Indiana Problem Gambling Helpline Statistics
June 2020

Services provided by Morneau Shepell

Total Number of Calls	197
Total Number of Problem Gambling Help Line Specific Calls	9
Total Number of Calls Received Other Than Help Line Assistance	188

Calls By Shift (EST)		
First Shift (11:00pm-7:59am)	2	22.2%
Second Shift (8:00am-4:59pm)	5	55.6%
Third Shift (5:00pm-10:59pm)	2	22.2%

Request for Assistance Made by		
Self	7	77.8%
Spouse	2	22.2%
Other Family Member	0	0.0%
Friend/Advocate	0	0.0%

How Did Caller Hear About the Help Line?		
Printed on ticket	3	33.3%
Brochure	3	33.3%
Sign at gaming venue	1	11.1%
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	2	22.2%
Newspaper	0	0.0%
Counselor/Lawyer	0	0.0%
Unknown	0	0.0%
Refused	0	0.0%

Caller Gender		
Female	2	22.2%
Male	7	77.8%
Unknown	0	0.0%

Caller Age		
0-19	0	0.0%
20-29	2	22.2%
30-39	3	33.3%
40-49	0	0.0%
50-59	0	0.0%
60-74	1	11.1%
75+	0	0.0%
Unknown	3	33.3%

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June 2020

Caller Ethnicity

Caucasian	5	55.6%
African-American	3	33.3%
Hispanic	0	0.0%
Asian/Pacific Islander	0	0.0%
Native American	0	0.0%
Other	0	0.0%
Unknown	1	11.1%
Refused	0	0.0%

Preferred Venue

Casino	4	44.4%
Horse/Dog Track	0	0.0%
OTB	0	0.0%
Lottery	5	55.6%
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	0	0.0%
Refused	0	0.0%

Do you play Fantasy Sports? (Gambler Only)

Yes	0	0.0%
No	7	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	7	100.0%
Currently Active	0	0.0%
Currently Reserve	0	0.0%
Veteran	0	0.0%
Unknown	0	0.0%
Refused	0	0.0%

Prior Treatment (Gambler Only)

Mental Health	0	0.0%
Alcohol/Drug Abuse	1	14.3%
Gamblers Anonymous	0	0.0%
Past Gambling Treatment	0	0.0%

Indiana Problem Gambling Helpline Statistics
June 2020

Crisis Calls 0

Repeat Callers 1

Result of Call

Information Only	2	22.2%
Referred	6	66.7%
Transferred	0	0.0%
Not Applicable	1	11.1%

Out of State Callers

Transfer Results

During business hours, transfer completed	0	0.0%
During business hours, transfer refused	3	33.3%
During business hours, no answer/vm	0	0.0%
During business hours, transfer not offered	2	22.2%
Outside business hours, transfer not offered	4	44.4%
Outside business hours, transfer complete	0	0.0%

Indiana Problem Gambling Helpline Statistics
County Report
June 2020

Caller County	
Hamilton	1
Howard	2
Johnson	1
Madison	1
Marshall	1
Putnam	1
Unknown	2
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Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
June 2020

First Treatment Referral	
Amethyst House, Addiction Services	2
Life Recovery Center (Indy North Office)	2
Oaklawn Psychiatric Center	1
Serenity Counseling	1
	6

Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
June 2020

Second Treatment Referral	
Emberwood Center	1
Life Recovery Center (Indy North Office)	1
Otis R. Bowen Center	1
	3

Number of Chat Conversations	0

Chat Info

Gambler	0
Non-Gambler	0
Not Specified	0

Number of Text Conversations	0
Number of Text Subscriptions	0