



**Total Number of Calls**

Total Number of Helpline Specific Calls 433

**Calls by Shift**

Daytime (7AM-4PM) MST	255	58.9%
Evening (4PM - 10PM) MST	123	28.4%
After Midnight (10PM - 7AM) MST	55	12.7%

**Caller Referral Source**

Paper Phone Book	23	5.6%	Internet Phone Book	51	12.4%
Casino	208	50.7%	Office of Problem Gambling Website	8	2.0%
Magazine	3	0.7%	Lottery Website	12	2.9%
Newspaper	2	0.5%	Person familiar w/ State-funded Problem Gambling Program	34	8.3%
Radio	18	4.4%	Other	25	6.1%
Movie Theatre	0	0.0%	Unknown	5	1.2%
Billboard	5	1.2%			
Lottery Display	39	9.5%			

**Number of Information Packets Sent**

**132**

**Out of State Callers**

**3**

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

Apache	3	Mohave	11
Cochise	5	Navajo	8
Coconino	8	Pima	60
Gila	7	Pinal	5
Graham	1	Santa Cruz	1
Greenlee	0	Yavapai	29
La Paz	1	Yuma	21
Maricopa	206	Unknown	64

**Caller Profile**

Gambler	352	81.3%
Spouse/Significant Other	17	3.9%
Friend	19	4.4%
Parent	13	3.0%
Child	21	4.8%
Sibling	6	1.4%
Therapist	1	0.2%
Employer	1	0.2%
Other	2	0.5%
Unknown	1	0.2%

# Arizona Office of Problem Gambling Helpline Report

## July 1, 2011 - June 30, 2012

### Gambler's Gender

Male	227	52.4%
Female	206	47.6%
Unknown	0	0.0%

### Gambler's Age

Under 18	0	0.0%
18-24	20	4.6%
25-34	68	15.7%
35-44	60	13.9%
45-54	83	19.2%
55-64	66	15.2%
65-74	38	8.8%
75 & Over	7	1.6%
Unknown	91	21.0%

### Gambler's Ethnicity

African-American	39	9.0%
Asian	19	4.4%
Caucasian	268	61.9%
Hispanic	63	14.5%
Native American	7	1.6%
Other	4	0.9%
Unknown	33	7.6%

### Gambler's Marital Status

Single	140	32.3%
Married	129	29.8%
Cohabitate	36	8.3%
Separated/Divorced	58	13.4%
Widowed	26	6.0%
Unknown	44	10.2%

### Gambler's Minor Children In Household

None	275	63.5%
One	41	9.5%
Two	39	9.0%
Three	20	4.6%
Four	7	1.6%
Five or more	3	0.7%
Unknown	48	11.1%

# Arizona Office of Problem Gambling Helpline Report

## July 1, 2011 - June 30, 2012

### Gambler's Education Level

High School or GED	185	42.7%
Associates Degree	48	11.1%
Bachelors Degree	99	22.9%
Graduate Degree	29	6.7%
Other	8	1.8%
Unknown	64	14.8%

### Gambler's Employment Status

Full-Time	229	52.9%
Part-Time	40	9.2%
Not Employed	114	26.3%
Other	5	1.2%
Unknown	45	10.4%

### Gambler's Occupation

None	112	25.9%
Homemaker	4	0.9%
Professional/Managerial	90	20.8%
Office/Clerical	50	11.5%
Crafts/Technical	29	6.7%
Service/Maintenance	48	11.1%
Paraprofessional	4	0.9%
Sales/Marketing	29	6.7%
Military	3	0.7%
Other	17	3.9%
Unknown	47	10.9%

### Gambler's Annual Household Income

Under \$10,000	11	2.5%
\$10,000-\$14,999	39	9.0%
\$15,000-\$24,999	44	10.2%
\$25,000-\$34,999	52	12.0%
\$35,000-\$49,999	58	13.4%
\$50,000-\$74,999	48	11.1%
\$75,000-\$99,999	25	5.8%
\$100,000-\$149,000	11	2.5%
\$150,000 plus	6	1.4%
Unknown	139	32.1%

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

None	97	22.4%
Under \$1,000	37	8.5%
\$1,000-4,999	55	12.7%
\$5,000-9,999	29	6.7%
\$10,000-19,999	29	6.7%
\$20,000-49,999	37	8.5%
\$50,000-99,999	11	2.5%
\$100,000-249,999	10	2.3%
\$250,000+	3	0.7%
Unknown	125	28.9%

# Arizona Office of Problem Gambling Helpline Report

## July 1, 2011 - June 30, 2012

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

None	197	45.5%
Bankruptcy	28	6.5%
Loss of Car	14	3.2%
Loss of House	18	4.2%
Credit Card charge-offs	67	15.5%
Other	22	5.1%
Unknown	87	20.1%

### Medical Problems of Gambler

None	276	63.7%
Chronic Disease	25	5.8%
Disablity	30	6.9%
Other	13	3.0%
Unknown	89	20.6%

### Mental Health Problems of Gambler

None	216	49.9%
Depression	81	18.7%
Bipolar	10	2.3%
ADD/ADHD	4	0.9%
Anxiety	18	4.2%
Other	13	3.0%
Unknown	91	21.0%

### Reported Gambling Activities Causing the Most Problems

Lottery	34	7.9%
Slot Machines	255	58.9%
Horses/Dogs/Animals	6	1.4%
Sports Betting	9	2.1%
Bingo	4	0.9%
Cards	89	20.6%
Video Poker	18	4.2%
Internet	2	0.5%
Stock Market	1	0.2%
Other	3	0.7%
Unknown	12	2.8%

### Age Problem Gambler First Gambled

Under 10	6	1.4%
10-17	29	6.7%
18-24	111	25.6%
25-34	59	13.6%
35-44	52	12.0%
45-54	31	7.2%
55-64	27	6.2%
65+	4	0.9%
Unknown	114	26.3%

## Arizona Office of Problem Gambling Helpline Report July 1, 2011 - June 30, 2012

### Age Gambling Became a Problem

Under 18	4	0.9%
18-24	58	13.4%
25-34	67	15.5%
35-44	78	18.0%
45-54	60	13.9%
55-64	34	7.9%
65+	21	4.8%
Unknown	111	25.6%

### Length of Gambling Problem

Under 1 year	41	9.5%
1-2 years	84	19.4%
3-5 years	79	18.2%
6-10 years	56	12.9%
11-15 years	31	7.2%
Over 15 years	45	10.4%
Unknown	97	22.4%

### Illegal Activities/Consequences Related to Problem Gambling

None	298	68.8%
Bad Checks	28	6.5%
Theft	7	1.6%
Incarceration	2	0.5%
Probation	0	0.0%
Other	7	1.6%
Unknown	91	21.0%

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

None	204	47.1%
Alcohol	62	14.3%
Drugs	23	5.3%
Tobacco	36	8.3%
Food	7	1.6%
Shopping	8	1.8%
Other	3	0.7%
Unknown	90	20.8%

### Gambler's History of Abuse

None	288	66.5%
Physical	13	3.0%
Emotional	24	5.5%
Sexual	13	3.0%
Unknown	95	21.9%

**Arizona Office of Problem Gambling Helpline Report**  
**July 1, 2011 - June 30, 2012**

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

None	349	80.6%
Has considered suicide	38	8.8%
Made plans for committing suicide	1	0.2%
Attempted suicide	2	0.5%
Unknown	43	9.9%