

Gambling Helpline Tracking Log
Month Of May 2023

Category Of Caller	1ST WEEK	2ND WEEK	3RD WEEK	4TH WEEK	5TH WEEK	TOTAL
Gambler Seeking Treatmen	9	4	5	10	1	29
Gambler Seeking Info Only	1	0	0	0	0	1
Gambler Seeking GA	1	0	0	0	0	1
Gambler Just Wants To Tal	0	0	0	1	0	1
Admin Reasons	2	4	2	1	0	9
SO Seeking Treatment	1	0	0	0	1	2
SO Seeking Info Only	0	0	0	0	0	0
SO GA/Gam Anon	1	0	0	0	0	1
SO Just Wants To Talk	0	0	0	0	0	0
Admin Reasons	1	1	0	0	0	2
Other Family Seeking Treatment	0	1	1	1	0	3
Other Family Seeking Info Only	0	0	0	0	1	1
Other Family Seeking GA/GAMANON	0	0	0	0	0	0
Other Family Just Wants To Talk	0	0	0	0	0	0
Admin Reasons	0	0	0	0	0	0
Friend Seeking Treatment	0	0	0	0	0	0
Friend Seeking Info Only	0	0	0	0	0	0
Friend Seeking GA/GamAnon	0	0	0	0	0	0
Friend Just Wants To Talk	0	0	0	0	0	0
Admin Reasons	0	0	0	0	0	0
Lottery Results	5	8	8	4	3	28
GA Information	0	0	0	0	0	0
Agency Calling	1	0	2	0	0	3
GA Calling	0	0	0	0	0	0
Wrong number/Hang-up	30	34	32	28	7	131
Other (please Specify)	1	1	2	10	1	15
TVG or Casino Reservations	1	5	2	1	1	10
TOTAL	54	58	54	56	15	237
GAT Referrals Given	18	11	6	18	6	59
# People Referred To Treatment	11	5	6	11	3	36
Connected Directly To Agency	1	2	1	1	0	5
Confirmed Appt. With Agency	1	2	1	1	0	5
Permission to call back 72 hour	6	2	3	5	2	18
Successful 72 Hour Call Back	1	2	1	3	1	8
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	1	1	0	1	0	3
Number Of Suicidal Callers	0	0	0	0	0	0
# People Referred To GA	1	0	0	0	0	1

GAT REFERRALS: BAKER=1 CLACKAMAS=5 COLUMBIA=1 DESCHUTES=2 JACKSON=1 JOSEPHINE=1 LANE=7 LINCOLN=1 MULTNOMAH=18 POLK=1 UMATILL A=1 UNION=1 WASHINGTON=13 YAMHILL=3 GEAR=3 =59

AGENCY REFERRALS: (1) MERIDIAN (EUGENE)=7 (5) ADDICTION RECOVERY CENTER=1 (11) COLUMBIA COMMUNITY MENTAL HEAL=1 (14) BEST CARE BEND=2 (15) GEAR=3 (16) OPTIONS FOR SOUTHERN OREGON=1 (19) LINCOLN CITY CLINIC=1 (26) POLK COUNTY MENTAL HEALTH=1 (28) LIFEWORKS NW (BEAVERTON)=5 (29) LIFEWORKS NW (HILLSBORO)=5 (33) YAMHILL CO HEALTH& HUMAN SVCS.=3 (36) CASCADIA ()CLACKAMAS)=5 (38) VOA=3 (44) UMATILLA CO HUMAN SERVICES=1 (48) BLUE MOUNTAIN ADDICTIONS=1 (52) LEWIS & CLARK=3 (60) UNION CO CTR FOR HUMAN DEVELOP=1 (80) SOLUTIONS- SPANISH ONLY=3 (95) HOLISTIC HEALING=3 =50

GA: POLK/ W SALEM=1=1

(#4) OTHER: A)REGGIE

9= B)OUT OF STATE CALLERS=6 C)TELEMARKETER=8 D)SEEKING A&D=1 =15

HOURS	1-3	3-6	6-9	9-12	12-15	15-18	18-21	21-24	TOTAL
1ST WEEK	3	0	9	12	10	12	6	2	54
2ND WEEK	1	1	8	14	10	13	8	3	58
3RD WEEK	1	0	12	15	16	3	5	2	54
4TH WEEK	1	1	8	15	9	12	9	1	56
5TH WEEK	0	0	1	3	7	3	0	1	15
TOTAL	6	2	38	59	52	43	28	9	237

36 # OF REFERAL TO TREATMENT

0 # OF LIVE CHATS

17,000 # OF WEB PAGE HITS

7 # OF SMS/TEXT

0 # OF GAM TALK