

**Arizona Department of Gaming  
Office of Problem Gambling**

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**Helpline Statistical Report**

July 1, 2005 – June 30, 2006

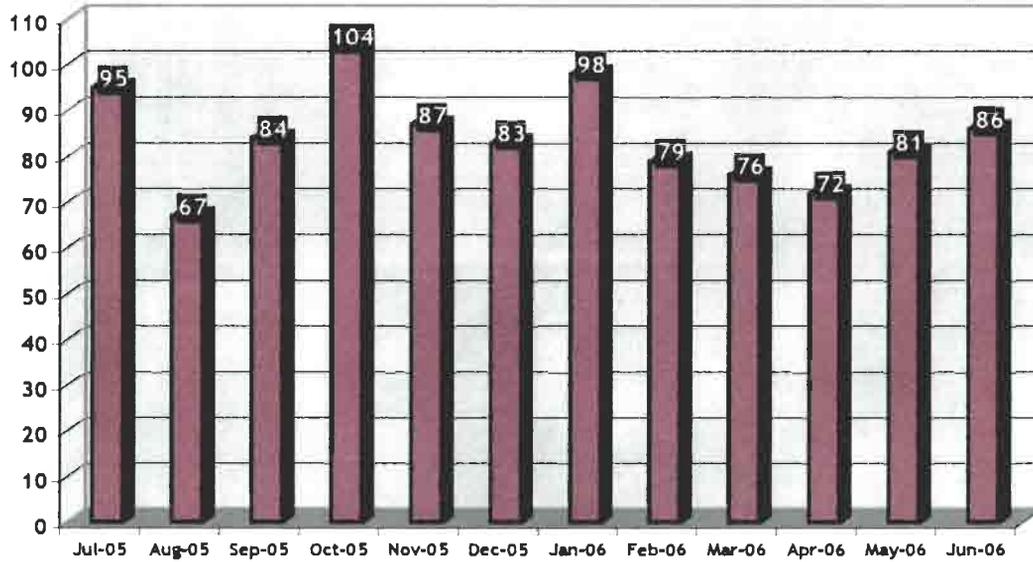
SERVICES PROVIDED BY BENSINGER, DUPONT & ASSOCIATES



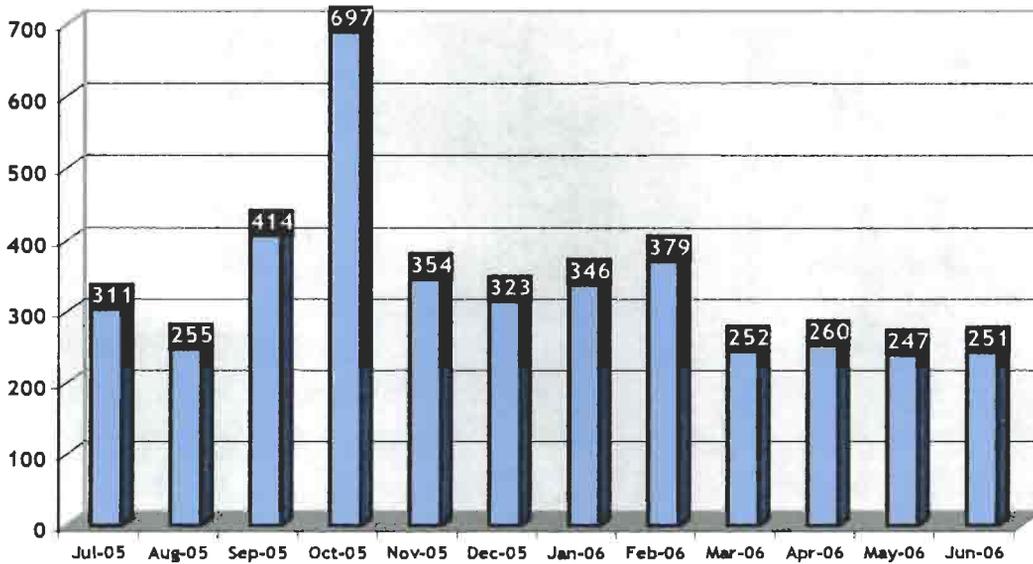
**Arizona Office of Problem Gambling Helpline Report  
July 1, 2005 – June 30, 2006**

