



Bensinger, DuPont & Associates

July 16, 2009

Ms. Elise Mikkelsen
Prevention and Education Administrator
202 East Earll Drive, Suite 200
Phoenix, AZ 85012

Re: Gambling Helpline Report

Dear Ms. Mikkelsen,

It is that time when we are looking at information from the work of your Problem Gambling Line, which supports the lives of gamblers and their affected others.

Attached is the data for your review.

As always, we welcome the opportunity to impact so many lives.

As your new Director of Gambling Services for the helpline, I ask for your ideas and assistance in promoting the program and working with us as a team to continually improve the services we provide.

Please feel free to call or email me at any time. My email is pat.jessie@bensingerdupont.com

Sincerely,

Pat Jessie

LCPC, NCC, COP, CADC, PCGC, ICGC, CEAP, SAP
Director of Gambling Services and Senior Clinical Associate

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

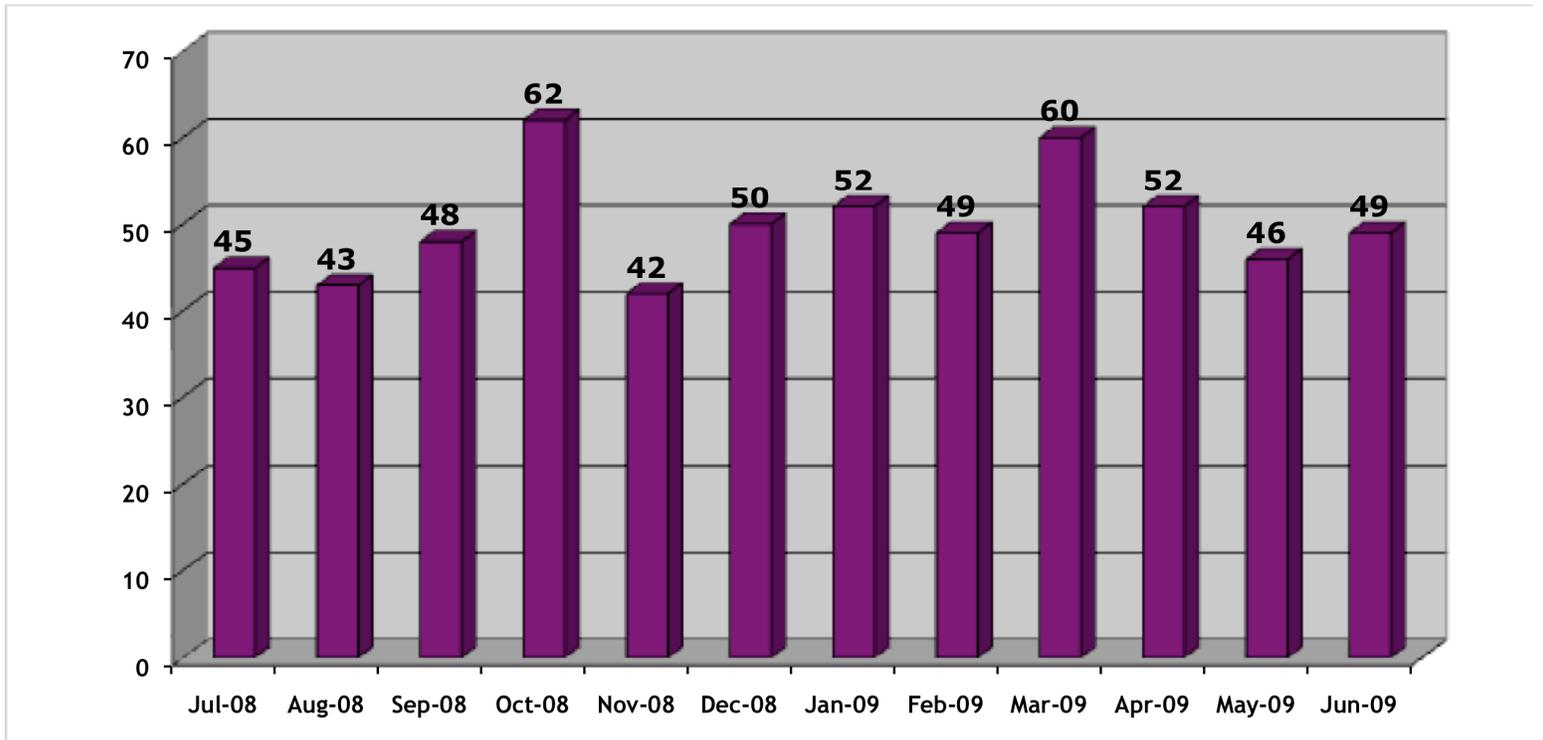
Caller Profile

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%

Arizona Office of Problem Gambling Helpline Report

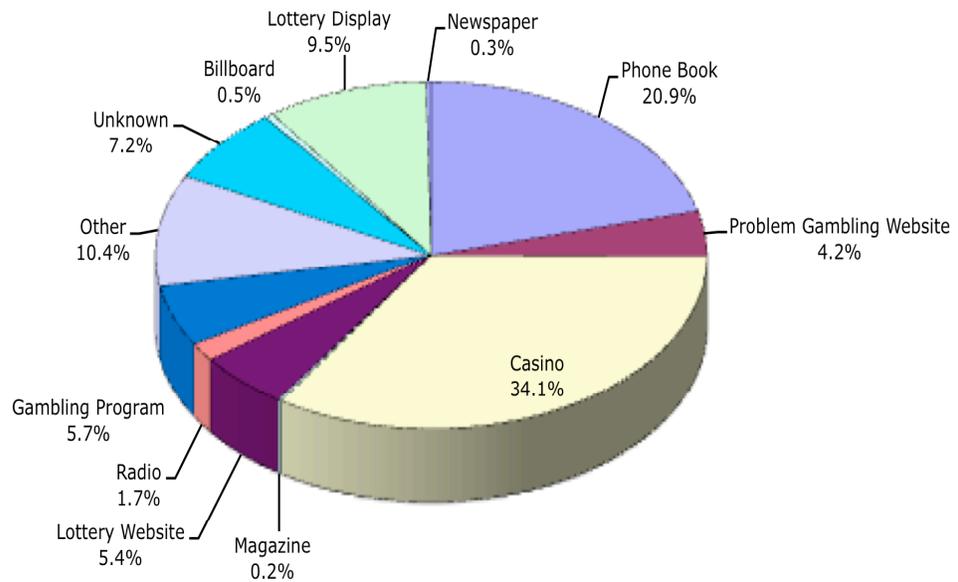
July 1, 2008 – June 30, 2009

Number of Intakes by Month

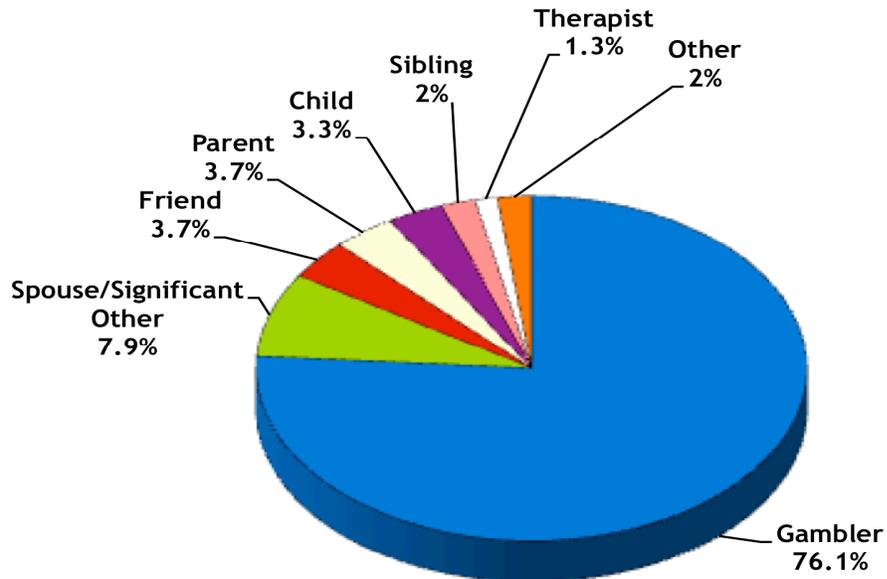


