ARIZONA OFFICE OF PROBLEM GAMBLING
Problem Gambling Helpline
July 2016- June 2017

Total Number of Calls

Total Number of Helpline Specific Calls	310

Calls by Shift

Daytime (7AM-4PM) MST	143	46.1%
Evening (4PM - 10PM) MST	111	35.8%
After Midnight (10PM - 7AM) MST	56	18.1%

Caller Referral Source

Paper Phone Book	4	1.3%	Internet Phone Book	50	16.1%
Casino	136	43.9%	Office of Problem Gambling Website	8	2.6%
Magazine	0	0.0%	Lottery Website	7	2.3%
Newspaper	0	0.0%	Person familiar w/ State-funded Problem Gambling Program	9	2.9%
Radio	8	2.6%	Other	22	7.1%
Movie Theatre	0	0.0%	Unknown	18	5.8%
Billboard	8	2.6%			
Lottery Display	40	12.9%			

Number of Information Packets Sent 54

Out of State Callers 5

Caller County

Apache	1	Mohave	9
Cochise	3	Navajo	2
Coconino	3	Pima	39
Gila	4	Pinal	17
Graham	1	Santa Cruz	0
Greenlee	0	Yavapai	11
La Paz	2	Yuma	6
Maricopa	177	Unknown	28

Caller Profile

Gambler	259	83.5%
Spouse/Significant Other	19	6.1%
Friend	11	3.5%
Parent	5	1.6%
Child	6	1.9%
Sibling	2	0.6%
Therapist	2	0.6%
Employer	0	0.0%
Other	4	1.3%
Unknown	2	0.6%

Gambler's Gender		
Male	179	57.7%
Female	130	41.9%
Unknown	1	0.3%

Gambler's Age		
Under 18	0	0.0%
18-24	12	3.8%
25-34	60	19.2%
35-44	68	21.8%
45-54	61	19.6%
55-64	41	13.1%
65-74	26	8.3%
75 & Over	4	1.3%
Unknown	40	12.8%

Gambler's Ethnicity		
African-American	27	8.7%
Asian	16	5.2%
Caucasian	182	58.7%
Hispanic	47	15.2%
Native American	3	1.0%
Other	6	1.9%
Unknown	29	9.4%

Gambler's Marital Status		
Single	123	39.7%
Married	98	31.6%
Cohabitate	23	7.4%
Separated/Divorced	31	10.0%
Widowed	8	2.6%
Unknown	27	8.7%

Gambler's Minor Children In Household		
None	158	51.5%
One	46	15.0%
Two	32	10.4%
Three	21	6.8%
Four	5	1.6%
Five or more	6	2.0%
Unknown	39	12.7%

Gambler's Education Level		
High School or GED	124	40.0%
Associates Degree	49	15.8%
Bachelors Degree	61	19.7%
Graduate Degree	16	5.2%
Other	10	3.2%
Unknown	50	16.1%

Gambler's Employment Status		
Full-Time	171	55.2%
Part-Time	26	8.4%
Not Employed	75	24.2%
Other	6	1.9%
Unknown	32	10.3%

Gambler's Occupation		
None	58	18.8%
Homemaker	7	2.3%
Professional/Managerial	67	21.8%
Office/Clerical	29	9.4%
Crafts/Technical	17	5.5%
Service/Maintenance	47	15.3%
Paraprofessional	3	1.0%
Sales/Marketing	19	6.2%
Military	0	0.0%
Other	25	8.1%
Unknown	36	11.7%

Gambler's Annual Household Income		
Under $10,000	9	2.9%
$10,000-$14,999	18	5.8%
$15,000-$24,999	27	8.8%
$25,000-$34,999	41	13.3%
$35,000-$49,999	68	22.1%
$50,000-$74,999	59	19.2%
$75,000-$99,999	25	8.1%
$100,000-$149,000	6	1.9%
$150,000 plus	6	1.9%
Unknown	49	15.9%

Gambler's Estimated Household Debt Related to Gambling		
None	48	15.5%
Under $1,000	39	12.6%
$1,000-4,999	52	16.8%
$5,000-9,999	50	16.1%
$10,000-19,999	37	11.9%
$20,000-49,999	24	7.7%
$50,000-99,999	12	3.9%
$100,000-249,999	2	0.6%
$250,000+	0	0.0%
Unknown	46	14.8%

Gambler's Payment Defaults Related to Gambling Debt		
None	78	26.1%
Bankruptcy	17	5.7%
Loss of Car	7	2.3%
Loss of House	14	4.7%
Credit Card charge-offs	106	35.5%
Other	24	8.0%
Unknown	53	17.7%

Medical Problems of Gambler		
None	211	68.3%
Chronic Disease	20	6.5%
Disablity	19	6.1%
Other	18	5.8%
Unknown	41	13.3%

Mental Health Problems of Gambler		
None	154	49.7%
Depression	56	18.1%
Bipolar	12	3.9%
ADD/ADHD	7	2.3%
Anxiety	33	10.6%
Other	6	1.9%
Unknown	42	13.5%

Reported Gambling Activities Causing the Most Problems		
Lottery	40	12.9%
Slot Machines	156	50.3%
Horses/Dogs/Animals	1	0.3%
Sports Betting	5	1.6%
Bingo	3	1.0%
Cards	67	21.6%
Video Poker	10	3.2%
Internet	4	1.3%
Stock Market	0	0.0%
Other	4	1.3%
Unknown	20	6.5%

Age Problem Gambler First Gambled		
Under 10	1	0.3%
10-17	17	5.5%
18-24	108	35.0%
25-34	62	20.1%
35-44	40	12.9%
45-54	22	7.1%
55-64	7	2.3%
65+	3	1.0%
Unknown	49	15.9%

Age Gambling Became a Problem		
Under 18	0	0.0%
18-24	44	14.3%
25-34	73	23.7%
35-44	63	20.5%
45-54	46	14.9%
55-64	22	7.1%
65+	11	3.6%
Unknown	49	15.9%

Length of Gambling Problem		
Under 1 year	26	8.4%
1-2 years	60	19.4%
3-5 years	64	20.6%
6-10 years	64	20.6%
11-15 years	22	7.1%
Over 15 years	40	12.9%
Unknown	34	11.0%

Illegal Activities/Consequences Related to Problem Gambling		
None	236	76.1%
Bad Checks	20	6.5%
Theft	2	0.6%
Incarceration	0	0.0%
Probation	0	0.0%
Other	6	1.9%
Unknown	46	14.8%

Gambler's Other Past or Current Compulsive Behaviors		
None	181	58.8%
Alcohol	42	13.6%
Drugs	16	5.2%
Tobacco	20	6.5%
Food	6	1.9%
Shopping	3	1.0%
Other	5	1.6%
Unknown	35	11.4%

Gambler's History of Abuse		
None	200	64.5%
Physical	13	4.2%
Emotional	48	15.5%
Sexual	0	0.0%
Unknown	49	15.8%

In Last 6 Months, Problem Gambler Has		
None	268	86.5%
Has considered suicide	16	5.2%
Made plans for committing suicide	0	0.0%
Attempted suicide	0	0.0%
Unknown	26	8.4%