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**Number of Intakes by Month**



**Total Calls by Month**



# Arizona Helpline Statistics

## July 1, 2005 - June 30, 2006

ARIZONA OFFICE OF PROBLEM GAMBLING



SERVICES PROVIDED BY BENSINGER, DUPONT & ASSOCIATES

### Total Number of Calls 4277

Total Number of Helpline Specific Calls	1012
Total Number of Calls Received other than Helpline Assistance	3265

### Calls by Shift

Daytime (7AM-4PM) MST	660	65.2%
Evening (4PM - 10PM) MST	305	30.1%
After Midnight (10PM - 7AM) MST	47	4.6%

### Caller Referral Source

Phone Book	263	26.0%	Office of Problem Gambling Website	10	1.0%
Casino	305	30.1%	Lottery Website	28	2.8%
Magazine	1	0.1%	Person familiar w/ State-funded Problem Gambling Program	46	4.5%
Newspaper	7	0.7%	Other	154	15.2%
Radio	70	6.9%	Unknown	102	10.1%
Movie Theatre	2	0.2%			
Billboard	24	2.4%			

### Number of Information Packets Sent 476

### Out of State Callers 55

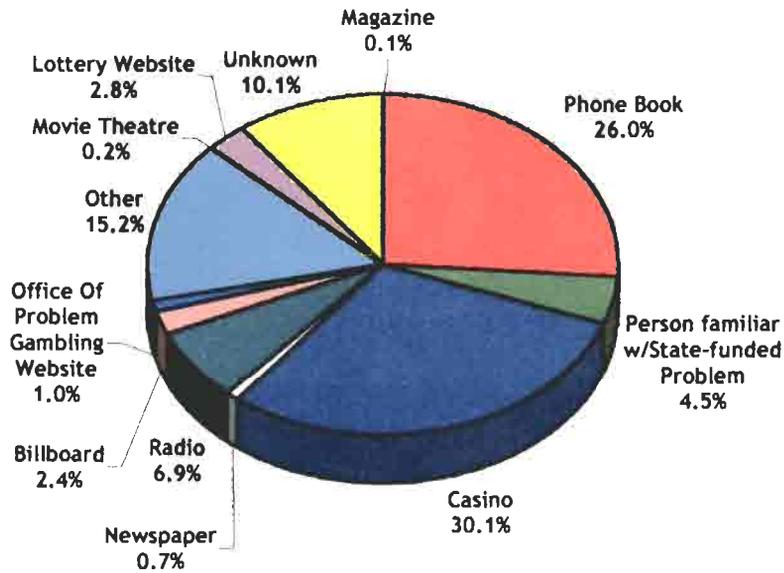
### Caller County (See exported data for caller city information)

Apache	2	Mohave	26
Cochise	12	Navajo	19
Coconino	18	Pima	157
Gila	26	Pinal	24
Graham	3	Santa Cruz	7
Greenlee	0	Yavapai	72
La Paz	3	Yuma	43
Maricopa	526	Unknown	74

