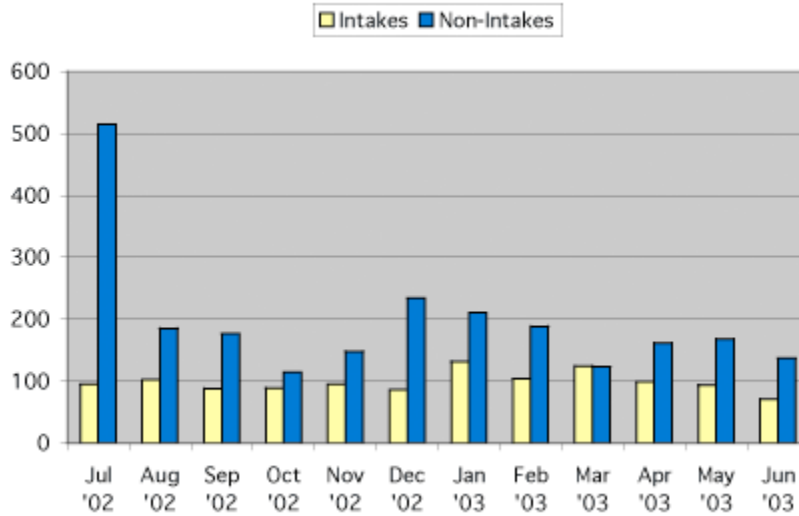


**INDIANA PROBLEM GAMBLING REFERRAL
LINE STATISTICS
July 1, 2002 - June 30, 2003**

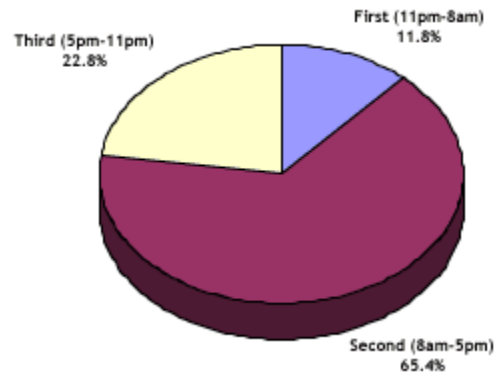
Total Number of Calls	3,543
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Month	Intakes	Non-Intakes	Total
July '02	95	515	610
August	102	185	287
September	88	177	265
October	89	115	204
November	95	148	243
December	86	234	320
January	132	211	343
February	104	188	292
March	125	123	248
April	99	162	261
May	94	168	262
June '03	71	137	208
	1,180	2,363	3,543

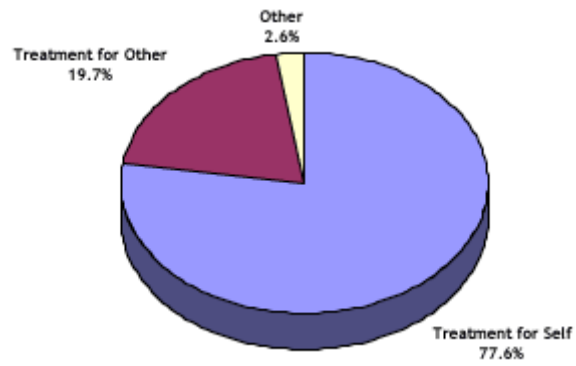
NUMBER OF CALLS BY MONTH



Calls by Shift		
11pm-8am	139	11.8%
8am-5pm	772	65.4%
5pm-11pm	269	22.8%

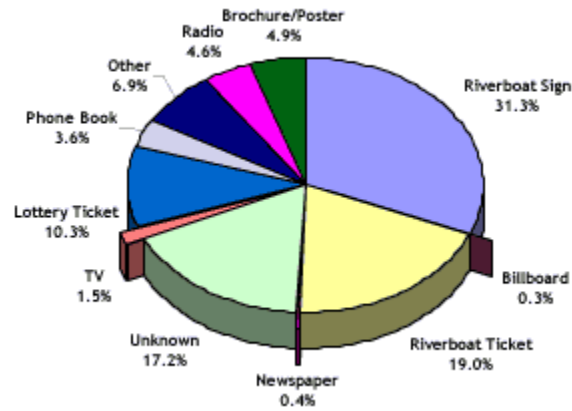


Request for Assistance		
Treatment for Self	916	77.6%
Treatment for Other	233	19.7%
Other	31	2.6%

