

**Problem Gamblers Helpline  
Arkansas 2019-2020 Fiscal Year Report**

**Problem Gamblers Helpline 7/1/2019-6/30/2020 Arkansas Fiscal Year Report**

**Total Calls** 4397  
**Total LACG Intakes** 117

Call Type	Call Type	Average Type
Hang-ups	787	17.9%
LACG INTAKE	117	2.7%
Other	31	0.7%
Seeking Casino Information	2102	47.8%
Seeking Lottery Information	1021	23.2%
Wrong Numbers	339	7.7%
Total	4397	100.0%

Suicide	Calls	Percent
No	115	98%
Past	0	0%
Present	2	2%
Total	117	100%

Caller's Subject	Calls	Percent
Brother	3	3%
Client	1	1%
Daughter	1	1%
Father	0	0%
Friend	3	3%
Husband/Male sig other	1	1%
Inmate	0	0%
Misc. Family Member	1	1%
Mother	2	2%
Self	98	84%
Sister	1	1%
Son	1	1%
Unwilling	3	3%
Wife/Female sig other	2	2%
Work	0	0%
Total	117	100%

Gambler's Gender	Calls	Percent
Female	53	45%
Male	64	55%
Unwilling	0	0%
Total	117	100%

Ethnicity of Gambler	Calls	Percent
African American	39	33%
Asian American	1	1%
Caucasian	69	59%
Hispanic	1	1%
Other	0	0%
Multiracial	0	0%
Native American	2	2%
Unwilling/Unknown	5	4%
Total	117	100%

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Precipitating Event	Calls	Percent
Financial Problems	87	74%
Marital Problems	15	13%
Family Problems	21	18%
Job Problems	4	3%
Mental Health Problems	15	13%
Physical Health Problems	0	0%
Legal Problems	4	3%
Other Problems	21	18%

\* Percent greater than 100 because many individuals indicated more than one problem area.

The percent associated with each type of gambling indicates what percent of all the callers indicated that form of gambling was a problem for them.

Most Problematic Gambling	Calls	Percent
Baccarat	0	0%
Bingo	0	0%
Blackjack	3	3%
Cards	1	1%
Cards Dice/Non Casino	3	3%
Dice	0	0%
Horsrace/Racetrack	2	2%
Internet	5	4%
Keno	0	0%
Lottery	0	0%
N/A	0	0%
Poker	4	3%
Roulette	0	0%
Scratch-offs	15	13%
Slots	59	50%
Stocks	0	0%
Unspec.- Casino	10	9%
Unspec.- Lottery	2	2%
Unspec. -Other	0	0%
Unspec. -Sports	2	2%
Unsure	0	0%
Unwilling	11	9%
Video Poker	0	0%
Video Poker- Non Casino	0	0%
Total	117	100%

Gambler Employed	Calls	Percent
Employed	66	56%
Other	3	3%
Retired	12	10%
Unsure	1	1%
Unemployed	9	8%
Unwilling	26	22%
Total	117	100%

Age Group of Gamblers	Calls	Percent
13-17	0	0%
18-24	7	6%
25-34	19	16%
35-44	22	19%
45-54	19	16%
55-64	20	17%
65+	5	4%
Unsure	2	2%
Unwilling	23	20%
Total	117	100%

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Other Problems Identified	Yes		No	
	Yes	Percentage	No	Percentage
Alcoholism	6	5%	81	69%
Drug Abuse	4	3%	83	71%
Depression	21	18%	64	55%
Eating Disorder	0	0%	87	74%
Overspending	29	25%	57	49%
Smoking	22	19%	63	54%
Sexual Addiction	1	1%	84	72%

Problems Identified in Family	Yes		No	
	Yes	Percentage	No	Percentage
Abuse	3	3%	81	69%
Alcoholism	18	15%	65	56%
Drug Abuse	15	13%	68	58%
Eating Disorder	1	1%	83	71%
Gambling	15	13%	68	58%

Misc Questions	Yes		No	
	Yes	Percentage	No	Percentage
Do you have mental health insurance?	29	25%	68	58%
Are you familiar with GA?	28	24%	77	66%
Are you a Veteran?	3	3%	93	79%
Have you ever filed bankruptcy?	11	9%	85	73%
Have you ever had credit problems?	34	29%	62	53%

