

Arizona Department of Gaming Office of Problem Gambling

Helpline Statistical Report

July 1, 2006 – June 30, 2007

SERVICES PROVIDED BY BENSINGER, DUPONT & ASSOCIATES



Arizona Helpline Statistics

July 1, 2006 - June 30, 2007



ARIZONA OFFICE OF PROBLEM GAMBLING

SERVICES PROVIDED BY BENSINGER, DUPONT & ASSOCIATES

Total Number of Calls 3121

Total Number of Helpline Specific Calls	931
Total Number of Calls Received other than Helpline Assistance	2190

Calls by Shift

Daytime (7AM-4PM) MST	571	61.3%
Evening (4PM - 10PM) MST	288	30.9%
After Midnight (10PM - 7AM) MST	72	7.7%

Caller Referral Source

Phone Book	177	19.0%	Office of Problem Gambling Website	27	2.9%
Casino	283	30.4%	Lottery Website	17	1.8%
Magazine	3	0.3%	Person familiar w/ State-funded Problem Gambling Program	28	3.0%
Newspaper	5	0.5%	Other	80	8.6%
Radio	62	6.7%	Unknown	141	15.1%
Movie Theatre	0	0.0%			
Billboard	58	6.2%			
Lottery Display	50	5.4%			

Number of Information Packets Sent 427

Out of State Callers 3

Caller County (See exported data for caller city information)

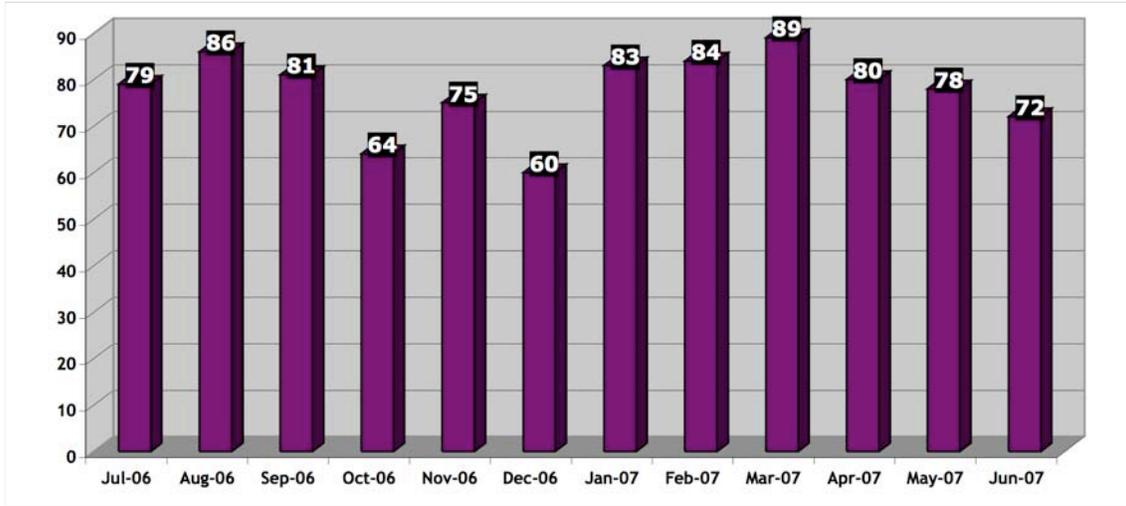
Apache	8	Mohave	17
Cochise	10	Navajo	17
Coconino	21	Pima	135
Gila	10	Pinal	31
Graham	2	Santa Cruz	3
Greenlee	0	Yavapai	70
La Paz	2	Yuma	33
Maricopa	519	Unknown	53

