Indiana Problem Gambling Helpline Statistics
March 2021

Services provided by BDA | Morneau Shepell

Total Number of Calls	317
Total Number of Problem Gambling Help Line Specific Calls	23
Total Number of Calls Received Other Than Help Line Assistance	294

Calls By Shift (EST)		
First Shift (11:00pm-7:59am)	2	8.7%
Second Shift (8:00am-4:59pm)	15	65.2%
Third Shift (5:00pm-10:59pm)	6	26.1%

Request for Assistance Made by		
Self	22	95.7%
Spouse	0	0.0%
Other Family Member	1	4.3%
Friend/Advocate	0	0.0%

How Did Caller Hear About the Help Line?		
Printed on ticket	2	8.7%
Brochure	2	8.7%
Sign at gaming venue	2	8.7%
Billboard	0	0.0%
TV ad	0	0.0%
Radio ad	1	4.3%
Gaming Site Staff	0	0.0%
Phone Book	0	0.0%
Internet	10	43.5%
Newspaper	0	0.0%
Counselor/Lawyer	0	0.0%
Unknown	6	26.1%
Refused	0	0.0%

Caller Gender		
Female	6	26.1%
Male	17	73.9%
Unknown	0	0.0%

Caller Age		
0-19	0	0.0%
20-29	2	8.7%
30-39	2	8.7%
40-49	2	8.7%
50-59	1	4.3%
60-74	2	8.7%
75+	0	0.0%
Unknown	14	60.9%

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Caller Ethnicity

Caucasian	6	26.1%
African-American	6	26.1%
Hispanic	1	4.3%
Asian/Pacific Islander	0	0.0%
Native American	0	0.0%
Other	0	0.0%
Unknown	10	43.5%
Refused	0	0.0%

Preferred Venue

Casino	7	30.4%
Horse/Dog Track	0	0.0%
OTB	0	0.0%
Lottery	5	21.7%
Bingo Hall	0	0.0%
Book Maker	1	4.3%
Poker Game	2	8.7%
Social Organization	0	0.0%
Internet	2	8.7%
Bars	0	0.0%
Unknown	6	26.1%
Refused	0	0.0%

Do you play Fantasy Sports? (Gambler Only)

Yes	2	9.1%
No	5	22.7%
Unknown	15	68.2%
Refused	0	0.0%

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

Same Day	0	0.0%
Weekly	2	100.0%
Season Long	0	0.0%

Military Status (Gambler Only)

Never Active	8	36.4%
Currently Active	0	0.0%
Currently Reserve	0	0.0%
Veteran	0	0.0%
Unknown	14	63.6%
Refused	0	0.0%

Prior Treatment (Gambler Only)

Mental Health	1	12.5%
Alcohol/Drug Abuse	0	0.0%
Gamblers Anonymous	0	0.0%
Past Gambling Treatment	1	12.5%

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Crisis Calls	1

Repeat Callers	3

Result of Call

Information Only	6	26.1%
Referred	14	60.9%
Transferred	1	4.3%
Not Applicable	2	8.7%

Out of State Callers	2

Transfer Results

During business hours, transfer completed	1	4.3%
During business hours, transfer refused	6	26.1%
During business hours, no answer/vm	0	0.0%
During business hours, transfer not offered	2	8.7%
Outside business hours, transfer not offered	14	60.9%
Outside business hours, transfer complete	0	0.0%

Indiana Problem Gambling Helpline Statistics
County Report
March 2021

Caller County	
Allen	3
Cass	1
Dubois	1
Elkhart	1
Hancock	1
Howard	3
Jasper	1
La Porte	1
Lake	1
Madison	1
St Joseph	1
Unknown	5
White	1
	21

Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
March 2021

First Treatment Referral	
Amethyst House, Addiction Services	5
Counseling for Change	1
Emberwood Center	1
Four County Counseling Center	1
GA Meetings	1
Grant-Blackford Mental Health, Inc	1
Life Treatment Centers	1
Otis R. Bowen Center	2
Regional Mental Health Center (Stark Center)	1
Regional Mental Health Center (Strawhun Center)	1
	15

Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
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Second Treatment Referral	
Counseling for Change	1
Grant-Blackford Mental Health, Inc	1
Life Recovery Center (Indy North Office)	1
Life Recovery Center (Northeast Office)	1
Oaklawn Psychiatric Center	1
	5

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