Indiana Problem Gambling Helpline Statistics
April 2017

Services provided by BDA | Morneau Shepell

Total Number of Calls	233
Total Number of Problem Gambling Help Line Specific Calls	26
Total Number of Calls Received Other Than Help Line Assistance	207

Calls By Shift (EST)		
First Shift (11:00pm-7:59am)	5	19.2%
Second Shift (8:00am-4:59pm)	11	42.3%
Third Shift (5:00pm-10:59pm)	10	38.5%

Request for Assistance Made by		
Self	23	88.5%
Spouse	2	7.7%
Other Family Member	1	3.8%
Friend/Advocate	0	0.0%

How Did Caller Hear About the Help Line?		
Printed on ticket	7	26.9%
Brochure	3	11.5%
Sign at gaming venue	5	19.2%
Billboard	1	3.8%
TV ad	1	3.8%
Radio ad	1	3.8%
Gaming Site Staff	0	0.0%
Phone Book	1	3.8%
Internet	3	11.5%
Newspaper	0	0.0%
Counselor/Lawyer	1	3.8%
Unknown	1	3.8%
Refused	2	7.7%

Caller Gender		
Female	13	50.0%
Male	13	50.0%
Unknown	0	0.0%

Caller Age		
0-19	0	0.0%
20-29	3	11.5%
30-39	3	11.5%
40-49	4	15.4%
50-59	5	19.2%
60-74	8	30.8%
75+	0	0.0%
Unknown	3	11.5%

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Caller Ethnicity

Caucasian	14	53.8%
African-American	6	23.1%
Hispanic	2	7.7%
Asian/Pacific Islander	1	3.8%
Native American	0	0.0%
Other	0	0.0%
Unknown	3	11.5%
Refused	0	0.0%

Preferred Venue

Casino	17	65.4%
Horse/Dog Track	1	3.8%
OTB	0	0.0%
Lottery	4	15.4%
Bingo Hall	1	3.8%
Book Maker	0	0.0%
Poker Game	0	0.0%
Social Organization	0	0.0%
Internet	2	7.7%
Bars	0	0.0%
Unknown	1	3.8%
Refused	0	0.0%

Do you play Fantasy Sports? (Gambler Only)

Yes	0	0.0%
No	20	87.0%
Unknown	2	8.7%
Refused	1	4.3%

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

Same Day
Weekly
Season Long

Military Status (Gambler Only)

Never Active	19	82.6%
Currently Active	0	0.0%
Currently Reserve	0	0.0%
Veteran	2	8.7%
Unknown	2	8.7%
Refused	0	0.0%

Prior Treatment (Gambler Only)

Mental Health	3	16.7%
Alcohol/Drug Abuse	3	16.7%
Gamblers Anonymous	3	16.7%
Past Gambling Treatment	2	10.5%

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Crisis Calls	0

Repeat Callers	1

Result of Call

Information Only	6	23.1%
Referred	14	53.8%
Transferred	2	7.7%
Not Applicable	4	15.4%

Out of State Callers	1

Transfer Results

During business hours, transfer completed	1	3.8%
During business hours, transfer refused	7	26.9%
During business hours, no answer/vm	2	7.7%
During business hours, transfer not offered	3	11.5%
Outside business hours, transfer not offered	13	50.0%
Outside business hours, transfer complete	0	0.0%

Indiana Problem Gambling Helpline Statistics
County Report
April 2017

Caller County	
Hamilton	2
Hancock	1
Howard	1
La Porte	1
Lake	4
Madison	2
Marion	4
Marshall	1
Montgomery	1
St Joseph	2
Steuben	1
Vanderburgh	1
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Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
April 2017

First Treatment Referral	
Aspire Indiana, Gambling	2
Counseling for Change	1
Emberwood Center	1
Four County Counseling Center	1
Grant-Blackford Mental Health, Inc	1
LaPorte County Comprehensive Mental Health, Swanson Center	1
Life Recovery Center (Indy South Office)	2
Life Recovery Center (Indy West Office)	1
Life Recovery Center (Northeast Office)	1
Oaklawn Psychiatric Center	1
Otis R. Bowen Center	1
Regional Mental Health Center (Stark Center)	2
Regional Mental Health Center (Strawhun Center)	1
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Indiana Problem Gambling Helpline Statistics
Treatment Referral Report
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Second Treatment Referral	
Aspire Indiana, Gambling	2
CMHC Lawrenceburg	1
Emberwood Center	2
Four County Counseling Center	1
Life Recovery Center (Northeast Office)	1
Life Treatment Center	1
Oaklawn Psychiatric Center	2
Regional Mental Health Center (Strawhun Center)	1
Southwestern Behavioral Healthcare, Inc/Stepping Stone	1
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