Caller Profile

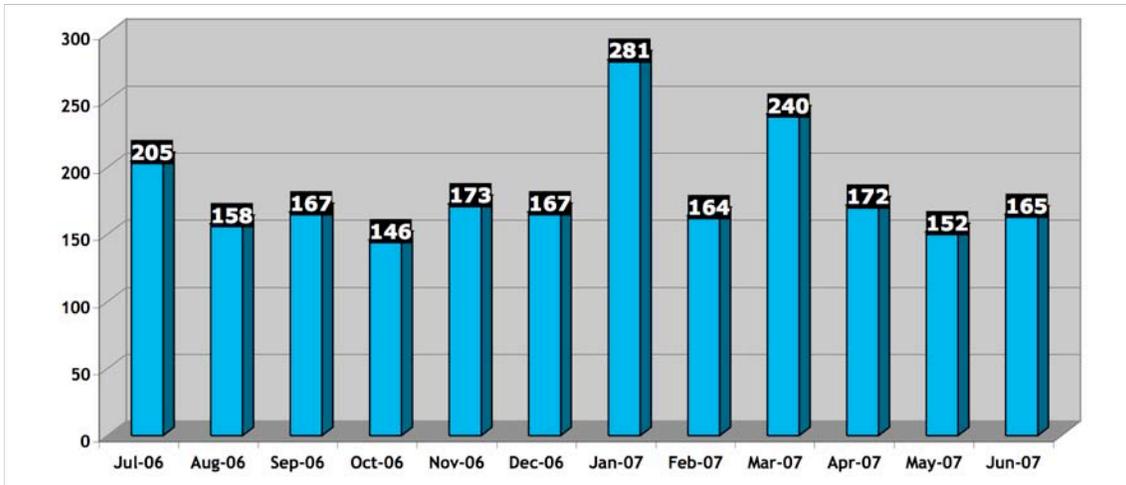
Gambler	694	74.6%
Spouse/Significant Other	67	7.2%
Friend	51	5.5%
Parent	43	4.6%
Child	28	3.0%
Sibling	20	2.2%
Therapist	7	0.8%
Employer	3	0.3%
Other	14	1.5%
Unknown	3	0.3%

