Indiana Problem Gambling Helpline Statistics
November 2019

Services provided by Morneau Shepell

Total Number of Calls	173
Total Number of Problem Gambling Help Line Specific Calls	18
Total Number of Calls Received Other Than Help Line Assistance	155

Calls By Shift (EST)		
First Shift (11:00pm-7:59am)	0	0.0%
Second Shift (8:00am-4:59pm)	13	72.2%
Third Shift (5:00pm-10:59pm)	5	27.8%

Request for Assistance Made by		
Self	13	72.2%
Spouse	0	0.0%
Other Family Member	4	22.2%
Friend/Advocate	1	5.6%

How Did Caller Hear About the Help Line?		
Printed on ticket	1	5.6%
Brochure	4	22.2%
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	33.3%
Newspaper	0	0.0%
Counselor/Lawyer	1	5.6%
Unknown	6	33.3%
Refused	0	0.0%

Caller Gender		
Female	7	38.9%
Male	11	61.1%
Unknown	0	0.0%

Caller Age		
0-19	0	0.0%
20-29	0	0.0%
30-39	3	16.7%
40-49	2	11.1%
50-59	3	16.7%
60-74	1	5.6%
75+	0	0.0%
Unknown	9	50.0%

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Caller Ethnicity

Caucasian	8	44.4%
African-American	4	22.2%
Hispanic	1	5.6%
Asian/Pacific Islander	0	0.0%
Native American	0	0.0%
Other	0	0.0%
Unknown	5	27.8%
Refused	0	0.0%

Preferred Venue

Casino	12	66.7%
Horse/Dog Track	0	0.0%
OTB	0	0.0%
Lottery	1	5.6%
Bingo Hall	0	0.0%
Book Maker	0	0.0%
Poker Game	0	0.0%
Social Organization	0	0.0%
Internet	2	11.1%
Bars	0	0.0%
Unknown	2	11.1%
Refused	1	5.6%

Do you play Fantasy Sports? (Gambler Only)

Yes	1	7.7%
No	12	92.3%
Unknown	0	0.0%
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	10	76.9%
Currently Active	0	0.0%
Currently Reserve	0	0.0%
Veteran	0	0.0%
Unknown	3	23.1%
Refused	0	0.0%

Prior Treatment (Gambler Only)

Mental Health	4	30.8%
Alcohol/Drug Abuse	1	7.7%
Gamblers Anonymous	1	7.7%
Past Gambling Treatment	2	15.4%

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Crisis Calls 1

Repeat Callers 1

Result of Call

Information Only	13	72.2%
Referred	3	16.7%
Transferred	1	5.6%
Not Applicable	1	5.6%

Out of State Callers 1

Transfer Results

During business hours, transfer completed	2	11.1%
During business hours, transfer refused	7	38.9%
During business hours, no answer/vm	0	0.0%
During business hours, transfer not offered	4	22.2%
Outside business hours, transfer not offered	5	27.8%
Outside business hours, transfer complete	0	0.0%

Indiana Problem Gambling Helpline Statistics
County Report
November 2019

Caller County	
Allen	1
Clark	1
Elkhart	1
Grant	1
Howard	1
Lake	2
Madison	1
Marion	4
Marshall	1
Monroe	1
Porter	1
Unknown	1
Wayne	1
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Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
November 2019

First Treatment Referral	
Aspire Indiana, Gambling	4
Community Health Network (Gallahue Mental Health)	3
Community Mental Health Center, Inc.	1
Emberwood Center	1
Life Treatment Center	1
Midtown/Wishard	1
Oaklawn Psychiatric Center	2
Otis R. Bowen Center	1
Peer Recovery Specialists (Affiliated Service Providers of Indiana,	13
Porter Starke Services	1
Regional Mental Health Center (Formerly Southlake)	1
Salvation Army Harbor Light Center	1
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Indiana Problem Gambling Helpline Statistics
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Second Treatment Referral	
CMHC Lawrenceburg	1
Emberwood Center	1
ER Counseling, LLC	1
LaPorte County Comprehensive Mental Health, Swanson Center	1
Life Recovery Center (Indy South Office)	1
Life Recovery Center (Northeast Office)	1
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