

Arizona Department of Gaming
Office of Problem Gambling

Helpline Statistical Report

July 1, 2008 – June 30, 2009

SERVICES PROVIDED BY BENSINGER, DUPONT & ASSOCIATES



Arizona Helpline Statistics

July 1, 2008 - June 30, 2009



ARIZONA OFFICE OF PROBLEM GAMBLING
 SERVICES PROVIDED BY BENSINGER, DUPOINT & ASSOCIATES

Total Number of Calls

Total Number of Helpline Specific Calls 598

Calls by Shift

Daytime (7AM-4PM) MST	365	61.0%
Evening (4PM - 10PM) MST	173	28.9%
After Midnight (10PM - 7AM) MST	60	10.0%

Caller Referral Source

Phone Book	125	20.9%	Office of Problem Gambling Website	25	4.2%
Casino	204	34.1%	Lottery Website	32	5.4%
Magazine	1	0.2%	Person familiar w/ State-funded Problem Gambling Program	34	5.7%
Newspaper	2	0.3%	Other	62	10.4%
Radio	10	1.7%	Unknown	43	7.2%
Movie Theatre	0	0.0%			
Billboard	3	0.5%			
Lottery Display	57	9.5%			

Number of Information Packets Sent

269

Out of State Callers

4

Caller County *(See exported data for caller city information)*

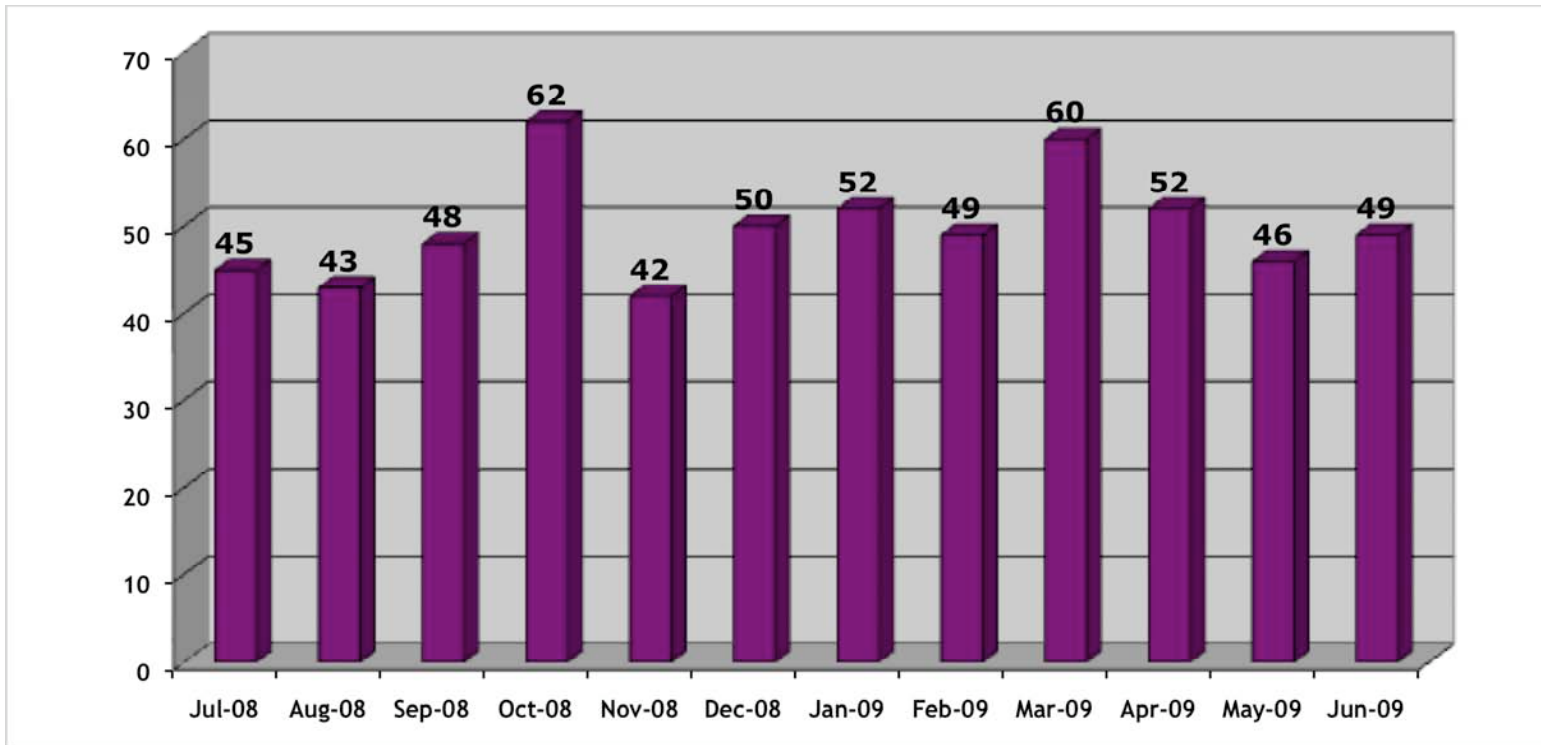
Apache	3	Mohave	10
Cochise	12	Navajo	12
Coconino	16	Pima	110
Gila	8	Pinal	21
Graham	0	Santa Cruz	0
Greenlee	0	Yavapai	53
La Paz	2	Yuma	46
Maricopa	282	Unknown	23

