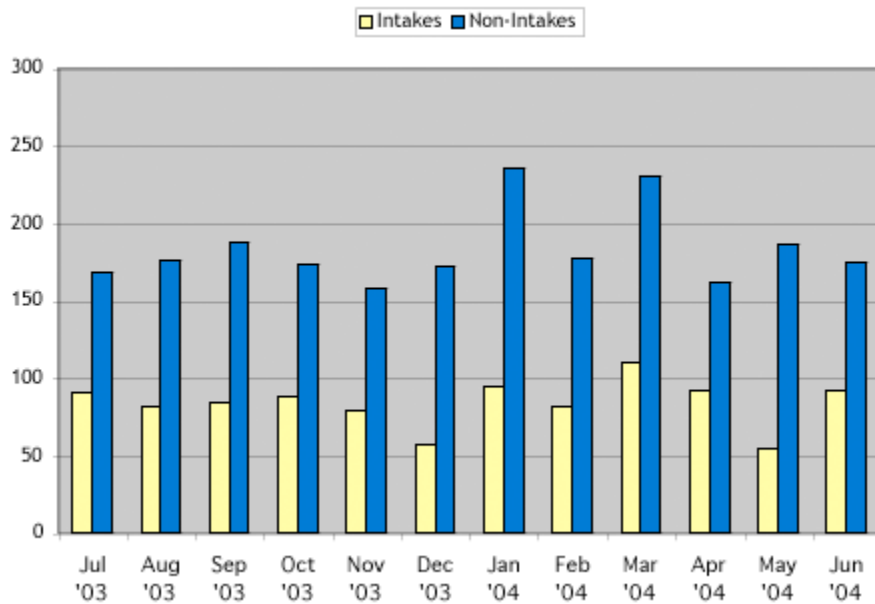


**INDIANA PROBLEM GAMBLING REFERRAL
LINE STATISTICS
July 1, 2003 - June 30, 2004**

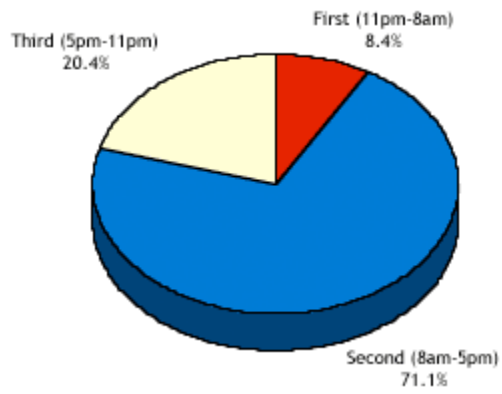
Total Number of Calls	3,212
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Month	Intakes	Non-Intakes	Total
July '04	91	169	260
August	82	176	258
September	85	188	273
October	88	174	262
November	79	158	237
December	57	172	229
January	95	236	331
February	82	177	259
March	110	231	341
April	92	162	254
May	55	186	241
June '04	92	175	267
	1,008	2,204	3,212

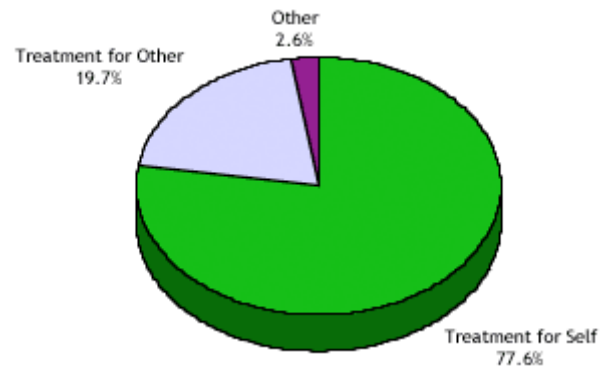
NUMBER OF CALLS BY MONTH



Calls by Shift		
11pm-8am	85	8.4%
8am-5pm	717	71.1%
5pm-11pm	206	20.4%

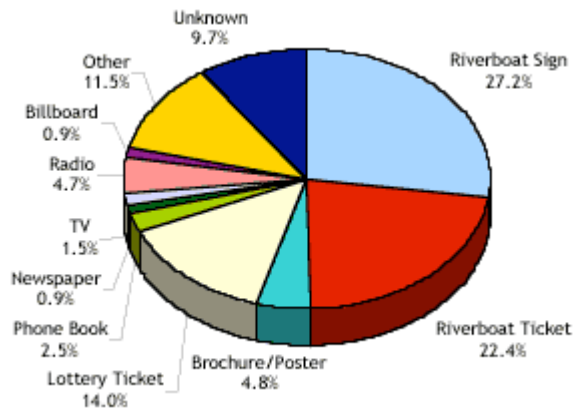


Request for Assistance		
Treatment for Self	735	72.9%
Treatment for Other	240	23.8%
Other	33	3.3%

