Indiana Problem Gambling Helpline Statistics
April 2021

Services provided by Morneau Shepell

Total Number of Calls	55
Total Number of Problem Gambling Help Line Specific Calls	30
Total Number of Calls Received Other Than Help Line Assistance	25

Calls By Shift (EST)		
First Shift (11:00pm-7:59am)	6	20.0%
Second Shift (8:00am-4:59pm)	17	56.7%
Third Shift (5:00pm-10:59pm)	7	23.3%

Request for Assistance Made by		
Self	23	76.7%
Spouse	3	10.0%
Other Family Member	3	10.0%
Friend/Advocate	1	3.3%

How Did Caller Hear About the Help Line?		
Printed on ticket	9	30.0%
Brochure	2	6.7%
Sign at gaming venue	3	10.0%
Billboard	0	0.0%
TV ad	0	0.0%
Radio ad	0	0.0%
Gaming Site Staff	1	3.3%
Phone Book	0	0.0%
Internet	12	40.0%
Newspaper	0	0.0%
Counselor/Lawyer	0	0.0%
Unknown	2	6.7%
Refused	1	3.3%

Caller Gender		
Female	11	36.7%
Male	18	60.0%
Unknown	1	3.3%

Caller Age		
0-19	0	0.0%
20-29	2	6.7%
30-39	3	10.0%
40-49	1	3.3%
50-59	5	16.7%
60-74	3	10.0%
75+	0	0.0%
Unknown	16	53.3%

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Caller Ethnicity

Caucasian	13	43.3%
African-American	6	20.0%
Hispanic	0	0.0%
Asian/Pacific Islander	0	0.0%
Native American	0	0.0%
Other	3	10.0%
Unknown	8	26.7%
Refused	0	0.0%

Preferred Venue

Casino	11	36.7%
Horse/Dog Track	1	3.3%
OTB	0	0.0%
Lottery	10	33.3%
Bingo Hall	0	0.0%
Book Maker	0	0.0%
Poker Game	0	0.0%
Social Organization	0	0.0%
Internet	5	16.7%
Bars	0	0.0%
Unknown	3	10.0%
Refused	0	0.0%

Do you play Fantasy Sports? (Gambler Only)

Yes	3	13.0%
No	8	34.8%
Unknown	12	52.2%
Refused	0	0.0%

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

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

Military Status (Gambler Only)

Never Active	10	43.5%
Currently Active	0	0.0%
Currently Reserve	0	0.0%
Veteran	1	4.3%
Unknown	12	52.2%
Refused	0	0.0%

Prior Treatment (Gambler Only)

Mental Health	8	44.4%
Alcohol/Drug Abuse	2	11.1%
Gamblers Anonymous	2	11.1%
Past Gambling Treatment	1	5.6%

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Crisis Calls 2

Repeat Callers 1

Result of Call

Information Only	12	40.0%
Referred	15	50.0%
Transferred	0	0.0%
Not Applicable	3	10.0%

Out of State Callers

Transfer Results

During business hours, transfer completed	0	0.0%
During business hours, transfer refused	8	26.7%
During business hours, no answer/vm	2	6.7%
During business hours, transfer not offered	9	30.0%
Outside business hours, transfer not offered	11	36.7%
Outside business hours, transfer complete	0	0.0%

Indiana Problem Gambling Helpline Statistics
County Report
April 2021

Caller County	
Allen	1
Clinton	1
Gibson	1
Hamilton	1
Howard	2
Johnson	1
Lake	2
Madison	1
Marion	5
Marshall	1
Monroe	1
St Joseph	4
Unknown	8
Wabash	1
	30

Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
April 2021

First Treatment Referral	
Amethyst House, Addiction Services	2
Counseling for Change	1
Emberwood Center	1
Grant-Blackford Mental Health, Inc	1
Life Recovery Center (Indy North Office)	3
Life Treatment Centers	4
Oaklawn Psychiatric Center	1
Regional Mental Health Center (Strawhun Center)	1
Salvation Army Harbor Light Center	1
	15

Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
April 2021

Second Treatment Referral	
ER Counseling, LLC	1
Life Recovery Center (Indy West Office)	1
Life Recovery Center (Northeast Office)	1
Life Treatment Centers	2
Otis R. Bowen Center	1
	6

Number of Chat Conversations	2

Chat Info

Gambler	0
Non-Gambler	2
Not Specified	0

Number of Text Conversations	4
Number of Text Subscriptions	0