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Number of Intakes by Month

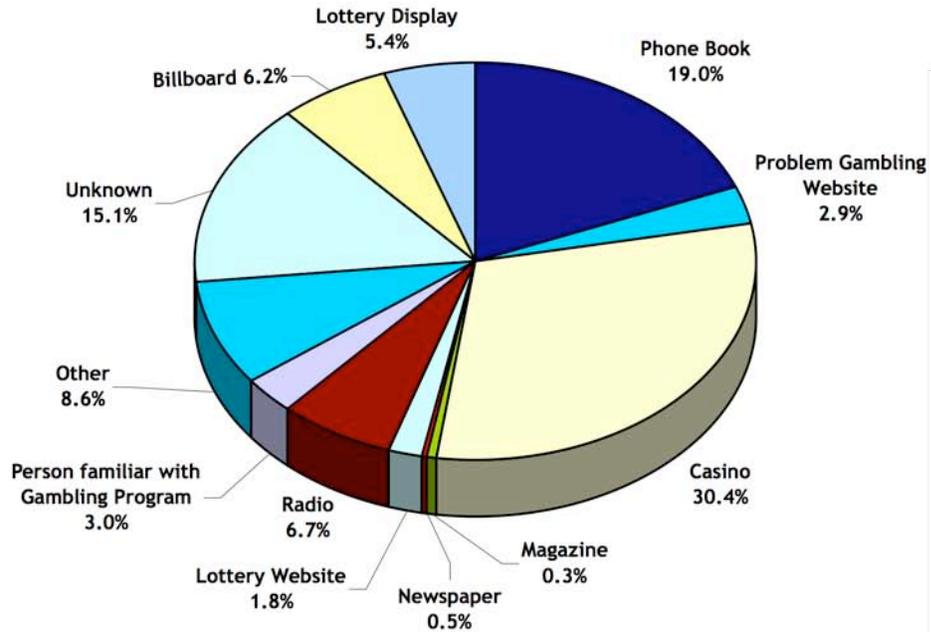


Total Calls by Month

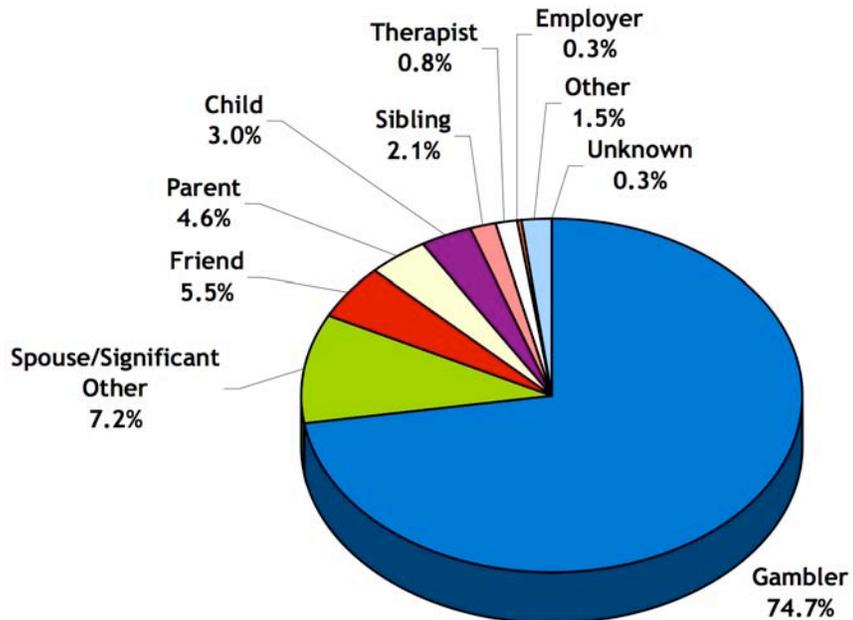


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Caller Referral Source



Caller Profile



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Gambler's Gender

Male	514	55.2%
Female	415	44.6%
Unknown	2	0.2%

Gambler's Age

Under 18	0	0.0%
18-24	41	4.4%
25-34	139	14.9%
35-44	199	21.4%
45-54	227	24.4%
55-64	139	14.9%
65-74	41	4.4%
75 & Over	15	1.6%
Unknown	130	14.0%

Gambler's Ethnicity

African-American	53	5.7%
Asian	15	1.6%
Caucasian	676	72.6%
Hispanic	82	8.8%
Native American	14	1.5%
Other	6	0.6%
Unknown	85	9.1%

Gambler's Marital Status

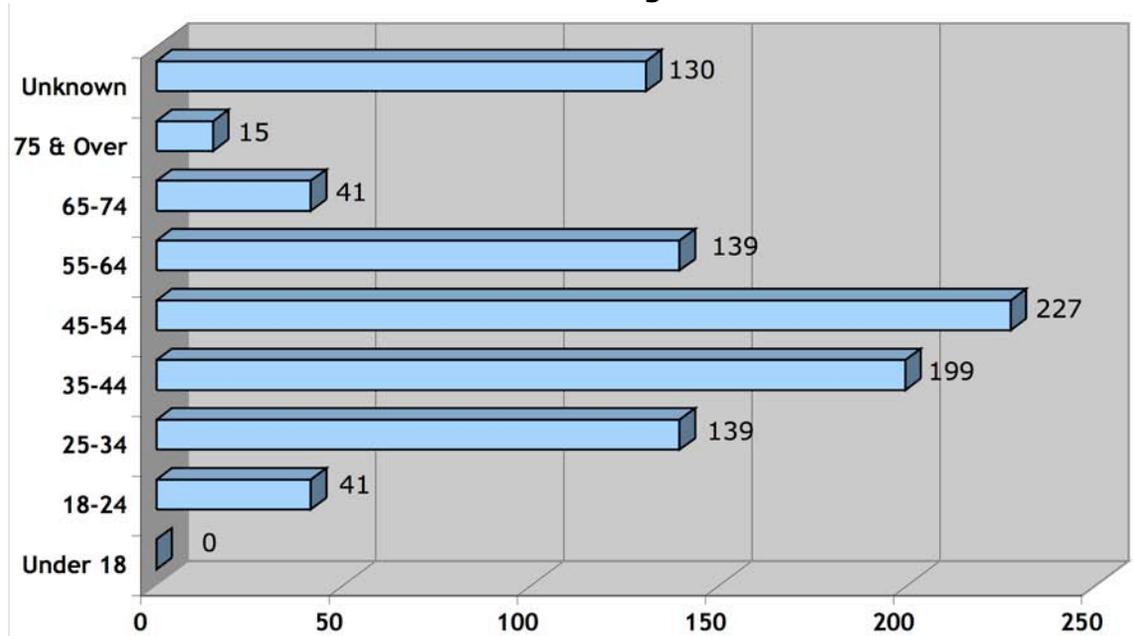
Single	239	25.7%
Married	385	41.4%
Cohabitate	52	5.6%
Separated/Divorced	141	15.1%
Widowed	24	2.6%
Unknown	90	9.7%