Gambling Activity	Average	Std. Deviation
How many hours per week do you spend gambling?	20.7	27.4
How many people depend on you (or the gambler) for the majority of their food/shelter?	1.6	2.6
How long have you gambled (years)?	22.2	19.7
How long has gambling caused problems in your life (years)?	9.3	10.2

Marital Status	Calls	Percent
Cohabiting	6	5%
Divorced	7	6%
Married	30	26%
N/A	1	1%
Separated	3	3%
Single	38	32%
Widowed	2	2%
Unsure	0	0%
Unwilling	30	26%
Total	117	100%

Number of Children	Calls	Percent
No children	53	45%
One Child	14	12%
Two Children	10	9%
Three Children	2	2%
Four Children	4	3%
Five Children	2	2%
Six Children	0	0%
Seven Children	1	1%
Unwilling	31	26%
Total	117	100%

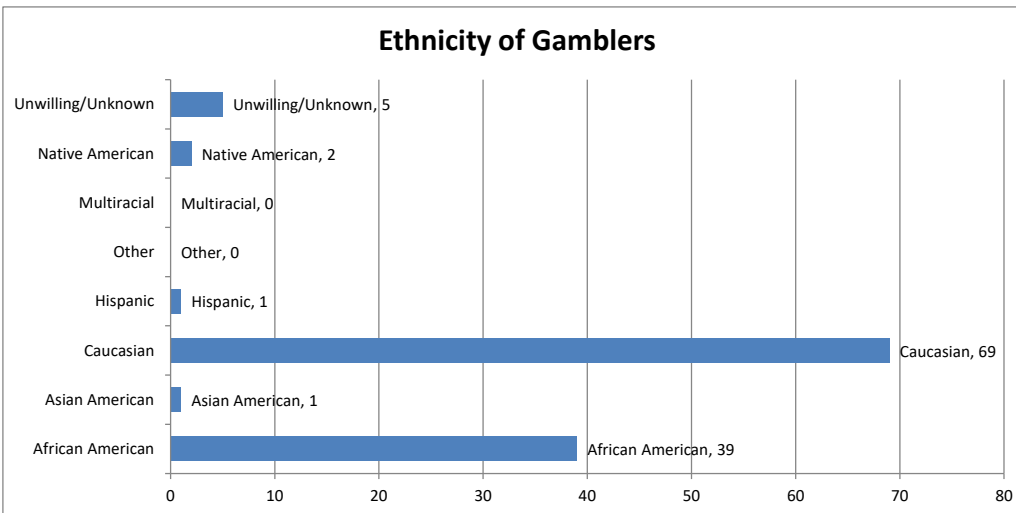
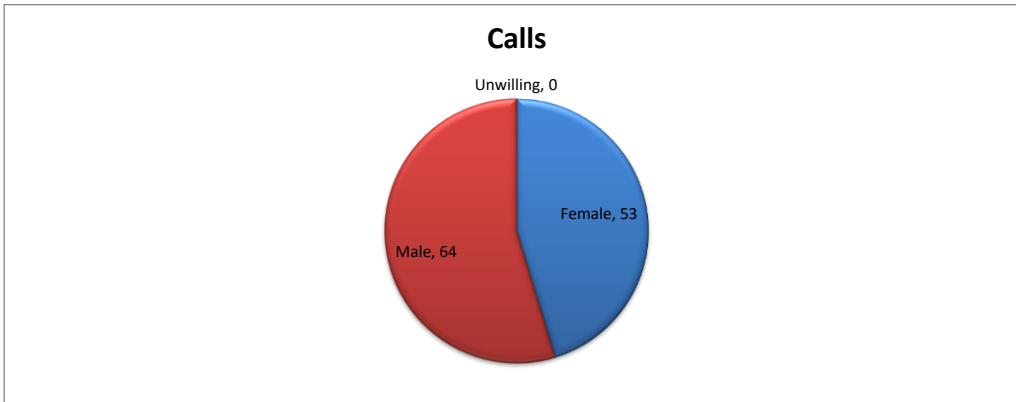
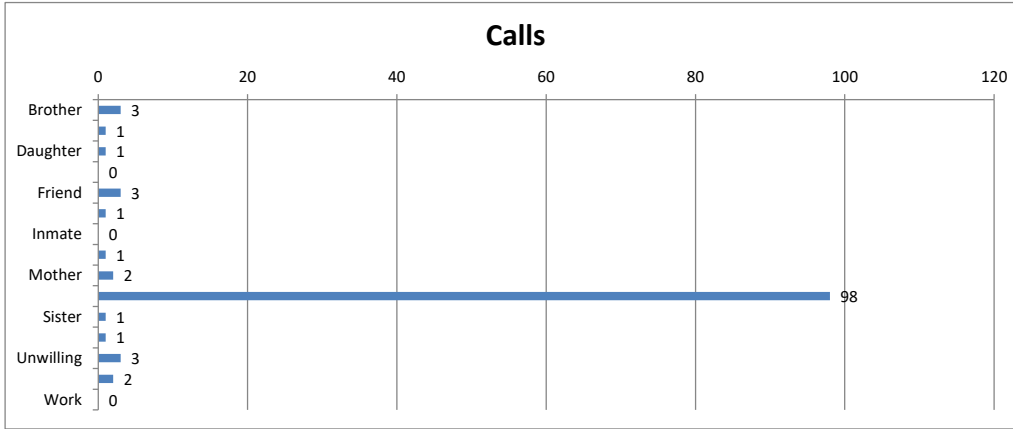
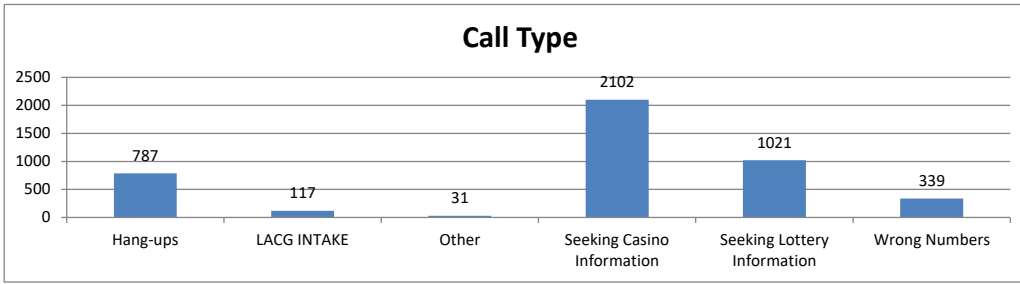
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<b>Gambler Debt</b>	<b>Calls</b>	<b>Percent</b>
No	15	13%
Unknown	3	3%
Unwilling	29	25%
Yes	70	60%
<b>Total</b>	<b>117</b>	<b>100%</b>