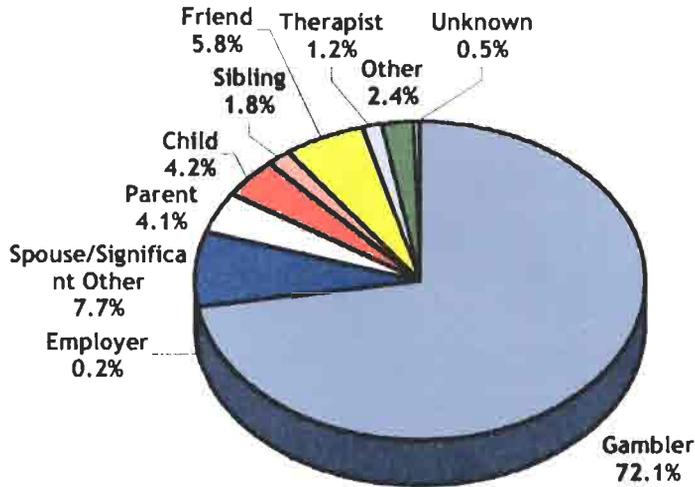
### Caller Profile

Gambler	730	72.1%
Spouse/Significant Other	78	7.7%
Friend	59	5.8%
Parent	41	4.1%
Child	43	4.2%
Sibling	18	1.8%
Therapist	12	1.2%
Employer	2	0.2%
Other	24	2.4%
Unknown	5	0.5%

**Caller Referral Source**



**Caller Profile**



# Arizona Office of Problem Gambling Helpline Report

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### Gambler's Gender

Male	526	52.0%
Female	471	46.5%
Unknown	15	1.5%

### Gambler's Age

Under 18	2	0.2%
18-24	45	4.4%
25-34	157	15.5%
35-44	232	22.9%
45-54	207	20.5%
55-64	149	14.7%
65-74	63	6.2%
75 & Over	21	2.1%
Unknown	136	13.4%

### Gambler's Ethnicity

African-American	36	3.6%
Asian	13	1.3%
Caucasian	773	76.4%
Hispanic	77	7.6%
Native American	8	0.8%
Other	6	0.6%
Unknown	99	9.8%

### Gambler's Marital Status

Single	248	24.5%
Married	407	40.2%
Cohabitate	54	5.3%
Separated/Divorced	149	14.7%
Widowed	39	3.9%
Unknown	115	11.4%

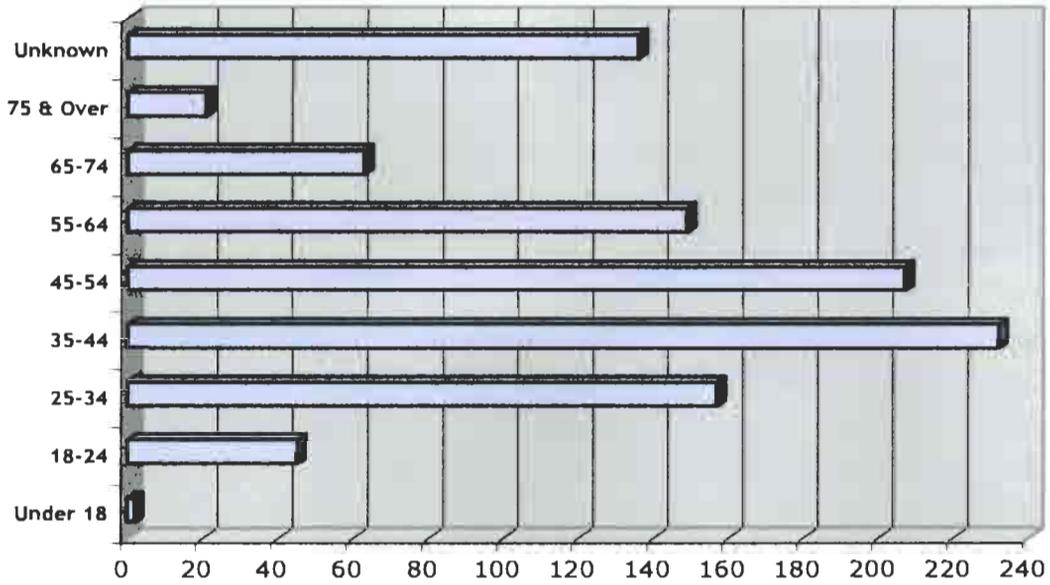
### Gambler's Minor Children In Household

