



**Total Number of Calls**

Total Number of Helpline Specific Calls 506

**Calls by Shift**

Daytime (7AM-4PM) MST	308	60.9%
Evening (4PM - 10PM) MST	148	29.2%
After Midnight (10PM - 7AM) MST	50	9.9%

**Caller Referral Source**

Paper Phone Book	19	3.8%	Internet Phone Book	89	17.6%
Casino	264	52.2%	Office of Problem Gambling Website	20	4.0%
Magazine	3	0.6%	Lottery Website	10	2.0%
Newspaper	1	0.2%	Person familiar w/ State-funded Problem Gambling Program	13	2.6%
Radio	8	1.6%	Other	19	3.8%
Movie Theatre	0	0.0%	Unknown	10	2.0%
Billboard	9	1.8%			
Lottery Display	41	8.1%			

**Number of Information Packets Sent**

**121**

**Out of State Callers**

**17**

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

Apache	1	Mohave	9
Cochise	5	Navajo	10
Coconino	6	Pima	75
Gila	4	Pinal	17
Graham	4	Santa Cruz	0
Greenlee	0	Yavapai	21
La Paz	0	Yuma	16
Maricopa	242	Unknown	79

**Caller Profile**

Gambler	407	80.4%
Spouse/Significant Other	34	6.7%
Friend	13	2.6%
Parent	15	3.0%
Child	20	4.0%
Sibling	8	1.6%
Therapist	7	1.4%
Employer	0	0.0%
Other	2	0.4%
Unknown	0	0.0%

# Arizona Office of Problem Gambling Helpline Report

## July 1, 2012 - June 30, 2013

### Gambler's Gender

Male	249	49.2%
Female	257	50.8%
Unknown	0	0.0%

### Gambler's Age

Under 18	0	0.0%
18-24	22	4.3%
25-34	66	13.0%
35-44	100	19.8%
45-54	103	20.4%
55-64	79	15.6%
65-74	42	8.3%
75 & Over	14	2.8%
Unknown	80	15.8%

### Gambler's Ethnicity

African-American	48	9.5%
Asian	7	1.4%
Caucasian	316	62.5%
Hispanic	63	12.5%
Native American	7	1.4%
Other	12	2.4%
Unknown	53	10.5%

### Gambler's Marital Status

Single	166	32.8%
Married	183	36.2%
Cohabitate	23	4.5%
Separated/Divorced	55	10.9%
Widowed	25	4.9%
Unknown	54	10.7%

### Gambler's Minor Children In Household

None	349	69.0%
One	36	7.1%
Two	38	7.5%
Three	17	3.4%
Four	6	1.2%
Five or more	1	0.2%
Unknown	59	11.7%

## Arizona Office of Problem Gambling Helpline Report

### July 1, 2012 - June 30, 2013

#### Gambler's Education Level

High School or GED	186	36.8%
Associates Degree	45	8.9%
Bachelors Degree	130	25.7%
Graduate Degree	26	5.1%
Other	14	2.8%
Unknown	105	20.8%

#### Gambler's Employment Status

Full-Time	286	56.5%
Part-Time	34	6.7%
Not Employed	128	25.3%
Other	2	0.4%
Unknown	56	11.1%

#### Gambler's Occupation

None	118	23.3%
Homemaker	12	2.4%
Professional/Managerial	117	23.1%
Office/Clerical	60	11.9%
Crafts/Technical	28	5.5%
Service/Maintenance	63	12.5%
Paraprofessional	7	1.4%
Sales/Marketing	25	4.9%
Military	1	0.2%
Other	16	3.2%
Unknown	59	11.7%

#### Gambler's Annual Household Income

Under \$10,000	15	3.0%
\$10,000-\$14,999	37	7.3%
\$15,000-\$24,999	47	9.3%
\$25,000-\$34,999	70	13.8%
\$35,000-\$49,999	77	15.2%
\$50,000-\$74,999	94	18.6%
\$75,000-\$99,999	37	7.3%
\$100,000-\$149,000	15	3.0%
\$150,000 plus	8	1.6%
Unknown	106	20.9%

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

None	141	27.9%
Under \$1,000	41	8.1%
\$1,000-4,999	69	13.6%
\$5,000-9,999	51	10.1%
\$10,000-19,999	37	7.3%
\$20,000-49,999	34	6.7%
\$50,000-99,999	17	3.4%
\$100,000-249,999	8	1.6%
\$250,000+	4	0.8%
Unknown	104	20.6%

# Arizona Office of Problem Gambling Helpline Report

## July 1, 2012 - June 30, 2013

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

None	311	61.5%
Bankruptcy	16	3.2%
Loss of Car	11	2.2%
Loss of House	26	5.1%
Credit Card charge-offs	50	9.9%
Other	18	3.6%
Unknown	74	14.6%

### Medical Problems of Gambler

None	355	70.2%
Chronic Disease	36	7.1%
Disablity	22	4.3%
Other	15	3.0%
Unknown	78	15.4%

### Mental Health Problems of Gambler

None	307	60.7%
Depression	77	15.2%
Bipolar	10	2.0%
ADD/ADHD	3	0.6%
Anxiety	20	4.0%
Other	11	2.2%
Unknown	78	15.4%

### Reported Gambling Activities Causing the Most Problems

Lottery	38	7.5%
Slot Machines	326	64.4%
Horses/Dogs/Animals	3	0.6%
Sports Betting	13	2.6%
Bingo	2	0.4%
Cards	87	17.2%
Video Poker	18	3.6%
Internet	4	0.8%
Stock Market	3	0.6%
Other	1	0.2%
Unknown	11	2.2%

### Age Problem Gambler First Gambled

Under 10	2	0.4%
10-17	36	7.1%
18-24	145	28.7%
25-34	84	16.6%
35-44	64	12.6%
45-54	38	7.5%
55-64	31	6.1%
65+	10	2.0%
Unknown	96	19.0%

## Arizona Office of Problem Gambling Helpline Report July 1, 2012 - June 30, 2013

### Age Gambling Became a Problem

Under 18	5	1.0%
18-24	67	13.2%
25-34	99	19.6%
35-44	104	20.6%
45-54	72	14.2%
55-64	50	9.9%
65+	20	4.0%
Unknown	89	17.6%

### Length of Gambling Problem

Under 1 year	50	9.9%
1-2 years	81	16.0%
3-5 years	111	21.9%
6-10 years	86	17.0%
11-15 years	34	6.7%
Over 15 years	62	12.3%
Unknown	82	16.2%

### Illegal Activities/Consequences Related to Problem Gambling

None	403	79.6%
Bad Checks	10	2.0%
Theft	11	2.2%
Incarceration	2	0.4%
Probation	0	0.0%
Other	9	1.8%
Unknown	71	14.0%

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

None	303	59.9%
Alcohol	58	11.5%
Drugs	19	3.8%
Tobacco	35	6.9%
Food	6	1.2%
Shopping	2	0.4%
Other	7	1.4%
Unknown	76	15.0%

### Gambler's History of Abuse

None	374	73.9%
Physical	17	3.4%
Emotional	19	3.8%
Sexual	11	2.2%
Unknown	85	16.8%

## Arizona Office of Problem Gambling Helpline Report July 1, 2012 - June 30, 2013

### In Last 6 Months, Problem Gambler Has

None	445	87.9%
Has considered suicide	28	5.5%
Made plans for committing suicide	4	0.8%
Attempted suicide	0	0.0%
Unknown	29	5.7%