Indiana Problem Gambling Helpline Statistics
July 2017

Services provided by BDA | Morneau Shepell

Total Number of Calls	134
Total Number of Problem Gambling Help Line Specific Calls	34
Total Number of Calls Received Other Than Help Line Assistance	100

Calls By Shift (EST)		
First Shift (11:00pm-7:59am)	9	26.5%
Second Shift (8:00am-4:59pm)	16	47.1%
Third Shift (5:00pm-10:59pm)	9	26.5%

Request for Assistance Made by		
Self	27	79.4%
Spouse	3	8.8%
Other Family Member	2	5.9%
Friend/Advocate	2	5.9%

How Did Caller Hear About the Help Line?		
Printed on ticket	6	17.6%
Brochure	3	8.8%
Sign at gaming venue	5	14.7%
Billboard	1	2.9%
TV ad	3	8.8%
Radio ad	1	2.9%
Gaming Site Staff	0	0.0%
Phone Book	0	0.0%
Internet	8	23.5%
Newspaper	0	0.0%
Counselor/Lawyer	0	0.0%
Unknown	4	11.8%
Refused	3	8.8%

Caller Gender		
Female	14	41.2%
Male	20	58.8%
Unknown	0	0.0%

Caller Age		
0-19	0	0.0%
20-29	3	8.8%
30-39	7	20.6%
40-49	7	20.6%
50-59	7	20.6%
60-74	4	11.8%
75+	0	0.0%
Unknown	6	17.6%

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Caller Ethnicity

Caucasian	21	61.8%
African-American	7	20.6%
Hispanic	4	11.8%
Asian/Pacific Islander	0	0.0%
Native American	0	0.0%
Other	0	0.0%
Unknown	2	5.9%
Refused	0	0.0%

Preferred Venue

Casino	27	79.4%
Horse/Dog Track	0	0.0%
OTB	0	0.0%
Lottery	4	11.8%
Bingo Hall	0	0.0%
Book Maker	0	0.0%
Poker Game	1	2.9%
Social Organization	0	0.0%
Internet	0	0.0%
Bars	0	0.0%
Unknown	2	5.9%
Refused	0	0.0%

Do you play Fantasy Sports? (Gambler Only)

Yes	0	0.0%
No	24	88.9%
Unknown	3	11.1%
Refused	0	0.0%

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

Same Day
Weekly
Season Long

Military Status (Gambler Only)

Never Active	22	81.5%
Currently Active	0	0.0%
Currently Reserve	0	0.0%
Veteran	1	3.7%
Unknown	4	14.8%
Refused	0	0.0%

Prior Treatment (Gambler Only)

Mental Health	2	7.4%
Alcohol/Drug Abuse	1	3.7%
Gamblers Anonymous	1	3.7%
Past Gambling Treatment	0	0.0%

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Crisis Calls	1

Repeat Callers	0

Result of Call

Information Only	9	26.5%
Referred	21	61.8%
Transferred	4	11.8%
Not Applicable	0	0.0%

Out of State Callers	2

Transfer Results

During business hours, transfer completed	2	5.9%
During business hours, transfer refused	7	20.6%
During business hours, no answer/vm	1	2.9%
During business hours, transfer not offered	5	14.7%
Outside business hours, transfer not offered	19	55.9%
Outside business hours, transfer complete	0	0.0%

Indiana Problem Gambling Helpline Statistics
County Report
July 2017

Caller County	
Allen	1
Daviess	1
Dearborn	1
Elkhart	1
Grant	1
Hendricks	1
Jennings	1
Kosciusko	1
Lagrange	1
Lake	2
Lawrence	1
Marion	6
Miami	1
Montgomery	1
Pulaski	1
Scott	1
St Joseph	2
Vanderburgh	2
Warrick	1
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Kosciusko	1
Lagrange	1
Lake	2
Lawrence	1
Marion	6
Miami	1
Montgomery	1
Pulaski	1
Scott	1
St Joseph	2
Vanderburgh	2
Warrick	1
	27

Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
July 2017

First Treatment Referral	
Amethyst House, Addiction Services	4
Aspire Indiana, Gambling	1
CMHC Lawrenceburg	1
Counseling for Change	2
Emberwood Center	1
Four County Counseling Center	1
Grant-Blackford Mental Health, Inc	2
Life Recovery Center (Northeast Office)	1
Life Treatment Center	1
Oaklawn Psychiatric Center	2
Otis R. Bowen Center	2
Regional Mental Health Center (Strawhun Center)	1
Salvation Army Harbor Light Center	1
Southwestern Behavioral Healthcare, Inc/Stepping Stone	1
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Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
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Second Treatment Referral	
Counseling for Change	1
Life Recovery Center (Indy West Office)	1
Life Treatment Center	2
Southwestern Behavioral Healthcare, Inc/Stepping Stone	2
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