Indiana Problem Gambling Helpline Statistics
March 2020

Services provided by Morneau Shepell

Total Number of Calls	211
Total Number of Problem Gambling Help Line Specific Calls	24
Total Number of Calls Received Other Than Help Line Assistance	187

Calls By Shift (EST)		
First Shift (11:00pm-7:59am)	5	20.8%
Second Shift (8:00am-4:59pm)	13	54.2%
Third Shift (5:00pm-10:59pm)	6	25.0%

Request for Assistance Made by		
Self	22	91.7%
Spouse	0	0.0%
Other Family Member	2	8.3%
Friend/Advocate	0	0.0%

How Did Caller Hear About the Help Line?		
Printed on ticket	5	20.8%
Brochure	4	16.7%
Sign at gaming venue	3	12.5%
Billboard	0	0.0%
TV ad	2	8.3%
Radio ad	1	4.2%
Gaming Site Staff	0	0.0%
Phone Book	0	0.0%
Internet	9	37.5%
Newspaper	0	0.0%
Counselor/Lawyer	0	0.0%
Unknown	0	0.0%
Refused	0	0.0%

Caller Gender		
Female	9	37.5%
Male	15	62.5%
Unknown	0	0.0%

Caller Age		
0-19	0	0.0%
20-29	2	8.3%
30-39	7	29.2%
40-49	1	4.2%
50-59	3	12.5%
60-74	1	4.2%
75+	0	0.0%
Unknown	10	41.7%

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Caller Ethnicity

Caucasian	11	45.8%
African-American	9	37.5%
Hispanic	0	0.0%
Asian/Pacific Islander	0	0.0%
Native American	0	0.0%
Other	2	8.3%
Unknown	2	8.3%
Refused	0	0.0%

Preferred Venue

Casino	13	54.2%
Horse/Dog Track	1	4.2%
OTB	0	0.0%
Lottery	8	33.3%
Bingo Hall	0	0.0%
Book Maker	0	0.0%
Poker Game	0	0.0%
Social Organization	0	0.0%
Internet	0	0.0%
Bars	0	0.0%
Unknown	2	8.3%
Refused	0	0.0%

Do you play Fantasy Sports? (Gambler Only)

Yes	5	22.7%
No	17	77.3%
Unknown	0	0.0%
Refused	0	0.0%

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

Same Day	3	60.0%
Weekly	1	20.0%
Season Long	1	20.0%

Military Status (Gambler Only)

Never Active	18	81.8%
Currently Active	0	0.0%
Currently Reserve	0	0.0%
Veteran	1	4.5%
Unknown	3	13.6%
Refused	0	0.0%

Prior Treatment (Gambler Only)

Mental Health	4	18.2%
Alcohol/Drug Abuse	2	9.1%
Gamblers Anonymous	0	0.0%
Past Gambling Treatment	2	9.1%

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Crisis Calls 0

Repeat Callers 3

Result of Call

Information Only	6	25.0%
Referred	16	66.7%
Transferred	1	4.2%
Not Applicable	1	4.2%

Out of State Callers

Transfer Results

During business hours, transfer completed	1	4.2%
During business hours, transfer refused	4	16.7%
During business hours, no answer/vm	0	0.0%
During business hours, transfer not offered	3	12.5%
Outside business hours, transfer not offered	16	66.7%
Outside business hours, transfer complete	0	0.0%

Indiana Problem Gambling Helpline Statistics
County Report
March 2020

Caller County	
Cass	1
Decatur	1
Gibson	1
Howard	4
Lake	2
Madison	1
Marion	1
Putnam	1
Shelby	1
St Joseph	2
Unknown	6
Vanderburgh	1
Washington	1
Wayne	1
	24

Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
March 2020

First Treatment Referral	
Amethyst House, Addiction Services	2
CMHC Lawrenceburg	1
Counseling for Change	2
Emberwood Center	1
ER Counseling, LLC	2
Four County Counseling Center	2
Grant Blackford	1
Life Recovery Center (Indy North Office)	1
Oaklawn Psychiatric Center	1
Regional Mental Health Center (Stark Center)	2
Serenity Counseling	2
	17

Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
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Second Treatment Referral	
Creative Counseling	1
Life Recovery Center (Northeast Office)	1
Life Treatment Centers	2
Salvation Army Harbor Light Center	1
	5

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