Caller Profile

Gambler	455	76.1%
Spouse/Significant Other	47	7.9%
Friend	22	3.7%
Parent	22	3.7%
Child	20	3.3%
Sibling	12	2.0%
Therapist	8	1.3%
Employer	0	0.0%
Other	12	2.0%
Unknown	0	0.0%

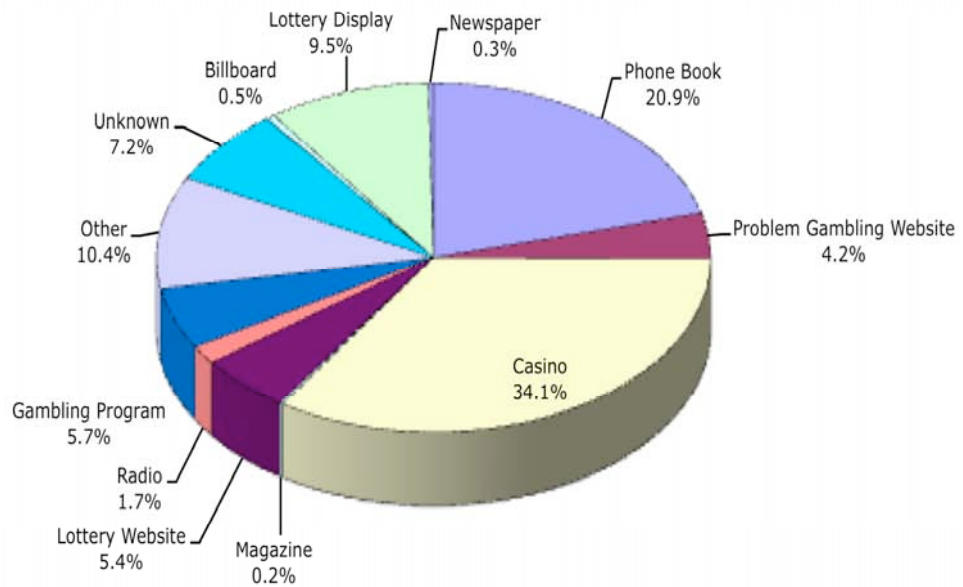
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Number of Intakes by Month