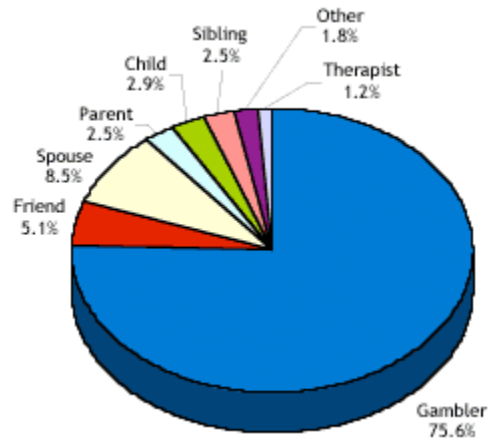


Result of Call		
Referred	592	58.7%
Transferred	306	30.4%
Not Applicable	110	10.9%

Caller Referral Source		
Riverboat Sign	274	27.2%
Riverboat Ticket	226	22.4%
Brochure/Poster	48	4.8%
Lottery Ticket	141	14.0%
Phone Book	25	2.5%
Newspaper	9	0.9%
TV	15	1.5%
Radio	47	4.7%
Billboard	9	0.9%
Other	116	11.5%
Unknown	98	9.7%

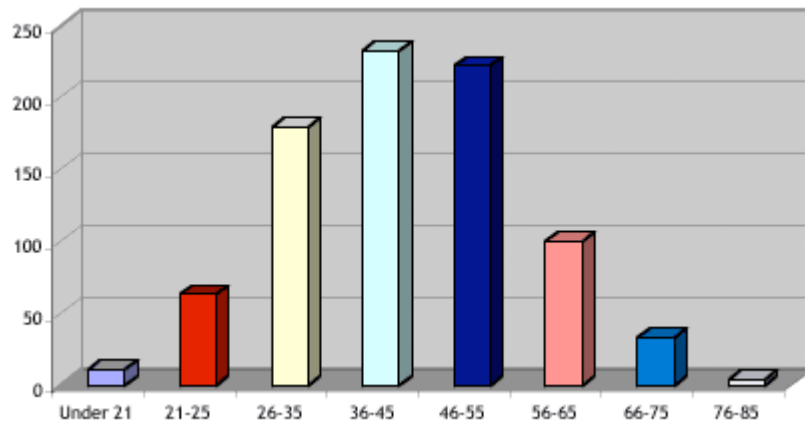


Caller Profile		
Gambler	762	75.6%
Friend	51	5.1%
Spouse	86	8.5%
Parent	25	2.5%
Child	29	2.9%
Sibling	25	2.5%
Therapist	18	1.8%
Other	12	1.2%

