Indiana Problem Gambling Helpline Statistics
August 2018

Services provided by Morneau Shepell

Total Number of Calls	127
Total Number of Problem Gambling Help Line Specific Calls	23
Total Number of Calls Received Other Than Help Line Assistance	104

Calls By Shift (EST)		
First Shift (11:00pm-7:59am)	6	26.1%
Second Shift (8:00am-4:59pm)	11	47.8%
Third Shift (5:00pm-10:59pm)	6	26.1%

Request for Assistance Made by		
Self	17	73.9%
Spouse	2	8.7%
Other Family Member	2	8.7%
Friend/Advocate	2	8.7%

How Did Caller Hear About the Help Line?		
Printed on ticket	2	8.7%
Brochure	2	8.7%
Sign at gaming venue	9	39.1%
Billboard	0	0.0%
TV ad	0	0.0%
Radio ad	0	0.0%
Gaming Site Staff	0	0.0%
Phone Book	0	0.0%
Internet	6	26.1%
Newspaper	0	0.0%
Counselor/Lawyer	0	0.0%
Unknown	0	0.0%
Refused	4	17.4%

Caller Gender		
Female	12	52.2%
Male	11	47.8%
Unknown	0	0.0%

Caller Age		
0-19	0	0.0%
20-29	2	8.7%
30-39	5	21.7%
40-49	4	17.4%
50-59	6	26.1%
60-74	3	13.0%
75+	0	0.0%
Unknown	3	13.0%

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Caller Ethnicity

Caucasian	12	52.2%
African-American	6	26.1%
Hispanic	0	0.0%
Asian/Pacific Islander	1	4.3%
Native American	0	0.0%
Other	0	0.0%
Unknown	3	13.0%
Refused	1	4.3%

Preferred Venue

Casino	17	73.9%
Horse/Dog Track	0	0.0%
OTB	0	0.0%
Lottery	2	8.7%
Bingo Hall	0	0.0%
Book Maker	0	0.0%
Poker Game	1	4.3%
Social Organization	0	0.0%
Internet	0	0.0%
Bars	0	0.0%
Unknown	0	0.0%
Refused	3	13.0%

Do you play Fantasy Sports? (Gambler Only)

Yes	1	5.9%
No	16	94.1%
Unknown	0	0.0%
Refused	0	0.0%

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

Same Day	0	0.0%
Weekly	0	0.0%
Season Long	1	100.0%

Military Status (Gambler Only)

Never Active	14	82.4%
Currently Active	0	0.0%
Currently Reserve	0	0.0%
Veteran	1	5.9%
Unknown	2	11.8%
Refused	0	0.0%

Prior Treatment (Gambler Only)

Mental Health	4	23.5%
Alcohol/Drug Abuse	1	5.9%
Gamblers Anonymous	2	11.8%
Past Gambling Treatment	2	11.8%

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Crisis Calls

Repeat Callers

Result of Call

Information Only	7	30.4%
Referred	13	56.5%
Transferred	0	0.0%
Not Applicable	3	13.0%

Out of State Callers 1

Transfer Results

During business hours, transfer completed	1	4.3%
During business hours, transfer refused	5	21.7%
During business hours, no answer/vm	0	0.0%
During business hours, transfer not offered	3	13.0%
Outside business hours, transfer not offered	12	52.2%
Outside business hours, transfer complete	2	8.7%

Indiana Problem Gambling Helpline Statistics
County Report
August 2018

Caller County	
	1
Delaware	1
Elkhart	2
Hamilton	1
La Porte	2
Lake	2
Lawrence	1
Marion	5
Porter	1
Vanderburgh	1
	17

Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
August 2018

First Treatment Referral	
Amethyst House, Addiction Services	1
Counseling for Change	1
LaPorte County Comprehensive Mental Health, Swanson Center	1
Life Recovery Center (Indy South Office)	1
Life Recovery Center (Indy North Office)	1
Life Recovery Center (Indy West Office)	1
Life Recovery Center (Northeast Office)	3
Oaklawn Psychiatric Center	1
Regional Mental Health Center (Stark Center)	2
Salvation Army Harbor Light Center	1
self exclusion	1
	14

Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
August 2018

Second Treatment Referral	
Emberwood Center	3
Life Treatment Center	1
	4

Number of Chat Conversations	1

Chat Info

Gambler	0
Non-Gambler	0
Not Specified	1

Number of Text Conversations	0
Number of Text Subscriptions	0