Gambler's Minor Children In Household

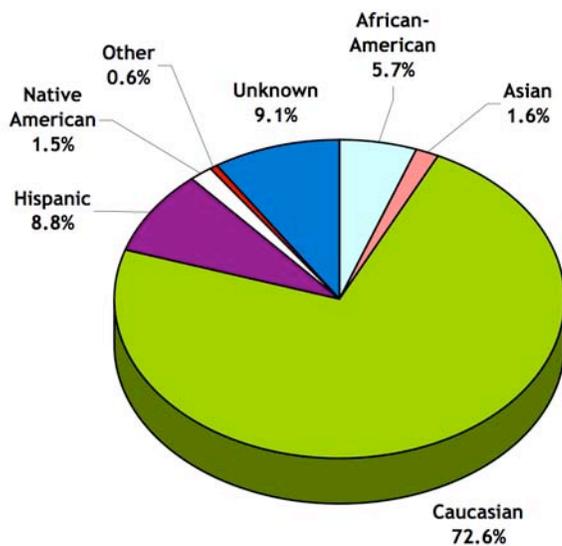
None	524	56.3%
One	95	10.2%
Two	89	9.6%
Three	41	4.4%
Four	16	1.7%
Five or more	11	1.2%
Unknown	155	16.6%

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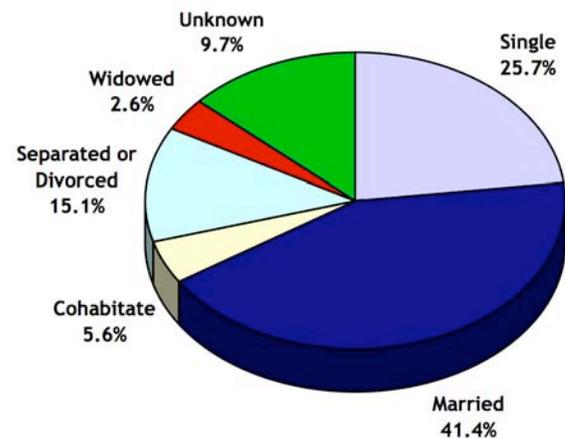
Gambler's Age



Gambler's Ethnicity



Gambler's Marital Status



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Gambler's Education Level

High School or GED	293	31.5%
Associates Degree	149	16.0%
Bachelors Degree	204	21.9%
Graduate Degree	39	4.2%
Other	22	2.4%
Unknown	224	24.1%

Gambler's Employment Status

Full-Time	571	61.3%
Part-Time	54	5.8%
Not Employed	148	15.9%
Other	15	1.6%
Unknown	143	15.4%

Gambler's Occupation

None	121	13.0%
Professional/Managerial	244	26.2%
Office/Clerical	101	10.8%
Crafts/Technical	80	8.6%
Service/Maintenance	82	8.8%
Paraprofessional	21	2.3%
Sales/Marketing	41	4.4%
Military	4	0.4%
Other	47	5.0%
Unknown	190	20.4%

Gambler's Annual Household Income

Under \$10,000	14	1.5%
\$10,000-\$14,999	48	5.2%
\$15,000-\$24,999	62	6.7%
\$25,000-\$34,999	102	11.0%
\$35,000-\$49,999	163	17.5%
\$50,000-\$74,999	155	16.6%
\$75,000-\$99,999	70	7.5%
\$100,000-\$149,000	59	6.3%
\$150,000 plus	37	4.0%
Unknown	221	23.7%

Gambler's Estimated Household Debt Related to Gambling

None	185	19.9%
Under \$1,000	56	6.0%
\$1,000-4,999	104	11.2%
\$5,000-9,999	82	8.8%
\$10,000-19,999	109	11.7%
\$20,000-49,999	95	10.2%
\$50,000-99,999	46	4.9%
\$100,000-249,999	22	2.4%
\$250,000+	2	0.2%
Unknown	230	24.7%

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Gambler's Payment Defaults Related to Gambling Debt

None	481	51.7%
Bankruptcy	43	4.6%
Loss of Car	26	2.8%
Loss of House	42	4.5%
Credit Card charge-offs	125	13.4%
Other	32	3.4%
Unknown	182	19.5%

Medical Problems of Gambler

None	620	66.6%
Chronic Disease	53	5.7%
Disablity	37	4.0%
Other	33	3.5%
Unknown	188	20.2%

Mental Health Problems of Gambler

None	476	51.1%
Depression	194	20.8%
Bipolar	28	3.0%
ADD/ADHD	5	0.5%
Anxiety	29	3.1%
Other	14	1.5%
Unknown	185	19.9%

