



**Total Number of Calls**

Total Number of Helpline Specific Calls 377

**Calls by Shift**

Daytime (7AM-4PM) MST	250	66.3%
Evening (4PM - 10PM) MST	95	25.2%
After Midnight (10PM - 7AM) MST	32	8.5%

**Caller Referral Source**

Phone Book	60	15.9%	Office of Problem Gambling Website	22	5.8%
Casino	109	28.9%	Lottery Website	20	5.3%
Magazine	1	0.3%	Person familiar w/ State-funded Problem Gambling Program	28	7.4%
Newspaper	2	0.5%	Other	57	15.1%
Radio	7	1.9%	Unknown	25	6.6%
Movie Theatre	1	0.3%			
Billboard	7	1.9%			
Lottery Display	38	10.1%			

**Number of Information Packets Sent**

169

**Out of State Callers**

0

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

Apache	0	Mohave	12
Cochise	3	Navajo	11
Coconino	6	Pima	60
Gila	5	Pinal	16
Graham	0	Santa Cruz	3
Greenlee	0	Yavapai	31
La Paz	3	Yuma	15
Maricopa	169	Unknown	43

**Caller Profile**

Gambler	291	77.2%
Spouse/Significant Other	19	5.0%
Friend	19	5.0%
Parent	8	2.1%
Child	24	6.4%
Sibling	3	0.8%
Therapist	3	0.8%
Employer	0	0.0%
Other	9	2.4%
Unknown	1	0.3%

# Arizona Office of Problem Gambling Helpline Report

## July 1, 2010 - June 30, 2011

### Gambler's Gender

Male	184	48.8%
Female	190	50.4%
Unknown	3	0.8%

### Gambler's Age

Under 18	0	0.0%
18-24	12	3.2%
25-34	53	14.1%
35-44	63	16.7%
45-54	68	18.0%
55-64	65	17.2%
65-74	26	6.9%
75 & Over	12	3.2%
Unknown	78	20.7%

### Gambler's Ethnicity

African-American	28	7.4%
Asian	8	2.1%
Caucasian	227	60.2%
Hispanic	46	12.2%
Native American	12	3.2%
Other	5	1.3%
Unknown	51	13.5%

### Gambler's Marital Status

Single	84	22.3%
Married	145	38.5%
Cohabitate	23	6.1%
Separated/Divorced	45	11.9%
Widowed	27	7.2%
Unknown	53	14.1%

### Gambler's Minor Children In Household

None	209	55.4%
One	42	11.1%
Two	33	8.8%
Three	24	6.4%
Four	3	0.8%
Five or more	2	0.5%
Unknown	64	17.0%

# Arizona Office of Problem Gambling Helpline Report

## July 1, 2010 - June 30, 2011

### Gambler's Education Level

High School or GED	134	35.5%
Associates Degree	42	11.1%
Bachelors Degree	68	18.0%
Graduate Degree	19	5.0%
Other	21	5.6%
Unknown	93	24.7%

### Gambler's Employment Status

Full-Time	162	43.0%
Part-Time	26	6.9%
Not Employed	118	31.3%
Other	10	2.7%
Unknown	61	16.2%

### Gambler's Occupation

None	100	26.5%
Homemaker	13	3.4%
Professional/Managerial	66	17.5%
Office/Clerical	27	7.2%
Crafts/Technical	20	5.3%
Service/Maintenance	41	10.9%
Paraprofessional	7	1.9%
Sales/Marketing	16	4.2%
Military	1	0.3%
Other	18	4.8%
Unknown	68	18.0%

### Gambler's Annual Household Income

Under \$10,000	12	3.2%
\$10,000-\$14,999	28	7.4%
\$15,000-\$24,999	31	8.2%
\$25,000-\$34,999	41	10.9%
\$35,000-\$49,999	31	8.2%
\$50,000-\$74,999	44	11.7%
\$75,000-\$99,999	12	3.2%
\$100,000-\$149,000	14	3.7%
\$150,000 plus	6	1.6%
Unknown	158	41.9%

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

None	77	20.4%
Under \$1,000	28	7.4%
\$1,000-4,999	42	11.1%
\$5,000-9,999	26	6.9%
\$10,000-19,999	28	7.4%
\$20,000-49,999	20	5.3%
\$50,000-99,999	17	4.5%
\$100,000-249,999	12	3.2%
\$250,000+	1	0.3%
Unknown	126	33.4%

# Arizona Office of Problem Gambling Helpline Report

## July 1, 2010 - June 30, 2011

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

None	153	40.6%
Bankruptcy	39	10.3%
Loss of Car	12	3.2%
Loss of House	16	4.2%
Credit Card charge-offs	44	11.7%
Other	19	5.0%
Unknown	94	24.9%

### Medical Problems of Gambler

None	188	49.9%
Chronic Disease	27	7.2%
Disablity	30	8.0%
Other	19	5.0%
Unknown	113	30.0%

### Mental Health Problems of Gambler

None	122	32.4%
Depression	91	24.1%
Bipolar	7	1.9%
ADD/ADHD	6	1.6%
Anxiety	27	7.2%
Other	5	1.3%
Unknown	119	31.6%

### Reported Gambling Activities Causing the Most Problems

Lottery	34	9.0%
Slot Machines	213	56.5%
Horses/Dogs/Animals	2	0.5%
Sports Betting	2	0.5%
Bingo	2	0.5%
Cards	67	17.8%
Video Poker	12	3.2%
Internet	2	0.5%
Stock Market	0	0.0%
Other	8	2.1%
Unknown	35	9.3%

### Age Problem Gambler First Gambled

Under 10	4	1.1%
10-17	24	6.4%
18-24	83	22.0%
25-34	55	14.6%
35-44	44	11.7%
45-54	30	8.0%
55-64	11	2.9%
65+	6	1.6%
Unknown	120	31.8%

## Arizona Office of Problem Gambling Helpline Report July 1, 2010 - June 30, 2011

### Age Gambling Became a Problem

Under 18	3	0.8%
18-24	32	8.5%
25-34	59	15.6%
35-44	62	16.4%
45-54	61	16.2%
55-64	30	8.0%
65+	20	5.3%
Unknown	110	29.2%

### Length of Gambling Problem

Under 1 year	44	11.7%
1-2 years	51	13.5%
3-5 years	66	17.5%
6-10 years	62	16.4%
11-15 years	24	6.4%
Over 15 years	26	6.9%
Unknown	104	27.6%

### Illegal Activities/Consequences Related to Problem Gambling

None	231	61.3%
Bad Checks	30	8.0%
Theft	7	1.9%
Incarceration	1	0.3%
Probation	0	0.0%
Other	4	1.1%
Unknown	104	27.6%

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

None	146	38.7%
Alcohol	41	10.9%
Drugs	20	5.3%
Tobacco	46	12.2%
Food	7	1.9%
Shopping	6	1.6%
Other	2	0.5%
Unknown	109	28.9%

### Gambler's History of Abuse

None	174	46.2%
Physical	29	7.7%
Emotional	20	5.3%
Sexual	17	4.5%
Unknown	137	36.3%

**Arizona Office of Problem Gambling Helpline Report  
July 1, 2010 - June 30, 2011**

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

None	235	62.3%
Has considered suicide	43	11.4%
Made plans for committing suicide	6	1.6%
Attempted suicide	0	0.0%
Unknown	93	24.7%