

Gambling Helpline Tracking Log  
Month Of April 2021

Category Of Caller	1ST WEEK	2ND WEEK	3RD WEEK	4TH WEEK	5TH WEEK	TOTAL
Gambler Seeking Treatment	1	5	5	13	0	24
Gambler Seeking Info Only	1	0	0	1	0	2
Gambler Seeking GA	0	0	0	0	0	0
Gambler Just Wants To Tal	0	0	0	0	0	0
Admin Reasons	8	4	3	3	0	18
SO Seeking Treatment	0	0	1	0	0	1
SO Seeking Info Only	0	0	0	0	0	0
SO GA/Gam Anon	0	0	0	0	0	0
SO Just Wants To Talk	0	0	0	0	0	0
Admin Reasons	2	1	0	1	0	4
Other Family Seeking Treatment	0	1	0	1	0	2
Other Family Seeking Info Only	0	0	0	0	0	0
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	1	0	1
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	10	12	8	10	5	45
GA Information	1	0	0	0	0	1
Agency Calling	1	0	3	3	0	7
GA Calling	0	0	0	0	0	0
Wrong number/Hang-up	45	54	54	40	29	222
Other (please Specify)	8	15	13	7	2	45
TVG or Casino Reservations	9	7	7	5	1	29
<b>TOTAL</b>	<b>86</b>	<b>99</b>	<b>94</b>	<b>85</b>	<b>37</b>	<b>401</b>
GAT Referrals Given	4	8	8	23	0	43
# People Referred To Treatment	3	6	6	16	0	31
Connected Directly To Agency	1	1	1	1	0	4
Confirmed Appt. With Agency	1	1	1	1	0	4
Permission to call back 72 hour	1	1	1	2	0	5
Successful 72 Hour Call Back	1	1	1	1	0	4
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	2	1	0	0	4
Number Of Suicidal Callers	0	0	0	0	0	0
# People Referred To GA	0	1	0	0	0	1

GAT REFERRALS: CLACKAMAS=1 COOS=1 JACKSON=1 JOSEPHINE=2 LANE=3 MALHEUR=2 MARION=5  
MULTNOMAH=5 TILLAMOOK=1 WASHINGTON=3 YAMHILL=1 GEAR=18 =43

AGENCY REFERRALS: (1) MERIDIAN (EUGENE)=3 (4) ADAPT=1 (5) ADDICTION RECOVERY CENTER=1 (6) BRIDGEWAY=5 (7) CASCADIA (SE 43RD)=2 (15) GEAR=18 (16) OPTIONS FOR SOUTHERN OREGON=2 (18) LIFEWAYS=2 (27) TILLAMOOK FAMILY COUNSELING=1 (28) LIFEWORKS NW (BEAVERTON)=1 (29) LIFEWORKS NW (HILLSBORO)=1 (33) YAMHILL CO HEALTH& HUMAN SVCS.=1 (36) CASCADIA (CLACKAMAS)=1 (37) NATIVE AMERICAN REHAB ASSN NW=2 (38) IN ACT=1 (80) SOLUTIONS- SPANISH ONLY=1 =43

GA: CLACKAMAS=1=1

(#8) OTHER: A)OUT OF STATE CALLERS=7 B)PRANKS=1 C)CALLER INQUIRY=1 D)TELEMARKETER=2 E)SEEKING MENTAL HEALTH=26 F)IRRATE CALLER=2 G)SEEKING A&D=2 H)DISORIENTED CALLER=2 =43

HOURS	1-3	3-6	6-9	9-12	12-15	15-18	18-21	21-24	TOTAL
1ST WEEK	3	3	10	27	16	15	10	2	86
2ND WEEK	4	3	17	19	19	15	15	7	99
3RD WEEK	11	9	9	15	12	17	18	3	94
4TH WEEK	5	0	12	16	18	11	20	3	85
5TH WEEK	3	0	6	6	4	8	7	3	37
TOTAL	26	15	54	83	69	66	70	18	401

30 # OF REFERAL TO TREATMENT

19 # OF LIVE CHATS

38,529 # OF WEB PAGE HITS

6 # OF SMS/TEXT

0 # OF GAM TALK

0 # MTRM