# Indiana Problem Gambling Helpline Statistics
## August 2021

Services provided by LifeWorks

| Total Number of Calls | 327 |
|---|---|
| Total Number of Problem Gambling Help Line Specific Calls | 31 |
| Total Number of Calls Received Other Than Help Line Assistance | 296 |

| Calls By Shift (EST) | | |
|---|---|---|
| First Shift (11:00pm-7:59am) | 9 | 29.0% |
| Second Shift (8:00am-4:59pm) | 10 | 32.3% |
| Third Shift (5:00pm-10:59pm) | 12 | 38.7% |

| Request for Assistance Made by | | |
|---|---|---|
| Self | 26 | 83.9% |
| Spouse | 1 | 3.2% |
| Other Family Member | 4 | 12.9% |
| Friend/Advocate | 0 | 0.0% |

| How Did Caller Hear About the Help Line? | | |
|---|---|---|
| Printed on ticket | 6 | 19.4% |
| Brochure | 1 | 3.2% |
| Sign at gaming venue | 6 | 19.4% |
| Billboard | 0 | 0.0% |
| TV ad | 0 | 0.0% |
| Radio ad | 2 | 6.5% |
| Gaming Site Staff | 0 | 0.0% |
| Phone Book | 0 | 0.0% |
| Internet | 10 | 32.3% |
| Newspaper | 0 | 0.0% |
| Counselor/Lawyer | 2 | 6.5% |
| Unknown | 4 | 12.9% |
| Refused | 0 | 0.0% |

| Caller Gender | | |
|---|---|---|
| Female | 13 | 41.9% |
| Male | 12 | 38.7% |
| Unknown | 6 | 19.4% |

| Caller Age | | |
|---|---|---|
| 0-19 | 1 | 3.2% |
| 20-29 | 4 | 12.9% |
| 30-39 | 1 | 3.2% |
| 40-49 | 4 | 12.9% |
| 50-59 | 3 | 9.7% |
| 60-74 | 4 | 12.9% |
| 75+ | 1 | 3.2% |
| Unknown | 13 | 41.9% |

# Indiana Problem Gambling Helpline Statistics
**August 2021**

## Caller Ethnicity

| | | |
|---|---|---|
| Caucasian | 12 | 38.7% |
| African-American | 2 | 6.5% |
| Hispanic | 0 | 0.0% |
| Asian/Pacific Islander | 0 | 0.0% |
| Native American | 0 | 0.0% |
| Other | 1 | 3.2% |
| Unknown | 16 | 51.6% |
| Refused | 0 | 0.0% |

## Preferred Venue

| | | |
|---|---|---|
| Casino | 9 | 29.0% |
| Horse/Dog Track | 0 | 0.0% |
| OTB | 0 | 0.0% |
| Lottery | 6 | 19.4% |
| Bingo Hall | 0 | 0.0% |
| Book Maker | 0 | 0.0% |
| Poker Game | 0 | 0.0% |
| Social Organization | 0 | 0.0% |
| Internet | 7 | 22.6% |
| Bars | 0 | 0.0% |
| Unknown | 9 | 29.0% |
| Refused | 0 | 0.0% |

## Do you play Fantasy Sports? (Gambler Only)

| | | |
|---|---|---|
| Yes | 2 | 7.7% |
| No | 11 | 42.3% |
| Unknown | 12 | 46.2% |
| Refused | 1 | 3.8% |

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

| | | |
|---|---|---|
| Same Day | 1 | 50.0% |
| Weekly | 1 | 50.0% |
| Season Long | 0 | 0.0% |

## Military Status (Gambler Only)

| | | |
|---|---|---|
| Never Active | 9 | 34.6% |
| Currently Active | 0 | 0.0% |
| Currently Reserve | 0 | 0.0% |
| Veteran | 4 | 15.4% |
| Unknown | 13 | 50.0% |
| Refused | 0 | 0.0% |

## Prior Treatment (Gambler Only)

| | | |
|---|---|---|
| Mental Health | 4 | 15.4% |
| Alcohol/Drug Abuse | 3 | 11.5% |
| Gamblers Anonymous | 3 | 11.5% |
| Past Gambling Treatment | 1 | 3.8% |

# Indiana Problem Gambling Helpline Statistics
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| Crisis Calls | 8 |
|---|---|

| Repeat Callers | 0 |
|---|---|

## Result of Call

| | | |
|---|---|---|
| Information Only | 9 | 29.0% |
| Referred | 19 | 61.3% |
| Transferred | 1 | 3.2% |
| Not Applicable | 2 | 6.5% |

| Out of State Callers | 1 |
|---|---|

## Transfer Results

| | | |
|---|---|---|
| During business hours, transfer completed | 0 | 0.0% |
| During business hours, transfer refused | 7 | 22.6% |
| During business hours, no answer/vm | 0 | 0.0% |
| During business hours, transfer not offered | 3 | 9.7% |
| Outside business hours, transfer not offered | 20 | 64.5% |
| Outside business hours, transfer complete | 1 | 3.2% |

# Indiana Problem Gambling Helpline Statistics
## County Report
## August 2021

| Caller County | |
|---|---|
| Allen | 1 |
| Bartholomew | 1 |
| Elkhart | 1 |
| Grant | 1 |
| Harrison | 1 |
| Hendricks | 1 |
| Jennings | 2 |
| Lake | 1 |
| Marion | 3 |
| Marshall | 1 |
| Martin | 1 |
| Porter | 1 |
| St Joseph | 4 |
| Unknown | 10 |
| Vanderburgh | 1 |
| | 30 |

# Indiana Problem Gambling Helpline Statistics
## Treatment Referral Report
## August 2021

| First Treatment Referral | |
|---|---|
| Amethyst House, Addiction Services | 3 |
| CMHC Lawrenceburg | 1 |
| Counseling for Change | 2 |
| Emberwood Center | 1 |
| ER Counseling, LLC | 2 |
| GA | 1 |
| Life Recovery Center (Indy West Office) | 2 |
| Life Treatment Centers | 2 |
| LifeSpring Health Systems | 1 |
| Oaklawn Psychiatric Center | 3 |
| Otis R. Bowen Center | 1 |
| Regional Mental Health Center (Stark Center) | 1 |
| | 20 |

# Indiana Problem Gambling Helpline Statistics
## Treatment Referral Report
## August 2021

| Second Treatment Referral | |
|---|---|
| Emberwood Center | 2 |
| Life Recovery Center (Indy North Office) | 2 |
| Life Treatment Centers | 2 |
| Oaklawn Psychiatric Center | 2 |
| Salvation Army Harbor Light Center | 1 |
| | 9 |

| | |
|---|---|
| **Number of Chat Conversations** | 16 |

## Chat Info

| | |
|---|---|
| Gambler | 2 |
| Non-Gambler | 0 |
| Not Specified | 14 |

| | |
|---|---|
| **Number of Text Conversations** | 1 |
| **Number of Text Subscriptions** | 0 |