

GAMBLING HELPLINE TRACKING LOG
MONTH OF NOVEMBER 2010

CATEGORY OF CALLER		1ST WEEK	2 ND WEEK	3RD WEEK	4TH WEEK	5TH WEEK	TOTAL
1.1	Gambler Seeking Treatment	24	21	14	6	7	72
1.2	Gambler Seeking Info Only	0	0	1	1	0	2
1.3	Gambler Seeking GA	0	0	1	0	0	1
1.4	Gambler Just Wants To Talk	0	1	0	0	0	1
1.5	Admin Reasons	6	8	5	4	2	25
2.1	SO Seeking Treatment	0	1	2	0	0	3
2.2	SO Seeking Info Only	0	0	0	1	0	1
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	0	0	2	0	0	2
3.2	Other Family Seeking Info Only	0	1	0	0	0	1
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	0	0
3.5	Admin Reasons	0	0	2	0	0	2
4.1	Friend Seeking Treatment	0	0	0	0	0	0
4.2	Friend Seeking Info	0	0	0	0	0	0
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	0	0	2	0	2
5	Lottery Results	1	2	1	3	0	7
6	GA Information	0	1	1	0	0	2
7	Agency Calling	5	2	0	0	1	8
8	GA Calling	0	0	0	0	0	0
9	Wrong number/Hang-ups	17	7	18	9	7	58
10	Other (please specify)	18	9	11	12	4	54
11	TVG or Casino Reservations	3	12	1	2	2	20
TOTAL		74	65	59	40	23	261
GAT REFERRALS GIVEN		25	28	21	8	8	90
# PEOPLE REFERRED TO TREATMENT		24	24	19	8	7	82
CONNECTED DIRECTLY TO AGENCY		9	10	4	2	2	27
CONFIRMED APPT. WITH AGENCY		15	9	4	4	0	32
PERMISSION TO CALL BACK 72 HOURS		12	12	2	2	5	33
SUCCESSFUL 72 HOUR CALL BACK		16	9	4	4	0	33
PERMISSION FOR SECOND 72-HOUR CALL BACK		0	1	0	0	0	1
SUCCESSFUL SECOND 72-HOUR CALL BACK		0	1	0	0	0	1
SPANISH SPEAKING CALLERS		4	4	4	3	2	17
NUMBER OF SUICIDAL CALLERS		0	1	0	0	0	1
# PEOPLE REFERRED TO GA		6	1	1	2	1	11
GAT REFERRALS : CLACKAMAS 10, CLATSOP1, COLUMBIA 1, COOS 1, DESCHUTES 5, DOUGLAS 2, JACKSON 6, JOSEPHINE 1, LANE 7, LINCOLN 2, LINN 2, MARION 10, MULTNOMAH 23, POLK 3, SHERMAN 1, WASHINGTON 14, YAMHILL 1 = 90							

AGENCY REFERRALS: 01) EMERGENCE/EUGENE 7, 03) ADAPT/ROSEBURG 2, 04) ADAPT/COOSBAY 1, 05) ARC 3, 06) BRIDGEWAY 9, 07) CASCADIA/PDX 7, 11)CCMH/COLUMBIA 2, 14) DCMH 5, 16) OPTIONS/JOSEPHINE 1, 19) LINCIOLN 1, 20) L-B 4, 24) OHSU 2, 25) ONTRACK 3, 26) POLK 3, 27) TILLAMOOK 1, 28) LIFEWORKS/BEAVERTON 4, 29) LIFEWORKS/TIGARD 6, 30) LIFEWORKS/PDX 1, 31) LIFEWORKS/HILLS 3, 33) YAMHILL 1, 36) CASCADIA/CLACKAMAS 10, 38) INACT/NEPDX 5, 39) INACT/SEPD 9 = 90

GA: CLACKAMAS 2, CLATSOP 1, MARION 2, MULTNOMAH 4, WASHINGTON 2 = 11

(#10) OTHER: A) PRANKS 14, B) OUT OF STATE CALLER 14, C) CALLER INQUIRY 10, D) ANSWERING SERVICE LOST CALL 6, E) DRUNK 1, F) SEEKING A&D 2, G) RETAILER INQUIRY 1, H) OTHER 3, I) IRRATE CALLER 1, J) SEEING FEMALE COUNSELOR 2 = 54

HOURS	1-3	3-6	6-9	9-12	12-15	15-18	18-21	21-24	Total
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1ST WEEK	2	0	3	20	21	18	5	5	74
2ND WEEK	2	2	1	19	22	7	8	4	65
3RD WEEK	2	0	7	18	8	11	9	4	59
4 TH WEEK	3	1	4	6	8	6	4	8	40
5TH WEEK	0	0	4	3	2	6	3	5	23
TOTAL	9	3	19	66	61	48	29	26	261