

Arizona Department of Gaming
Office of Problem Gambling

Helpline Statistical Report

July 1, 2007 – June 30, 2008

SERVICES PROVIDED BY BENSINGER, DUPONT & ASSOCIATES



Arizona Helpline Statistics

July 1, 2007 - June 30, 2008



ARIZONA OFFICE OF PROBLEM GAMBLING

SERVICES PROVIDED BY BENSINGER, DUPONT & ASSOCIATES

Total Number of Calls 2777

Total Number of Helpline Specific Calls	690
Total Number of Calls Received other than Helpline Assistance	2087

Calls by Shift

Daytime (7AM-4PM) MST	420	60.9%
Evening (4PM - 10PM) MST	226	32.8%
After Midnight (10PM - 7AM) MST	44	6.4%

Caller Referral Source

Phone Book	162	23.5%	Office of Problem Gambling Website	17	2.5%
Casino	227	32.9%	Lottery Website	13	1.9%
Magazine	1	0.1%	Person familiar w/ State-funded Problem Gambling Program	38	5.5%
Newspaper	0	0.0%	Other	69	10.0%
Radio	17	2.5%	Unknown	78	11.3%
Movie Theatre	0	0.0%			
Billboard	17	2.5%			
Lottery Display	51	7.4%			

Number of Information Packets Sent 326

Out of State Callers 4

Caller County (See exported data for caller city information)

Apache	1	Mohave	15
Cochise	3	Navajo	20
Coconino	11	Pima	135
Gila	13	Pinal	20
Graham	2	Santa Cruz	7
Greenlee	1	Yavapai	66
La Paz	1	Yuma	38
Maricopa	330	Unknown	23

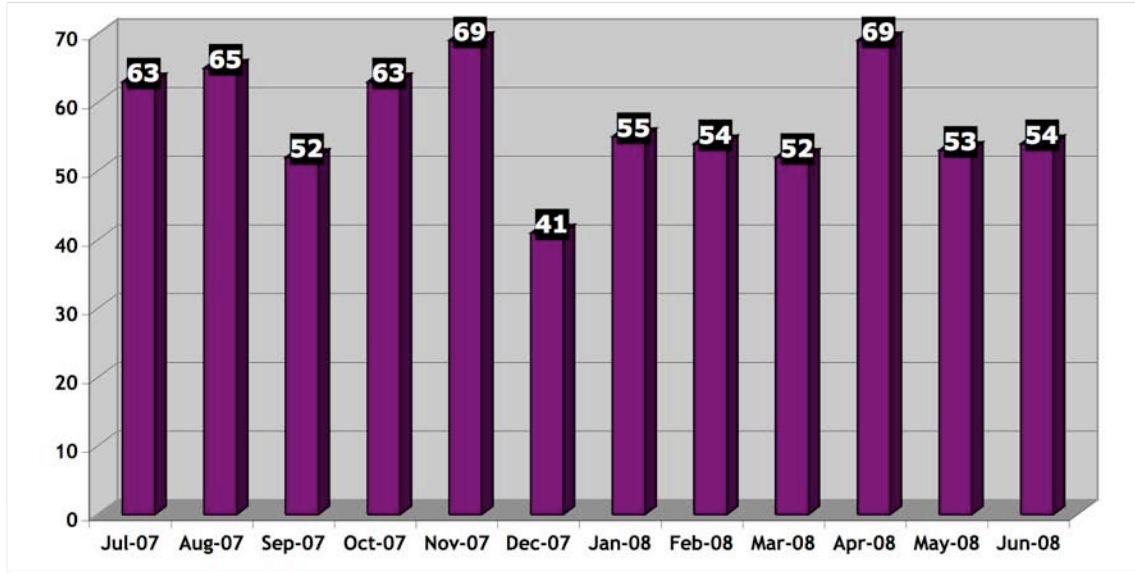
Caller Profile

Gambler	533	77.2%
Spouse/Significant Other	64	9.3%
Friend	22	3.2%
Parent	23	3.3%
Child	18	2.6%
Sibling	8	1.2%
Therapist	10	1.4%
Employer	0	0.0%
Other	10	1.4%
Unknown	2	0.3%

