

# Indiana Problem Gambling Referral Line Statistics

July 1, 2005-June 30, 2006

INDIANA COUNCIL ON PROBLEM GAMBLING

SERVICES PROVIDED BY BENSINGER, DUPONT & ASSOCIATES

**Total Number of Calls 5504**

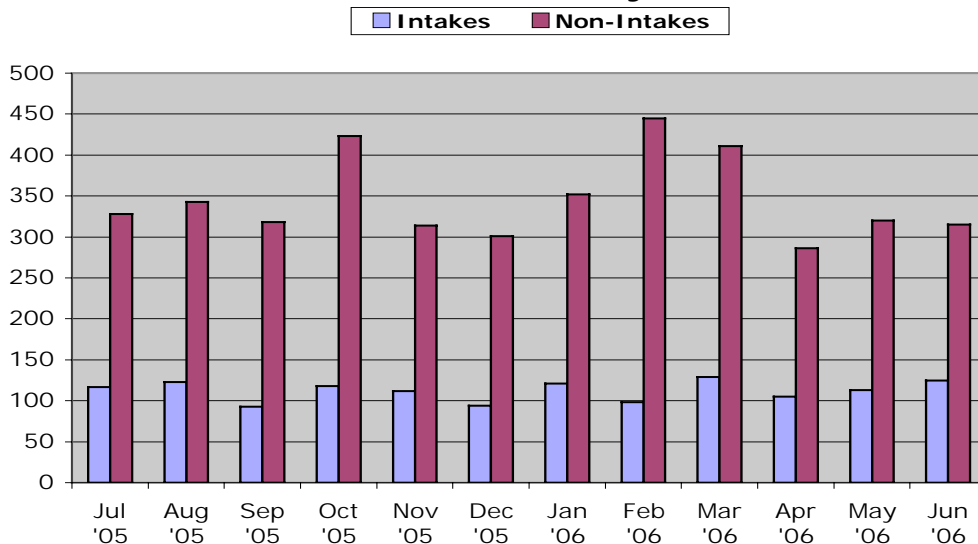
**Total Number of Intakes 1348**

|                |     |
|----------------|-----|
| July 2005      | 117 |
| August 2005    | 123 |
| September 2005 | 93  |
| October 2005   | 118 |
| November 2005  | 112 |
| December 2005  | 94  |
| January 2006   | 121 |
| February 2006  | 98  |
| March 2006     | 129 |
| April 2006     | 105 |
| May 2006       | 113 |
| June 2006      | 125 |

**Total Number of Other Calls (Non-Intakes) 4156**

|                |     |
|----------------|-----|
| July 2005      | 328 |
| August 2005    | 343 |
| September 2005 | 318 |
| October 2005   | 423 |
| November 2005  | 314 |
| December 2005  | 301 |
| January 2006   | 352 |
| February 2006  | 445 |
| March 2006     | 411 |
| April 2006     | 286 |
| May 2006       | 320 |
| June 2006      | 315 |

**Number of Calls By Month**



# Indiana Problem Gambling Referral Line Statistics

## July 2005-June 2006

INDIANA COUNCIL ON PROBLEM GAMBLING

SERVICES PROVIDED BY BENSINGER, DUPONT & ASSOCIATES

### Total Number of Calls 5,504

|   |       |
|---|-------|
| Total Number of Problem Gambling Referral Line Specific Calls   | 1,348 |
| Total Number Calls Received other than Referral Line Assistance | 4156  |

### Calls by Shift

|          |     |       |
|----------|-----|-------|
| 11pm-8am | 109 | 8.1%  |
| 8am-5pm  | 899 | 66.7% |
| 5pm-11pm | 340 | 25.2% |

### Request for Assistance

|                     |     |       |
|---------------------|-----|-------|
| Treatment for Self  | 955 | 70.8% |
| Treatment for Other | 324 | 24.0% |
| Other               | 69  | 5.1%  |

### Result of Call

|                |     |       |
|----------------|-----|-------|
| Referred       | 938 | 69.6% |
| Transferred    | 244 | 18.1% |
| Not Applicable | 166 | 12.3% |

