Indiana Problem Gambling Helpline Statistics
July 2021

Services provided by LifeWorks

Total Number of Calls	290
Total Number of Problem Gambling Help Line Specific Calls	27
Total Number of Calls Received Other Than Help Line Assistance	263

Calls By Shift (EST)		
First Shift (11:00pm-7:59am)	5	18.5%
Second Shift (8:00am-4:59pm)	9	33.3%
Third Shift (5:00pm-10:59pm)	13	48.1%

Request for Assistance Made by		
Self	20	74.1%
Spouse	1	3.7%
Other Family Member	3	11.1%
Friend/Advocate	3	11.1%

How Did Caller Hear About the Help Line?		
Printed on ticket	5	18.5%
Brochure	1	3.7%
Sign at gaming venue	1	3.7%
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	11	40.7%
Newspaper	0	0.0%
Counselor/Lawyer	0	0.0%
Unknown	7	25.9%
Refused	2	7.4%

Caller Gender		
Female	9	33.3%
Male	13	48.1%
Unknown	5	18.5%

Caller Age		
0-19	0	0.0%
20-29	3	11.1%
30-39	4	14.8%
40-49	1	3.7%
50-59	3	11.1%
60-74	3	11.1%
75+	0	0.0%
Unknown	13	48.1%

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Caller Ethnicity

Caucasian	5	18.5%
African-American	5	18.5%
Hispanic	0	0.0%
Asian/Pacific Islander	1	3.7%
Native American	0	0.0%
Other	0	0.0%
Unknown	16	59.3%
Refused	0	0.0%

Preferred Venue

Casino	10	37.0%
Horse/Dog Track	0	0.0%
OTB	0	0.0%
Lottery	6	22.2%
Bingo Hall	0	0.0%
Book Maker	0	0.0%
Poker Game	0	0.0%
Social Organization	0	0.0%
Internet	2	7.4%
Bars	0	0.0%
Unknown	8	29.6%
Refused	1	3.7%

Do you play Fantasy Sports? (Gambler Only)

Yes	0	0.0%
No	10	50.0%
Unknown	10	50.0%
Refused	0	0.0%

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

Same Day
Weekly
Season Long

Military Status (Gambler Only)

Never Active	9	45.0%
Currently Active	0	0.0%
Currently Reserve	0	0.0%
Veteran	1	5.0%
Unknown	10	50.0%
Refused	0	0.0%

Prior Treatment (Gambler Only)

Mental Health	3	18.8%
Alcohol/Drug Abuse	3	18.8%
Gamblers Anonymous	2	12.5%
Past Gambling Treatment	3	20.0%

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Crisis Calls	4

Repeat Callers	3

Result of Call

Information Only	11	40.7%
Referred	9	33.3%
Transferred	0	0.0%
Not Applicable	7	25.9%

Out of State Callers	1

Transfer Results

During business hours, transfer completed	0	0.0%
During business hours, transfer refused	1	3.7%
During business hours, no answer/vm	1	3.7%
During business hours, transfer not offered	8	29.6%
Outside business hours, transfer not offered	17	63.0%
Outside business hours, transfer complete	0	0.0%

Indiana Problem Gambling Helpline Statistics
County Report
July 2021

Caller County	
Allen	1
Dearborn	2
Hamilton	1
Howard	1
Johnson	1
Lake	3
Marion	5
Porter	1
Putnam	1
St Joseph	2
Tippecanoe	1
Unknown	6
Wayne	1
	26

Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
July 2021

First Treatment Referral	
Amethyst House, Addiction Services	1
CMHC Lawrenceburg	1
Counseling for Change	1
Four County Counseling Center	1
Life Recovery Center (Indy North Office)	1
Life Recovery Center (Indy West Office)	1
Life Recovery Center (Northeast Office)	1
Oaklawn Psychiatric Center	1
Regional Mental Health Center (Stark Center)	1
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Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
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Second Treatment Referral	
Emberwood Center	2
ER Counseling, LLC	1
Life Recovery Center (Indy North Office)	1
Life Treatment Centers	1
Regional Mental Health Center (Strawhun Center)	1
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Number of Chat Conversations	1

Chat Info

Gambler	0
Non-Gambler	1
Not Specified	0

Number of Text Conversations	5
Number of Text Subscriptions	0