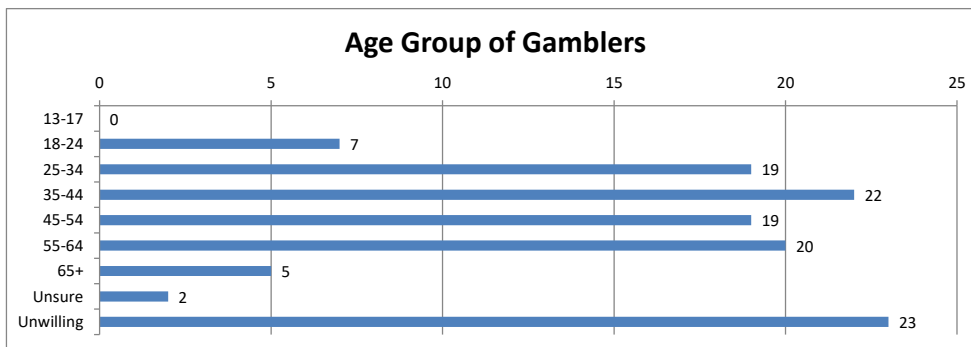
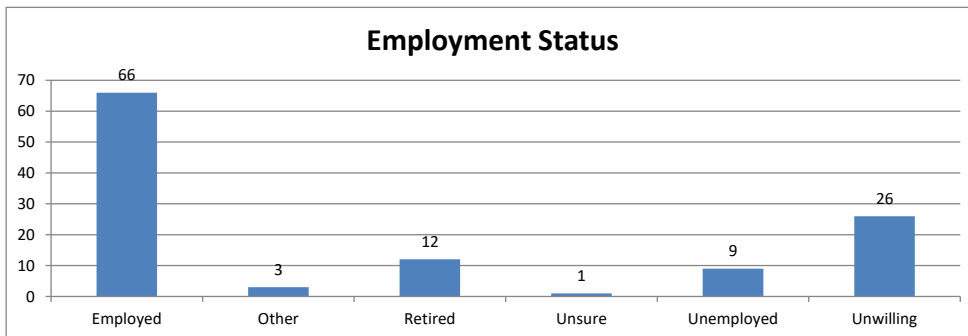
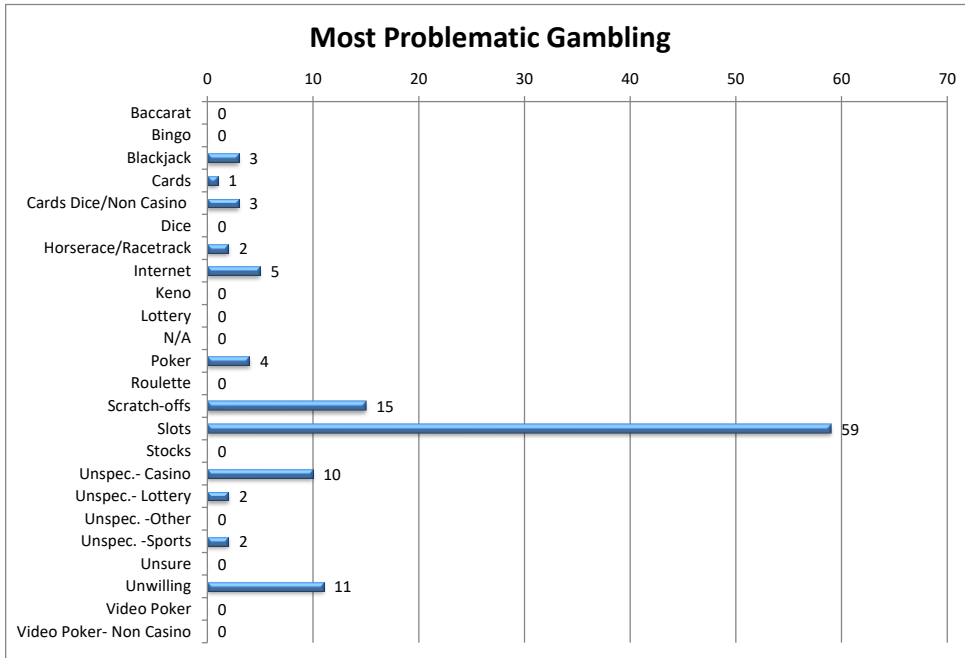
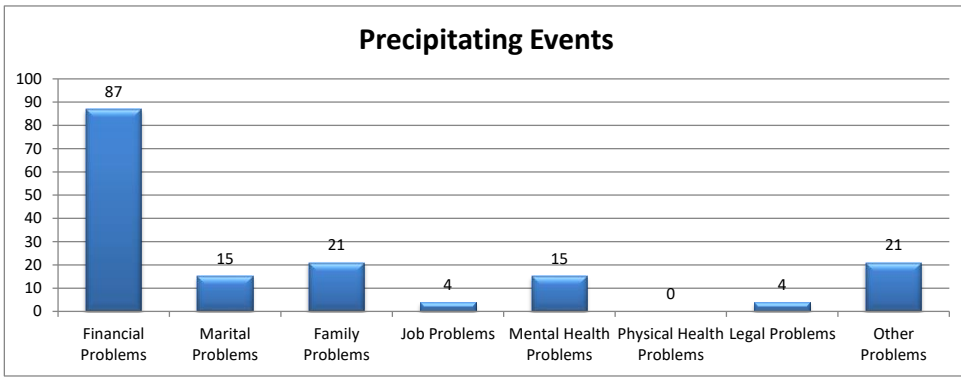
<b>Calls by Gambler Salary</b>	<b>Calls</b>	<b>Percent</b>
\$10,000-\$14,999	1	1%
\$100,000-\$149,999	3	3%
\$15,000-\$24,999	4	3%
\$25,000-\$34,999	5	4%
\$35,000-49,999	7	6%
\$5,000-\$9,999	2	2%
\$50,000-\$74,999	6	5%
\$75,000-\$99,999	3	3%
above \$150,000	0	0%
less than \$5,000	0	0%
No Income	3	3%
Unknown	0	0%
Unsure	8	7%
Unwilling	75	64%
<b>Total</b>	<b>117</b>	<b>100%</b>

