Indiana Problem Gambling Helpline Statistics
February 2021

Services provided by BDA | Morneau Shepell

Total Number of Calls	225
Total Number of Problem Gambling Help Line Specific Calls	7
Total Number of Calls Received Other Than Help Line Assistance	218

Calls By Shift (EST)		
First Shift (11:00pm-7:59am)	0	0.0%
Second Shift (8:00am-4:59pm)	6	85.7%
Third Shift (5:00pm-10:59pm)	1	14.3%

Request for Assistance Made by		
Self	6	85.7%
Spouse	0	0.0%
Other Family Member	0	0.0%
Friend/Advocate	1	14.3%

How Did Caller Hear About the Help Line?		
Printed on ticket	1	14.3%
Brochure	0	0.0%
Sign at gaming venue	1	14.3%
Billboard	0	0.0%
TV ad	1	14.3%
Radio ad	1	14.3%
Gaming Site Staff	0	0.0%
Phone Book	0	0.0%
Internet	3	42.9%
Newspaper	0	0.0%
Counselor/Lawyer	0	0.0%
Unknown	0	0.0%
Refused	0	0.0%

Caller Gender		
Female	1	14.3%
Male	6	85.7%
Unknown	0	0.0%

Caller Age		
0-19	0	0.0%
20-29	0	0.0%
30-39	4	57.1%
40-49	0	0.0%
50-59	0	0.0%
60-74	0	0.0%
75+	0	0.0%
Unknown	3	42.9%

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Caller Ethnicity

Caucasian	4	57.1%
African-American	0	0.0%
Hispanic	0	0.0%
Asian/Pacific Islander	0	0.0%
Native American	0	0.0%
Other	0	0.0%
Unknown	3	42.9%
Refused	0	0.0%

Preferred Venue

Casino	3	42.9%
Horse/Dog Track	0	0.0%
OTB	0	0.0%
Lottery	1	14.3%
Bingo Hall	0	0.0%
Book Maker	0	0.0%
Poker Game	0	0.0%
Social Organization	0	0.0%
Internet	2	28.6%
Bars	0	0.0%
Unknown	1	14.3%
Refused	0	0.0%

Do you play Fantasy Sports? (Gambler Only)

Yes	1	16.7%
No	5	83.3%
Unknown	0	0.0%
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	3	50.0%
Currently Active	0	0.0%
Currently Reserve	0	0.0%
Veteran	0	0.0%
Unknown	3	50.0%
Refused	0	0.0%

Prior Treatment (Gambler Only)

Mental Health	0	0.0%
Alcohol/Drug Abuse	0	0.0%
Gamblers Anonymous	0	0.0%
Past Gambling Treatment	1	16.7%

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February 2021

Crisis Calls

Repeat Callers

Result of Call

Information Only	0	0.0%
Referred	7	100.0%
Transferred	0	0.0%
Not Applicable	0	0.0%

Out of State Callers

Transfer Results

During business hours, transfer completed	0	0.0%
During business hours, transfer refused	4	57.1%
During business hours, no answer/vm	0	0.0%
During business hours, transfer not offered	0	0.0%
Outside business hours, transfer not offered	3	42.9%
Outside business hours, transfer complete	0	0.0%

Indiana Problem Gambling Helpline Statistics
County Report
February 2021

Caller County	
	1
Hamilton	1
Hendricks	1
Lake	1
Marion	2
Monroe	1
	7

Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
February 2021

First Treatment Referral	
Amethyst House, Addiction Services	2
Emberwood Center	1
LaPorte County Comprehensive Mental Health, Swanson Center	1
Life Recovery Center (Indy North Office)	2
Life Recovery Center (Northeast Office)	1
	7

Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
February 2021

Second Treatment Referral	
Counseling for Change	1
Creative Counseling	1
Emberwood Center	1
Life Recovery Center (Indy West Office)	1
	4

Number of Chat Conversations	0

Chat Info

Gambler	0
Non-Gambler	0
Not Specified	0

Number of Text Conversations	0
Number of Text Subscriptions	0