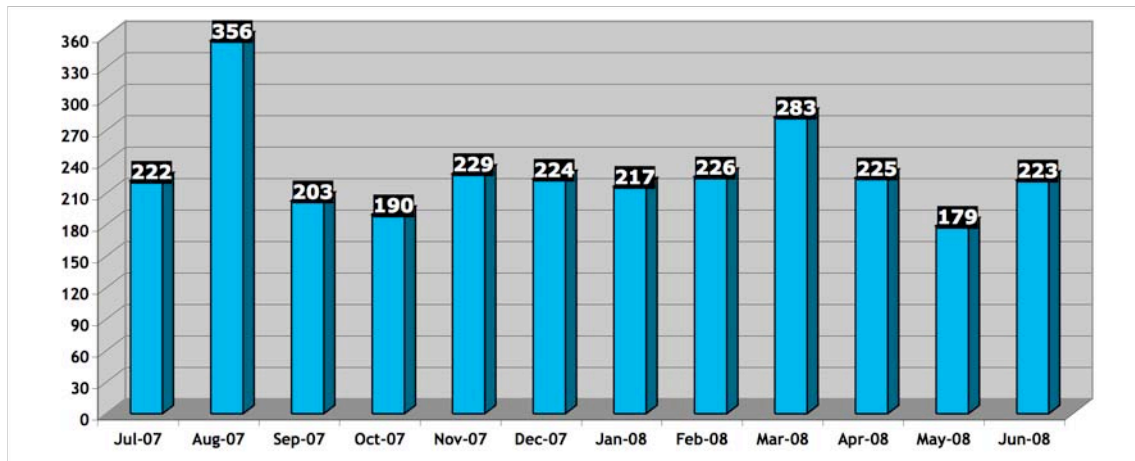
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Number of Intakes by Month



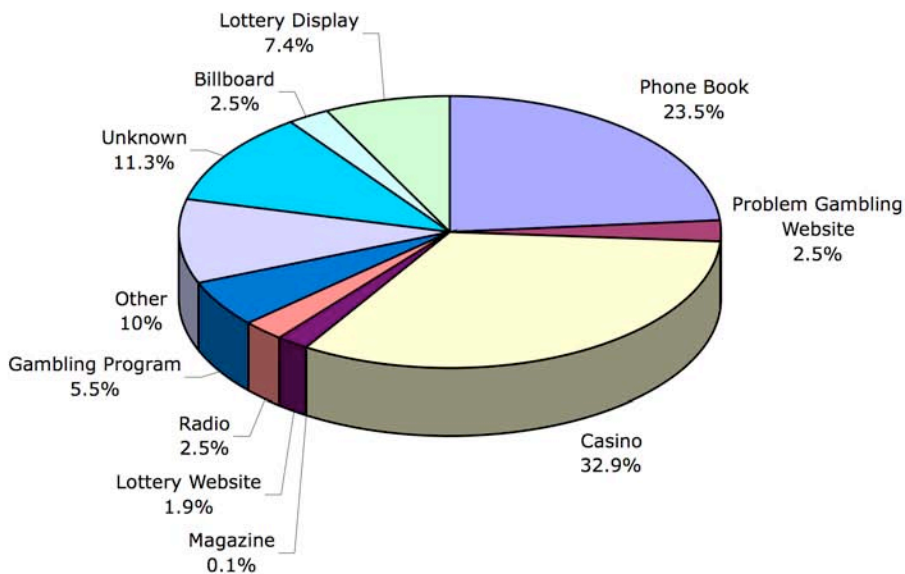
Total Calls by Month



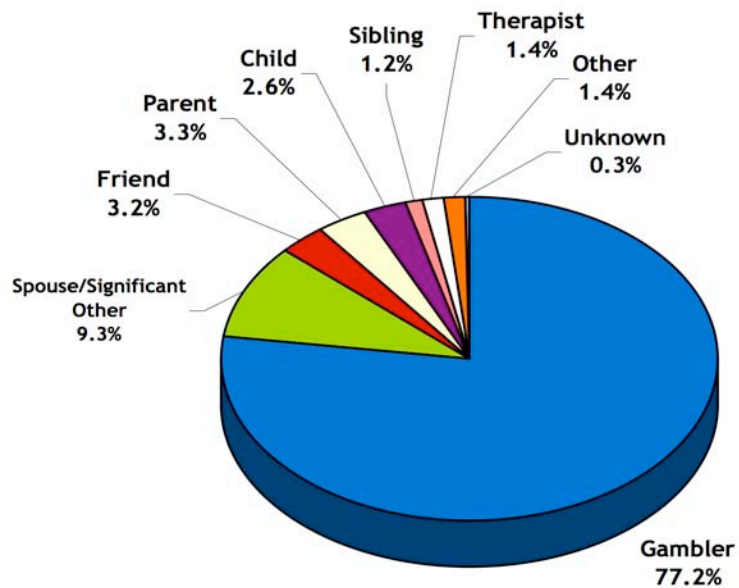
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Caller Referral Source



