Indiana Problem Gambling Helpline Statistics
November 2020

Services provided by Morneau Shepell

Total Number of Calls	198
Total Number of Problem Gambling Help Line Specific Calls	21
Total Number of Calls Received Other Than Help Line Assistance	177

Calls By Shift (EST)		
First Shift (11:00pm-7:59am)	1	4.8%
Second Shift (8:00am-4:59pm)	12	57.1%
Third Shift (5:00pm-10:59pm)	8	38.1%

Request for Assistance Made by		
Self	20	95.2%
Spouse	1	4.8%
Other Family Member	0	0.0%
Friend/Advocate	0	0.0%

How Did Caller Hear About the Help Line?		
Printed on ticket	1	4.8%
Brochure	5	23.8%
Sign at gaming venue	5	23.8%
Billboard	0	0.0%
TV ad	0	0.0%
Radio ad	0	0.0%
Gaming Site Staff	1	4.8%
Phone Book	0	0.0%
Internet	4	19.0%
Newspaper	0	0.0%
Counselor/Lawyer	1	4.8%
Unknown	4	19.0%
Refused	0	0.0%

Caller Gender		
Female	7	33.3%
Male	14	66.7%
Unknown	0	0.0%

Caller Age		
0-19	0	0.0%
20-29	3	14.3%
30-39	3	14.3%
40-49	2	9.5%
50-59	1	4.8%
60-74	3	14.3%
75+	0	0.0%
Unknown	9	42.9%

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Caller Ethnicity

Caucasian	8	38.1%
African-American	3	14.3%
Hispanic	0	0.0%
Asian/Pacific Islander	0	0.0%
Native American	0	0.0%
Other	2	9.5%
Unknown	8	38.1%
Refused	0	0.0%

Preferred Venue

Casino	11	52.4%
Horse/Dog Track	0	0.0%
OTB	2	9.5%
Lottery	3	14.3%
Bingo Hall	0	0.0%
Book Maker	0	0.0%
Poker Game	0	0.0%
Social Organization	0	0.0%
Internet	2	9.5%
Bars	0	0.0%
Unknown	3	14.3%
Refused	0	0.0%

Do you play Fantasy Sports? (Gambler Only)

Yes	1	5.0%
No	8	40.0%
Unknown	11	55.0%
Refused	0	0.0%

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

Same Day	0	0.0%
Weekly	0	0.0%
Season Long	1	100.0%

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	15.0%
Alcohol/Drug Abuse	1	5.0%
Gamblers Anonymous	2	10.0%
Past Gambling Treatment	1	5.0%

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Crisis Calls	1

Repeat Callers	0

Result of Call

Information Only	6	28.6%
Referred	9	42.9%
Transferred	2	9.5%
Not Applicable	4	19.0%

Out of State Callers	2

Transfer Results

During business hours, transfer completed	2	9.5%
During business hours, transfer refused	5	23.8%
During business hours, no answer/vm	0	0.0%
During business hours, transfer not offered	3	14.3%
Outside business hours, transfer not offered	11	52.4%
Outside business hours, transfer complete	0	0.0%

Indiana Problem Gambling Helpline Statistics
County Report
November 2020

Caller County	
Clark	1
Elkhart	2
Fulton	1
Hamilton	1
Hendricks	1
Howard	1
Lake	1
Marion	3
Monroe	1
Porter	1
Unknown	6
	19

Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
November 2020

First Treatment Referral	
Amethyst House, Addiction Services	3
Counseling for Change	1
Emberwood Center	1
Life Recovery Center (Indy North Office)	2
Life Recovery Center (Indy West Office)	1
LifeSpring Health Systems	1
Oaklawn Psychiatric Center	1
Regional Mental Health Center (Stark Center)	1
	11

Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
November 2020

Second Treatment Referral	
Amethyst House, Addiction Services	1
Creative Counseling	1
Emberwood Center	1
Life Recovery Center (Indy West Office)	1
Regional Mental Health Center (Strawhun Center)	1
	5

Number of Chat Conversations	1

Chat Info

Gambler	0
Non-Gambler	0
Not Specified	1

Number of Text Conversations	0
Number of Text Subscriptions	0