



**Total Number of Calls**

Total Number of Helpline Specific Calls 449

**Calls by Shift**

Daytime (7AM-4PM) MST	280	62.4%
Evening (4PM - 10PM) MST	116	25.8%
After Midnight (10PM - 7AM) MST	53	11.8%

**Caller Referral Source**

Paper Phone Book	11	2.4%	Internet Phone Book	59	13.1%
Casino	212	47.2%	Office of Problem Gambling Website	36	8.0%
Magazine	4	0.9%	Lottery Website	15	3.3%
Newspaper	2	0.4%	Person familiar w/ State-funded Problem Gambling Program	21	4.7%
Radio	21	4.7%	Other	20	4.5%
Movie Theatre	0	0.0%	Unknown	6	1.3%
Billboard	8	1.8%			
Lottery Display	34	7.6%			

**Number of Information Packets Sent**

**116**

**Out of State Callers**

**16**

**Caller County (See exported data for caller city information)**

Apache	3	Mohave	8
Cochise	4	Navajo	4
Coconino	10	Pima	44
Gila	7	Pinal	14
Graham	0	Santa Cruz	3
Greenlee	0	Yavapai	18
La Paz	0	Yuma	9
Maricopa	209	Unknown	100

**Caller Profile**

Gambler	363	80.8%
Spouse/Significant Other	30	6.7%
Friend	7	1.6%
Parent	8	1.8%
Child	14	3.1%
Sibling	14	3.1%
Therapist	6	1.3%
Employer	0	0.0%
Other	7	1.6%
Unknown	0	0.0%

# Arizona Office of Problem Gambling Helpline Report

## July 1, 2013 - June 30, 2014

### Gambler's Gender

Male	226	50.3%
Female	220	49.0%
Unknown	3	0.7%

### Gambler's Age

Under 18	0	0.0%
18-24	19	4.2%
25-34	87	19.4%
35-44	61	13.6%
45-54	88	19.6%
55-64	68	15.1%
65-74	42	9.4%
75 & Over	28	6.2%
Unknown	56	12.5%

### Gambler's Ethnicity

African-American	25	5.6%
Asian	19	4.2%
Caucasian	268	59.7%
Hispanic	52	11.6%
Native American	12	2.7%
Other	10	2.2%
Unknown	63	14.0%

### Gambler's Marital Status

Single	134	29.8%
Married	168	37.4%
Cohabitate	20	4.5%
Separated/Divorced	54	12.0%
Widowed	22	4.9%
Unknown	51	11.4%

### Gambler's Minor Children In Household

None	280	62.4%
One	35	7.8%
Two	44	9.8%
Three	20	4.5%
Four	12	2.7%
Five or more	7	1.6%
Unknown	51	11.4%

## Arizona Office of Problem Gambling Helpline Report July 1, 2013 - June 30, 2014

### Gambler's Education Level

High School or GED	170	37.9%
Associates Degree	57	12.7%
Bachelors Degree	90	20.0%
Graduate Degree	30	6.7%
Other	6	1.3%
Unknown	96	21.4%

### Gambler's Employment Status

Full-Time	232	51.7%
Part-Time	41	9.1%
Not Employed	122	27.2%
Other	0	0.0%
Unknown	54	12.0%

### Gambler's Occupation

None	122	27.2%
Homemaker	7	1.6%
Professional/Managerial	76	16.9%
Office/Clerical	64	14.3%
Crafts/Technical	32	7.1%
Service/Maintenance	59	13.1%
Paraprofessional	10	2.2%
Sales/Marketing	19	4.2%
Military	1	0.2%
Other	4	0.9%
Unknown	55	12.2%

### Gambler's Annual Household Income

Under \$10,000	13	2.9%
\$10,000-\$14,999	30	6.7%
\$15,000-\$24,999	45	10.0%
\$25,000-\$34,999	58	12.9%
\$35,000-\$49,999	57	12.7%
\$50,000-\$74,999	77	17.1%
\$75,000-\$99,999	42	9.4%
\$100,000-\$149,000	19	4.2%
\$150,000 plus	9	2.0%
Unknown	99	22.0%

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

None	99	22.0%
Under \$1,000	29	6.5%
\$1,000-4,999	41	9.1%
\$5,000-9,999	63	14.0%
\$10,000-19,999	52	11.6%
\$20,000-49,999	43	9.6%
\$50,000-99,999	19	4.2%
\$100,000-249,999	5	1.1%
\$250,000+	1	0.2%
Unknown	97	21.6%

# Arizona Office of Problem Gambling Helpline Report

## July 1, 2013 - June 30, 2014

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

None	242	53.9%
Bankruptcy	16	3.6%
Loss of Car	13	2.9%
Loss of House	27	6.0%
Credit Card charge-offs	50	11.1%
Other	15	3.3%
Unknown	86	19.2%

### Medical Problems of Gambler

None	285	63.5%
Chronic Disease	25	5.6%
Disablity	33	7.3%
Other	22	4.9%
Unknown	84	18.7%

### Mental Health Problems of Gambler

None	245	54.6%
Depression	73	16.3%
Bipolar	11	2.4%
ADD/ADHD	3	0.7%
Anxiety	14	3.1%
Other	10	2.2%
Unknown	93	20.7%

### Reported Gambling Activities Causing the Most Problems

Lottery	32	7.1%
Slot Machines	258	57.5%
Horses/Dogs/Animals	3	0.7%
Sports Betting	11	2.4%
Bingo	5	1.1%
Cards	102	22.7%
Video Poker	21	4.7%
Internet	2	0.4%
Stock Market	1	0.2%
Other	2	0.4%
Unknown	12	2.7%

### Age Problem Gambler First Gambled

Under 10	5	1.1%
10-17	27	6.0%
18-24	156	34.7%
25-34	68	15.1%
35-44	42	9.4%
45-54	32	7.1%
55-64	18	4.0%
65+	14	3.1%
Unknown	87	19.4%

# Arizona Office of Problem Gambling Helpline Report

## July 1, 2013 - June 30, 2014

### Age Gambling Became a Problem

Under 18	6	1.3%
18-24	74	16.5%
25-34	104	23.2%
35-44	62	13.8%
45-54	56	12.5%
55-64	53	11.8%
65+	27	6.0%
Unknown	67	14.9%

### Length of Gambling Problem

Under 1 year	50	11.1%
1-2 years	80	17.8%
3-5 years	75	16.7%
6-10 years	58	12.9%
11-15 years	35	7.8%
Over 15 years	87	19.4%
Unknown	64	14.3%

### Illegal Activities/Consequences Related to Problem Gambling

None	328	73.1%
Bad Checks	23	5.1%
Theft	11	2.4%
Incarceration	1	0.2%
Probation	0	0.0%
Other	7	1.6%
Unknown	79	17.6%

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

None	257	57.2%
Alcohol	30	6.7%
Drugs	12	2.7%
Tobacco	40	8.9%
Food	7	1.6%
Shopping	6	1.3%
Other	1	0.2%
Unknown	96	21.4%

### Gambler's History of Abuse

None	298	66.4%
Physical	17	3.8%
Emotional	11	2.4%
Sexual	12	2.7%
Unknown	111	24.7%

**Arizona Office of Problem Gambling Helpline Report  
July 1, 2013 - June 30, 2014**

**In Last 6 Months, Problem Gambler Has**

None	360	80.2%
Has considered suicide	24	5.3%
Made plans for committing suicide	0	0.0%
Attempted suicide	2	0.4%
Unknown	63	14.0%