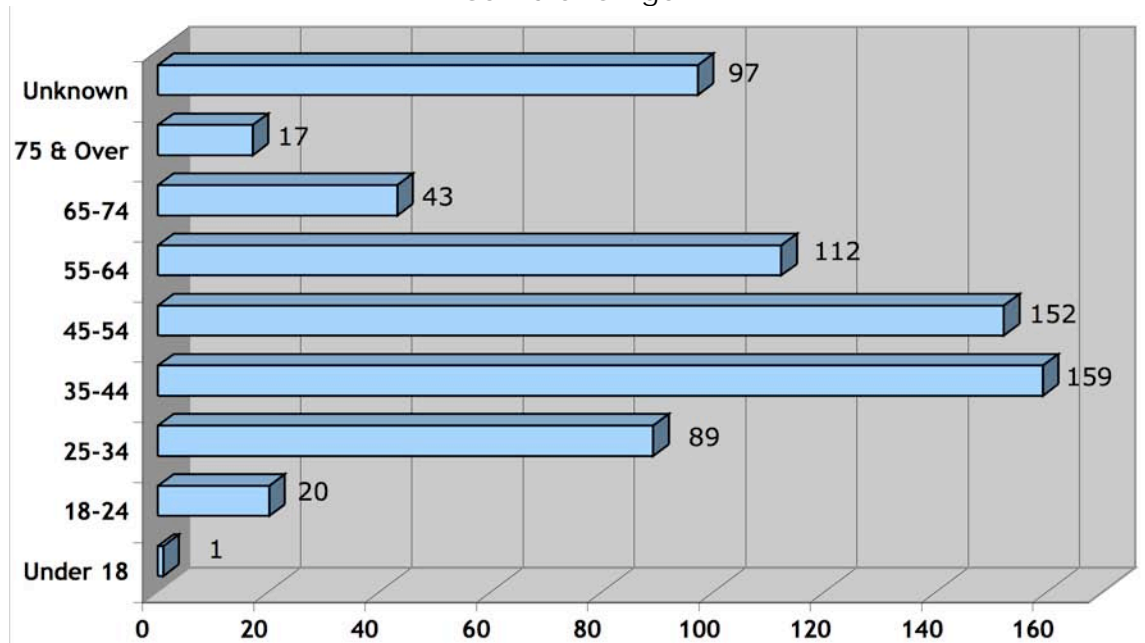
Caller Profile



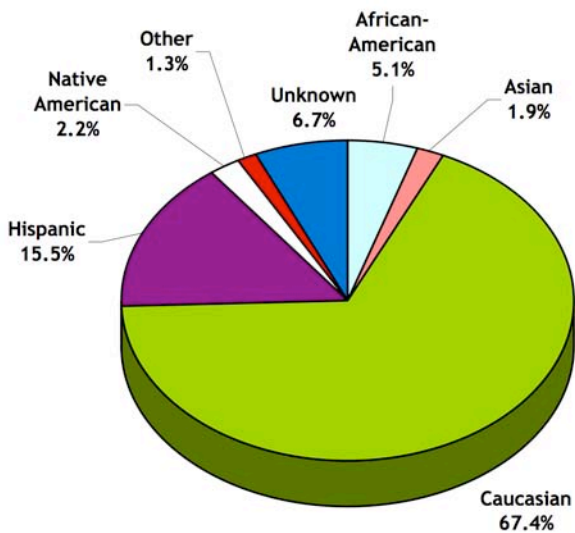
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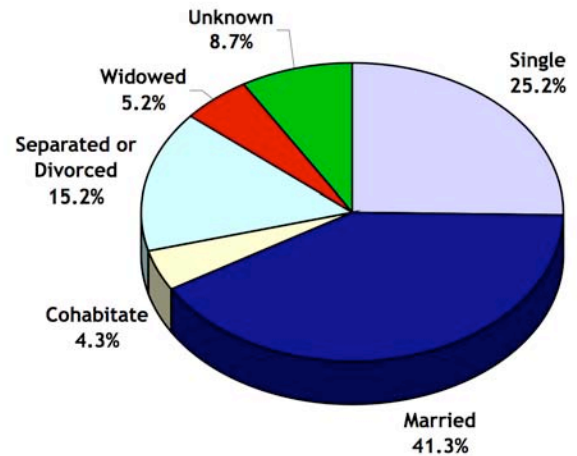
Gambler's Age