<b>How Caller Heard of Problem Gamblers Helpline</b>	<b>Calls</b>	<b>Percent</b>
Billboard	0	0%
Bingo Hall	0	0%
Brochure	2	2%
Casino	22	19%
Casino Card	18	15%
Court	0	0%
Crisis Line	1	1%
Family Member	2	2%
Friend	3	3%
Horseshoe/Racetrack	0	0%
Internet	37	32%
Lottery	9	8%
Newspaper	0	0%
Phone Operator (411)	0	0%
Phonebook	0	0%
Radio	3	3%
Repeat Caller	0	0%
Store	0	0%
Support Group	0	0%
Therapist	0	0%
Treatment Facility	0	0%
TV Commercial	0	0%
TV Program	0	0%
Unsure	0	0%
Work	0	0%
Unwilling	20	17%
<b>Total</b>	<b>117</b>	<b>100%</b>

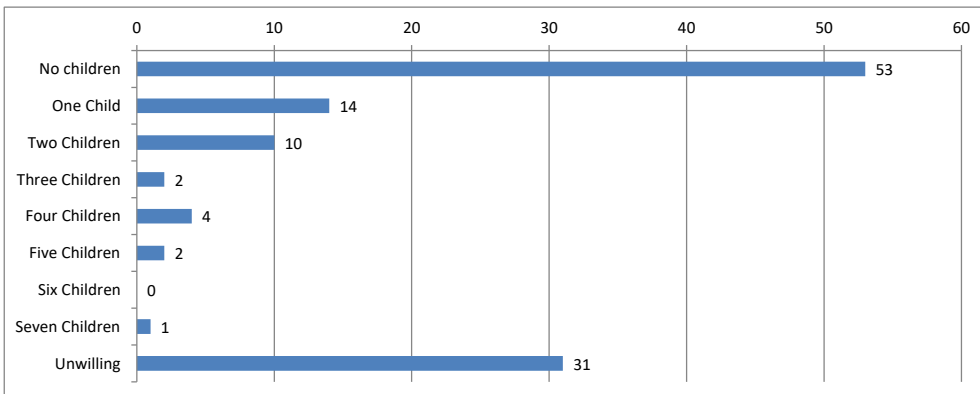
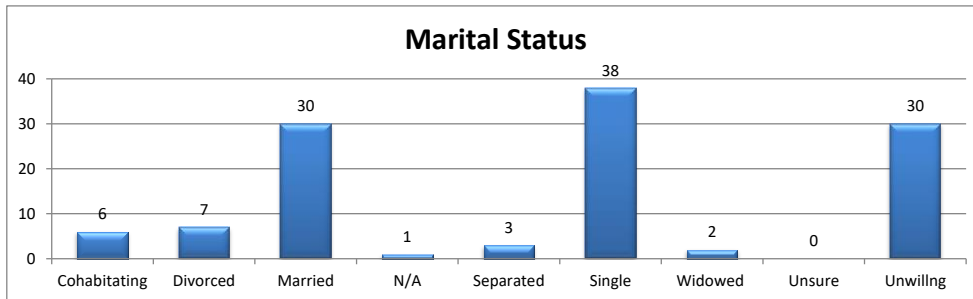
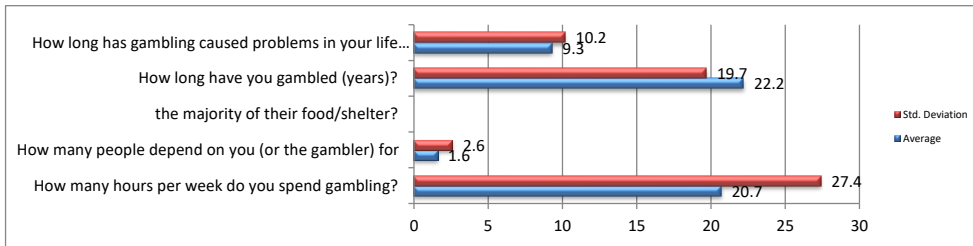
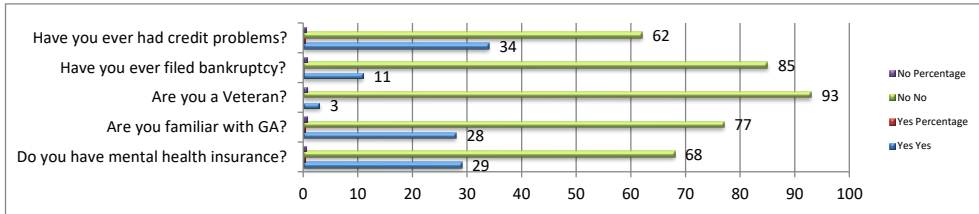
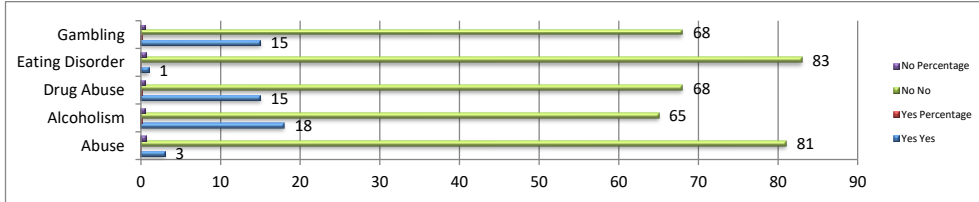
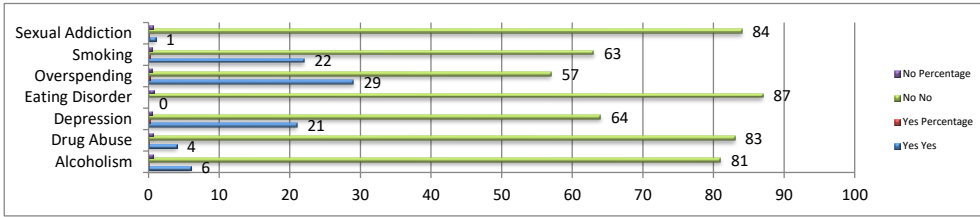
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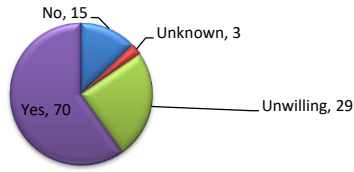