None	545	53.9%
One	103	10.2%
Two	90	8.9%
Three	52	5.1%
Four	13	1.3%
Five or more	12	1.2%
Unknown	197	19.5%

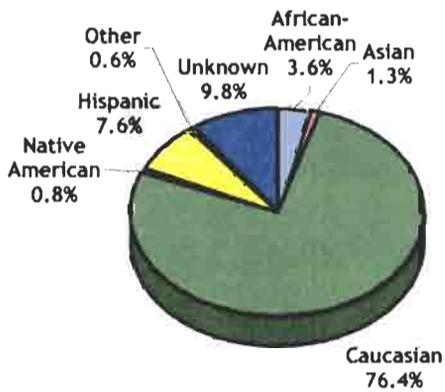
### Gambler's Education Level

High School or GED	313	30.9%
Associates Degree	141	13.9%
Bachelors Degree	197	19.5%
Graduate Degree	49	4.8%
Other	22	2.2%
Unknown	290	28.7%

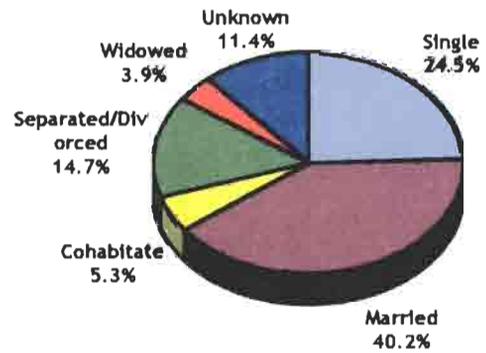
**Gambler's Age**



**Gambler's Ethnicity**



**Gambler's Marital Status**



# Arizona Office of Problem Gambling Helpline Report

## July 1, 2004 - June 30, 2005

### Gambler's Employment Status

Full-Time	513	50.7%
Part-Time	60	5.9%
Not Employed	192	19.0%
Other	37	3.7%
Unknown	210	20.8%

### Gambler's Occupation

None	154	15.2%
Professional/Managerial	196	19.4%
Office/Clerical	59	5.8%
Crafts/Technical	57	5.6%
Service/Maintenance	89	8.8%
Paraprofessional	24	2.4%
Sales/Marketing	29	2.9%
Military	5	0.5%
Other	74	7.3%
Unknown	325	32.1%

### Gambler's Annual Household Income

Under \$10,000	46	4.5%
\$10,000-\$14,999	47	4.6%
\$15,000-\$24,999	74	7.3%
\$25,000-\$34,999	104	10.3%
\$35,000-\$49,999	144	14.2%
\$50,000-\$74,999	170	16.8%
\$75,000-\$99,999	39	3.9%
\$100,000-\$149,000	35	3.5%
\$150,000 plus	32	3.2%
Unknown	321	31.7%

### Gambler's Estimated Household Debt Related to Gambling

None	196	19.4%
Under \$1,000	73	7.2%
\$1,000-4,999	110	10.9%
\$5,000-9,999	95	9.4%
\$10,000-19,999	93	9.2%
\$20,000-49,999	110	10.9%
\$50,000-99,999	41	4.1%
\$100k-249,999	15	1.5%
\$250,000+	5	0.5%
Unknown	274	27.1%

### Gambler's Household Payment Defaults Related to Gambling Deb

None	519	51.3%
Bankruptcy	73	7.2%
Loss of Car	32	3.2%
Loss of House	18	1.8%
Credit Card charge-offs	74	7.3%
Other	31	3.1%
Unknown	265	26.2%

# Arizona Office of Problem Gambling Helpline Report

## July 1, 2005 - June 30, 2006

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### Medical Problems of Problem Gambler

None	626	61.9%
Chronic Disease	56	5.5%
Disablity	37	3.7%
Other	30	3.0%
Unknown	263	26.0%

### Mental Health Problems of Problem Gambler

None	485	47.9%
Depression	204	20.2%
Bipolar	13	1.3%
ADD/ADHD	5	0.5%
Anxiety	35	3.5%
Other	10	1.0%
Unknown	260	25.7%

