

Arizona Department of Gaming Office of Problem Gambling

Helpline Statistical Report

July 1, 2004 – June 30, 2005

SERVICES PROVIDED BY BENSINGER, DUPONT & ASSOCIATES



Arizona Helpline Statistics

July 1, 2004 - June 30, 2005

ARIZONA DEPARTMENT OF GAMING



SERVICES PROVIDED BY BENSINGER, DUPONT & ASSOCIATES

Total Number of Calls 4908

Total Number of Helpline Specific Calls	773
Total Number of Calls Received other than Helpline Assistance	4135

Calls by Shift

Daytime (7AM-4PM) MST	490	63.4%
Evening (4PM - 10PM) MST	223	28.8%
After Midnight (10PM - 7AM) MST	60	7.8%

Caller Referral Source

Phone Book	226	29.2%	Office of Problem Gambling Website	19	2.5%
Casino	219	28.3%	Lottery Website	33	4.3%
Magazine	0	0.0%	Person familiar w/ State-funded Problem Gambling Program	22	2.8%
Newspaper	0	0.0%	Other	104	13.5%
Radio	1	0.1%	Unknown	149	19.3%
Movie Theatre	0	0.0%			
Billboard	0	0.0%			

Number of Information Packets Sent 320

Out of State Callers 17

Caller County (See exported data for caller city information)

Apache	3	Mohave	13
Cochise	5	Navajo	13
Coconino	11	Pima	162
Gila	7	Pinal	17
Graham	0	Santa Cruz	0
Greenlee	0	Yavapai	53
La Paz	1	Yuma	33
Maricopa	355	Unknown	100

Caller Profile

Gambler	562	72.7%
Spouse/Significant Other	77	10.0%
Friend	37	4.8%
Parent	30	3.9%
Child	27	3.5%
Sibling	12	1.6%
Therapist	11	1.4%
Employer	2	0.3%
Other	14	1.8%
Unknown	1	0.1%

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Gambler's Gender

Male	431	56.8%
Female	328	43.2%
Unknown	14	1.8%

Gambler's Age

Under 18	0	0.0%
18-24	31	4.0%
25-34	119	15.4%
35-44	149	19.3%
45-54	170	22.0%
55-64	117	15.1%
65-74	39	5.0%
75 & Over	8	1.0%
Unknown	140	18.1%

Gambler's Ethnicity

African-American	30	3.9%
Asian	9	1.2%
Caucasian	544	70.4%
Hispanic	66	8.5%
Native American	5	0.6%
Other	7	0.9%
Unknown	112	14.5%

Gambler's Marital Status

Single	178	23.0%
Married	331	42.8%
Cohabitate	37	4.8%
Separated/Divorced	96	12.4%
Widowed	29	3.8%
Unknown	102	13.2%

Gambler's Minor Children In Household

None	365	47.2%
One	73	9.4%
Two	95	12.3%
Three	30	3.9%
Four	13	1.7%
Five or more	5	0.6%
Unknown	192	24.8%

Gambler's Education Level

High School or GED	231	29.9%
Associates Degree	103	13.3%
Bachelors Degree	138	17.9%
Graduate Degree	38	4.9%
Other	12	1.6%
Unknown	251	32.5%

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Gambler's Employment Status

Full-Time	397	51.4%
Part-Time	32	4.1%
Not Employed	154	19.9%
Other	10	1.3%
Unknown	180	23.3%

Gambler's Occupation

None	85	11.0%
Professional/Managerial	157	20.3%
Office/Clerical	52	6.7%
Crafts/Technical	53	6.9%
Service/Maintenance	59	7.6%
Paraprofessional	18	2.3%
Sales/Marketing	36	4.7%
Military	5	0.6%
Other	27	3.5%
Unknown	281	36.4%

Gambler's Annual Household Income

Under \$10,000	33	4.3%
\$10,000-\$14,999	33	4.3%
\$15,000-\$24,999	75	9.7%
\$25,000-\$34,999	87	11.3%
\$35,000-\$49,999	115	14.9%
\$50,000-\$74,999	103	13.3%
\$75,000-\$99,999	25	3.2%
\$100,000-\$149,000	32	4.1%
\$150,000 plus	14	1.8%
Unknown	255	33.0%

Gambler's Estimated Household Debt Related to Gambling

None	127	16.4%
Under \$1,000	38	4.9%
\$1,000-4,999	93	12.0%
\$5,000-9,999	70	9.1%
\$10,000-19,999	87	11.3%
\$20,000-49,999	80	10.3%
\$50,000-99,999	33	4.3%
\$100k-249,999	6	0.8%
\$250,000+	1	0.1%
Unknown	238	30.8%

Gambler's Household Payment Defaults Related to Gambling Deb

None	246	31.8%
Bankruptcy	58	7.5%
Loss of Car	21	2.7%
Loss of House	26	3.4%
Credit Card charge-offs	83	10.7%
Other	18	2.3%
Unknown	321	41.5%

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Medical Problems of Problem Gambler

None	299	38.7%
Chronic Disease	41	5.3%
Disability	31	4.0%
Other	10	1.3%
Unknown	392	50.7%

Mental Health Problems of Problem Gambler

None	223	28.8%
Depression	157	20.3%
Bipolar	8	1.0%
ADD/ADHD	3	0.4%
Anxiety	22	2.8%
Other	6	0.8%
Unknown	354	45.8%

Primary Gambling Preference

Lottery	33	4.3%
Slot Machines	425	55.0%
Horses/Dogs/Animals	22	2.8%
Sports Betting	9	1.2%
Bingo	1	0.1%
Cards	93	12.0%
Video Poker	48	6.2%
Internet	14	1.8%
Stock Market	3	0.4%
Other	25	3.2%
Unknown	100	12.9%

Age Problem Gambler First Gambled

Under 10	14	1.8%
10-17	46	6.0%
18-24	133	17.2%
25-34	102	13.2%
35-44	84	10.9%
45-54	73	9.4%
55-64	31	4.0%
65+	11	1.4%
Unknown	279	36.1%

Age Gambling Became a Problem

Under 18	6	0.8%
18-24	76	9.8%
25-34	105	13.6%
35-44	120	15.5%
45-54	130	16.8%
55-64	55	7.1%
65+	26	3.4%
Unknown	255	33.0%

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Length of Gambling Problem

Under 1 year	69	8.9%
1-2 years	133	17.2%
3-5 years	162	21.0%
6-10 years	115	14.9%
11-15 years	20	2.6%
Over 15 years	35	4.5%
Unknown	239	30.9%

Illegal Activities/Consequences Related to Problem Gambling

None	281	36.4%
Bad Checks	105	13.6%
Theft	24	3.1%
Incarceration	3	0.4%
Probation	3	0.4%
Other	14	1.8%
Unknown	343	44.4%

Problem Gambler's Other Past or Current Compulsive Behaviors

None	228	29.5%
Alcohol	89	11.5%
Drugs	35	4.5%
Tobacco	60	7.8%
Food	11	1.4%
Shopping	5	0.6%
Other	3	0.4%
Unknown	342	44.2%

Problem Gambler's History of Abuse

None	319	41.3%
Physical	45	5.8%
Emotional	57	7.4%
Sexual	10	1.3%
Unknown	342	44.2%

In Last 6 Months, Problem Gambler Has

None	311	40.2%
Had thoughts about suicide	81	10.5%
Made plans for committing suicide	6	0.8%
Attempted suicide	2	0.3%
Unknown	373	48.3%