



Total Number of Calls

Total Number of Helpline Specific Calls 443

Calls by Shift

Daytime (7AM-4PM) MST	250	56.4%
Evening (4PM - 10PM) MST	122	27.5%
After Midnight (10PM - 7AM) MST	71	16.0%

Caller Referral Source

Paper Phone Book	12	2.7%	Internet Phone Book	78	17.6%
Casino	181	40.9%	Office of Problem Gambling Website	29	6.5%
Magazine	0	0.0%	Lottery Website	10	2.3%
Newspaper	0	0.0%	Person familiar w/ State-funded Problem Gambling Program	22	5.0%
Radio	24	5.4%	Other	52	11.7%
Movie Theatre	0	0.0%	Unknown	0	0.0%
Billboard	5	1.1%			
Lottery Display	30	6.8%			

Number of Information Packets Sent 92

Out of State Callers 14

Caller County (See exported data for caller city information)

Apache	2	Mohave	11
Cochise	1	Navajo	5
Coconino	8	Pima	34
Gila	2	Pinal	11
Graham	1	Santa Cruz	4
Greenlee	0	Yavapai	18
La Paz	4	Yuma	6
Maricopa	221	Unknown	101

Caller Profile

Gambler	363	81.9%
Spouse/Significant Other	24	5.4%
Friend	10	2.3%
Parent	15	3.4%
Child	11	2.5%
Sibling	8	1.8%
Therapist	2	0.5%
Employer	0	0.0%
Other	10	2.3%
Unknown	0	0.0%

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Gambler's Gender

Male	245	55.3%
Female	196	44.2%
Unknown	2	0.5%

Gambler's Age

Under 18	1	0.2%
18-24	20	4.5%
25-34	107	24.2%
35-44	58	13.1%
45-54	82	18.5%
55-64	73	16.5%
65-74	45	10.2%
75 & Over	14	3.2%
Unknown	43	9.7%

Gambler's Ethnicity

African-American	25	5.6%
Asian	30	6.8%
Caucasian	255	57.6%
Hispanic	68	15.3%
Native American	8	1.8%
Other	14	3.2%
Unknown	43	9.7%

Gambler's Marital Status

Single	168	37.9%
Married	136	30.7%
Cohabitate	17	3.8%
Separated/Divorced	64	14.4%
Widowed	22	5.0%
Unknown	36	8.1%

Gambler's Minor Children In Household

None	302	68.2%
One	34	7.7%
Two	32	7.2%
Three	27	6.1%
Four	6	1.4%
Five or more	4	0.9%
Unknown	38	8.6%

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Gambler's Education Level

High School or GED	133	30.0%
Associates Degree	50	11.3%
Bachelors Degree	153	34.5%
Graduate Degree	38	8.6%
Other	7	1.6%
Unknown	62	14.0%

Gambler's Employment Status

Full-Time	218	49.2%
Part-Time	39	8.8%
Not Employed	147	33.2%
Other	1	0.2%
Unknown	38	8.6%

Gambler's Occupation

None	143	32.3%
Homemaker	12	2.7%
Professional/Managerial	70	15.8%
Office/Clerical	50	11.3%
Crafts/Technical	35	7.9%
Service/Maintenance	44	9.9%
Paraprofessional	14	3.2%
Sales/Marketing	28	6.3%
Military	2	0.5%
Other	7	1.6%
Unknown	38	8.6%

Gambler's Annual Household Income

Under \$10,000	36	8.1%
\$10,000-\$14,999	38	8.6%
\$15,000-\$24,999	42	9.5%
\$25,000-\$34,999	58	13.1%
\$35,000-\$49,999	58	13.1%
\$50,000-\$74,999	67	15.1%
\$75,000-\$99,999	45	10.2%
\$100,000-\$149,000	29	6.5%
\$150,000 plus	6	1.4%
Unknown	64	14.4%

Gambler's Estimated Household Debt Related to Gambling

None	100	22.6%
Under \$1,000	25	5.6%
\$1,000-4,999	54	12.2%
\$5,000-9,999	70	15.8%
\$10,000-19,999	59	13.3%
\$20,000-49,999	36	8.1%
\$50,000-99,999	16	3.6%
\$100,000-249,999	5	1.1%
\$250,000+	2	0.5%
Unknown	76	17.2%

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Gambler's Payment Defaults Related to Gambling Debt

None	198	44.7%
Bankruptcy	34	7.7%
Loss of Car	15	3.4%
Loss of House	21	4.7%
Credit Card charge-offs	98	22.1%
Other	19	4.3%
Unknown	58	13.1%

Medical Problems of Gambler

None	331	74.7%
Chronic Disease	21	4.7%
Disablity	24	5.4%
Other	9	2.0%
Unknown	58	13.1%

Mental Health Problems of Gambler

None	226	51.0%
Depression	77	17.4%
Bipolar	43	9.7%
ADD/ADHD	3	0.7%
Anxiety	15	3.4%
Other	13	2.9%
Unknown	66	14.9%

Reported Gambling Activities Causing the Most Problems

Lottery	30	6.8%
Slot Machines	228	51.5%
Horses/Dogs/Animals	2	0.5%
Sports Betting	44	9.9%
Bingo	1	0.2%
Cards	88	19.9%
Video Poker	31	7.0%
Internet	6	1.4%
Stock Market	1	0.2%
Other	5	1.1%
Unknown	7	1.6%

Age Problem Gambler First Gambled

Under 10	4	0.9%
10-17	52	11.7%
18-24	163	36.8%
25-34	40	9.0%
35-44	43	9.7%
45-54	44	9.9%
55-64	26	5.9%
65+	9	2.0%
Unknown	62	14.0%

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Age Gambling Became a Problem

Under 18	4	0.9%
18-24	77	17.4%
25-34	107	24.2%
35-44	58	13.1%
45-54	76	17.2%
55-64	47	10.6%
65+	21	4.7%
Unknown	53	12.0%

Length of Gambling Problem

Under 1 year	37	8.4%
1-2 years	68	15.3%
3-5 years	99	22.3%
6-10 years	95	21.4%
11-15 years	34	7.7%
Over 15 years	61	13.8%
Unknown	49	11.1%

Illegal Activities/Consequences Related to Problem Gambling

None	311	70.2%
Bad Checks	21	4.7%
Theft	43	9.7%
Incarceration	1	0.2%
Probation	3	0.7%
Other	5	1.1%
Unknown	59	13.3%

Gambler's Other Past or Current Compulsive Behaviors

None	226	51.0%
Alcohol	60	13.5%
Drugs	49	11.1%
Tobacco	32	7.2%
Food	4	0.9%
Shopping	4	0.9%
Other	8	1.8%
Unknown	60	13.5%

Gambler's History of Abuse

None	280	63.2%
Physical	14	3.2%
Emotional	50	11.3%
Sexual	10	2.3%
Unknown	89	20.1%

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In Last 6 Months, Problem Gambler Has

None	346	78.1%
Has considered suicide	63	14.2%
Made plans for committing suicide	0	0.0%
Attempted suicide	2	0.5%
Unknown	32	7.2%