Indiana Problem Gambling Helpline Statistics
January 2020

Services provided by Morneau Shepell

Total Number of Calls	223
Total Number of Problem Gambling Help Line Specific Calls	27
Total Number of Calls Received Other Than Help Line Assistance	196

Calls By Shift (EST)		
First Shift (11:00pm-7:59am)	0	0.0%
Second Shift (8:00am-4:59pm)	13	48.1%
Third Shift (5:00pm-10:59pm)	14	51.9%

Request for Assistance Made by		
Self	25	92.6%
Spouse	1	3.7%
Other Family Member	1	3.7%
Friend/Advocate	0	0.0%

How Did Caller Hear About the Help Line?		
Printed on ticket	4	14.8%
Brochure	7	25.9%
Sign at gaming venue	4	14.8%
Billboard	0	0.0%
TV ad	2	7.4%
Radio ad	3	11.1%
Gaming Site Staff	1	3.7%
Phone Book	0	0.0%
Internet	5	18.5%
Newspaper	0	0.0%
Counselor/Lawyer	0	0.0%
Unknown	0	0.0%
Refused	1	3.7%

Caller Gender		
Female	9	33.3%
Male	17	63.0%
Unknown	1	3.7%

Caller Age		
0-19	1	3.7%
20-29	1	3.7%
30-39	3	11.1%
40-49	9	33.3%
50-59	3	11.1%
60-74	4	14.8%
75+	0	0.0%
Unknown	6	22.2%

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Caller Ethnicity

Caucasian	16	59.3%
African-American	8	29.6%
Hispanic	0	0.0%
Asian/Pacific Islander	0	0.0%
Native American	0	0.0%
Other	0	0.0%
Unknown	2	7.4%
Refused	1	3.7%

Preferred Venue

Casino	16	59.3%
Horse/Dog Track	0	0.0%
OTB	0	0.0%
Lottery	5	18.5%
Bingo Hall	0	0.0%
Book Maker	0	0.0%
Poker Game	1	3.7%
Social Organization	0	0.0%
Internet	2	7.4%
Bars	0	0.0%
Unknown	2	7.4%
Refused	1	3.7%

Do you play Fantasy Sports? (Gambler Only)

Yes	3	12.0%
No	22	88.0%
Unknown	0	0.0%
Refused	0	0.0%

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

Same Day	1	33.3%
Weekly	0	0.0%
Season Long	2	66.7%

Military Status (Gambler Only)

Never Active	22	88.0%
Currently Active	1	4.0%
Currently Reserve	0	0.0%
Veteran	0	0.0%
Unknown	2	8.0%
Refused	0	0.0%

Prior Treatment (Gambler Only)

Mental Health	3	12.0%
Alcohol/Drug Abuse	6	24.0%
Gamblers Anonymous	1	4.0%
Past Gambling Treatment	2	8.0%

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Crisis Calls	1

Repeat Callers	0

Result of Call

Information Only	8	29.6%
Referred	17	63.0%
Transferred	2	7.4%
Not Applicable	0	0.0%

Out of State Callers	1

Transfer Results

During business hours, transfer completed	2	7.4%
During business hours, transfer refused	9	33.3%
During business hours, no answer/vm	0	0.0%
During business hours, transfer not offered	0	0.0%
Outside business hours, transfer not offered	16	59.3%
Outside business hours, transfer complete	0	0.0%

Indiana Problem Gambling Helpline Statistics
County Report
January 2020

Caller County	
Hamilton	2
Hendricks	1
Howard	1
Jennings	1
Kosciusko	1
La Porte	2
Lake	4
Madison	2
Marion	4
Marshall	1
Morgan	1
St Joseph	1
Tippecanoe	1
Unknown	3
Vanderburgh	1
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Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
January 2020

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	2
Life Recovery Center (Indy North Office)	5
Life Recovery Center (Indy West Office)	1
Life Recovery Center (Northeast Office)	1
Otis R. Bowen Center	1
Regional Mental Health Center (Stark Center)	2
Serenity Counseling	2
	19

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Treatment Referral Report
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Second Treatment Referral	
CMHC Lawrenceburg	1
Emberwood Center	2
Life Recovery Center (Indy South Office)	1
Life Recovery Center (Indy West Office)	1
Life Treatment Centers	1
Otis R. Bowen Center	1
Salvation Army Harbor Light Center	2
	9

Number of Chat Conversations	0

Chat Info

Gambler	0
Non-Gambler	0
Not Specified	0

Number of Text Conversations	2
Number of Text Subscriptions	0