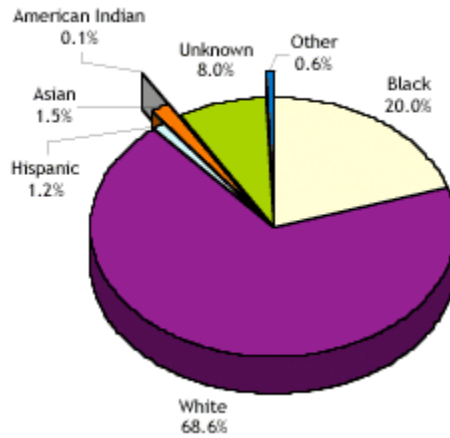


Caller Gender		
Female	515	51.1%
Male	493	48.9%
Unknown	0	

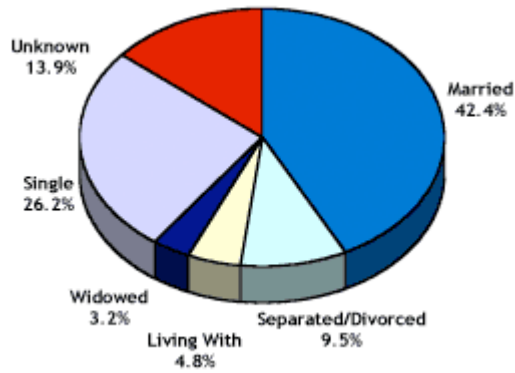
Caller Age		
Under 21	11	1.1%
Age 21-25	63	6.3%
Age 26-35	179	17.8%
Age 36-45	232	23.0%
Age 46-55	222	22.0%
Age 56-65	100	9.9%
Age 66-75	33	3.3%
Age 76-85	4	0.4%
Unknown	164	16.3%



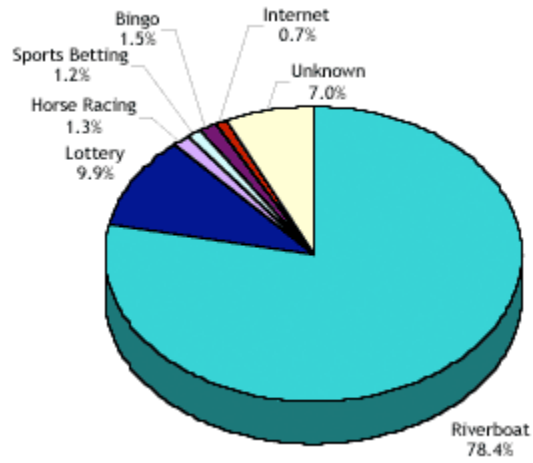
Caller Ethnicity		
Black	202	20.0%
White	691	68.6%
Hispanic	12	1.2%
Asian	15	1.5%
American Indian	1	0.1%
Other Ethnicity	6	0.6%
Unknown	81	8.0%



Caller Marital Status		
Single	251	24.9%
Married	480	47.6%
Separated/Divorced	103	10.2%
Living With	45	4.5%
Widowed	34	3.4%
Unknown	95	9.4%



Primary Gambling Reference Identified by Caller		
Riverboat	790	78.4%
Lottery	100	9.9%
Horse Racing	13	1.3%
Sports Betting	12	1.2%
Bingo	15	1.5%
Internet	7	0.7%
Other	71	7.0%



Samples of Caller's Presenting Problem

Caller states she spent entire paycheck gambling at riverboat. \$700.00. Does this often. Lost \$1500.00 in May.

Caller is looking for information for his father. He's going off the deep end with this. He's gambled since he was 16, he's 49 now. Lost relationships due to gambling.

Caller's husband who is on alot of meds goes to the boat. Upset with the boat for allowing him to gamble when he is on meds and also for giving him drinks. He is on disability. She is filing for divorce. She doesn't think he will go for tx.

Caller owes everyone. Lies to her husband. May lose house. Gambling for 3 years.

Caller took off work Thurs. and emptied bank account. Mother lost more than him at boat and father said he will divorce mother if she doesn't stop. She spent most of his retirement. Went through GA 20 questions - 9 out of 20 - in total denial.

Caller states she had been gambling for a long time. Gambling away every dime and losing everything. Chapter 13 Bankruptcy. Client spent \$250.00 on lottery yesterday and \$80.00 today.

Caller states he doesn't know when to quit. Losing on internet sports betting.

Caller has decided to quit and wants to attend GA. Gambling for 8 years. Facing eviction, possibly jail for writing checks that did not clear. Has lost as much as \$10,000 on a weekend. Had questions about what steps to take in facing court, starting GA and possibly rehab.

Caller has hit rock bottom. Wrote checks on her son's checking account. She is seeing a psychiatrist and is on Wellbutrin. Wants GA info.

Caller requested to remain anonymous. Just lost \$6,000 and wanted to find out if he has a problem with gambling or not. Just wanted to talk. Declined referrals.

Caller states he is playing the lottery. spending 100-150 a week. Taking cash advances from ATM. Feels gambling is out of control and wants to attend GA.

