

GAMBLING HELPLINE TRACKING LOG  
MONTH OF APRIL 2009

CATEGORY OF CALLER		1ST WEEK	2ND WEEK	3RD WEEK	4TH WEEK	5TH WEEK	TOTAL
1.1	Gambler Seeking Treatment	12	39	27	18	12	108
1.2	Gambler Seeking Info Only	0	1	0	0	0	1
1.3	Gambler Seeking GA	1	0	1	0	0	2
1.4	Gambler Just Wants To Talk	0	0	1	1	0	2
1.5	Admin Reasons	8	20	8	9	4	49
2.1	SO Seeking Treatment	1	0	1	0	0	2
2.2	SO Seeking Info Only	1	1	1	4	0	7
2.3	SO GA/GamAnon	0	0	0	0	0	0
2.4	SO Just Wants To Talk	0	0	0	0	0	0
2.5	Admin Reasons	0	0	0	0	0	0
3.1	Other Family Seeking Treatment	4	0	1	0	0	5
3.2	Other Family Seeking Info Only	2	0	2	0	2	6
3.3	Other Family Seeking GA/ GamAnon	0	0	0	0	0	0
3.4	Other Family Just Wants To Talk	0	0	0	0	1	1
3.5	Admin Reasons	0	1	1	0	1	3
4.1	Friend Seeking Treatment	0	0	0	0	0	0
4.2	Friend Seeking Info Only	1	0	0	0	0	1
4.3	Friend Seeking GA / GamAnon	0	0	0	0	0	0
4.4	Friend Just Wants To Talk	0	0	0	0	0	0
4.5	Admin Reasons	0	1	0	0	0	1
5	Lottery Results	0	2	2	2	0	6
6	GA Information	2	2	1	3	2	10
7	Agency Calling	3	4	6	8	3	24
8	GA Calling	0	0	0	0	0	0
9	Wrong number/Hang-ups	10	26	25	31	26	118
10	Other (please specify)	11	27	7	16	10	71
11	TVG or Casino Reservations	1	3	4	6	5	19
<b>TOTAL</b>		<b>57</b>	<b>127</b>	<b>88</b>	<b>98</b>	<b>66</b>	<b>436</b>
GAT REFERRALS GIVEN		26	46	42	30	19	163
# PEOPLE REFERRED TO TREATMENT		24	43	39	26	16	148
CONNECTED DIRECTLY TO AGENCY		4	13	1	8	5	41
CONFIRMED APPT. WITH AGENCY		4	11	11	9	5	40
PERMISSION TO CALL BACK 72 HOURS		8	25	12	15	8	68
SUCCESSFUL 72 HOUR CALL BACK		4	11	11	9	5	40
PERMISSION FOR SECOND 72-HOUR CALL BACK		0	0	0	0	0	0
SUCCESSFUL SECOND 72-HOUR CALL BACK		0	0	0	0	0	0
SPANISH -SPEAKING CALLERS		2	0	4	1	2	9
NUMBER OF SUICIDAL CALLERS		0	0	0	0	0	0
# PEOPLE REFERRED TO G.A.		6	5	4	3	1	19

GAT REFERRALS : BENTON 2, CLACKAMAS 11, CLATSOP 2, COLUMBIA 1, COOS 2, CROOK 4, DESCHUTES 7, DOUGLAS 6, GEAR 32, JACKSON 4, JOSEPHINE 2, LAKE 1, LANE 14, LINCOLN 1, LINN 1, MALHEUR 2, MARION 12, MULTNOMAH 41, TILLAMOOK 1, UMATILLA 1, WASCO 2, WASHINGTON 13, YAMHILL 1 = 163

AGENCY REFERRALS: 01) EMERGENCE 14, 02) EMERGENCE 1, 03) ADAPT 6, 04) ADAPT 2, 05) ARC 2, 06) CASCADIA 11, 07) CASCADIA 9, 11) COL-COMM 3, 14) DCMH 11, 15) GEAR 32, 16) JOS. CO 2, 18) LIFEWAYS 3, 19) LINCOLN 1, 20) LINN-BENTON 2, 23) MID-COL 2, 24) OHSU 10, 25) ON TRACK 3, 27) TILLAMOOK 3, 28) LIFEWORKS 9, 29) LIFEWORKS 5, 30) LIFEWORKS 3, 33) YAMHILL 1, 34) HARNEY 1, 35) CASCADIA 2, 36) CASCADIA 9, 37) NARA 3, 38) INACT 4, 39) INACT 9 = 163

GA: CLACKAMAS 5, COLUMBIA 1, DESCHUTES 1, LANE 2, MARION 3, MULTNOMAH 7 = 19

(#10) OTHER: A) ANSWERING SERVICE LOST CALL 11, B) CUSTOMER COMPLAINT 5, C) OUT OF STATE CALLER 24, D) PRANK 15, E) SALES 3, F) CUSTOMER INQUIRY 2, G) SEEKING MENTAL HEALTH 6, H) DIRECTORY ASISTANCE 4, I) RETAIL INQUIRY 1 = 71

HOURS	1-3	3-6	6-9	9-12	12-15	15-18	18-21	21-24	Total
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1ST WEEK	0	2	2	20	9	9	11	4	57
2ND WEEK	1	2	15	24	24	28	18	15	127
3RD WEEK	0	1	12	18	17	23	11	6	88
4TH WEEK	2	1	12	26	24	20	9	4	98
5TH WEEK	1	0	5	19	8	16	8	9	66
<b>TOTAL</b>	<b>4</b>	<b>6</b>	<b>46</b>	<b>107</b>	<b>82</b>	<b>96</b>	<b>57</b>	<b>38</b>	<b>436</b>