Indiana Problem Gambling Helpline Statistics
March 2019

Services provided by Morneau Shepell

Total Number of Calls	183
Total Number of Problem Gambling Help Line Specific Calls	25
Total Number of Calls Received Other Than Help Line Assistance	158

Calls By Shift (EST)		
First Shift (11:00pm-7:59am)	1	4.0%
Second Shift (8:00am-4:59pm)	16	64.0%
Third Shift (5:00pm-10:59pm)	8	32.0%

Request for Assistance Made by		
Self	22	88.0%
Spouse	1	4.0%
Other Family Member	2	8.0%
Friend/Advocate	0	0.0%

How Did Caller Hear About the Help Line?		
Printed on ticket	4	16.0%
Brochure	1	4.0%
Sign at gaming venue	5	20.0%
Billboard	4	16.0%
TV ad	0	0.0%
Radio ad	1	4.0%
Gaming Site Staff	1	4.0%
Phone Book	0	0.0%
Internet	8	32.0%
Newspaper	0	0.0%
Counselor/Lawyer	0	0.0%
Unknown	1	4.0%
Refused	0	0.0%

Caller Gender		
Female	8	32.0%
Male	17	68.0%
Unknown	0	0.0%

Caller Age		
0-19	1	4.0%
20-29	2	8.0%
30-39	4	16.0%
40-49	4	16.0%
50-59	7	28.0%
60-74	2	8.0%
75+	1	4.0%
Unknown	4	16.0%

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Caller Ethnicity

Caucasian	15	60.0%
African-American	3	12.0%
Hispanic	1	4.0%
Asian/Pacific Islander	0	0.0%
Native American	0	0.0%
Other	1	4.0%
Unknown	4	16.0%
Refused	1	4.0%

Preferred Venue

Casino	18	72.0%
Horse/Dog Track	1	4.0%
OTB	0	0.0%
Lottery	2	8.0%
Bingo Hall	0	0.0%
Book Maker	0	0.0%
Poker Game	0	0.0%
Social Organization	0	0.0%
Internet	2	8.0%
Bars	0	0.0%
Unknown	2	8.0%
Refused	0	0.0%

Do you play Fantasy Sports? (Gambler Only)

Yes	2	9.1%
No	20	90.9%
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	17	77.3%
Currently Active	0	0.0%
Currently Reserve	0	0.0%
Veteran	3	13.6%
Unknown	2	9.1%
Refused	0	0.0%

Prior Treatment (Gambler Only)

Mental Health	4	18.2%
Alcohol/Drug Abuse	2	9.1%
Gamblers Anonymous	5	22.7%
Past Gambling Treatment	1	4.5%

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Crisis Calls	0

Repeat Callers	1

Result of Call		
Information Only	10	40.0%
Referred	10	40.0%
Transferred	2	8.0%
Not Applicable	3	12.0%

Out of State Callers	2

Transfer Results		
During business hours, transfer completed	2	8.0%
During business hours, transfer refused	8	32.0%
During business hours, no answer/vm	0	0.0%
During business hours, transfer not offered	2	8.0%
Outside business hours, transfer not offered	13	52.0%
Outside business hours, transfer complete	0	0.0%

Indiana Problem Gambling Helpline Statistics
County Report
March 2019

Caller County	
Allen	1
Cass	1
Elkhart	2
Hendricks	1
Henry	1
Lake	5
Marion	6
Noble	1
Porter	1
Unknown	3
Vanderburgh	1
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Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
March 2019

First Treatment Referral	
Amethyst House, Addiction Services	1
Emberwood Center	2
ER Counseling, LLC	1
Four County Counseling Center	1
LaPorte County Comprehensive Mental Health, Swanson Center	1
Life Recovery Center (Indy South Office)	2
Life Recovery Center (Indy West Office)	1
Otis R. Bowen Center	1
Regional Mental Health Center (Stark Center)	1
Regional Mental Health Center (Strawhun Center)	1
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Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
March 2019

Second Treatment Referral	
Emberwood Center	1
Life Recovery Center (Indy South Office)	1
Regional Mental Health Center (Stark Center)	1
Regional Mental Health Center (Strawhun Center)	1
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Number of Chat Conversations	5

Chat Info

Gambler	0
Non-Gambler	0
Not Specified	5

Number of Text Conversations	0
Number of Text Subscriptions	0