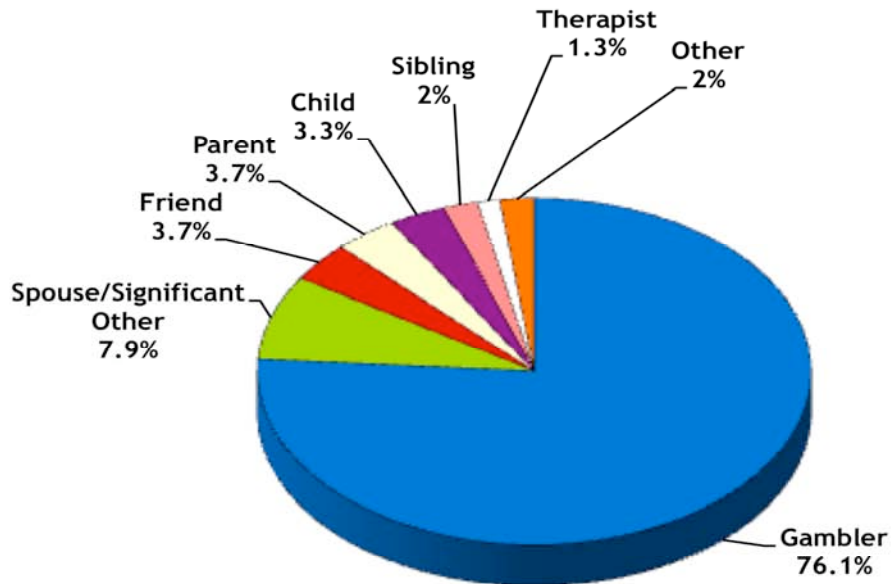


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Caller Referral Source



Caller Profile



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Gambler's Gender

Male	286	47.8%
Female	309	51.7%
Unknown	3	0.5%

Gambler's Age

Under 18	0	0.0%
18-24	26	4.3%
25-34	79	13.2%
35-44	113	18.9%
45-54	144	24.1%
55-64	106	17.7%
65-74	55	9.2%
75 & Over	11	1.8%
Unknown	64	10.7%

Gambler's Ethnicity

African-American	36	6.0%
Asian	12	2.0%
Caucasian	428	71.6%
Hispanic	66	11.0%
Native American	10	1.7%
Other	6	1.0%
Unknown	40	6.7%

Gambler's Marital Status

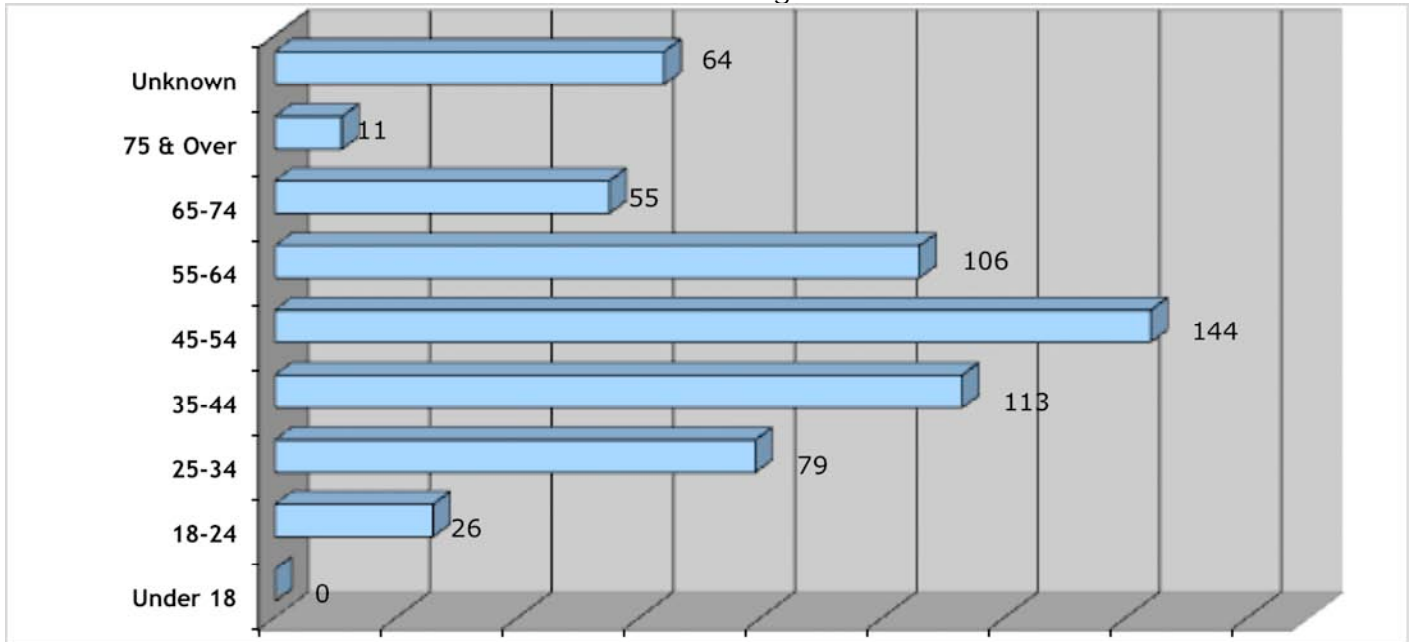
Single	150	25.1%
Married	242	40.5%
Cohabitate	36	6.0%
Separated/Divorced	105	17.6%
Widowed	25	4.2%
Unknown	40	6.7%