### Caller Referral Source

|                  |     |       |
|------------------|-----|-------|
| Riverboat Sign   | 454 | 33.7% |
| Riverboat Ticket | 205 | 15.2% |
| Brochure/Poster  | 65  | 4.8%  |
| Lottery Ticket   | 163 | 12.1% |
| Phone Book       | 71  | 5.3%  |
| Newspaper        | 4   | 0.3%  |
| TV               | 33  | 2.4%  |
| Radio            | 46  | 3.4%  |
| Billboard        | 14  | 1.0%  |
| Other            | 195 | 14.5% |
| Unknown          | 98  | 7.3%  |

### Caller Profile

|           |     |       |
|-----------|-----|-------|
| Gambler   | 996 | 73.9% |
| Friend    | 81  | 6.0%  |
| Spouse    | 98  | 7.3%  |
| Parent    | 38  | 2.8%  |
| Child     | 64  | 4.7%  |
| Sibling   | 32  | 2.4%  |
| Other     | 29  | 2.2%  |
| Therapist | 10  | 0.7%  |

## Indiana Problem Gambling Referral Line Statistics

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### Caller Gender

|         |     |       |
|---------|-----|-------|
| Female  | 730 | 54.2% |
| Male    | 618 | 45.8% |
| Unknown | 0   |       |

### Caller Age

|           |     |       |
|-----------|-----|-------|
| Under 21  | 29  | 2.2%  |
| Age 21-25 | 81  | 6.0%  |
| Age 26-35 | 217 | 16.1% |
| Age 36-45 | 294 | 21.8% |
| Age 46-55 | 319 | 23.7% |
| Age 56-65 | 167 | 12.4% |
| Age 66-75 | 37  | 2.7%  |
| Age 76-85 | 13  | 1.0%  |
| Unknown   | 191 | 14.2% |

### Caller Ethnicity

|                 |     |       |
|-----------------|-----|-------|
| Black           | 288 | 21.4% |
| White           | 939 | 69.7% |
| Hispanic        | 23  | 1.7%  |
| Asian           | 18  | 1.3%  |
| American Indian | 2   | 0.1%  |
| Other Ethnicity | 2   | 0.1%  |
| Unknown         | 76  | 5.6%  |

### Caller Marital Status

|                    |     |       |
|--------------------|-----|-------|
| Single             | 359 | 26.6% |
| Married            | 615 | 45.6% |
| Separated/Divorced | 139 | 10.3% |
| Living With        | 84  | 6.2%  |
| Widowed            | 38  | 2.8%  |
| Unknown            | 113 | 8.4%  |

### Primary Gambling Reference Identified by Caller

|                |      |       |
|----------------|------|-------|
| Riverboat      | 1032 | 76.6% |
| Lottery        | 120  | 8.9%  |
| Horse Racing   | 31   | 2.3%  |
| Sports Betting | 22   | 1.6%  |
| Bingo          | 12   | 0.9%  |
| Internet       |      | 3.0%  |
| Other          | 46   | 3.4%  |
| Unknown        | 44   | 3.3%  |

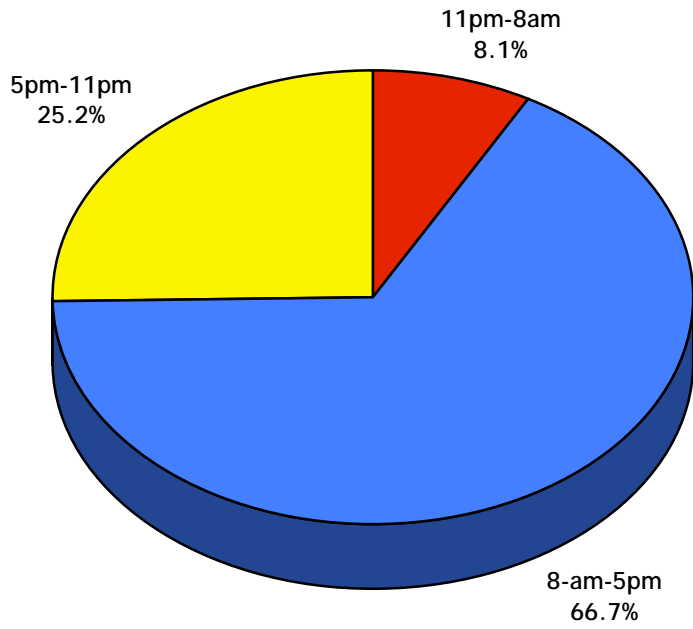
## Indiana Problem Gambling Referral Line Statistics

