Indiana Problem Gambling Helpline Statistics
January 2019

Services provided by Morneau Shepell

Total Number of Calls	140
Total Number of Problem Gambling Help Line Specific Calls	21
Total Number of Calls Received Other Than Help Line Assistance	119

Calls By Shift (EST)		
First Shift (11:00pm-7:59am)	6	28.6%
Second Shift (8:00am-4:59pm)	13	61.9%
Third Shift (5:00pm-10:59pm)	2	9.5%

Request for Assistance Made by		
Self	17	81.0%
Spouse	1	4.8%
Other Family Member	3	14.3%
Friend/Advocate	0	0.0%

How Did Caller Hear About the Help Line?		
Printed on ticket	4	19.0%
Brochure	0	0.0%
Sign at gaming venue	8	38.1%
Billboard	1	4.8%
TV ad	0	0.0%
Radio ad	0	0.0%
Gaming Site Staff	0	0.0%
Phone Book	1	4.8%
Internet	5	23.8%
Newspaper	0	0.0%
Counselor/Lawyer	1	4.8%
Unknown	0	0.0%
Refused	1	4.8%

Caller Gender		
Female	12	57.1%
Male	9	42.9%
Unknown	0	0.0%

Caller Age		
0-19	0	0.0%
20-29	2	9.5%
30-39	4	19.0%
40-49	6	28.6%
50-59	4	19.0%
60-74	3	14.3%
75+	0	0.0%
Unknown	2	9.5%

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Caller Ethnicity

Caucasian	8	38.1%
African-American	9	42.9%
Hispanic	0	0.0%
Asian/Pacific Islander	0	0.0%
Native American	0	0.0%
Other	1	4.8%
Unknown	0	0.0%
Refused	3	14.3%

Preferred Venue

Casino	17	81.0%
Horse/Dog Track	0	0.0%
OTB	1	4.8%
Lottery	2	9.5%
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	4.8%
Refused	0	0.0%

Do you play Fantasy Sports? (Gambler Only)

Yes	0	0.0%
No	17	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	16	94.1%
Currently Active	0	0.0%
Currently Reserve	0	0.0%
Veteran	0	0.0%
Unknown	0	0.0%
Refused	1	5.9%

Prior Treatment (Gambler Only)

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

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Crisis Calls	0

Repeat Callers	1

Result of Call

Information Only	7	33.3%
Referred	13	61.9%
Transferred	0	0.0%
Not Applicable	1	4.8%

Out of State Callers	2

Transfer Results

During business hours, transfer completed	1	4.8%
During business hours, transfer refused	6	28.6%
During business hours, no answer/vm	0	0.0%
During business hours, transfer not offered	3	14.3%
Outside business hours, transfer not offered	11	52.4%
Outside business hours, transfer complete	0	0.0%

Indiana Problem Gambling Helpline Statistics
County Report
January 2019

Caller County	
Cass	1
Johnson	1
Kosciusko	2
Lake	2
Madison	2
Marion	5
Noble	1
St Joseph	5
	19

Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
January 2019

First Treatment Referral	
CMHC Lawrenceburg	1
Four County Counseling Center	1
LaPorte County Comprehensive Mental Health, Swanson Center	1
Life Recovery Center (Indy South Office)	3
Life Recovery Center (Indy North Office)	1
Life Recovery Center (Northeast Office)	1
Life Treatment Center	2
Otis R. Bowen Center	1
Regional Mental Health Center (Stark Center)	1
Salvation Army Harbor Light Center	1
	13

Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
January 2019

Second Treatment Referral	
Emberwood Center	3
LaPorte County Comprehensive Mental Health, Swanson Center	1
Oaklawn Psychiatric Center	2
Otis R. Bowen Center	1
Regional Mental Health Center (Strawhun Center)	1
	8

Number of Chat Conversations	3

Chat Info

Gambler	2
Non-Gambler	1
Not Specified	0

Number of Text Conversations	0
Number of Text Subscriptions	0