Indiana Problem Gambling Helpline Statistics

June 2019

Services provided by Morneau Shepell

Total Number of Calls	152
Total Number of Problem Gambling Help Line Specific Calls	22
Total Number of Calls Received Other Than Help Line Assistance	130

Calls By Shift (EST)		
First Shift (11:00pm-7:59am)	2	9.1%
Second Shift (8:00am-4:59pm)	13	59.1%
Third Shift (5:00pm-10:59pm)	7	31.8%

Request for Assistance Made by		
Self	20	90.9%
Spouse	1	4.5%
Other Family Member	0	0.0%
Friend/Advocate	1	4.5%

How Did Caller Hear About the Help Line?		
Printed on ticket	3	13.6%
Brochure	1	4.5%
Sign at gaming venue	4	18.2%
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	6	27.3%
Newspaper	0	0.0%
Counselor/Lawyer	0	0.0%
Unknown	7	31.8%
Refused	1	4.5%

Caller Gender		
Female	8	36.4%
Male	14	63.6%
Unknown	0	0.0%

Caller Age		
0-19	0	0.0%
20-29	1	4.5%
30-39	2	9.1%
40-49	4	18.2%
50-59	4	18.2%
60-74	1	4.5%
75+	0	0.0%
Unknown	10	45.5%

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Caller Ethnicity

Caucasian	12	54.5%
African-American	4	18.2%
Hispanic	0	0.0%
Asian/Pacific Islander	0	0.0%
Native American	0	0.0%
Other	0	0.0%
Unknown	6	27.3%
Refused	0	0.0%

Preferred Venue

Casino	12	54.5%
Horse/Dog Track	0	0.0%
OTB	0	0.0%
Lottery	3	13.6%
Bingo Hall	0	0.0%
Book Maker	0	0.0%
Poker Game	2	9.1%
Social Organization	0	0.0%
Internet	0	0.0%
Bars	1	4.5%
Unknown	4	18.2%
Refused	0	0.0%

Do you play Fantasy Sports? (Gambler Only)

Yes	1	5.0%
No	17	85.0%
Unknown	2	10.0%
Refused	0	0.0%

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

Same Day	1	100.0%
Weekly	0	0.0%
Season Long	0	0.0%

Military Status (Gambler Only)

Never Active	17	85.0%
Currently Active	0	0.0%
Currently Reserve	0	0.0%
Veteran	0	0.0%
Unknown	2	10.0%
Refused	1	5.0%

Prior Treatment (Gambler Only)

Mental Health	1	5.0%
Alcohol/Drug Abuse	4	21.1%
Gamblers Anonymous	2	10.0%
Past Gambling Treatment	1	5.0%

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Crisis Calls	0

Repeat Callers	1

Result of Call

Information Only	5	22.7%
Referred	16	72.7%
Transferred	0	0.0%
Not Applicable	1	4.5%

Out of State Callers	1

Transfer Results

During business hours, transfer completed	1	4.5%
During business hours, transfer refused	4	18.2%
During business hours, no answer/vm	0	0.0%
During business hours, transfer not offered	4	18.2%
Outside business hours, transfer not offered	13	59.1%
Outside business hours, transfer complete	0	0.0%

Indiana Problem Gambling Helpline Statistics
County Report
June 2019

Caller County	
De Kalb	2
Elkhart	3
Floyd	1
Gibson	1
Hamilton	1
Harrison	1
Lagrange	1
Lake	1
Marion	2
Ohio	1
St Joseph	3
Steuben	1
Unknown	3
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Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
June 2019

First Treatment Referral	
Amethyst House, Addiction Services	3
Counseling for Change	1
Emberwood Center	1
Life Recovery Center (Indy South Office)	1
Life Recovery Center (Northeast Office)	1
Life Treatment Center	1
LifeSpring Health Systems	1
Oaklawn Psychiatric Center	4
Otis R. Bowen Center	2
Salvation Army Harbor Light Center	1
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Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
June 2019

Second Treatment Referral	
Aspire Indiana, Gambling	2
Community Health Network (Gallahue Mental Health)	4
Emberwood Center	1
Life Treatment Center	2
Oaklawn Psychiatric Center	1
Otis R. Bowen Center	1
Peer Recovery Specialists (Affiliated Service Providers of Indiana,	4
Regional Mental Health Center (Formerly Southlake)	2
Salvation Army Harbor Light Center	1
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Number of Chat Conversations	1

Chat Info

Gambler	0
Non-Gambler	0
Not Specified	1

Number of Text Conversations	1
Number of Text Subscriptions	0