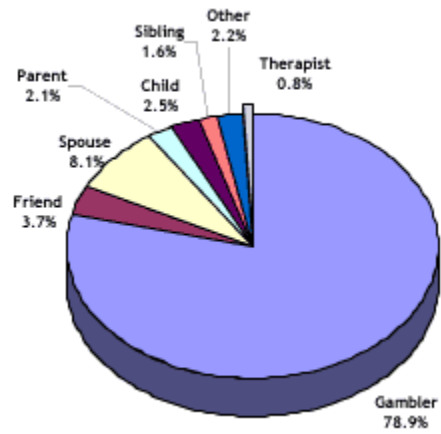


Result of Call		
Referred	859	72.8%
Transferred	204	17.3%
Other	117	9.9%

Caller Referral Source		
Riverboat Sign	369	31.3%
Riverboat Ticket	224	19.0%
Brochure/Poster	58	4.9%
Lottery Ticket	121	10.3%
Phone Book	43	3.6%
Newspaper	5	0.4%
TV	18	1.5%
Radio	54	4.6%
Billboard	3	0.3%
Other	82	6.9%
Unknown	203	17.2%

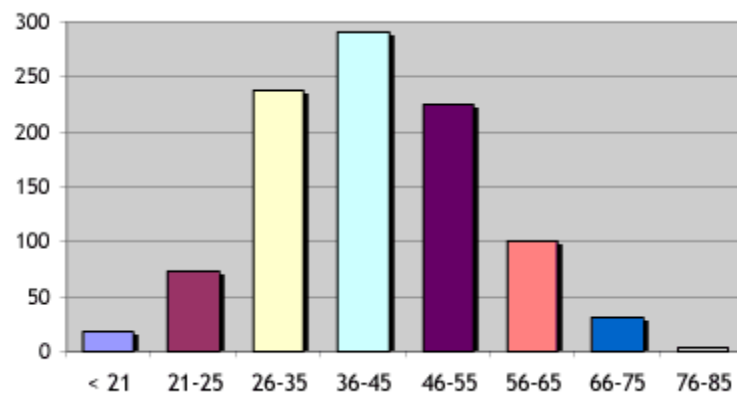


Caller Profile		
Gambler	931	78.9%
Friend	44	3.7%
Spouse	95	8.1%
Parent	25	2.1%
Child	30	2.5%
Sibling	19	1.6%
Other	26	2.2%
Therapist	10	0.8%

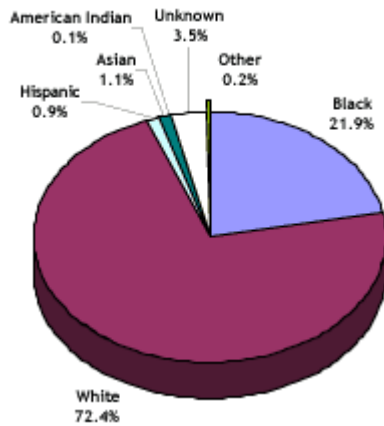


Caller Gender		
Female	613	51.9%
Male	567	48.1%
Unknown	0	

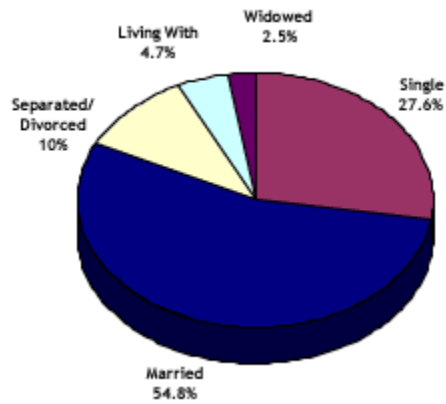
Caller Age		
Under 21	19	1.9%
Age 21-25	73	7.5%
Age 26-35	238	24.3%
Age 36-45	290	29.6%
Age 46-55	225	23.0%
Age 56-65	100	10.2%
Age 66-75	31	3.2%
Age 76-85	3	0.3%



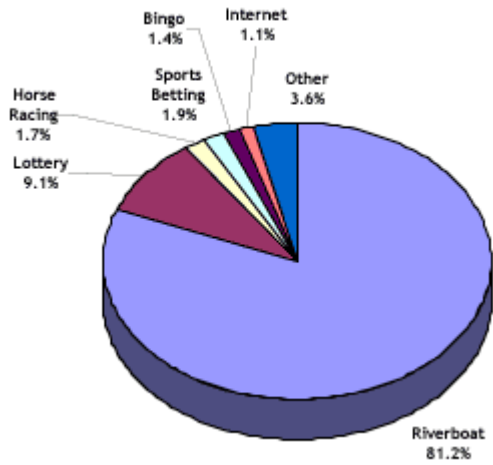
Caller Ethnicity		
Black	258	21.9%
White	854	72.4%
Hispanic	11	0.9%
Asian	13	1.1%
American Indian	1	0.1%
Other Ethnicity	2	0.2%
Unknown	41	3.5%



Caller Marital Status		
Single	309	27.6%
Married	614	54.8%
Separated/Divorced	117	10.4%
Living With	53	4.7%
Widowed	28	2.5%