Gambler's Ethnicity



Gambler's Marital Status



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Gambler's Gender

Male	327	47.4%
Female	357	51.7%
Unknown	6	0.9%

Gambler's Age

Under 18	1	0.1%
18-24	20	2.9%
25-34	89	12.9%
35-44	159	23.0%
45-54	152	22.0%
55-64	112	16.2%
65-74	43	6.2%
75 & Over	17	2.5%
Unknown	97	14.1%

Gambler's Ethnicity

African-American	35	5.1%
Asian	13	1.9%
Caucasian	465	67.4%
Hispanic	107	15.5%
Native American	15	2.2%
Other	9	1.3%
Unknown	46	6.7%

Gambler's Marital Status

Single	174	25.2%
Married	285	41.3%
Cohabitate	30	4.3%
Separated/Divorced	105	15.2%
Widowed	36	5.2%
Unknown	60	8.7%

Gambler's Minor Children In Household

None	403	58.4%
One	73	10.6%
Two	66	9.6%
Three	31	4.5%
Four	10	1.4%
Five or more	8	1.2%
Unknown	99	14.3%

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Gambler's Education Level

High School or GED	269	39.0%
Associates Degree	96	13.9%
Bachelors Degree	138	20.0%
Graduate Degree	34	4.9%
Other	21	3.0%
Unknown	132	19.1%

Gambler's Employment Status

Full-Time	394	57.1%
Part-Time	36	5.2%
Not Employed	147	21.3%
Other	21	3.0%
Unknown	92	13.3%

Gambler's Occupation

None	132	19.1%
Professional/Managerial	162	23.5%
Office/Clerical	60	8.7%
Crafts/Technical	81	11.7%
Service/Maintenance	56	8.1%
Paraprofessional	21	3.0%
Sales/Marketing	28	4.1%
Military	5	0.7%
Other	51	7.4%
Unknown	94	13.6%

Gambler's Annual Household Income

Under \$10,000	10	1.4%
\$10,000-\$14,999	43	6.2%
\$15,000-\$24,999	67	9.7%
\$25,000-\$34,999	91	13.2%
\$35,000-\$49,999	115	16.7%
\$50,000-\$74,999	121	17.5%
\$75,000-\$99,999	51	7.4%
\$100,000-\$149,000	30	4.3%
\$150,000 plus	15	2.2%
Unknown	147	21.3%

Gambler's Estimated Household Debt Related to Gambling

None	139	20.1%
Under \$1,000	38	5.5%
\$1,000-4,999	92	13.3%
\$5,000-9,999	55	8.0%
\$10,000-19,999	85	12.3%
\$20,000-49,999	73	10.6%
\$50,000-99,999	41	5.9%
\$100,000-249,999	19	2.8%
\$250,000+	5	0.7%
Unknown	143	20.7%

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Gambler's Payment Defaults Related to Gambling Debt

None	344	49.9%
Bankruptcy	38	5.5%
Loss of Car	29	4.2%
Loss of House	45	6.5%
Credit Card charge-offs	92	13.3%
Other	33	4.8%
Unknown	109	15.8%

Medical Problems of Gambler

None	446	64.6%
Chronic Disease	43	6.2%
Disability	36	5.2%
Other	34	4.9%
Unknown	131	19.0%

Mental Health Problems of Gambler

None	328	47.5%
Depression	164	23.8%
Bipolar	25	3.6%
ADD/ADHD	4	0.6%
Anxiety	25	3.6%
Other	10	1.4%
Unknown	134	19.4%