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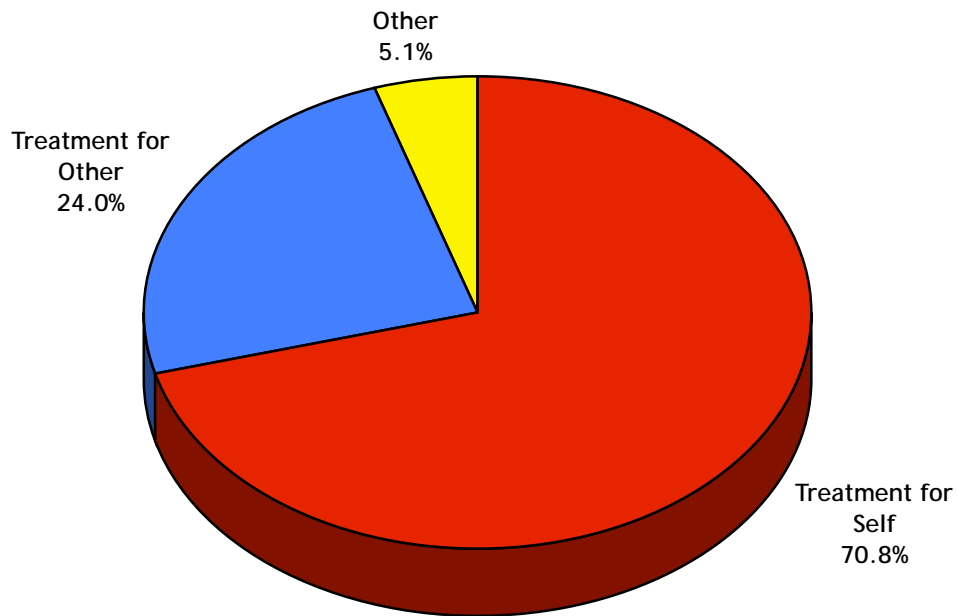
### Caller Annual Household Income

|                     |     |       |
|---------------------|-----|-------|
| Under \$15,000      | 140 | 10.4% |
| \$15,000 - \$24,999 | 88  | 6.5%  |
| \$25,000-\$34,999   | 175 | 13.0% |
| \$35,000-\$49,999   | 175 | 13.0% |
| \$50,000-\$74,999   | 217 | 16.1% |
| Over \$75,000       | 194 | 14.4% |
| Unknown             | 359 | 26.6% |

