Arizona Helpline Statistics
July 2018 - June 2019

ARIZONA OFFICE OF PROBLEM GAMBLING

Total Number of Calls	
Total Number of Helpline Specific Calls	217

Calls by Shift		
Daytime (7AM-4PM) MST	114	52.5%
Evening (4PM - 10PM) MST	72	33.2%
After Midnight (10PM - 7AM) MST	31	14.3%

Caller Referral Source					
Paper Phone Book	1	0.5%	Internet Phone Book	27	12.4%
Casino	89	41.0%	Office of Problem Gambling Website	14	6.5%
Magazine	1	0.5%	Lottery Website	8	3.7%
Newspaper	1	0.5%	Person familiar w/ State-funded Problem	9	4.1%
Radio	5	2.3%	Other	27	12.4%
Movie Theatre	0	0.0%	Unknown	15	6.9%
Billboard	5	2.3%			
Lottery Display	15	6.9%			

Number of Information Packets Sent	39

Out of State Callers	4

Caller County			
Apache	1	Mohave	8
Cochise	2	Navajo	4
Coconino	1	Pima	23
Gila	1	Pinal	12
Graham	0	Santa Cruz	0
Greenlee	0	Yavapai	11
La Paz	0	Yuma	11
Maricopa	130	Unknown	9

Caller Profile		
Gambler	187	86.2%
Spouse/Significant Other	11	5.1%
Friend	7	3.2%
Parent	4	1.8%
Child	5	2.3%
Sibling	1	0.5%
Therapist	0	0.0%
Employer	0	0.0%
Other	1	0.5%
Unknown	1	0.5%

Gambler's Gender		
Male	124	57.1%
Female	92	42.4%
Unknown	1	0.5%

Gambler's Age		
Under 18	0	0.0%
18-24	2	0.9%
25-34	31	14.3%
35-44	36	16.6%
45-54	46	21.2%
55-64	33	15.2%
65-74	17	7.8%
75 & Over	6	2.8%
Unknown	46	21.2%

Gambler's Ethnicity		
African-American	17	7.8%
Asian	5	2.3%
Caucasian	110	50.7%
Hispanic	42	19.4%
Native American	1	0.5%
Other	7	3.2%
Unknown	35	16.1%

Gambler's Marital Status		
Single	71	32.7%
Married	72	33.2%
Cohabitate	12	5.5%
Separated/Divorced	24	11.1%
Widowed	5	2.3%
Unknown	33	15.2%

Gambler's Minor Children In Household		
None	121	55.8%
One	23	10.6%
Two	11	5.1%
Three	9	4.1%
Four	1	0.5%
Five or more	0	0.0%
Unknown	52	24.0%

Gambler's Education Level		
High School or GED	51	23.5%
Associates Degree	31	14.3%
Bachelors Degree	46	21.2%
Graduate Degree	8	3.7%
Other	9	4.1%
Unknown	72	33.2%

Gambler's Employment Status		
Full-Time	115	53.0%
Part-Time	12	5.5%
Not Employed	34	15.7%
Other	14	6.5%
Unknown	42	19.4%

Gambler's Occupation		
None	27	12.4%
Homemaker	2	0.9%
Professional/Managerial	34	15.7%
Office/Clerical	18	8.3%
Crafts/Technical	4	1.8%
Service/Maintenance	26	12.0%
Paraprofessional	2	0.9%
Sales/Marketing	10	4.6%
Military	0	0.0%
Other	27	12.4%
Unknown	67	30.9%

Gambler's Annual Household Income		
Under $10,000	3	1.4%
$10,000-$14,999	9	4.1%
$15,000-$24,999	11	5.1%
$25,000-$34,999	19	8.8%
$35,000-$49,999	29	13.4%
$50,000-$74,999	26	12.0%
$75,000-$99,999	12	5.5%
$100,000-$149,000	4	1.8%
$150,000 plus	0	0.0%
Unknown	104	47.9%

Gambler's Estimated Household Debt Related to Gambling		
None	0	0.0%
Under $1,000	22	10.1%
$1,000-4,999	32	14.7%
$5,000-9,999	20	9.2%
$10,000-19,999	21	9.7%
$20,000-49,999	7	3.2%
$50,000-99,999	3	1.4%
$100,000-249,999	5	2.3%
$250,000+	2	0.9%

Unknown	105	48.4%

Gambler's Payment Defaults Related to Gambling Debt		
None	69	31.8%
Bankruptcy	12	5.5%
Loss of Car	2	0.9%
Loss of House	5	2.3%
Credit Card charge-offs	36	16.6%
Other	20	9.2%
Unknown	73	33.6%

Medical Problems of Gambler		
None	140	64.5%
Chronic Disease	14	6.5%
Disablity	4	1.8%
Other	5	2.3%
Unknown	54	24.9%

Mental Health Problems of Gambler		
None	107	49.3%
Depression	27	12.4%
Bipolar	6	2.8%
ADD/ADHD	0	0.0%
Anxiety	16	7.4%
Other	4	1.8%
Unknown	57	26.3%

Reported Gambling Activities Causing the Most Problems		
Lottery	19	8.8%
Slot Machines	129	59.4%
Horses/Dogs/Animals	2	0.9%
Sports Betting	2	0.9%
Bingo	0	0.0%
Cards	23	10.6%
Video Poker	9	4.1%
Internet	1	0.5%
Stock Market	0	0.0%
Other	10	4.6%
Unknown	22	10.1%

Age Problem Gambler First Gambled		
Under 10	5	2.3%
10-17	9	4.1%
18-24	61	28.1%
25-34	40	18.4%
35-44	19	8.8%
45-54	19	8.8%
55-64	9	4.1%
65+	4	1.8%

Unknown	51	23.5%

Age Gambling Became a Problem

Under 18	3	1.4%
18-24	33	15.2%
25-34	40	18.4%
35-44	33	15.2%
45-54	31	14.3%
55-64	18	8.3%
65+	9	4.1%
Unknown	50	23.0%

Length of Gambling Problem

Under 1 year	8	3.7%
1-2 years	31	14.3%
3-5 years	52	24.0%
6-10 years	41	18.9%
11-15 years	18	8.3%
Over 15 years	35	16.1%
Unknown	32	14.7%

Illegal Activities/Consequences Related to Problem Gambling

None	137	63.1%
Bad Checks	5	2.3%
Theft	2	0.9%
Incarceration	1	0.5%
Probation	1	0.5%
Other	4	1.8%
Unknown	67	30.9%

Gambler's Other Past or Current Compulsive Behaviors

None	111	51.2%
Alcohol	20	9.2%
Drugs	17	7.8%
Tobacco	9	4.1%
Food	2	0.9%
Shopping	2	0.9%
Other	5	2.3%
Unknown	51	23.5%

Gambler's History of Abuse

None	146	67.3%
Physical	4	1.8%
Emotional	8	3.7%
Sexual	4	1.8%
Unknown	55	25.3%

In Last 6 Months, Problem Gambler Has		
None	182	83.9%
Has considered suicide	12	5.5%
Made plans for committing suicide	0	0.0%
Attempted suicide	0	0.0%
Unknown	23	10.6%