Arizona Office of Problem Gambling Helpline Report July 1, 2008 – June 30, 2009

Caller Referral Source



Caller Profile



Arizona Office of Problem Gambling Helpline Report

July 1, 2008 - June 30, 2009

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

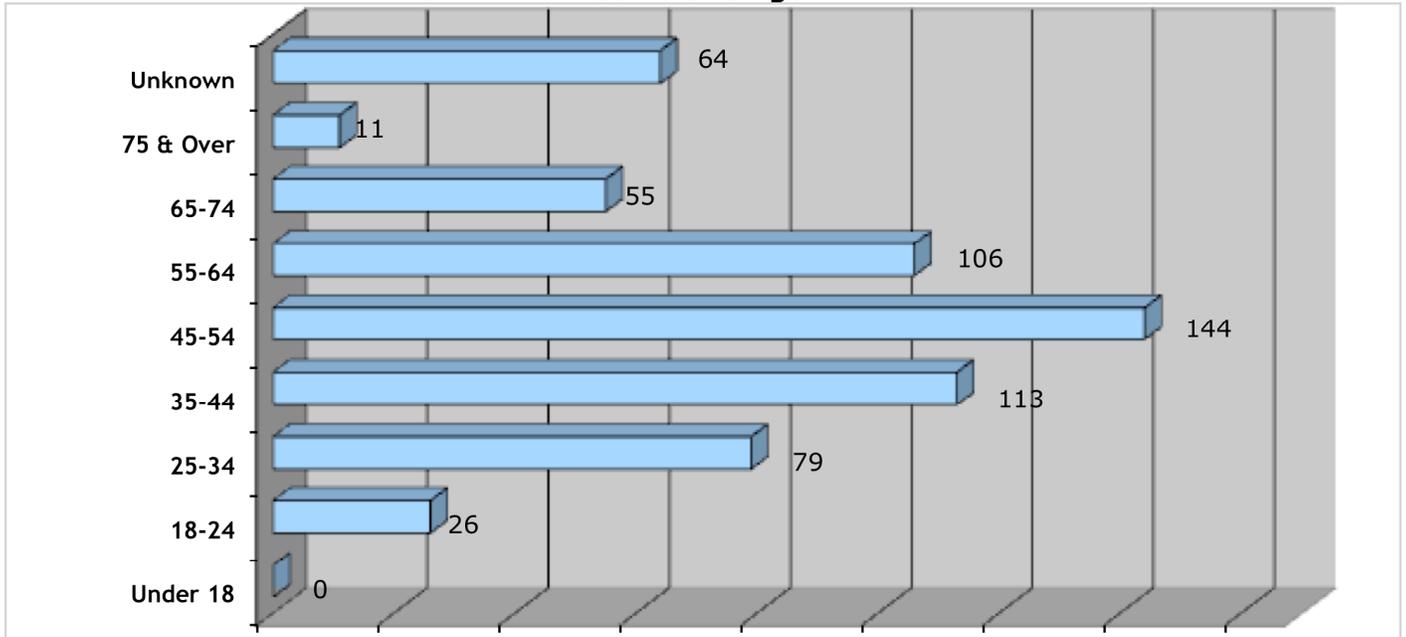
Single	150	25.1%
Married	242	40.5%
Cohabitate	36	6.0%
Separated/Divorced	105	17.6%
Widowed	25	4.2%
Unknown	40	6.7%

Gambler's Minor Children In Household

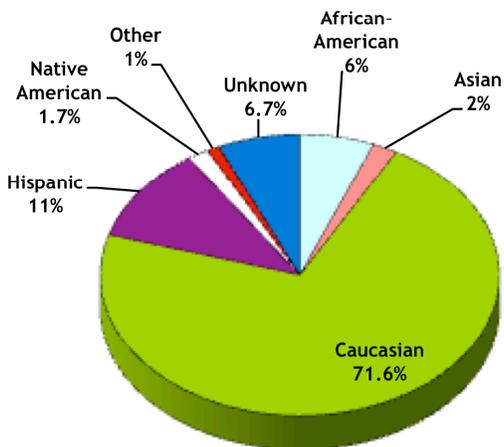
None	371	62.0%
One	65	10.9%
Two	54	9.0%
Three	22	3.7%
Four	12	2.0%
Five or more	11	1.8%
Unknown	63	10.5%