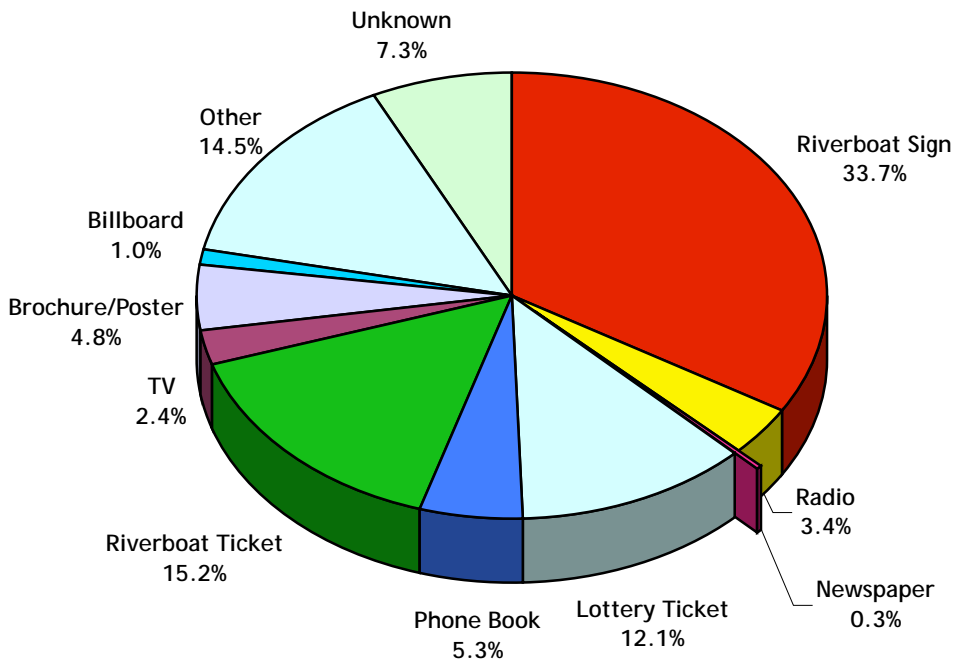
### Calls by Shift



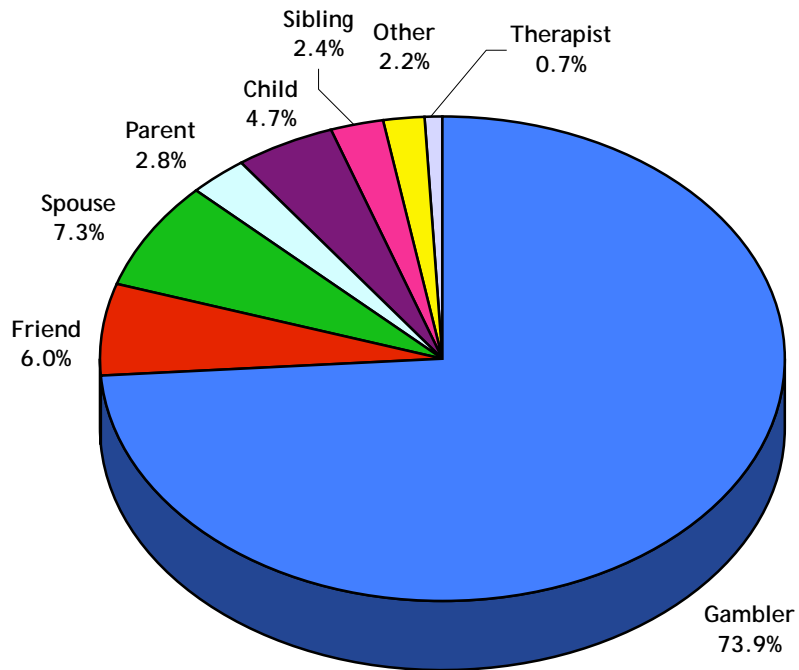
### Request for Assistance



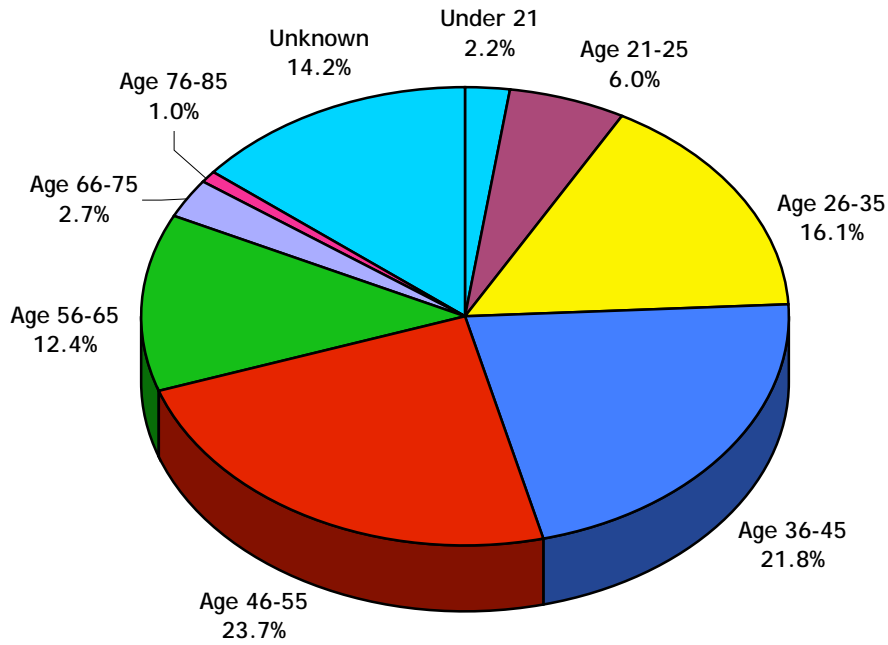
## Caller Referral Source



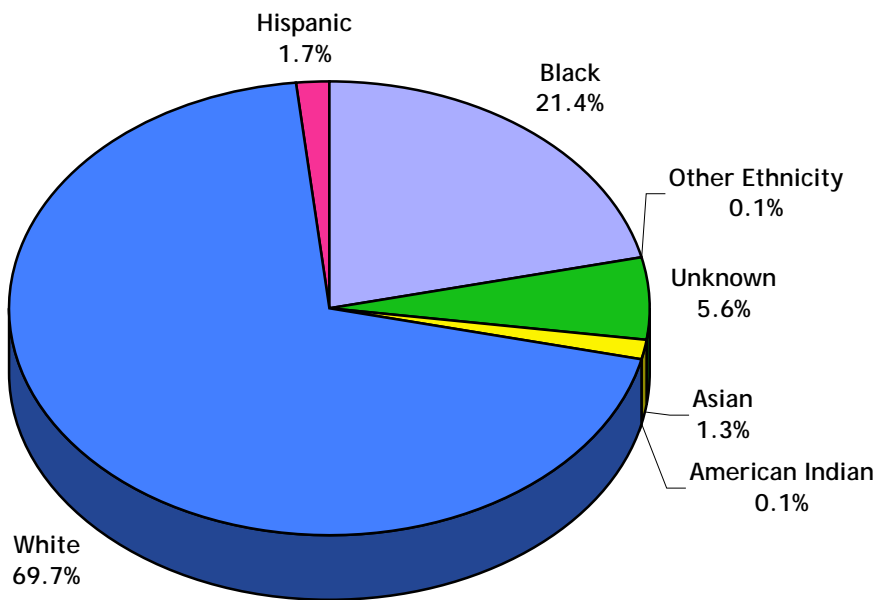
