Indiana Problem Gambling Helpline Statistics
February 2020

Services provided by Morneau Shepell

Total Number of Calls	148
Total Number of Problem Gambling Help Line Specific Calls	19
Total Number of Calls Received Other Than Help Line Assistance	129

Calls By Shift (EST)		
First Shift (11:00pm-7:59am)	5	26.3%
Second Shift (8:00am-4:59pm)	10	52.6%
Third Shift (5:00pm-10:59pm)	4	21.1%

Request for Assistance Made by		
Self	17	89.5%
Spouse	1	5.3%
Other Family Member	1	5.3%
Friend/Advocate	0	0.0%

How Did Caller Hear About the Help Line?		
Printed on ticket	3	15.8%
Brochure	5	26.3%
Sign at gaming venue	3	15.8%
Billboard	0	0.0%
TV ad	0	0.0%
Radio ad	0	0.0%
Gaming Site Staff	1	5.3%
Phone Book	0	0.0%
Internet	5	26.3%
Newspaper	0	0.0%
Counselor/Lawyer	0	0.0%
Unknown	1	5.3%
Refused	1	5.3%

Caller Gender		
Female	3	15.8%
Male	15	78.9%
Unknown	1	5.3%

Caller Age		
0-19	1	5.3%
20-29	1	5.3%
30-39	3	15.8%
40-49	7	36.8%
50-59	2	10.5%
60-74	3	15.8%
75+	0	0.0%
Unknown	2	10.5%

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Caller Ethnicity

Caucasian	15	78.9%
African-American	2	10.5%
Hispanic	0	0.0%
Asian/Pacific Islander	0	0.0%
Native American	0	0.0%
Other	0	0.0%
Unknown	2	10.5%
Refused	0	0.0%

Preferred Venue

Casino	10	52.6%
Horse/Dog Track	0	0.0%
OTB	0	0.0%
Lottery	2	10.5%
Bingo Hall	0	0.0%
Book Maker	1	5.3%
Poker Game	0	0.0%
Social Organization	0	0.0%
Internet	3	15.8%
Bars	1	5.3%
Unknown	2	10.5%
Refused	0	0.0%

Do you play Fantasy Sports? (Gambler Only)

Yes	2	11.8%
No	15	88.2%
Unknown	0	0.0%
Refused	0	0.0%

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

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

Military Status (Gambler Only)

Never Active	12	70.6%
Currently Active	0	0.0%
Currently Reserve	0	0.0%
Veteran	0	0.0%
Unknown	4	23.5%
Refused	1	5.9%

Prior Treatment (Gambler Only)

Mental Health	1	5.9%
Alcohol/Drug Abuse	0	0.0%
Gamblers Anonymous	1	5.9%
Past Gambling Treatment	1	5.9%

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Crisis Calls	0

Repeat Callers	1

Result of Call

Information Only	4	21.1%
Referred	13	68.4%
Transferred	2	10.5%
Not Applicable	0	0.0%

Out of State Callers	1

Transfer Results

During business hours, transfer completed	2	10.5%
During business hours, transfer refused	2	10.5%
During business hours, no answer/vm	1	5.3%
During business hours, transfer not offered	4	21.1%
Outside business hours, transfer not offered	10	52.6%
Outside business hours, transfer complete	0	0.0%

Indiana Problem Gambling Helpline Statistics
County Report
February 2020

Caller County	
Allen	1
Boone	1
De Kalb	1
Fountain	1
Hamilton	1
Howard	1
Johnson	2
Knox	1
Lake	1
Madison	1
Marion	1
St Joseph	3
Unknown	3
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Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
February 2020

First Treatment Referral	
Amethyst House, Addiction Services	2
CMHC Lawrenceburg	1
Counseling for Change	2
Grant-Blackford Mental Health, Inc	1
Life Recovery Center (Indy North Office)	2
Life Recovery Center (Indy South Office)	1
Life Recovery Center (Northeast Office)	1
Life Treatment Centers	1
none	1
Oaklawn Psychiatric Center	1
Serenity Counseling	2
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Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
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Second Treatment Referral	
Creative Counseling	1
Emberwood Center	2
Life Recovery Center (Northeast Office)	1
Life Treatment Centers	1
Oaklawn Psychiatric Center	1
Serenity Counseling	1
	7

Number of Chat Conversations	1

Chat Info

Gambler	0
Non-Gambler	0
Not Specified	1

Number of Text Conversations	2
Number of Text Subscriptions	0