Reported Gambling Activities Causing the Most Problems

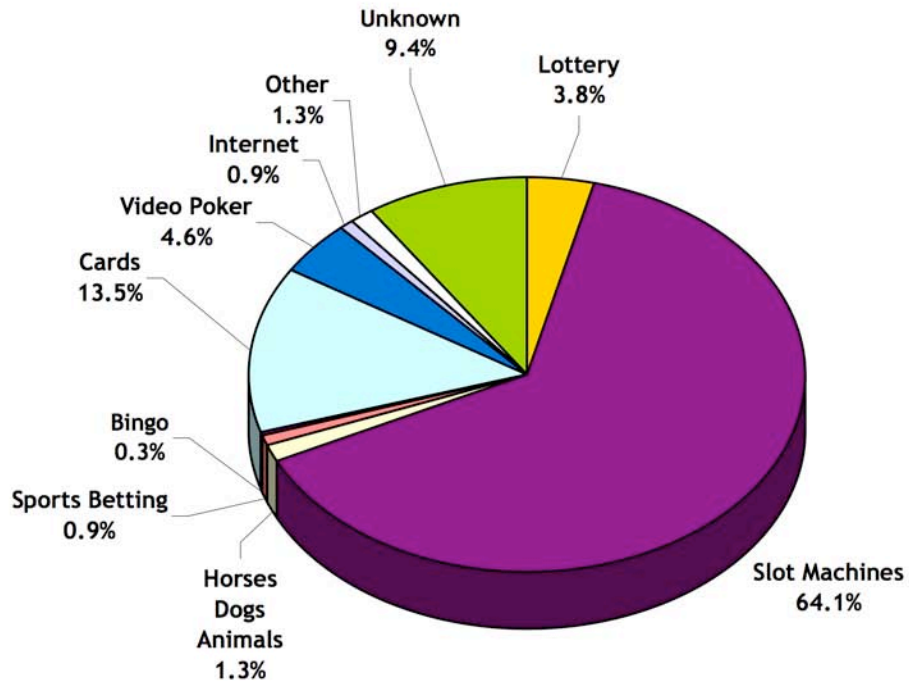
Lottery	26	3.8%
Slot Machines	442	64.1%
Horses/Dogs/Animals	9	1.3%
Sports Betting	6	0.9%
Bingo	2	0.3%
Cards	93	13.5%
Video Poker	32	4.6%
Internet	6	0.9%
Stock Market	0	0.0%
Other	9	1.3%
Unknown	65	9.4%

Age Gambler First Gambled

Under 10	12	1.7%
10-17	37	5.4%
18-24	168	24.3%
25-34	123	17.8%
35-44	107	15.5%
45-54	61	8.8%
55-64	28	4.1%
65+	12	1.7%
Unknown	142	20.6%

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Reported Gambling Activities Causing the Most Problems



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Age Gambling Became a Problem

Under 18	3	0.4%
18-24	70	10.1%
25-34	110	15.9%
35-44	163	23.6%
45-54	125	18.1%
55-64	53	7.7%
65+	28	4.1%
Unknown	138	20.0%

Length of Gambling Problem

Under 1 year	55	8.0%
1-2 years	128	18.6%
3-5 years	128	18.6%
6-10 years	131	19.0%
11-15 years	49	7.1%
Over 15 years	72	10.4%
Unknown	127	18.4%

Illegal Activities/Consequences Related to Problem Gambling

None	446	64.6%
Bad Checks	91	13.2%
Theft	16	2.3%
Incarceration	2	0.3%
Probation	4	0.6%
Other	13	1.9%
Unknown	118	17.1%

Gambler's Other Past or Current Compulsive Behaviors

None	317	45.9%
Alcohol	92	13.3%
Drugs	39	5.7%
Tobacco	93	13.5%
Food	14	2.0%
Shopping	13	1.9%
Other	5	0.7%
Unknown	117	17.0%

Gambler's History of Abuse

None	410	59.4%
Physical	58	8.4%
Emotional	37	5.4%
Sexual	26	3.8%
Unknown	159	23.0%

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In Last 6 Months, Gambler Has

None	449	65.1%
Has considered suicide	92	13.3%
Made plans for committing suicide	7	1.0%
Attempted suicide	8	1.2%
Unknown	134	19.4%