Gambler's Minor Children In Household

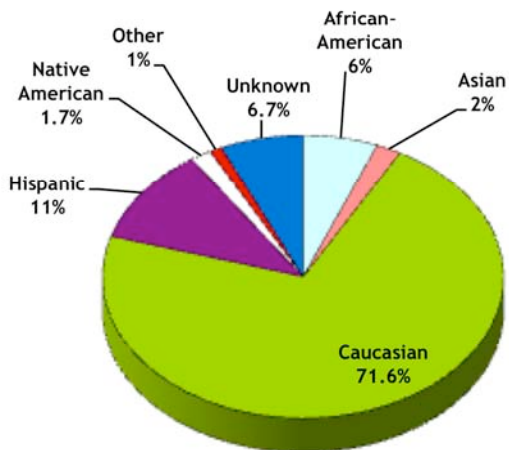
None	371	62.0%
One	65	10.9%
Two	54	9.0%
Three	22	3.7%
Four	12	2.0%
Five or more	11	1.8%
Unknown	63	10.5%

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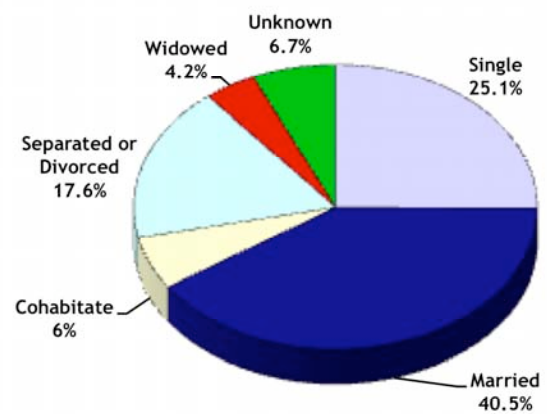
Gambler's Age



Gambler's Ethnicity



Gambler's Marital Status



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Gambler's Education Level

High School or GED	242	40.5%
Associates Degree	70	11.7%
Bachelors Degree	118	19.7%
Graduate Degree	21	3.5%
Other	30	5.0%
Unknown	117	19.6%

Gambler's Employment Status

Full-Time	297	49.7%
Part-Time	45	7.5%
Not Employed	152	25.4%
Other	24	4.0%
Unknown	80	13.4%

Gambler's Occupation

None	119	19.9%
Homemaker	16	2.7%
Professional/Managerial	139	23.2%
Office/Clerical	42	7.0%
Crafts/Technical	39	6.5%
Service/Maintenance	61	10.2%
Paraprofessional	8	1.3%
Sales/Marketing	20	3.3%
Military	4	0.7%
Other	59	9.9%
Unknown	91	15.2%

Gambler's Annual Household Income

Under \$10,000	14	2.3%
\$10,000-\$14,999	43	7.2%
\$15,000-\$24,999	51	8.5%
\$25,000-\$34,999	85	14.2%
\$35,000-\$49,999	91	15.2%
\$50,000-\$74,999	94	15.7%
\$75,000-\$99,999	33	5.5%
\$100,000-\$149,000	20	3.3%
\$150,000 plus	14	2.3%
Unknown	153	25.6%

Gambler's Estimated Household Debt Related to Gambling

None	96	16.1%
Under \$1,000	36	6.0%
\$1,000-4,999	78	13.0%
\$5,000-9,999	66	11.0%
\$10,000-19,999	57	9.5%
\$20,000-49,999	72	12.0%
\$50,000-99,999	22	3.7%
\$100,000-249,999	22	3.7%
\$250,000+	8	1.3%
Unknown	141	23.6%

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Gambler's Payment Defaults Related to Gambling Debt

None	277	46.3%
Bankruptcy	37	6.2%
Loss of Car	22	3.7%
Loss of House	49	8.2%
Credit Card charge-offs	79	13.2%
Other	35	5.9%
Unknown	99	16.6%

Medical Problems of Gambler

None	373	62.4%
Chronic Disease	56	9.4%
Disability	28	4.7%
Other	25	4.2%
Unknown	116	19.4%

Mental Health Problems of Gambler

None	254	42.5%
Depression	152	25.4%
Bipolar	25	4.2%
ADD/ADHD	7	1.2%
Anxiety	30	5.0%
Other	15	2.5%
Unknown	115	19.2%

