

**ARIZONA OFFICE OF PROBLEM GAMBLING
HELPLINE STATISTICS
September 2003 through June 2004**

Total Number of Calls	5131	%
Helpline Specific Calls	519	10.1
Calls from Problem Gambler	396	-
Calls from Non-Problem Gambler	123	-
Other Calls	4612	89.9

Calls by Shift	519	%
Daytime 7am-4pm	374	72.1
Evening 4pm-11pm	115	22.2
After Midnight 11pm-7am	30	5.8

Caller Profile	519	%
Gambler	396	76.3
Spouse/Significant Other	40	7.7
Child	17	3.3
Friend	27	5.2
Parent	14	2.7
Sibling	7	1.3
Therapist	4	0.8
Employer/Other	14	2.7

Gambler Gender	519	%
Male	280	53.9
Female	239	46.1

Caller Referral Source	519	%
Phone Book/Operator	143	27.6
Casino	110	21.2
Other	111	21.4
Unknown	92	17.7
Lottery Website	29	5.6
Person familiar with PG Program	28	5.4
AZ Council on Comp. Gambling	4	0.8
Office of PG Website*	2	0.4

*added category in March 04

Gambler Age	519	%
Under 18	0	0.0
18-24	27	5.2
25-34	74	14.3
35-44	105	20.2
45-54	105	20.2
55-64	71	13.7
65+	40	7.7
Unknown	97	18.7

Caller County	519	%
Apache	1	0.2
Cochise	4	0.8
Coconino	9	1.7
Gila	8	1.5
Graham	0	0.0
Greenlee	0	0.0
La Paz	3	0.6
Maricopa	255	49.1
Mohave	14	2.7
Navajo	2	0.4
Pima	95	18.3
Pinal	10	1.9
Santa Cruz	0	0.0
Yavapai	41	7.9
Yuma	20	3.9
Unknown	57	11.0
Out-of-State Callers	14	-

Gambler Ethnicity	519	%
Caucasian	362	69.7
Unknown	75	14.5
Hispanic	46	8.9
African American	20	3.9
Native American	10	1.9
Asian	6	1.2

Gambler Marital Status	519	%
Married	217	41.8
Single	94	18.1
Separated/Divorced	79	15.2
Unknown	82	15.8
Cohabitate	36	6.9
Widowed	11	2.1

Gambler's Game of Choice	396 (problem gambler)	%
Slot Machines	257	64.9
Cards	35	8.8
Lottery	29	7.3
Unknown	27	6.8
Video Poker	18	4.5
Other	11	2.8
Horses/Dogs/Animals	11	2.8
Sports Betting	5	1.3
Internet	1	0.3
Stock Market	1	0.3
Bingo	1	0.3

The following categories were added effective February 2004:

Number of Children Affected	315 (helpline callers)	%
None	144	45.7
One	24	7.6
Two	36	11.4
Three	18	5.7
Four	5	1.6
Five or more	1	0.3
Unknown	87	27.6

Gambler's Education	315	%
High School or GED	107	34.0
Associate Degree	37	11.7
Bachelor Degree	52	16.5
Graduate Degree	19	6.0
Other/Unknown	100	31.7

Gambler's Employment Status	315	%
Full-time	158	50.2
Part-time	13	4.1
Not Employed	61	19.4
Unknown	83	26.3

Gambler's Occupational Area	315	%
Other/Unknown	113	35.9
Professional/Managerial	62	19.7
None	40	12.7
Crafts/Technical	32	10.2
Service/Maintenance	27	8.6
Office/Clerical	23	7.3
Sales/Marketing	10	3.2
Paraprofessional	4	1.3
Military	4	1.3

Annual Household Income	315	%
Under \$10,000	21	6.7
\$10,000-14,999	17	5.4
\$15,000-24,999	26	8.3
\$25,000-34,999	36	11.4
\$35,000-49,999	53	16.8
\$50,000-74,999	30	9.5
\$75,000-99,999	15	4.8
\$100,000-149,999	6	1.9
\$150,000+	4	1.3
Unknown	107	34.0

Household Gambling Debt	315	%
None	44	14.0
Under \$1,000	19	6.0
\$1,000-4,999	44	14.0
\$5,000-9,999	22	7.0
\$10,000-19,999	28	8.9
\$20,000-49,999	41	13.0
\$50,000-99,999	13	4.1
\$100,000-249,999	5	1.6
\$250,000+	1	0.3
Unknown	98	31.1

Payment Defaults Related to Gambling Problem	315	%
Other/Unknown	224	71.1
Bankruptcy	28	8.9
Credit Card Charge-offs	28	8.9
Loss of Car	20	6.3
Loss of House	15	4.8

Gambler's Medical Problems	315	%
Chronic Disease	25	7.9
Disability	8	2.5
Other/Unknown	282	89.5

Gambler's Mental Health Problems	315	%
Depression	71	22.5
Anxiety*	14	4.4
ADD or ADHD	3	1.0
Bipolar	3	1.0
Other/Unknown	224	71.1

*added category in March 04

Age First Gambled	228 (problem gamblers)	%
Under 10	7	3.1
10-17	25	11.0
18-24	60	26.3
25-34	31	13.6
35-44	26	11.4
45-54	17	7.5
55-64	8	3.5
65+	1	0.4
Unknown	53	23.2

Age Gambling Became Problem	228	%
Under 18	2	0.9
18-24	24	10.5
25-34	38	16.7
35-44	44	19.3
45-54	39	17.1
55-64	20	8.8
65+	6	2.6
Unknown	55	24.1

Length of Gambling Problem	228	%
Under 1 year	22	9.6
1-2 years	45	19.7
3-5 years	53	23.2
6-10 years	29	12.7
11-15 years	12	5.3
Over 15 years	13	5.7
Unknown	54	23.7

The following categories were added effective March 2004:

Illegal Activities/Consequences Related to Gambling	196 (problem gamblers)	%
Bad Checks	36	18.4
Theft	4	2.0
Incarceration	0	0.0
Probation	1	0.5
Other/Unknown	155	79.1

Gambler's Other Compulsive Behaviors	196	%
Alcohol	35	17.9
Tobacco	23	11.7
Food	7	3.6
Drugs	6	3.1
Shopping	2	1.0
Other/Unknown	123	62.8

Gambler's History of Abuse	196	%
None	68	34.7
Emotional	18	9.2
Sexual	6	3.1
Physical	16	8.2
Unasked/Unwilling	88	44.9

In last 6 months, Gambler has:	196	%
Had thoughts of suicide	33	16.8
Made plans for suicide	1	0.5
Attempted suicide	0	0.0
Unasked/Unwilling	162	82.7

Note: Columns do not equal 100% in some cases due to rounding. Helpline statistics are provided through contracted helpline service, Bensinger Dupont, Incorporated.
 (07-21-04)