Indiana Problem Gambling Helpline Statistics
June 2018

Services provided by Morneau Shepell

Total Number of Calls	182
Total Number of Problem Gambling Help Line Specific Calls	34
Total Number of Calls Received Other Than Help Line Assistance	148

Calls By Shift (EST)		
First Shift (11:00pm-7:59am)	7	20.6%
Second Shift (8:00am-4:59pm)	18	52.9%
Third Shift (5:00pm-10:59pm)	9	26.5%

Request for Assistance Made by		
Self	28	82.4%
Spouse	2	5.9%
Other Family Member	3	8.8%
Friend/Advocate	1	2.9%

How Did Caller Hear About the Help Line?		
Printed on ticket	8	23.5%
Brochure	2	5.9%
Sign at gaming venue	5	14.7%
Billboard	1	2.9%
TV ad	0	0.0%
Radio ad	1	2.9%
Gaming Site Staff	1	2.9%
Phone Book	0	0.0%
Internet	11	32.4%
Newspaper	0	0.0%
Counselor/Lawyer	1	2.9%
Unknown	2	5.9%
Refused	2	5.9%

Caller Gender		
Female	12	35.3%
Male	21	61.8%
Unknown	1	2.9%

Caller Age		
0-19	1	2.9%
20-29	2	5.9%
30-39	11	32.4%
40-49	4	11.8%
50-59	7	20.6%
60-74	4	11.8%
75+	2	5.9%
Unknown	3	8.8%

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Caller Ethnicity

Caucasian	23	67.6%
African-American	4	11.8%
Hispanic	1	2.9%
Asian/Pacific Islander	0	0.0%
Native American	0	0.0%
Other	2	5.9%
Unknown	3	8.8%
Refused	1	2.9%

Preferred Venue

Casino	21	61.8%
Horse/Dog Track	0	0.0%
OTB	0	0.0%
Lottery	6	17.6%
Bingo Hall	0	0.0%
Book Maker	0	0.0%
Poker Game	1	2.9%
Social Organization	1	2.9%
Internet	2	5.9%
Bars	0	0.0%
Unknown	2	5.9%
Refused	1	2.9%

Do you play Fantasy Sports? (Gambler Only)

Yes	1	3.6%
No	27	96.4%
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	26	92.9%
Currently Active	0	0.0%
Currently Reserve	0	0.0%
Veteran	1	3.6%
Unknown	1	3.6%
Refused	0	0.0%

Prior Treatment (Gambler Only)

Mental Health	1	3.6%
Alcohol/Drug Abuse	2	7.1%
Gamblers Anonymous	2	7.1%
Past Gambling Treatment	1	3.6%

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Crisis Calls	1

Repeat Callers	0

Result of Call		
Information Only	4	11.8%
Referred	22	64.7%
Transferred	0	0.0%
Not Applicable	8	23.5%

Out of State Callers

Transfer Results		
During business hours, transfer completed	2	5.9%
During business hours, transfer refused	14	41.2%
During business hours, no answer/vm	0	0.0%
During business hours, transfer not offered	6	17.6%
Outside business hours, transfer not offered	10	29.4%
Outside business hours, transfer complete	2	5.9%

Indiana Problem Gambling Helpline Statistics
County Report
June 2018

Caller County	
	1
Allen	1
Boone	1
Clark	2
Delaware	1
Elkhart	1
Greene	3
Hamilton	1
Hendricks	1
Lake	1
Madison	1
Marion	3
Morgan	1
Porter	2
Rush	1
St Joseph	1
Tippecanoe	1
Vanderburgh	1
	24

Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
June 2018

First Treatment Referral	
Amethyst House, Addiction Services	4
Counseling for Change	2
Emberwood Center	1
ER Counseling, LLC	1
ga meetings	2
information onlyl	1
LaPorte County Comprehensive Mental Health, Swanson Center	1
Life Recovery Center (Indy South Office)	1
Life Recovery Center (Northeast Office)	2
Life Treatment Center	1
LifeSpring Health Systems	2
refused	1
Regional Mental Health Center (Strawhun Center)	1
Salvation Army Harbor Light Center	1
wrong number	1
	22

Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
June 2018

Second Treatment Referral	
Emberwood Center	2
GA	1
LifeSpring Health Systems	1
Midtown CMHC/Eskenazi Health	1
Oaklawn Psychiatric Center	1
	6

Number of Chat Conversations	2

Chat Info

Gambler	1
Non-Gambler	1

Number of Text Conversations	0
Number of Text Subscriptions	0