



Total Number of Calls

Total Number of Helpline Specific Calls 331

Calls by Shift

Table with 3 columns: Shift, Calls, Percentage. Rows include Daytime (7AM-4PM) MST, Evening (4PM - 10PM) MST, and After Midnight (10PM - 7AM) MST.

Caller Referral Source

Table with 5 columns: Referral Source, Count, Percentage, Referral Source, Count, Percentage. Lists various sources like Paper Phone Book, Casino, Magazine, Newspaper, Radio, Movie Theatre, Billboard, Lottery Display, Internet Phone Book, Office of Problem Gambling Website, Lottery Website, Person familiar w/ State-funded Problem Gambling Program, Other, and Unknown.

Number of Information Packets Sent 61

Out of State Callers 15

Caller County

Table with 4 columns: County, Count, County, Count. Lists counties such as Apache, Cochise, Coconino, Gila, Graham, Greenlee, La Paz, Maricopa, Mohave, Navajo, Pima, Pinal, Santa Cruz, Yavapai, Yuma, and Unknown.

Caller Profile

Table with 3 columns: Profile, Count, Percentage. Lists profiles such as Gambler, Spouse/Significant Other, Friend, Parent, Child, Sibling, Therapist, Employer, Other, and Unknown.

# Arizona Office of Problem Gambling Helpline Report

## July 1, 2015- June 30, 2016

### Gambler's Gender

Male	208	62.8%
Female	123	37.2%
Unknown	0	0.0%

### Gambler's Age

Under 18	0	0.0%
18-24	23	6.9%
25-34	85	25.7%
35-44	55	16.6%
45-54	58	17.5%
55-64	45	13.6%
65-74	30	9.1%
75 & Over	11	3.3%
Unknown	24	7.3%

### Gambler's Ethnicity

African-American	23	6.9%
Asian	16	4.8%
Caucasian	179	54.1%
Hispanic	56	16.9%
Native American	10	3.0%
Other	16	4.8%
Unknown	31	9.4%

### Gambler's Marital Status

Single	126	38.1%
Married	115	34.7%
Cohabitate	12	3.6%
Separated/Divorced	38	11.5%
Widowed	15	4.5%
Unknown	25	7.6%

### Gambler's Minor Children In Household

None	207	62.5%
One	26	7.9%
Two	42	12.7%
Three	18	5.4%
Four	8	2.4%
Five or more	1	0.3%
Unknown	29	8.8%

# Arizona Office of Problem Gambling Helpline Report

## July 1, 2015- June 30, 2016

### Gambler's Education Level

High School or GED	89	26.9%
Associates Degree	46	13.9%
Bachelors Degree	103	31.1%
Graduate Degree	22	6.6%
Other	8	2.4%
Unknown	63	19.0%

### Gambler's Employment Status

Full-Time	186	56.2%
Part-Time	22	6.6%
Not Employed	92	27.8%
Other	5	1.5%
Unknown	26	7.9%

### Gambler's Occupation

None	88	26.6%
Homemaker	9	2.7%
Professional/Managerial	68	20.5%
Office/Clerical	33	10.0%
Crafts/Technical	19	5.7%
Service/Maintenance	40	12.1%
Paraprofessional	8	2.4%
Sales/Marketing	26	7.9%
Military	2	0.6%
Other	9	2.7%
Unknown	29	8.8%

### Gambler's Annual Household Income

Under \$10,000	30	9.1%
\$10,000-\$14,999	15	4.5%
\$15,000-\$24,999	29	8.8%
\$25,000-\$34,999	35	10.6%
\$35,000-\$49,999	49	14.8%
\$50,000-\$74,999	47	14.2%
\$75,000-\$99,999	31	9.4%
\$100,000-\$149,000	26	7.9%
\$150,000 plus	10	3.0%
Unknown	59	17.8%

### Gambler's Estimated Household Debt Related to Gambling

None	61	18.4%
Under \$1,000	20	6.0%
\$1,000-4,999	48	14.5%
\$5,000-9,999	46	13.9%
\$10,000-19,999	41	12.4%
\$20,000-49,999	33	10.0%
\$50,000-99,999	12	3.6%
\$100,000-249,999	4	1.2%
\$250,000+	4	1.2%
Unknown	62	18.7%

# Arizona Office of Problem Gambling Helpline Report

## July 1, 2015- June 30, 2016

### Gambler's Payment Defaults Related to Gambling Debt

None	147	44.4%
Bankruptcy	20	6.0%
Loss of Car	7	2.1%
Loss of House	5	1.5%
Credit Card charge-offs	77	23.3%
Other	19	5.7%
Unknown	56	16.9%

### Medical Problems of Gambler

None	232	70.1%
Chronic Disease	13	3.9%
Disablity	8	2.4%
Other	16	4.8%
Unknown	62	18.7%

### Mental Health Problems of Gambler

None	181	54.7%
Depression	45	13.6%
Bipolar	10	3.0%
ADD/ADHD	7	2.1%
Anxiety	15	4.5%
Other	10	3.0%
Unknown	63	19.0%

### Reported Gambling Activities Causing the Most Problems

Lottery	40	12.1%
Slot Machines	161	48.6%
Horses/Dogs/Animals	7	2.1%
Sports Betting	20	6.0%
Bingo	0	0.0%
Cards	80	24.2%
Video Poker	5	1.5%
Internet	6	1.8%
Stock Market	1	0.3%
Other	5	1.5%
Unknown	6	1.8%

### Age Problem Gambler First Gambled

Under 10	3	0.9%
10-17	18	5.4%
18-24	141	42.6%
25-34	57	17.2%
35-44	32	9.7%
45-54	23	6.9%
55-64	11	3.3%
65+	5	1.5%
Unknown	41	12.4%

# Arizona Office of Problem Gambling Helpline Report

## July 1, 2015- June 30, 2016

### Age Gambling Became a Problem

Under 18	1	0.3%
18-24	71	21.5%
25-34	91	27.5%
35-44	55	16.6%
45-54	38	11.5%
55-64	24	7.3%
65+	16	4.8%
Unknown	35	10.6%

### Length of Gambling Problem

Under 1 year	40	12.1%
1-2 years	58	17.5%
3-5 years	62	18.7%
6-10 years	83	25.1%
11-15 years	13	3.9%
Over 15 years	42	12.7%
Unknown	33	10.0%

### Illegal Activities/Consequences Related to Problem Gambling

None	239	72.2%
Bad Checks	7	2.1%
Theft	20	6.0%
Incarceration	0	0.0%
Probation	3	0.9%
Other	10	3.0%
Unknown	52	15.7%

### Gambler's Other Past or Current Compulsive Behaviors

None	174	52.6%
Alcohol	39	11.8%
Drugs	20	6.0%
Tobacco	26	7.9%
Food	6	1.8%
Shopping	5	1.5%
Other	6	1.8%
Unknown	55	16.6%

### Gambler's History of Abuse

None	213	64.4%
Physical	8	2.4%
Emotional	26	7.9%
Sexual	9	2.7%
Unknown	75	22.7%

# Arizona Office of Problem Gambling Helpline Report

## July 1, 2015- June 30, 2016

### In Last 6 Months, Problem Gambler Has

None	269	81.3%
Has considered suicide	25	7.6%
Made plans for committing suicide	1	0.3%
Attempted suicide	2	0.6%
Unknown	34	10.3%