Arizona Office of Problem Gambling Helpline Report July 1, 2008 – June 30, 2009

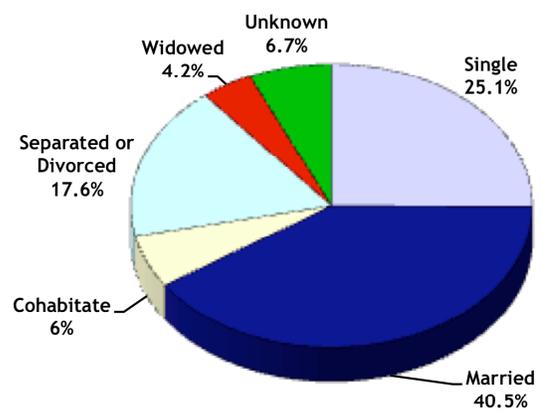
Gambler's Age



Gambler's Ethnicity



Gambler's Marital Status



Arizona Office of Problem Gambling Helpline Report

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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

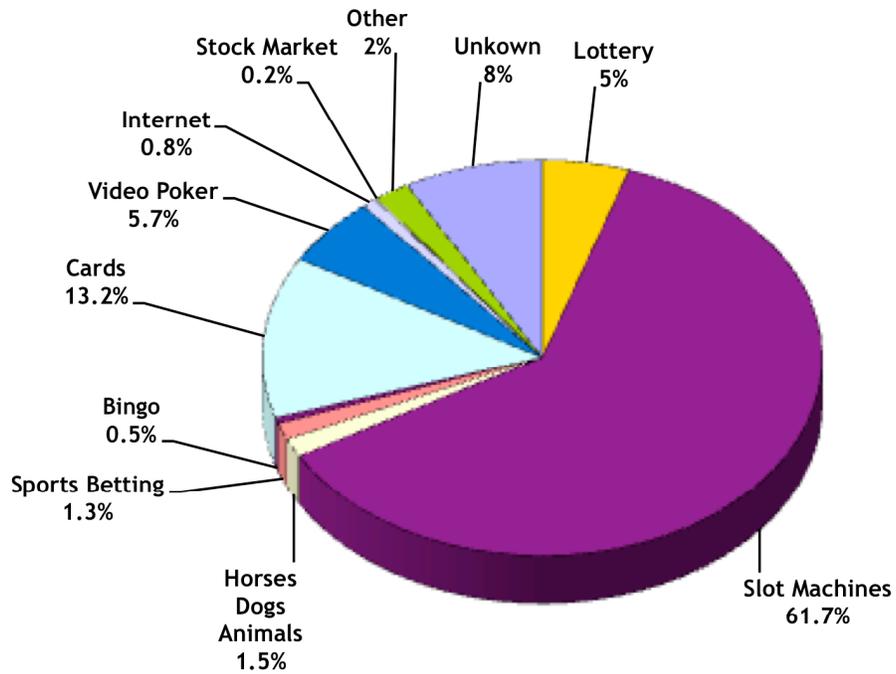
Lottery	30	5.0%
Slot Machines	369	61.7%
Horses/Dogs/Animals	9	1.5%
Sports Betting	8	1.3%
Bingo	3	0.5%
Cards	79	13.2%
Video Poker	34	5.7%
Internet	5	0.8%
Stock Market	1	0.2%
Other	12	2.0%
Unknown	48	8.0%

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%

Arizona Office of Problem Gambling Helpline Report July 1, 2008 – June 30, 2009

Reported Gambling Activities Causing the Most Problems



Arizona Office of Problem Gambling Helpline Report

July 1, 2008 - June 30, 2009

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%