Caller states he plays slot machines at the casino. Has amassed thousands in debt. Doesn't enjoy gambling anymore but unable to stop. Wants to attend GA meeting first, may consider a treatment program if GA not helpful.

Caller plays slots at casino. Will be evicted from home due to inability to pay rent. Wants to know if anyone/any agency can provide financial relief. Will contemplate treatment participation.

Caller states he keeps playing and losing. Seeing machines in his head. Wants to stop.

Caller states she banned herself from boats yesterday. Feeling very overwhelmed financially. Wants to know how to get out of debt. Tried to refer to GA. She did not really go for it but took Michigan #.

Caller states she works in a grocery store that sells lottery tickets and she stole some. The owner told me the only way he wouldn't call the police is if I pay him back \$300 and get help.

Caller states she is concerned her gambling is spiraling out of control. Wants to know how GA services can be made available in her county. Unable to travel to neighboring counties for meetings.

Caller states he has returned to playing craps at the riverboat. Would like to return to GA meetings. Looking for a meeting in Porter county.

Caller states he would like to consider inpatient treatment for gambling addiction.

Caller states for the past three months she has been taking entire paycheck and gambling it away at Indiana boats. Lives on East side of Chicago. Gave Chicago GA and state funded treatment info.

Caller indicated that he has serious gambling problem and would like to know how to get help.

Gambling hard for 7 years. Can never cash out. Down to last dollar.
Caller wants to know how she can make her husband go to GA. He is out of control. Declined GAMANON referrals.
Caller is seeking help to stop gambling. Gambling for 8 months. Her business is beginning to suffer.

Samples of Caller's Presenting Problem
Caller is seeking help to stop gambling. Gambling for 8 months. Her business is beginning to suffer. Has lost over \$900,000 in the last six years since the boats came and needs to stop.
Caller in tears. Says she just left the boat and lost everything. Won't eat or pay any bills when she has no money.
Caller reports that her son is locked up because of his gambling. Left kids in car. Looking for information and help for her son.
Caller reports that she is in need of some help because she is spending money that she does not have. Reports that she has also begun to steal money from her parents to support her addiction. They pressed charges.
Caller reports that her husband has gambling problem and she is requesting resources to help him deal with problem.
Caller reports that she recently went through breakup with fiance and has been gambling out of control since February.
Caller is spending too much money gambling. Interfering in every aspect of her life. Believe she is going to hit big.
Caller states she needs immediate help with her gambling addiction. Says she has nowhere to turn.
Caller states his wife has gotten progressively worse over the past year going to the casino. We had to re-mortgage our home.
Caller states she has had to move in with her parents due to gambling problem. She made \$150,000 last year - Doesn't have a car and rent is only \$500/month, but she is being evicted.
Caller is a 67 year old female who has been gambling for the past 5 years and is \$50,000 in debt.
Caller states he is concerned about friend and roommate who is gambling heavily, mainly on lottery. He is becoming frustrated but is also hesitant to say anything.
Caller states his brother's family is falling apart because of the gambling .
Caller began gambling 4 years ago and disease has progressed. Lying and chasing losses. Looking for GA meetings in her area.
Caller states her husband is buying lottery tickets. Getting in debt. \$60-80 monthly. He says he can do what he wants. It is his money.
Caller states his wife's gambling is destroying his family. She doesn't seem truly interested in treatment. Can't continue like this. Says he needs to know what options he has to deal with this problem.
Caller states that five years ago his brother won \$500,000 but spent and gambled it away. Now he's living in his van and bathing at his mother's. He works part-time and takes his paycheck, places it on Bible & prays it will be the winning gamble for him.
Caller states that the credit card company is taking him to court due to inability to pay charges racked up from gambling out of control.

Caller reports that he goes to the casino daily. Plays blackjack. Has "Payday Loans. In debt and needing help.

Caller states that her father ruined himself and their family with gambling and now she has started doing the exact same thing.

Caller states he needs to get help to stop gambling. Repeat caller. Thought he could do it by himself. Filed bankruptcy. Behind in rent.

Caller is a retired steel worker. Has time on his hands and is gambling way more than he can afford to at riverboats. He is on retirement pay and wife on disability.

Caller is crying. Wants to call back. Gambling is sporadic. Likes the noise of the casino. Close to losing husband. Gambles when she is bored or stressed.