## Caller Profile



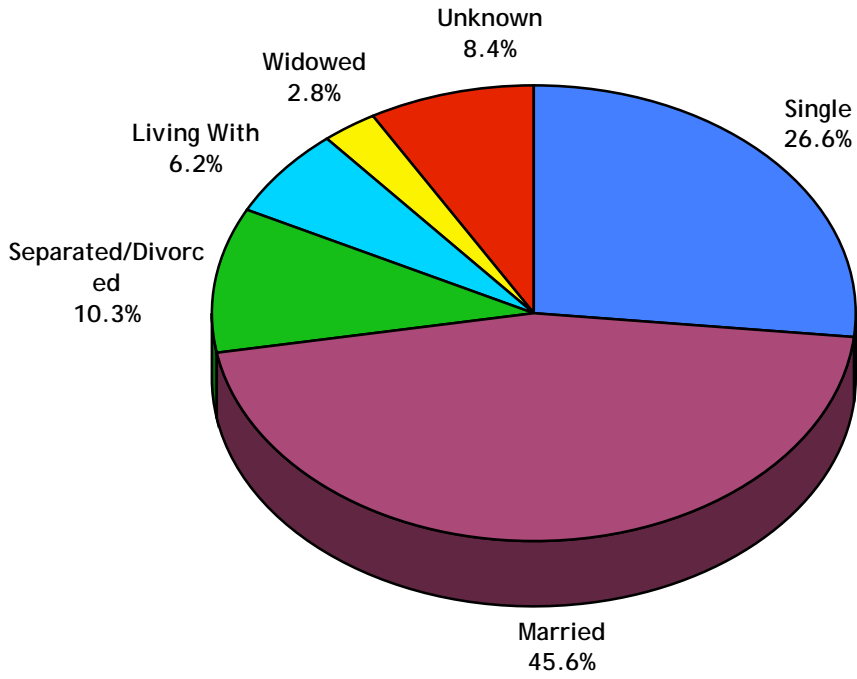
## Caller Age



## Caller Ethnicity



### Caller Marital Status



### Primary Gambling Reference Identified by Caller