### Primary Gambling Preference

Lottery	46	4.5%
Slot Machines	605	59.8%
Horses/Dogs/Animals	19	1.9%
Sports Betting	10	1.0%
Bingo	4	0.4%
Cards	117	11.6%
Video Poker	71	7.0%
Internet	25	2.5%
Stock Market	2	0.2%
Other	17	1.7%
Unknown	96	9.5%

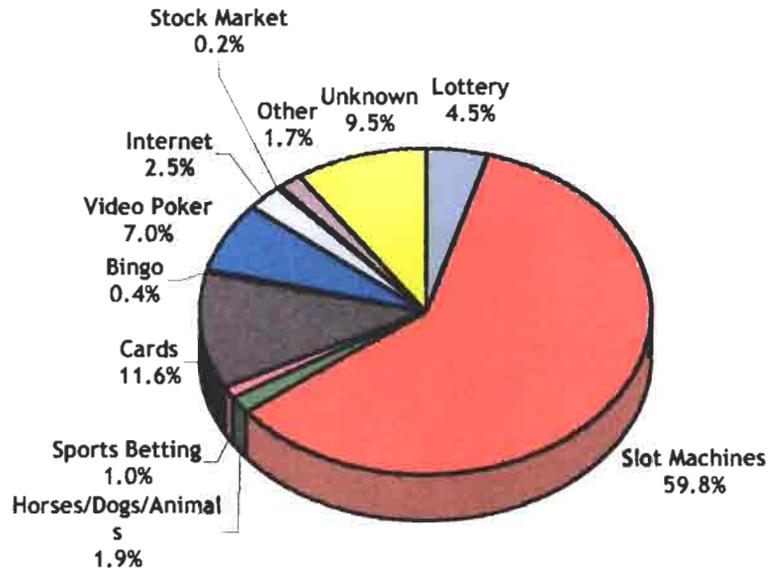
### Age Problem Gambler First Gambled

Under 10	19	1.9%
10-17	52	5.1%
18-24	219	21.6%
25-34	150	14.8%
35-44	124	12.3%
45-54	73	7.2%
55-64	46	4.5%
65+	8	0.8%
Unknown	321	31.7%

### Age Gambling Became a Problem

Under 18	10	1.0%
18-24	87	8.6%
25-34	166	16.4%
35-44	198	19.6%
45-54	144	14.2%
55-64	104	10.3%
65+	20	2.0%
Unknown	283	28.0%

### Primary Gambling Preference



# Arizona Office of Problem Gambling Helpline Report

## July 1, 2005 - June 30, 2006

### Length of Gambling Problem

Under 1 year	94	9.3%
1-2 years	183	18.1%
3-5 years	206	20.4%
6-10 years	166	16.4%
11-15 years	35	3.5%
Over 15 years	50	4.9%
Unknown	278	27.5%

### Illegal Activities/Consequences Related to Problem Gambling

None	569	56.2%
Bad Checks	145	14.3%
Theft	20	2.0%
Incarceration	3	0.3%
Probation	3	0.3%
Other	13	1.3%
Unknown	259	25.6%

### Problem Gambler's Other Past or Current Compulsive Behaviors

None	477	47.1%
Alcohol	105	10.4%
Drugs	46	4.5%
Tobacco	89	8.8%
Food	12	1.2%
Shopping	13	1.3%
Other	9	0.9%
Unknown	261	25.8%

### Problem Gambler's History of Abuse

None	599	59.2%
Physical	41	4.1%
Emotional	47	4.6%
Sexual	15	1.5%
Unknown	310	30.6%

### In Last 6 Months, Problem Gambler Has

None	608	60.1%
Had thoughts about suicide	73	7.2%
Made plans for committing suicide	2	0.2%
Attempted suicide	0	0.0%
Unknown	329	32.5%