Primary Gambling Reference Identified by Caller		
Riverboat	877	81.2%
Lottery	98	9.1%
Horse Racing	18	1.7%
Sports Betting	21	1.9%
Bingo	15	1.4%
Internet	12	1.1%
Other	39	3.6%



Samples of Caller's Presenting Problem
Caller's 78 year-old mom has a gambling addiction which started with bingo. Currently she is a casino gambler in need of some help.
Caller reported that she was at the boat and just spent her whole paycheck. She does not know how she is going to buy food for the next two weeks.
Caller is a bingo junkie and \$30,000 in debt.
Caller spent all her children's grocery money on scratch offs. She is tearful and upset with herself.
Caller has been gambling since childhood. He loves his wife dearly but they separated last week because of his gambling. He cannot stay away from the high of the win. Seeking help so he does not lose his wife.
Every time caller gets depressed, she gambles. She is now about to lose her house and can't pay her bills. She has written many bad checks and is fearful about being arrested.
Caller's wife has been gambling five-six years. She left him Friday and he hasn't heard from her. Usually, every Friday and Saturday around her payday, she disappears to gamble. She called him today and is threatening to sell their home.
Caller plays poker and blackjack. He is a college student and does not know how to control the urge to bet big and play for hours at a time.
Caller has been gambling for one year and his gambling has recently increased. He is out of money and is trying to sell things to get money to gamble.
Caller says he has severe gambling problem and has gambled his life worth away. His house is up for foreclosure next week. Caller says he wants help.
Caller went to play the slots tonight and wrote bad checks to the casino. Fearful of what will happen to when the check don't clear.
Caller called crying stating that she is very depressed. She says she is a teacher and she will soon lose her home to gambling. She stated that she is very ashamed about her gambling and feels she needs help.
Caller took \$10,000 from work then lost it all gambling. Employer found out and caller was fired. Seeking help Client is 78 year old male who has been gambling for 40 years. He states that he is currently beginning to have a problem.
Caller states that her sister has a serious gambling problem. Her sister has lost her home and attempted suicide due to gambling addiction. The caller is assisting her sister in getting treatment.
Caller phoned in tonight as she was driving by the casino asking for support to not stop and go in. She stayed on the phone while she reached her exit toward her home.
Caller states that he played the Hoosier lottery every day in November and has spent \$2,500. He has been gambling for 14 years and he has attended GA in the past. He is embezzling money from work to finance gambling.
Caller reports that she has gotten to the point of losing about \$500 per week and she is on the verge of losing her home and car. She reports that she is filing for bankruptcy.
Caller sells lotto tickets and wants to know what they can do for a customer who spends lots of money on lotto tickets.
Caller is a sports better who has been gambling for past two years and has accumulated \$48,000 in debt.
Caller and his wife have been going to the boats since 1996 and used to go to Las Vegas. The proximity to the casino boats has increased their gambling. They have lost in excess of \$100,000 as well as their house. Caller has arguments with his wife about their gambling.
Caller reports that he is a recovering alcoholic and that he has recently switched addictions from alcohol to gambling.
Caller is a 37 year old male who was caught embezzling money from his employer and has been gambling for past 15 years.

Caller has been gambling for about a year playing scratch offs and was arrested for stealing lottery tickets from his job at a convenience store. He was fired from his job.

Samples of Caller 's Presenting Problem

Caller just lost a lot of money at the riverboat. He has tried to stop before but is feeling an urge right now to go back and gamble some more. GA was discussed. He does not want a counseling referral.

Caller states that her husband's gambling is destroying her family. He has spent all of their children's college funds and other savings. He has also falsified her name on mortgage and credit loans.

Caller is hooked on slot machines and was discharged from the army due to gambling while stationed in Germany. He has amassed thousands of dollars in debt.

Caller says her husband has a lottery ticket problem. He has spent over \$20,000 from his IRA and has maxed out his credit cards. Caller says that her husband is seeing a counselor but he is still gambling. She doesn't think he is being truthful about seeing the counselor.

Caller's 42 year old husband plays the horses. He is losing everything he makes and they are behind on their mortgage and car payments. They currently have \$650 in bank charges for bounced checks.

Caller states that a friend of his wife's claims that he has found a way to make a lot of money by gambling but has been banned from the casinos. He wants caller's wife to use his method under her name and split the profits. The caller is suspicious.

Caller gambles about \$200 on a daily basis: lottery, sports, casinos, poker. He is a college student and has been in counseling for anger management but quit because he didn't think it was working. Shortly after quitting the counseling sessions, he began to gamble.

Caller was sobbing indicating that he has lost everything. Caller says he has let so many people down and he feels so depressed.

Caller has been gambling on the slots for 10 years. He has filed bankruptcy and has received an eviction letter. He car has been repossessed.