ARIZONA OFFICE OF PROBLEM GAMBLING
Problem Gambling Helpline
July 2020 - June 2021

Total Number of Calls

Total Number of Helpline Specific Calls	185

Calls by Shift

Daytime (7AM-4PM) MST	92	49.7%
Evening (4PM - 10PM) MST	60	32.4%
After Midnight (10PM - 7AM) MST	33	17.8%

Caller Referral Source

Paper Phone Book	0	0.0%	Internet Phone Book	43	23.2%
Casino	58	31.4%	Office of Problem Gambling Website	7	3.8%
Magazine	1	0.5%	Lottery Website	5	2.7%
Newspaper	0	0.0%	Person familiar w/ State-funded Problem	3	1.6%
Radio	5	2.7%	Other	21	11.4%
Movie Theatre	0	0.0%	Unknown	23	12.4%
Billboard	5	2.7%			
Lottery Display	14	7.6%			

Number of Information Packets Sent 32

Out of State Callers 1

Caller County

Apache	1	Mohave	9
Cochise	1	Navajo	2
Coconino	1	Pima	32
Gila	2	Pinal	9
Graham	0	Santa Cruz	0
Greenlee	0	Yavapai	7
La Paz	1	Yuma	3
Maricopa	99	Unknown	15

Caller Profile

Gambler	162	87.6%
Spouse/Significant Other	12	6.5%
Friend	3	1.6%
Parent	4	2.2%
Child	2	1.1%
Sibling	1	0.5%
Therapist	0	0.0%
Employer	0	0.0%
Other	0	0.0%
Unknown	1	0.5%

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Gambler's Gender		
Male	117	63.2%
Female	65	35.1%
Unknown	3	1.6%

Gambler's Age		
Under 18	1	0.5%
18-24	9	4.9%
25-34	26	14.1%
35-44	32	17.3%
45-54	22	11.9%
55-64	19	10.3%
65-74	10	5.4%
75 & Over	5	2.7%
Unknown	61	33.0%

Gambler's Ethnicity		
African-American	9	4.9%
Asian	4	2.2%
Caucasian	73	39.5%
Hispanic	23	12.4%
Native American	2	1.1%
Other	4	2.2%
Unknown	70	37.8%

Gambler's Marital Status		
Single	69	37.5%
Married	45	24.5%
Cohabitate	5	2.7%
Separated/Divorced	14	7.6%
Widowed	6	3.3%
Unknown	45	24.5%

Gambler's Minor Children In Household		
None	78	42.6%
One	10	5.5%
Two	7	3.8%
Three	5	2.7%
Four	1	0.5%
Five or more	3	1.6%
Unknown	79	43.2%

Gambler's Education Level		
High School or GED	30	16.2%
Associates Degree	10	5.4%
Bachelors Degree	20	10.8%
Graduate Degree	8	4.3%
Other	1	0.5%
Unknown	116	62.7%

Gambler's Employment Status		
Full-Time	78	42.2%
Part-Time	3	1.6%
Not Employed	33	17.8%
Other	8	4.3%
Unknown	63	34.1%

Gambler's Occupation		
None	29	15.8%
Homemaker	2	1.1%
Professional/Managerial	9	4.9%
Office/Clerical	3	1.6%
Crafts/Technical	3	1.6%
Service/Maintenance	11	6.0%
Paraprofessional	0	0.0%
Sales/Marketing	5	2.7%
Military	0	0.0%
Other	34	18.5%
Unknown	88	47.8%

Gambler's Annual Household Income		
Under $10,000	1	0.5%
$10,000-$14,999	8	4.3%
$15,000-$24,999	0	0.0%
$25,000-$34,999	4	2.2%
$35,000-$49,999	9	4.9%
$50,000-$74,999	11	5.9%
$75,000-$99,999	7	3.8%
$100,000-$149,000	2	1.1%
$150,000 plus	4	2.2%
Unknown	139	75.1%

Gambler's Estimated Household Debt Related to Gambling		
None	27	14.7%
Under $1,000	7	3.8%
$1,000-4,999	12	6.5%
$5,000-9,999	10	5.4%
$10,000-19,999	12	6.5%
$20,000-49,999	7	3.8%
$50,000-99,999	3	1.6%
$100,000-249,999	2	1.1%
$250,000+	2	1.1%

Unknown	102	55.4%

Gambler's Payment Defaults Related to Gambling Debt		
None	54	32.7%
Bankruptcy	3	1.8%
Loss of Car	2	1.2%
Loss of House	2	1.2%
Credit Card charge-offs	21	12.7%
Other	14	8.5%
Unknown	69	41.8%

Medical Problems of Gambler		
None	78	42.2%
Chronic Disease	8	4.3%
Disablity	2	1.1%
Other	7	3.8%
Unknown	90	48.6%

Mental Health Problems of Gambler		
None	69	37.3%
Depression	17	9.2%
Bipolar	1	0.5%
ADD/ADHD	2	1.1%
Anxiety	10	5.4%
Other	6	3.2%
Unknown	80	43.2%

Reported Gambling Activities Causing the Most Problems		
Lottery	16	8.6%
Slot Machines	78	42.2%
Horses/Dogs/Animals	1	0.5%
Sports Betting	13	7.0%
Bingo	1	0.5%
Cards	19	10.3%
Video Poker	7	3.8%
Internet	10	5.4%
Stock Market	3	1.6%
Other	9	4.9%
Unknown	28	15.1%

Age Problem Gambler First Gambled		
Under 10	2	1.1%
10-17	9	4.9%
18-24	43	23.5%
25-34	19	10.4%
35-44	23	12.6%
45-54	10	5.5%
55-64	7	3.8%
65+	0	0.0%

Unknown	70	38.3%

Age Gambling Became a Problem

Under 18	3	1.6%
18-24	27	14.6%
25-34	30	16.2%
35-44	24	13.0%
45-54	17	9.2%
55-64	8	4.3%
65+	8	4.3%
Unknown	68	36.8%

Length of Gambling Problem

Under 1 year	13	7.1%
1-2 years	41	22.3%
3-5 years	28	15.2%
6-10 years	26	14.1%
11-15 years	6	3.3%
Over 15 years	21	11.4%
Unknown	49	26.6%

Illegal Activities/Consequences Related to Problem Gambling

None	90	48.6%
Bad Checks	3	1.6%
Theft	0	0.0%
Incarceration	0	0.0%
Probation	0	0.0%
Other	3	1.6%
Unknown	89	48.1%

Gambler's Other Past or Current Compulsive Behaviors

None	71	38.4%
Alcohol	14	7.6%
Drugs	12	6.5%
Tobacco	5	2.7%
Food	2	1.1%
Shopping	2	1.1%
Other	5	2.7%
Unknown	74	40.0%

Gambler's History of Abuse

None	84	45.4%
Physical	5	2.7%
Emotional	7	3.8%
Sexual	4	2.2%
Unknown	85	45.9%

In Last 6 Months, Problem Gambler Has		
None	109	58.9%
Has considered suicide	9	4.9%
Made plans for committing suicide	1	0.5%
Attempted suicide	1	0.5%
Unknown	65	35.1%