Indiana Problem Gambling Helpline Statistics
December 2018

Services provided by Morneau Shepell

Total Number of Calls	77
Total Number of Problem Gambling Help Line Specific Calls	19
Total Number of Calls Received Other Than Help Line Assistance	58

Calls By Shift (EST)		
First Shift (11:00pm-7:59am)	3	15.8%
Second Shift (8:00am-4:59pm)	11	57.9%
Third Shift (5:00pm-10:59pm)	5	26.3%

Request for Assistance Made by		
Self	16	84.2%
Spouse	0	0.0%
Other Family Member	2	10.5%
Friend/Advocate	1	5.3%

How Did Caller Hear About the Help Line?		
Printed on ticket	1	5.3%
Brochure	1	5.3%
Sign at gaming venue	1	5.3%
Billboard	1	5.3%
TV ad	1	5.3%
Radio ad	0	0.0%
Gaming Site Staff	0	0.0%
Phone Book	0	0.0%
Internet	7	36.8%
Newspaper	0	0.0%
Counselor/Lawyer	1	5.3%
Unknown	6	31.6%
Refused	0	0.0%

Caller Gender		
Female	7	36.8%
Male	11	57.9%
Unknown	1	5.3%

Caller Age		
0-19	0	0.0%
20-29	2	10.5%
30-39	2	10.5%
40-49	1	5.3%
50-59	3	15.8%
60-74	4	21.1%
75+	0	0.0%
Unknown	7	36.8%

Indiana Problem Gambling Helpline Statistics
December 2018

Caller Ethnicity

Caucasian	10	52.6%
African-American	2	10.5%
Hispanic	1	5.3%
Asian/Pacific Islander	0	0.0%
Native American	0	0.0%
Other	0	0.0%
Unknown	6	31.6%
Refused	0	0.0%

Preferred Venue

Casino	9	47.4%
Horse/Dog Track	0	0.0%
OTB	0	0.0%
Lottery	3	15.8%
Bingo Hall	0	0.0%
Book Maker	0	0.0%
Poker Game	0	0.0%
Social Organization	0	0.0%
Internet	1	5.3%
Bars	1	5.3%
Unknown	5	26.3%
Refused	0	0.0%

Do you play Fantasy Sports? (Gambler Only)

Yes	2	12.5%
No	14	87.5%
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	2	100.0%

Military Status (Gambler Only)

Never Active	15	93.8%
Currently Active	0	0.0%
Currently Reserve	0	0.0%
Veteran	0	0.0%
Unknown	1	6.3%
Refused	0	0.0%

Prior Treatment (Gambler Only)

Mental Health	1	8.3%
Alcohol/Drug Abuse	0	0.0%
Gamblers Anonymous	2	18.2%
Past Gambling Treatment	1	8.3%

Indiana Problem Gambling Helpline Statistics
December 2018

Crisis Calls	1

Repeat Callers	1

Result of Call

Information Only	9	47.4%
Referred	9	47.4%
Transferred	0	0.0%
Not Applicable	1	5.3%

Out of State Callers	2

Transfer Results

During business hours, transfer completed	0	0.0%
During business hours, transfer refused	5	26.3%
During business hours, no answer/vm	0	0.0%
During business hours, transfer not offered	4	21.1%
Outside business hours, transfer not offered	10	52.6%
Outside business hours, transfer complete	0	0.0%

Indiana Problem Gambling Helpline Statistics
County Report
December 2018

Caller County	
Delaware	2
Hamilton	1
Hendricks	1
Johnson	1
Lake	2
Madison	1
Marion	1
Monroe	1
Rush	1
Tippecanoe	1
Vanderburgh	1
Wabash	1
	14

Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
December 2018

First Treatment Referral	
Amethyst House, Addiction Services	2
Counseling for Change	1
Emberwood Center	1
ER Counseling, LLC	1
Grant-Blackford Mental Health, Inc	3
Life Recovery Center (Indy South Office)	2
Life Recovery Center (Northeast Office)	1
Regional Mental Health Center (Stark Center)	1
Regional Mental Health Center (Strawhun Center)	1
Salvation Army Harbor Light Center	1
	14

Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
December 2018

Second Treatment Referral	
Amethyst House, Addiction Services	1
CMHC Lawrenceburg	1
Emberwood Center	1
Life Recovery Center (Northeast Office)	2
Otis R. Bowen Center	1
Regional Mental Health Center (Strawhun Center)	1
	7

Number of Chat Conversations	1

Chat Info

Gambler	1
Non-Gambler	0
Not Specified	0

Number of Text Conversations	0
Number of Text Subscriptions	0