Indiana Problem Gambling Helpline Statistics
May 2018

Services provided by Morneau Shepell

Total Number of Calls	198
Total Number of Problem Gambling Help Line Specific Calls	25
Total Number of Calls Received Other Than Help Line Assistance	173

Calls By Shift (EST)		
First Shift (11:00pm-7:59am)	1	4.0%
Second Shift (8:00am-4:59pm)	15	60.0%
Third Shift (5:00pm-10:59pm)	9	36.0%

Request for Assistance Made by		
Self	21	84.0%
Spouse	1	4.0%
Other Family Member	2	8.0%
Friend/Advocate	1	4.0%

How Did Caller Hear About the Help Line?		
Printed on ticket	4	16.0%
Brochure	3	12.0%
Sign at gaming venue	7	28.0%
Billboard	1	4.0%
TV ad	0	0.0%
Radio ad	0	0.0%
Gaming Site Staff	2	8.0%
Phone Book	0	0.0%
Internet	8	32.0%
Newspaper	0	0.0%
Counselor/Lawyer	0	0.0%
Unknown	0	0.0%
Refused	0	0.0%

Caller Gender		
Female	12	48.0%
Male	13	52.0%
Unknown	0	0.0%

Caller Age		
0-19	1	4.0%
20-29	5	20.0%
30-39	5	20.0%
40-49	4	16.0%
50-59	5	20.0%
60-74	4	16.0%
75+	0	0.0%
Unknown	1	4.0%

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Caller Ethnicity

Caucasian	18	72.0%
African-American	4	16.0%
Hispanic	0	0.0%
Asian/Pacific Islander	1	4.0%
Native American	0	0.0%
Other	0	0.0%
Unknown	2	8.0%
Refused	0	0.0%

Preferred Venue

Casino	16	64.0%
Horse/Dog Track	1	4.0%
OTB	0	0.0%
Lottery	7	28.0%
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	1	4.0%
Refused	0	0.0%

Do you play Fantasy Sports? (Gambler Only)

Yes	0	0.0%
No	21	100.0%
Unknown	0	0.0%
Refused	0	0.0%

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

Same Day
Weekly
Season Long

Military Status (Gambler Only)

Never Active	19	90.5%
Currently Active	0	0.0%
Currently Reserve	0	0.0%
Veteran	1	4.8%
Unknown	1	4.8%
Refused	0	0.0%

Prior Treatment (Gambler Only)

Mental Health	5	23.8%
Alcohol/Drug Abuse	2	9.5%
Gamblers Anonymous	2	9.5%
Past Gambling Treatment	1	4.8%

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Crisis Calls	2

Repeat Callers	0

Result of Call		
Information Only	12	48.0%
Referred	7	28.0%
Transferred	3	12.0%
Not Applicable	3	12.0%

Out of State Callers	1

Transfer Results		
During business hours, transfer completed	2	8.0%
During business hours, transfer refused	6	24.0%
During business hours, no answer/vm	2	8.0%
During business hours, transfer not offered	4	16.0%
Outside business hours, transfer not offered	11	44.0%
Outside business hours, transfer complete	0	0.0%

Indiana Problem Gambling Helpline Statistics
County Report
May 2018

Caller County	
Allen	1
Elkhart	1
Hamilton	1
Harrison	1
Jasper	1
Lake	2
Madison	1
Marion	2
Montgomery	1
Morgan	1
Orange	1
Shelby	1
St Joseph	2
Tippecanoe	1
Vanderburgh	3
Vermillion	1
Wayne	1
	22

Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
May 2018

First Treatment Referral	
Amethyst House, Addiction Services	2
Counseling for Change	4
Grant-Blackford Mental Health, Inc	1
LaPorte County Comprehensive Mental Health, Swanson Center	1
Life Recovery Center (Indy North Office)	2
Life Recovery Center (Northeast Office)	1
Life Treatment Center	1
Midtown CMHC/Eskenazi Health	1
NA	1
Oaklawn Psychiatric Center	2
Otis R. Bowen Center	1
Regional Mental Health Center (Stark Center)	1
Regional Mental Health Center (Strawhun Center)	1
	19

Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
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Second Treatment Referral	
Life Recovery Center (Indy South Office)	1
Life Recovery Center (Northeast Office)	1
Life Treatment Center	2
Oaklawn Psychiatric Center	1
Salvation Army Harbor Light Center	1
	6

Number of Chat Conversations	3

Chat Info

Gambler

Non-Gambler

Number of Text Conversations	0
Number of Text Subscriptions	0