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Arkansas 2019-2020 Fiscal Year Report**

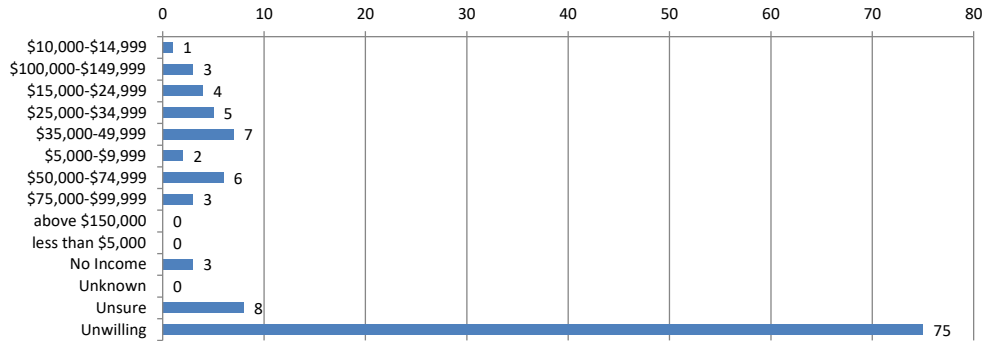


**Problem Gamblers Helpline  
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**Gamblers Debt**



**Gamblers Salary**



**How Caller Heard of the Helpline**

