total Number of Calls	177
Total Number of Problem Gambling Help Line Specific Calls	14
Total Number of Calls Received Other Than Help Line Assistance	163

Calls By Shift (EST)		
First Shift (11:00pm-7:59am)	2	14.3%
Second Shift (8:00am-4:59pm)	10	71.4%
Third Shift (5:00pm-10:59pm)	2	14.3%

Request for Assistance Made by		
Self	14	100.0%
Spouse	0	0.0%
Other Family Member	0	0.0%
Friend/Advocate	0	0.0%

How Did Caller Hear About the Help Line?		
Printed on ticket	2	14.3%
Brochure	1	7.1%
Sign at gaming venue	1	7.1%
Billboard	1	7.1%
TV ad	0	0.0%
Radio ad	0	0.0%
Gaming Site Staff	0	0.0%
Phone Book	0	0.0%
Internet	4	28.6%
Newspaper	0	0.0%
Counselor/Lawyer	0	0.0%
Unknown	5	35.7%
Refused	0	0.0%

Caller Gender		
Female	8	57.1%
Male	6	42.9%
Unknown	0	0.0%

Caller Age		
0-19	0	0.0%
20-29	0	0.0%
30-39	0	0.0%
40-49	2	14.3%
50-59	2	14.3%
60-74	2	14.3%
75+	0	0.0%
Unknown	8	57.1%

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Caller Ethnicity

Caucasian	4	28.6%
African-American	4	28.6%
Hispanic	0	0.0%
Asian/Pacific Islander	0	0.0%
Native American	0	0.0%
Other	0	0.0%
Unknown	5	35.7%
Refused	1	7.1%

Preferred Venue

Casino	10	71.4%
Horse/Dog Track	1	7.1%
OTB	0	0.0%
Lottery	0	0.0%
Bingo Hall	0	0.0%
Book Maker	0	0.0%
Poker Game	1	7.1%
Social Organization	1	7.1%
Internet	0	0.0%
Bars	0	0.0%
Unknown	0	0.0%
Refused	1	7.1%

Do you play Fantasy Sports? (Gambler Only)

Yes	0	0.0%
No	13	92.9%
Unknown	1	7.1%
Refused	0	0.0%

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

Same Day
Weekly
Season Long

Military Status (Gambler Only)

Never Active	12	85.7%
Currently Active	0	0.0%
Currently Reserve	0	0.0%
Veteran	0	0.0%
Unknown	1	7.1%
Refused	1	7.1%

Prior Treatment (Gambler Only)

Mental Health	0	0.0%
Alcohol/Drug Abuse	0	0.0%
Gamblers Anonymous	0	0.0%
Past Gambling Treatment	0	0.0%

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Crisis Calls 1

Repeat Callers 1

Result of Call

Information Only	7	50.0%
Referred	5	35.7%
Transferred	0	0.0%
Not Applicable	2	14.3%

Out of State Callers

Transfer Results

During business hours, transfer completed	2	14.3%
During business hours, transfer refused	9	64.3%
During business hours, no answer/vm	0	0.0%
During business hours, transfer not offered	0	0.0%
Outside business hours, transfer not offered	3	21.4%
Outside business hours, transfer complete	0	0.0%

Indiana Problem Gambling Helpline Statistics
County Report
August 2019

Caller County	
Johnson	1
La Porte	1
Lake	3
Marion	4
Porter	1
St Joseph	1
Unknown	1
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Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
August 2019

First Treatment Referral	
Emberwood Center	3
Life Recovery Center (Northeast Office)	1
Regional Mental Health Center (Stark Center)	2
Salvation Army Harbor Light Center	1
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Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
August 2019

Second Treatment Referral	
Emberwood Center	1
Life Recovery Center (Indy South Office)	2
Regional Mental Health Center (Strawhun Center)	2
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Number of Chat Conversations	0

Chat Info

Gambler	0
Non-Gambler	0
Not Specified	0

Number of Text Conversations	1
Number of Text Subscriptions	0