Reported Gambling Activities Causing the Most Problems

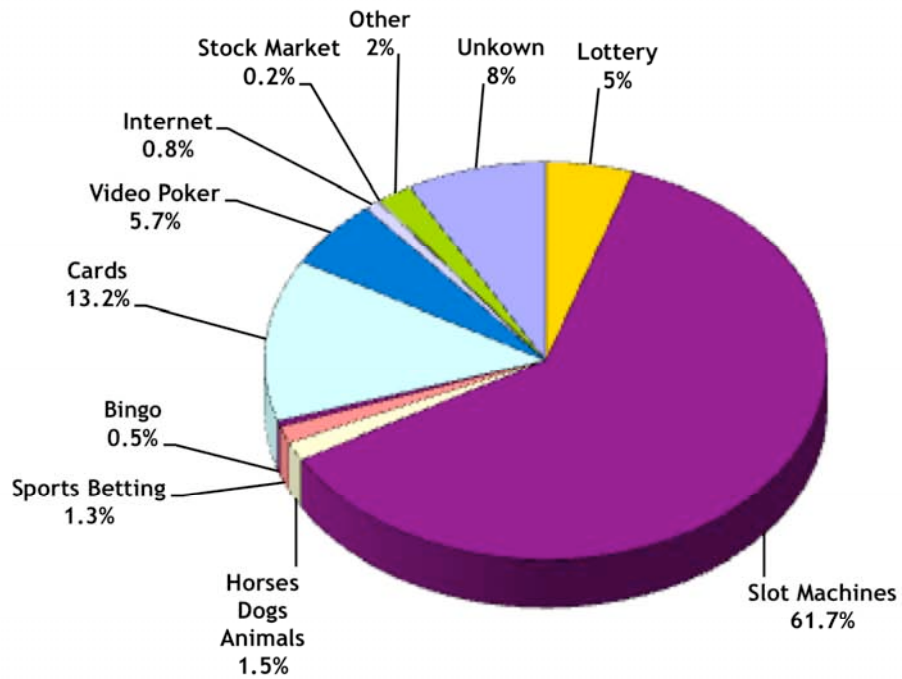
Lottery	30	5.0%
Slot Machines	369	61.7%
Horses/Dogs/Animals	9	1.5%
Sports Betting	8	1.3%
Bingo	3	0.5%
Cards	79	13.2%
Video Poker	34	5.7%
Internet	5	0.8%
Stock Market	1	0.2%
Other	12	2.0%
Unknown	48	8.0%

Age Problem Gambler First Gambled

Under 10	4	0.7%
10-17	45	7.5%
18-24	157	26.3%
25-34	75	12.5%
35-44	92	15.4%
45-54	69	11.5%
55-64	23	3.8%
65+	6	1.0%
Unknown	127	21.2%

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Reported Gambling Activities Causing the Most Problems



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Age Gambling Became a Problem

Under 18	3	0.5%
18-24	63	10.5%
25-34	96	16.1%
35-44	124	20.7%
45-54	120	20.1%
55-64	58	9.7%
65+	27	4.5%
Unknown	107	17.9%

Length of Gambling Problem

Under 1 year	64	10.7%
1-2 years	110	18.4%
3-5 years	136	22.7%
6-10 years	101	16.9%
11-15 years	31	5.2%
Over 15 years	58	9.7%
Unknown	98	16.4%

Illegal Activities/Consequences Related to Problem Gambling

None	381	63.7%
Bad Checks	72	12.0%
Theft	22	3.7%
Incarceration	4	0.7%
Probation	0	0.0%
Other	12	2.0%
Unknown	107	17.9%

Gambler's Other Past or Current Compulsive Behaviors

None	254	42.5%
Alcohol	95	15.9%
Drugs	21	3.5%
Tobacco	94	15.7%
Food	13	2.2%
Shopping	7	1.2%
Other	5	0.8%
Unknown	109	18.2%

Gambler's History of Abuse

None	344	57.5%
Physical	39	6.5%
Emotional	45	7.5%
Sexual	19	3.2%
Unknown	151	25.3%

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In Last 6 Months, Problem Gambler Has

None	436	72.9%
Has considered suicide	79	13.2%
Made plans for committing suicide	5	0.8%
Attempted suicide	2	0.3%
Unknown	76	12.7%