



Total Number of Calls

Total Number of Helpline Specific Calls 514

Calls by Shift

Daytime (7AM-4PM) MST	344	66.9%
Evening (4PM - 10PM) MST	128	24.9%
After Midnight (10PM - 7AM) MST	42	8.2%

Caller Referral Source

Phone Book	67	13.0%	Office of Problem Gambling Website	31	6.0%
Casino	211	41.1%	Lottery Website	13	2.5%
Magazine	4	0.8%	Person familiar w/ State-funded Problem Gambling Program	20	3.9%
Newspaper	5	1.0%	Other	47	9.1%
Radio	11	2.1%	Unknown	40	7.8%
Movie Theatre	0	0.0%			
Billboard	9	1.8%			
Lottery Display	56	10.9%			

Number of Information Packets Sent

233

Out of State Callers

1

Caller County (See exported data for caller city information)

Apache	3	Mohave	12
Cochise	5	Navajo	8
Coconino	14	Pima	81
Gila	15	Pinal	21
Graham	1	Santa Cruz	2
Greenlee	0	Yavapai	48
La Paz	0	Yuma	31
Maricopa	249	Unknown	24

Caller Profile

Gambler	412	80.2%
Spouse/Significant Other	38	7.4%
Friend	13	2.5%
Parent	18	3.5%
Child	16	3.1%
Sibling	12	2.3%
Therapist	2	0.4%
Employer	0	0.0%
Other	3	0.6%
Unknown	0	0.0%

Gambler's Gender

Male	268	52.1%
Female	246	47.9%
Unknown	0	0.0%

Gambler's Age

Under 18	0	0.0%
18-24	25	4.9%
25-34	66	12.8%
35-44	102	19.8%
45-54	114	22.2%
55-64	95	18.5%
65-74	46	8.9%
75 & Over	11	2.1%
Unknown	55	10.7%

Gambler's Ethnicity

African-American	26	5.1%
Asian	8	1.6%
Caucasian	355	69.1%
Hispanic	68	13.2%
Native American	13	2.5%
Other	2	0.4%
Unknown	42	8.2%

Gambler's Marital Status

Single	133	25.9%
Married	196	38.1%
Cohabitate	34	6.6%
Separated/Divorced	91	17.7%
Widowed	25	4.9%
Unknown	35	6.8%

Gambler's Minor Children In Household

None	324	63.0%
One	45	8.8%
Two	47	9.1%
Three	20	3.9%
Four	10	1.9%
Five or more	4	0.8%
Unknown	64	12.5%

Arizona Office of Problem Gambling Helpline Report

July 1, 2009 - June 30, 2010

Gambler's Education Level

High School or GED	185	36.0%
Associates Degree	69	13.4%
Bachelors Degree	101	19.6%
Graduate Degree	30	5.8%
Other	18	3.5%
Unknown	111	21.6%

Gambler's Employment Status

Full-Time	273	53.1%
Part-Time	38	7.4%
Not Employed	126	24.5%
Other	13	2.5%
Unknown	64	12.5%

Gambler's Occupation

None	91	17.7%
Homemaker	14	2.7%
Professional/Managerial	103	20.0%
Office/Clerical	50	9.7%
Crafts/Technical	46	8.9%
Service/Maintenance	62	12.1%
Paraprofessional	11	2.1%
Sales/Marketing	19	3.7%
Military	2	0.4%
Other	37	7.2%
Unknown	79	15.4%

Gambler's Annual Household Income

Under \$10,000	5	1.0%
\$10,000-\$14,999	35	6.8%
\$15,000-\$24,999	57	11.1%
\$25,000-\$34,999	74	14.4%
\$35,000-\$49,999	85	16.5%
\$50,000-\$74,999	79	15.4%
\$75,000-\$99,999	37	7.2%
\$100,000-\$149,000	22	4.3%
\$150,000 plus	4	0.8%
Unknown	116	22.6%

Gambler's Estimated Household Debt Related to Gambling

None	91	17.7%
Under \$1,000	29	5.6%
\$1,000-4,999	92	17.9%
\$5,000-9,999	53	10.3%
\$10,000-19,999	67	13.0%
\$20,000-49,999	35	6.8%
\$50,000-99,999	28	5.4%
\$100,000-249,999	18	3.5%
\$250,000+	0	0.0%
Unknown	101	19.6%

Arizona Office of Problem Gambling Helpline Report

July 1, 2009 - June 30, 2010

Gambler's Payment Defaults Related to Gambling Debt

None	234	45.5%
Bankruptcy	47	9.1%
Loss of Car	17	3.3%
Loss of House	37	7.2%
Credit Card charge-offs	74	14.4%
Other	27	5.3%
Unknown	78	15.2%

Medical Problems of Gambler

None	324	63.0%
Chronic Disease	49	9.5%
Disability	32	6.2%
Other	17	3.3%
Unknown	92	17.9%

Mental Health Problems of Gambler

None	264	51.4%
Depression	104	20.2%
Bipolar	11	2.1%
ADD/ADHD	4	0.8%
Anxiety	27	5.3%
Other	6	1.2%
Unknown	98	19.1%

Reported Gambling Activities Causing the Most Problems

Lottery	33	6.4%
Slot Machines	309	60.1%
Horses/Dogs/Animals	6	1.2%
Sports Betting	8	1.6%
Bingo	5	1.0%
Cards	84	16.3%
Video Poker	27	5.3%
Internet	4	0.8%
Stock Market	0	0.0%
Other	3	0.6%
Unknown	35	6.8%

Age Problem Gambler First Gambled

Under 10	4	0.8%
10-17	34	6.6%
18-24	147	28.6%
25-34	89	17.3%
35-44	59	11.5%
45-54	51	9.9%
55-64	22	4.3%
65+	7	1.4%
Unknown	101	19.6%

Arizona Office of Problem Gambling Helpline Report

July 1, 2009 - June 30, 2010

Age Gambling Became a Problem

Under 18	5	1.0%
18-24	54	10.5%
25-34	72	14.0%
35-44	112	21.8%
45-54	100	19.5%
55-64	53	10.3%
65+	27	5.3%
Unknown	91	17.7%

Length of Gambling Problem

Under 1 year	32	6.2%
1-2 years	95	18.5%
3-5 years	125	24.3%
6-10 years	101	19.6%
11-15 years	37	7.2%
Over 15 years	41	8.0%
Unknown	83	16.1%

Illegal Activities/Consequences Related to Problem Gambling

None	352	68.5%
Bad Checks	48	9.3%
Theft	21	4.1%
Incarceration	1	0.2%
Probation	0	0.0%
Other	11	2.1%
Unknown	81	15.8%

Gambler's Other Past or Current Compulsive Behaviors

None	231	44.9%
Alcohol	79	15.4%
Drugs	13	2.5%
Tobacco	81	15.8%
Food	10	1.9%
Shopping	7	1.4%
Other	5	1.0%
Unknown	88	17.1%

Gambler's History of Abuse

None	321	62.5%
Physical	21	4.1%
Emotional	33	6.4%
Sexual	19	3.7%
Unknown	120	23.3%

Arizona Office of Problem Gambling Helpline Report
July 1, 2009 - June 30, 2010

In Last 6 Months, Problem Gambler Has

None	375	73.0%
Has considered suicide	49	9.5%
Made plans for committing suicide	5	1.0%
Attempted suicide	3	0.6%
Unknown	82	16.0%