Indiana Problem Gambling Helpline Statistics
October 2019

Services provided by Morneau Shepell

Total Number of Calls	173
Total Number of Problem Gambling Help Line Specific Calls	11
Total Number of Calls Received Other Than Help Line Assistance	162

Calls By Shift (EST)		
First Shift (11:00pm-7:59am)	4	36.4%
Second Shift (8:00am-4:59pm)	2	18.2%
Third Shift (5:00pm-10:59pm)	5	45.5%

Request for Assistance Made by		
Self	9	81.8%
Spouse	2	18.2%
Other Family Member	0	0.0%
Friend/Advocate	0	0.0%

How Did Caller Hear About the Help Line?		
Printed on ticket	3	27.3%
Brochure	0	0.0%
Sign at gaming venue	2	18.2%
Billboard	0	0.0%
TV ad	0	0.0%
Radio ad	0	0.0%
Gaming Site Staff	0	0.0%
Phone Book	0	0.0%
Internet	5	45.5%
Newspaper	0	0.0%
Counselor/Lawyer	0	0.0%
Unknown	0	0.0%
Refused	1	9.1%

Caller Gender		
Female	4	36.4%
Male	7	63.6%
Unknown	0	0.0%

Caller Age		
0-19	1	9.1%
20-29	4	36.4%
30-39	2	18.2%
40-49	0	0.0%
50-59	0	0.0%
60-74	1	9.1%
75+	1	9.1%
Unknown	2	18.2%

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Caller Ethnicity

Caucasian	8	72.7%
African-American	0	0.0%
Hispanic	0	0.0%
Asian/Pacific Islander	0	0.0%
Native American	0	0.0%
Other	1	9.1%
Unknown	2	18.2%
Refused	0	0.0%

Preferred Venue

Casino	5	45.5%
Horse/Dog Track	1	9.1%
OTB	0	0.0%
Lottery	4	36.4%
Bingo Hall	0	0.0%
Book Maker	0	0.0%
Poker Game	0	0.0%
Social Organization	0	0.0%
Internet	1	9.1%
Bars	0	0.0%
Unknown	0	0.0%
Refused	0	0.0%

Do you play Fantasy Sports? (Gambler Only)

Yes	1	11.1%
No	8	88.9%
Unknown	0	0.0%
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	7	77.8%
Currently Active	0	0.0%
Currently Reserve	1	11.1%
Veteran	1	11.1%
Unknown	0	0.0%
Refused	0	0.0%

Prior Treatment (Gambler Only)

Mental Health	2	22.2%
Alcohol/Drug Abuse	1	11.1%
Gamblers Anonymous	1	11.1%
Past Gambling Treatment	1	11.1%

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Crisis Calls

Repeat Callers

Result of Call

Information Only	3	27.3%
Referred	8	72.7%
Transferred	0	0.0%
Not Applicable	0	0.0%

Out of State Callers 2

Transfer Results

During business hours, transfer completed	0	0.0%
During business hours, transfer refused	2	18.2%
During business hours, no answer/vm	0	0.0%
During business hours, transfer not offered	2	18.2%
Outside business hours, transfer not offered	7	63.6%
Outside business hours, transfer complete	0	0.0%

Indiana Problem Gambling Helpline Statistics
County Report
October 2019

Caller County	
Allen	1
Clark	1
Elkhart	1
Lake	1
Monroe	1
Ohio	1
Tippecanoe	1
Unknown	2
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Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
October 2019

First Treatment Referral	
Aspire Indiana, Gambling	4
Community Health Network (Gallahue Mental Health)	3
Community Mental Health Center, Inc.	1
Emberwood Center	1
Life Treatment Center	1
Midtown/Wishard	1
Oaklawn Psychiatric Center	2
Otis R. Bowen Center	1
Peer Recovery Specialists (Affiliated Service Providers of Indiana,	13
Porter Starke Services	1
Regional Mental Health Center (Formerly Southlake)	1
Salvation Army Harbor Light Center	1
	30

Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
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Second Treatment Referral	
Regional Mental Health Center (Strawhun Center)	1
	1

Number of Chat Conversations 0

Chat Info

Gambler	0
Non-Gambler	0
Not Specified	0

Number of Text Conversations 0

Number of Text Subscriptions 0