Indiana Problem Gambling Helpline Statistics
February 2017

Services provided by BDA | Morneau Shepell

Total Number of Calls	219
Total Number of Problem Gambling Help Line Specific Calls	28
Total Number of Calls Received Other Than Help Line Assistance	191

Calls By Shift (EST)		
First Shift (11:00pm-7:59am)	6	21.4%
Second Shift (8:00am-4:59pm)	16	57.1%
Third Shift (5:00pm-10:59pm)	6	21.4%

Request for Assistance Made by		
Self	26	92.9%
Spouse	0	0.0%
Other Family Member	2	7.1%
Friend/Advocate	0	0.0%

How Did Caller Hear About the Help Line?		
Printed on ticket	6	21.4%
Brochure	3	10.7%
Sign at gaming venue	8	28.6%
Billboard	2	7.1%
TV ad	1	3.6%
Radio ad	2	7.1%
Gaming Site Staff	0	0.0%
Phone Book	0	0.0%
Internet	3	10.7%
Newspaper	0	0.0%
Counselor/Lawyer	1	3.6%
Unknown	2	7.1%
Refused	0	0.0%

Caller Gender		
Female	9	32.1%
Male	19	67.9%
Unknown	0	0.0%

Caller Age		
0-19	1	3.6%
20-29	3	10.7%
30-39	8	28.6%
40-49	2	7.1%
50-59	3	10.7%
60-74	4	14.3%
75+	1	3.6%
Unknown	6	21.4%

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Caller Ethnicity

Caucasian	15	53.6%
African-American	8	28.6%
Hispanic	0	0.0%
Asian/Pacific Islander	0	0.0%
Native American	0	0.0%
Other	0	0.0%
Unknown	4	14.3%
Refused	1	3.6%

Preferred Venue

Casino	19	67.9%
Horse/Dog Track	0	0.0%
OTB	0	0.0%
Lottery	6	21.4%
Bingo Hall	0	0.0%
Book Maker	1	3.6%
Poker Game	0	0.0%
Social Organization	0	0.0%
Internet	0	0.0%
Bars	0	0.0%
Unknown	2	7.1%
Refused	0	0.0%

Do you play Fantasy Sports? (Gambler Only)

Yes	1	3.8%
No	19	73.1%
Unknown	5	19.2%
Refused	1	3.8%

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

Same Day	3	100.0%
Weekly	0	0.0%
Season Long	0	0.0%

Military Status (Gambler Only)

Never Active	20	76.9%
Currently Active	0	0.0%
Currently Reserve	0	0.0%
Veteran	1	3.8%
Unknown	5	19.2%
Refused	0	0.0%

Prior Treatment (Gambler Only)

Mental Health	3	11.5%
Alcohol/Drug Abuse	1	3.8%
Gamblers Anonymous	2	7.7%
Past Gambling Treatment	1	3.8%

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Crisis Calls	0

Repeat Callers	3

Result of Call

Information Only	10	35.7%
Referred	12	42.9%
Transferred	0	0.0%
Not Applicable	6	21.4%

Out of State Callers

Transfer Results

During business hours, transfer completed	2	7.1%
During business hours, transfer refused	7	25.0%
During business hours, no answer/vm	0	0.0%
During business hours, transfer not offered	4	14.3%
Outside business hours, transfer not offered	15	53.6%
Outside business hours, transfer complete	0	0.0%

Indiana Problem Gambling Helpline Statistics
County Report
February 2017

Caller County	
Allen	1
Clark	1
Dearborn	1
Floyd	1
Hamilton	1
Hendricks	1
Jackson	1
Lake	2
Madison	1
Marion	6
Monroe	1
Owen	1
Shelby	1
Unknown	5
Vigo	1
	25

Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
February 2017

First Treatment Referral	
Amethyst House, Addiction Services	5
Aspire Indiana, Gambling	1
Emberwood Center	4
Life Recovery Center (Indy South Office)	2
Life Recovery Center (Northeast Office)	2
Otis R. Bowen Center	1
Regional Mental Health Center (Stark Center)	1
Regional Mental Health Center (Strawhun Center)	1
Salvation Army Harbor Light Center	1
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Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
February 2017

Second Treatment Referral	
Amethyst House, Addiction Services	1
Aspire Indiana, Gambling	2
Emberwood Center	2
LaPorte County Comprehensive Mental Health, Swanson Center	1
Life Recovery Center (Indy South Office)	2
Life Recovery Center (Northeast Office)	1
Life Treatment Center	1
LifeSpring Health Systems	1
Regional Mental Health Center (Strawhun Center)	1
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