LifeWorks

ARIZONA OFFICE OF PROBLEM GAMBLING
Problem Gambling Helpline
July 2019 - June 2020

Total Number of Calls

Total Number of Helpline Specific Calls	195

Calls by Shift

Daytime (7AM-4PM) MST	101	51.8%
Evening (4PM - 10PM) MST	59	30.3%
After Midnight (10PM - 7AM) MST	35	17.9%

Caller Referral Source

Paper Phone Book	1	0.5%	Internet Phone Book	36	18.5%
Casino	46	23.6%	Office of Problem Gambling Website	4	2.1%
Magazine	0	0.0%	Lottery Website	9	4.6%
Newspaper	1	0.5%	Person familiar w/ State-funded Problem	12	6.2%
Radio	0	0.0%			
Movie Theatre	0	0.0%			
Billboard	7	3.6%	Other	24	12.3%
Lottery Display	22	11.3%	Unknown	33	16.9%

Number of Information Packets Sent 21

Out of State Callers 6

Caller County

Apache	2	Mohave	4
Cochise	1	Navajo	2
Coconino	0	Pima	13
Gila	1	Pinal	12
Graham	0	Santa Cruz	2
Greenlee	0	Yavapai	6
La Paz	0	Yuma	2
Maricopa	127	Unknown	17

Caller Profile

Gambler	175	89.7%
Spouse/Significant Other	6	3.1%
Friend	1	0.5%
Parent	4	2.1%
Child	3	1.5%
Sibling	3	1.5%
Therapist	0	0.0%
Employer	0	0.0%
Other	2	1.0%
Unknown	1	0.5%

Arizona Office of Problem Gambling Helpline Report
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Gambler's Gender		
Male	119	61.0%
Female	74	37.9%
Unknown	2	1.0%

Gambler's Age		
Under 18	0	0.0%
18-24	2	1.0%
25-34	18	9.2%
35-44	47	24.1%
45-54	26	13.3%
55-64	18	9.2%
65-74	10	5.1%
75 & Over	3	1.5%
Unknown	71	36.4%

Gambler's Ethnicity		
African-American	13	6.7%
Asian	17	8.8%
Caucasian	83	43.0%
Hispanic	24	12.4%
Native American	1	0.5%
Other	2	1.0%
Unknown	53	27.5%

Gambler's Marital Status		
Single	76	39.0%
Married	49	25.1%
Cohabitate	4	2.1%
Separated/Divorced	13	6.7%
Widowed	6	3.1%
Unknown	47	24.1%

Gambler's Minor Children In Household		
None	93	47.7%
One	11	5.6%
Two	12	6.2%
Three	4	2.1%
Four	0	0.0%
Five or more	2	1.0%
Unknown	73	37.4%

Gambler's Education Level		
High School or GED	36	18.5%
Associates Degree	13	6.7%
Bachelors Degree	33	16.9%
Graduate Degree	7	3.6%
Other	4	2.1%
Unknown	102	52.3%

Gambler's Employment Status		
Full-Time	76	39.0%
Part-Time	5	2.6%
Not Employed	40	20.5%
Other	8	4.1%
Unknown	66	33.8%

Gambler's Occupation		
None	35	17.9%
Homemaker	2	1.0%
Professional/Managerial	25	12.8%
Office/Clerical	7	3.6%
Crafts/Technical	2	1.0%
Service/Maintenance	5	2.6%
Paraprofessional	3	1.5%
Sales/Marketing	5	2.6%
Military	0	0.0%
Other	24	12.3%
Unknown	87	44.6%

Gambler's Annual Household Income		
Under $10,000	7	3.6%
$10,000-$14,999	12	6.2%
$15,000-$24,999	4	2.1%
$25,000-$34,999	3	1.5%
$35,000-$49,999	6	3.1%
$50,000-$74,999	8	4.1%
$75,000-$99,999	10	5.2%
$100,000-$149,000	4	2.1%
$150,000 plus	2	1.0%
Unknown	138	71.1%

Gambler's Estimated Household Debt Related to Gambling		
None	32	16.4%
Under $1,000	4	2.1%
$1,000-4,999	9	4.6%
$5,000-9,999	12	6.2%
$10,000-19,999	14	7.2%
$20,000-49,999	9	4.6%
$50,000-99,999	8	4.1%
$100,000-249,999	2	1.0%
$250,000+	0	0.0%
Unknown		

	105	53.8%

Gambler's Payment Defaults Related to Gambling Debt

None	63	33.3%
Bankruptcy	12	6.3%
Loss of Car	2	1.1%
Loss of House	7	3.7%
Credit Card charge-offs	16	8.5%
Other	10	5.3%
Unknown	79	41.8%

Medical Problems of Gambler

None	91	46.7%
Chronic Disease	5	2.6%
Disablity	3	1.5%
Other	8	4.1%
Unknown	88	45.1%

Mental Health Problems of Gambler

None	74	37.9%
Depression	20	10.3%
Bipolar	2	1.0%
ADD/ADHD	6	3.1%
Anxiety	7	3.6%
Other	4	2.1%
Unknown	82	42.1%

Reported Gambling Activities Causing the Most Problems

Lottery	17	8.8%
Slot Machines	85	43.8%
Horses/Dogs/Animals	0	0.0%
Sports Betting	21	10.8%
Bingo	1	0.5%
Cards	15	7.7%
Video Poker	10	5.2%
Internet	7	3.6%
Stock Market	0	0.0%
Other	3	1.5%
Unknown	35	18.0%

Age Problem Gambler First Gambled

Under 10	1	0.5%
10-17	6	3.1%
18-24	56	29.2%
25-34	16	8.3%
35-44	16	8.3%
45-54	8	4.2%
55-64	4	2.1%
65+	0	0.0%

Unknown	85	44.3%

Age Gambling Became a Problem

Under 18	4	2.1%
18-24	23	12.0%
25-34	32	16.8%
35-44	21	11.0%
45-54	21	11.0%
55-64	12	6.3%
65+	3	1.6%
Unknown	75	39.3%

Length of Gambling Problem

Under 1 year	17	8.9%
1-2 years	17	8.9%
3-5 years	32	16.8%
6-10 years	28	14.7%
11-15 years	25	13.1%
Over 15 years	24	12.6%
Unknown	48	25.1%

Illegal Activities/Consequences Related to Problem Gambling

None	108	56.3%
Bad Checks	5	2.6%
Theft	3	1.6%
Incarceration	3	1.6%
Probation	0	0.0%
Other	2	1.0%
Unknown	71	37.0%

Gambler's Other Past or Current Compulsive Behaviors

None	74	37.9%
Alcohol	14	7.2%
Drugs	13	6.7%
Tobacco	9	4.6%
Food	1	0.5%
Shopping	2	1.0%
Other	6	3.1%
Unknown	76	39.0%

Gambler's History of Abuse

None	94	48.2%
Physical	5	2.6%
Emotional	9	4.6%
Sexual	6	3.1%
Unknown	81	41.5%

In Last 6 Months, Problem Gambler Has		
None	134	68.7%
Has considered suicide	11	5.6%
Made plans for committing suicide	0	0.0%
Attempted suicide	0	0.0%
Unknown	50	25.6%