Reported Gambling Activities Causing the Most Problems

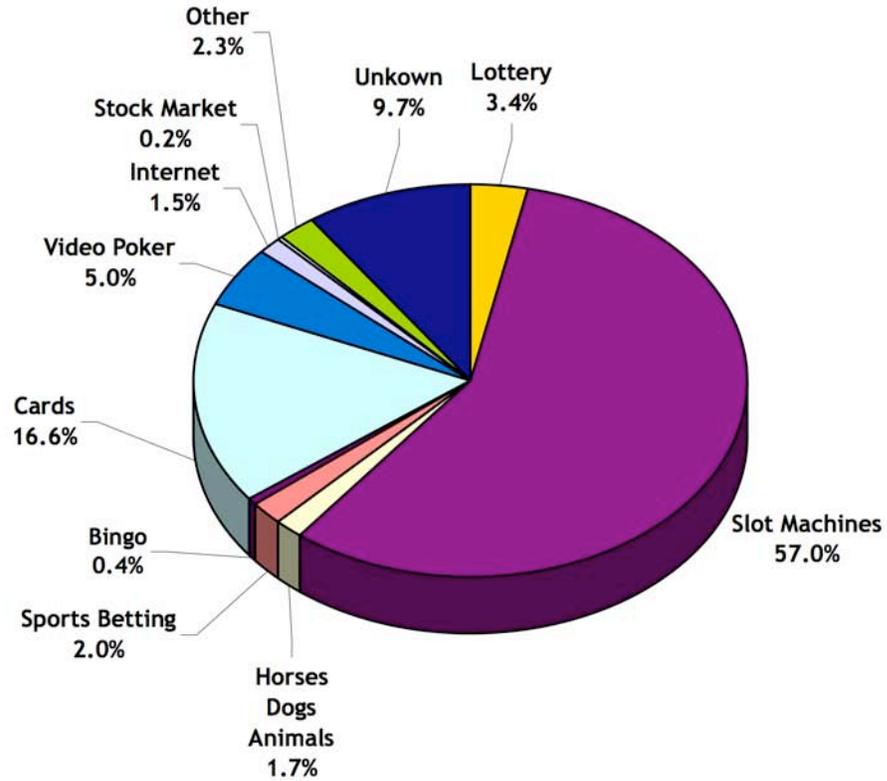
Lottery	32	3.4%
Slot Machines	531	57.0%
Horses/Dogs/Animals	16	1.7%
Sports Betting	19	2.0%
Bingo	4	0.4%
Cards	155	16.6%
Video Poker	47	5.0%
Internet	14	1.5%
Stock Market	2	0.2%
Other	21	2.3%
Unknown	90	9.7%

Age Gambler First Gambled

Under 10	16	1.7%
10-17	55	5.9%
18-24	223	24.0%
25-34	148	15.9%
35-44	128	13.7%
45-54	80	8.6%
55-64	27	2.9%
65+	8	0.9%
Unknown	246	26.4%

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Reported Gambling Activities Causing the Most Problems



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Age Gambling Became a Problem

Under 18	7	0.8%
18-24	91	9.8%
25-34	154	16.5%
35-44	197	21.2%
45-54	155	16.6%
55-64	72	7.7%
65+	23	2.5%
Unknown	232	24.9%

Length of Gambling Problem

Under 1 year	99	10.6%
1-2 years	171	18.4%
3-5 years	193	20.7%
6-10 years	152	16.3%
11-15 years	45	4.8%
Over 15 years	69	7.4%
Unknown	202	21.7%

Illegal Activities/Consequences Related to Problem Gambling

None	583	62.6%
Bad Checks	129	13.9%
Theft	23	2.5%
Incarceration	5	0.5%
Probation	4	0.4%
Other	11	1.2%
Unknown	176	18.9%

Gambler's Other Past or Current Compulsive Behaviors

None	466	50.1%
Alcohol	89	9.6%
Drugs	54	5.8%
Tobacco	105	11.3%
Food	20	2.1%
Shopping	11	1.2%
Other	7	0.8%
Unknown	179	19.2%

Gambler's History of Abuse

None	544	58.4%
Physical	38	4.1%
Emotional	63	6.8%
Sexual	37	4.0%
Unknown	249	26.7%

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In Last 6 Months, Gambler Has Considered Suicide

None	638	68.5%
Has considered suicide	88	9.5%
Made plans for committing suicide	7	0.8%
Attempted suicide	5	0.5%
Unknown	193	20.7%