ARIZONA OFFICE OF PROBLEM GAMBLING
Problem Gambling Helpline
July 2017 - June 2018

Total Number of Calls

Total Number of Helpline Specific Calls	323

Calls by Shift

Daytime (7AM-4PM) MST	156	48.3%
Evening (4PM - 10PM) MST	96	29.7%
After Midnight (10PM - 7AM) MST	71	22.0%

Caller Referral Source

Paper Phone Book	4	1.2%	Internet Phone Book	47	14.6%
Casino	163	50.5%	Office of Problem Gambling Website	14	4.3%
Magazine	0	0.0%	Lottery Website	9	2.8%
Newspaper	1	0.3%	Person familiar w/ State-funded Problem Gambling Program	4	1.2%
Radio	7	2.2%	Other	32	9.9%
Movie Theatre	0	0.0%	Unknown	9	2.8%
Billboard	13	4.0%			
Lottery Display	20	6.2%			

Number of Information Packets Sent 47

Out of State Callers 5

Caller County

Apache	0	Mohave	10
Cochise	2	Navajo	3
Coconino	3	Pima	38
Gila	1	Pinal	13
Graham	0	Santa Cruz	0
Greenlee	0	Yavapai	11
La Paz	0	Yuma	5
Maricopa	198	Unknown	22

Caller Profile

Gambler	274	84.8%
Spouse/Significant Other	15	4.6%
Friend	7	2.2%
Parent	5	1.5%
Child	13	4.0%
Sibling	4	1.2%
Therapist	0	0.0%
Employer	0	0.0%
Other	2	0.6%
Unknown	3	0.9%

Gambler's Gender		
Male	179	55.4%
Female	143	44.3%
Unknown	1	0.3%

Gambler's Age		
Under 18	0	0.0%
18-24	20	6.2%
25-34	62	19.2%
35-44	61	18.9%
45-54	64	19.8%
55-64	53	16.4%
65-74	24	7.4%
75 & Over	10	3.1%
Unknown	29	9.0%

Gambler's Ethnicity		
African-American	24	7.5%
Asian	8	2.5%
Caucasian	203	63.0%
Hispanic	51	15.8%
Native American	1	0.3%
Other	17	5.3%
Unknown	18	5.6%

Gambler's Marital Status		
Single	133	41.2%
Married	112	34.7%
Cohabitate	11	3.4%
Separated/Divorced	34	10.5%
Widowed	14	4.3%
Unknown	19	5.9%

Gambler's Minor Children In Household		
None	208	64.4%
One	39	12.1%
Two	26	8.0%
Three	13	4.0%
Four	3	0.9%
Five or more	3	0.9%
Unknown	31	9.6%

Gambler's Education Level		
High School or GED	116	36.0%
Associates Degree	56	17.4%
Bachelors Degree	91	28.3%
Graduate Degree	19	5.9%
Other	5	1.6%
Unknown	35	10.9%

Gambler's Employment Status		
Full-Time	195	60.4%
Part-Time	20	6.2%
Not Employed	72	22.3%
Other	14	4.3%
Unknown	22	6.8%

Gambler's Occupation		
None	62	19.2%
Homemaker	10	3.1%
Professional/Managerial	72	22.3%
Office/Clerical	25	7.7%
Crafts/Technical	23	7.1%
Service/Maintenance	27	8.4%
Paraprofessional	22	6.8%
Sales/Marketing	16	5.0%
Military	2	0.6%
Other	37	11.5%
Unknown	27	8.4%

Gambler's Annual Household Income		
Under $10,000	8	2.5%
$10,000-$14,999	28	8.8%
$15,000-$24,999	18	5.6%
$25,000-$34,999	29	9.1%
$35,000-$49,999	57	17.8%
$50,000-$74,999	65	20.3%
$75,000-$99,999	24	7.5%
$100,000-$149,000	13	4.1%
$150,000 plus	7	2.2%
Unknown	71	22.2%

Gambler's Estimated Household Debt Related to Gambling		
None	78	24.2%
Under $1,000	44	13.7%
$1,000-4,999	46	14.3%
$5,000-9,999	32	9.9%
$10,000-19,999	31	9.6%
$20,000-49,999	27	8.4%
$50,000-99,999	9	2.8%
$100,000-249,999	3	0.9%
$250,000+	1	0.3%
Unknown	51	15.8%

Gambler's Payment Defaults Related to Gambling Debt		
None	166	52.4%
Bankruptcy	17	5.4%
Loss of Car	6	1.9%
Loss of House	10	3.2%
Credit Card charge-offs	50	15.8%
Other	22	6.9%
Unknown	46	14.5%

Medical Problems of Gambler		
None	232	71.8%
Chronic Disease	19	5.9%
Disablity	14	4.3%
Other	13	4.0%
Unknown	45	13.9%

Mental Health Problems of Gambler		
None	196	60.7%
Depression	45	13.9%
Bipolar	10	3.1%
ADD/ADHD	4	1.2%
Anxiety	16	5.0%
Other	8	2.5%
Unknown	44	13.6%

Reported Gambling Activities Causing the Most Problems		
Lottery	17	5.3%
Slot Machines	180	55.7%
Horses/Dogs/Animals	2	0.6%
Sports Betting	1	0.3%
Bingo	1	0.3%
Cards	63	19.5%
Video Poker	22	6.8%
Internet	7	2.2%
Stock Market	0	0.0%
Other	6	1.9%
Unknown	24	7.4%

Age Problem Gambler First Gambled		
Under 10	3	0.9%
10-17	24	7.5%
18-24	133	41.6%
25-34	47	14.7%
35-44	28	8.8%
45-54	24	7.5%
55-64	16	5.0%
65+	2	0.6%
Unknown	43	13.4%

Age Gambling Became a Problem		
Under 18	9	2.8%
18-24	57	18.0%
25-34	57	18.0%
35-44	58	18.3%
45-54	53	16.7%
55-64	28	8.8%
65+	14	4.4%
Unknown	41	12.9%

Length of Gambling Problem		
Under 1 year	41	12.8%
1-2 years	55	17.1%
3-5 years	54	16.8%
6-10 years	51	15.9%
11-15 years	30	9.3%
Over 15 years	56	17.4%
Unknown	34	10.6%

Illegal Activities/Consequences Related to Problem Gambling		
None	263	81.9%
Bad Checks	15	4.7%
Theft	5	1.6%
Incarceration	3	0.9%
Probation	0	0.0%
Other	7	2.2%
Unknown	28	8.7%

Gambler's Other Past or Current Compulsive Behaviors		
None	210	65.0%
Alcohol	19	5.9%
Drugs	15	4.6%
Tobacco	19	5.9%
Food	6	1.9%
Shopping	7	2.2%
Other	5	1.5%
Unknown	42	13.0%

Gambler's History of Abuse		
None	238	73.7%
Physical	12	3.7%
Emotional	14	4.3%
Sexual	8	2.5%
Unknown	51	15.8%

In Last 6 Months, Problem Gambler Has		
None	304	94.1%
Has considered suicide	11	3.4%
Made plans for committing suicide	1	0.3%
Attempted suicide	0	0.0%
Unknown	7	2.2%