Indiana Problem Gambling Helpline Statistics
March 2018

Morneau Shepell

Total Number of Calls	224
Total Number of Problem Gambling Help Line Specific Calls	41
Total Number of Calls Received Other Than Help Line Assistance	183

Calls By Shift (EST)		
First Shift (11:00pm-7:59am)	6	14.6%
Second Shift (8:00am-4:59pm)	26	63.4%
Third Shift (5:00pm-10:59pm)	9	22.0%

Request for Assistance Made by		
Self	34	82.9%
Spouse	1	2.4%
Other Family Member	5	12.2%
Friend/Advocate	1	2.4%

How Did Caller Hear About the Help Line?		
Printed on ticket	5	12.2%
Brochure	7	17.1%
Sign at gaming venue	11	26.8%
Billboard	0	0.0%
TV ad	1	2.4%
Radio ad	0	0.0%
Gaming Site Staff	1	2.4%
Phone Book	1	2.4%
Internet	8	19.5%
Newspaper	0	0.0%
Counselor/Lawyer	2	4.9%
Unknown	3	7.3%
Refused	2	4.9%

Caller Gender		
Female	14	34.1%
Male	27	65.9%
Unknown	0	0.0%

Caller Age		
0-19	1	2.4%
20-29	11	26.8%
30-39	4	9.8%
40-49	7	17.1%
50-59	5	12.2%
60-74	6	14.6%
75+	0	0.0%
Unknown	7	17.1%

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Caller Ethnicity

Caucasian	31	75.6%
African-American	4	9.8%
Hispanic	3	7.3%
Asian/Pacific Islander	0	0.0%
Native American	0	0.0%
Other	0	0.0%
Unknown	3	7.3%
Refused	0	0.0%

Preferred Venue

Casino	26	63.4%
Horse/Dog Track	1	2.4%
OTB	0	0.0%
Lottery	9	22.0%
Bingo Hall	0	0.0%
Book Maker	0	0.0%
Poker Game	0	0.0%
Social Organization	0	0.0%
Internet	3	7.3%
Bars	0	0.0%
Unknown	2	4.9%
Refused	0	0.0%

Do you play Fantasy Sports? (Gambler Only)

Yes	3	8.8%
No	30	88.2%
Unknown	1	2.9%
Refused	0	0.0%

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

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

Military Status (Gambler Only)

Never Active	33	97.1%
Currently Active	0	0.0%
Currently Reserve	0	0.0%
Veteran	1	2.9%
Unknown	0	0.0%
Refused	0	0.0%

Prior Treatment (Gambler Only)

Mental Health	7	20.6%
Alcohol/Drug Abuse	5	14.7%
Gamblers Anonymous	3	8.8%
Past Gambling Treatment	3	8.8%

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Crisis Calls	0

Repeat Callers	3

Result of Call		
Information Only	22	53.7%
Referred	11	26.8%
Transferred	2	4.9%
Not Applicable	6	14.6%

Out of State Callers	5

Transfer Results		
During business hours, transfer completed	2	4.9%
During business hours, transfer refused	18	43.9%
During business hours, no answer/vm	0	0.0%
During business hours, transfer not offered	0	0.0%
Outside business hours, transfer not offered	21	51.2%
Outside business hours, transfer complete	0	0.0%

Indiana Problem Gambling Helpline Statistics
County Report
March 2018

Caller County	
	9
Adams	2
Clark	1
Daviess	1
Elkhart	1
Hendricks	1
Howard	2
Huntington	1
La Porte	1
Lagrange	1
Lake	4
Lawrence	1
Madison	3
Marion	4
Monroe	1
St Joseph	2
Sullivan	1
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Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
March 2018

First Treatment Referral	
Amethyst House, Addiction Services	5
CMHC Lawrenceburg	3
Counseling for Change	2
Emberwood Center	1
Four County Counseling Center	1
Grant-Blackford Mental Health, Inc	2
LaPorte County Comprehensive Mental Health, Swanson Center	1
Life Recovery Center (Indy North Office)	1
Life Recovery Center (Indy West Office)	2
Life Recovery Center (Northeast Office)	1
Life Treatment Center	2
NA	1
Oaklawn Psychiatric Center	2
Regional Mental Health Center (Stark Center)	1
Regional Mental Health Center (Strawhun Center)	1
Salvation Army Harbor Light Center	1
unknown	1
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Second Treatment Referral	
Amethyst House, Addiction Services	1
CMHC Lawrenceburg	1
Counseling for Change	1
Four County Counseling Center	1
LaPorte County Comprehensive Mental Health, Swanson Center	1
Life Recovery Center (Indy West Office)	1
Life Treatment Center	1
Otis R. Bowen Center	1
Salvation Army Harbor Light Center	2
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