Indiana Problem Gambling Helpline Statistics
October 2018

Services provided by Morneau Shepell

Total Number of Calls	152
Total Number of Problem Gambling Help Line Specific Calls	20
Total Number of Calls Received Other Than Help Line Assistance	132

Calls By Shift (EST)		
First Shift (11:00pm-7:59am)	1	5.0%
Second Shift (8:00am-4:59pm)	13	65.0%
Third Shift (5:00pm-10:59pm)	6	30.0%

Request for Assistance Made by		
Self	16	80.0%
Spouse	0	0.0%
Other Family Member	2	10.0%
Friend/Advocate	2	10.0%

How Did Caller Hear About the Help Line?		
Printed on ticket	2	10.0%
Brochure	4	20.0%
Sign at gaming venue	0	0.0%
Billboard	0	0.0%
TV ad	0	0.0%
Radio ad	0	0.0%
Gaming Site Staff	1	5.0%
Phone Book	0	0.0%
Internet	9	45.0%
Newspaper	0	0.0%
Counselor/Lawyer	0	0.0%
Unknown	3	15.0%
Refused	1	5.0%

Caller Gender		
Female	6	30.0%
Male	12	60.0%
Unknown	2	10.0%

Caller Age		
0-19	0	0.0%
20-29	0	0.0%
30-39	2	10.0%
40-49	7	35.0%
50-59	3	15.0%
60-74	3	15.0%
75+	0	0.0%
Unknown	5	25.0%

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Caller Ethnicity

Caucasian	13	65.0%
African-American	3	15.0%
Hispanic	0	0.0%
Asian/Pacific Islander	0	0.0%
Native American	0	0.0%
Other	0	0.0%
Unknown	2	10.0%
Refused	2	10.0%

Preferred Venue

Casino	11	55.0%
Horse/Dog Track	0	0.0%
OTB	1	5.0%
Lottery	3	15.0%
Bingo Hall	0	0.0%
Book Maker	0	0.0%
Poker Game	0	0.0%
Social Organization	0	0.0%
Internet	1	5.0%
Bars	0	0.0%
Unknown	3	15.0%
Refused	1	5.0%

Do you play Fantasy Sports? (Gambler Only)

Yes	0	0.0%
No	10	62.5%
Unknown	5	31.3%
Refused	1	6.3%

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

Same Day
Weekly
Season Long

Military Status (Gambler Only)

Never Active	9	56.3%
Currently Active	0	0.0%
Currently Reserve	0	0.0%
Veteran	0	0.0%
Unknown	6	37.5%
Refused	1	6.3%

Prior Treatment (Gambler Only)

Mental Health	2	22.2%
Alcohol/Drug Abuse	2	22.2%
Gamblers Anonymous	1	11.1%
Past Gambling Treatment	1	11.1%

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Crisis Calls

Repeat Callers

Result of Call

Information Only	8	40.0%
Referred	7	35.0%
Transferred	0	0.0%
Not Applicable	5	25.0%

Out of State Callers

Transfer Results

During business hours, transfer completed	0	0.0%
During business hours, transfer refused	1	5.0%
During business hours, no answer/vm	0	0.0%
During business hours, transfer not offered	7	35.0%
Outside business hours, transfer not offered	11	55.0%
Outside business hours, transfer complete	1	5.0%

Indiana Problem Gambling Helpline Statistics
County Report
October 2018

Caller County	
Dearborn	1
Delaware	3
Floyd	1
Hendricks	1
Johnson	1
Lake	2
Marion	1
Noble	1
Spencer	1
St Joseph	1
Steuben	1
Vanderburgh	1
Wayne	1
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Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
October 2018

First Treatment Referral	
Amethyst House, Addiction Services	1
CMHC Lawrenceburg	2
Counseling for Change	1
Emberwood Center	2
Grant-Blackford Mental Health, Inc	2
Indiana Gaming Commission	1
Life Recovery Center (Indy South Office)	2
Life Treatment Center	2
Otis R. Bowen Center	1
Regional Mental Health Center (Stark Center)	2
Salvation Army Harbor Light Center	2
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Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
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Second Treatment Referral	
LaPorte County Comprehensive Mental Health, Swanson Center	1
Life Recovery Center (Indy West Office)	1
Life Recovery Center (Northeast Office)	1
Life Treatment Center	1
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Number of Chat Conversations	3

Chat Info

Gambler	2
Non-Gambler	1
Not Specified	0

Number of Text Conversations	0
Number of Text Subscriptions	0