

Gambling Helpline Tracking Log
Month Of December 2021

Category Of Caller	1ST WEEK	2ND WEEK	3RD WEEK	4TH WEEK	5TH WEEK	TOTAL
Gambler Seeking Treatment	10	5	5	3	1	24
Gambler Seeking Info Only	0	0	0	0	0	0
Gambler Seeking GA	0	0	0	0	0	0
Gambler Just Wants To Tal	1	0	0	0	0	1
Admin Reasons	4	5	5	6	2	22
SO Seeking Treatment	0	0	0	0	0	0
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	0	0	0	0	0	0
Other Family Seeking Treatment	1	0	1	0	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	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	16	13	10	9	1	49
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	21	21	13	18	7	80
Other (please Specify)	3	4	5	5	0	17
TVG or Casino Reservations	1	1	4	5	1	12
TOTAL	58	49	45	46	12	210
GAT Referrals Given	19	7	10	3	3	42
# People Referred To Treatment	12	5	6	3	1	27
Connected Directly To Agency	1	0	0	0	0	1
Confirmed Appt. With Agency	1	0	0	0	0	1
Permission to call back 72 hour	2	0	2	1	1	6
Successful 72 Hour Call Back	1	0	0	0	0	1
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	0	0	0	2
Number Of Suicidal Callers	0	0	0	0	0	0
# People Referred To GA	1	1	0	0	0	2

GAT REFERRALS: BENTON=1 CLACKAMAS=3 DESCHUTES=3 LANE=5 LINN=1 MARION=3 MULTNOMAH=9 POLK=1 WASHINGTON=8 GEAR=8 =42

AGENCY REFERRALS: (1) MERIDIAN (EUGENE)=5 (6) BRIDGEWAY=3 (14) BEST CARE BEND=3 (15) GEAR=8 (20) LINN-BENTON GAMBLING TREATMENT=1 (26) POLK COUNTY MENTAL HEALTH=1 (28) LIFEWORKS NW (BEAVERTON)=2 (29) LIFEWORKS NW (HILLSBORO)=3 (36) CASCADIA (CLACKAMAS)=3 (37) NATIVE AMERICAN REHAB ASSN NW=1 (38) VOA=7 (52) LEWIS & CLARK=1 (53) BENTON CO HEALTH DEPARTMENT=1 (80) SOLUTIONS- SPANISH ONLY=3 =42

GA: DESCHUTES=1 MULTNOMAH=1=2

(#7) OTHER: A)OUT OF STATE CALLERS=4 B)PRANKS=4 C)CALLER INQUIRY=2 D)TELEMARKETER=3 E)SEEKING MENTAL HEALTH=2 F)IRRATE CALLER=2 G)DISORIENTED CALLER=1 =18

HOURS	1-3	3-6	6-9	9-12	12-15	15-18	18-21	21-24	TOTAL
1ST WEEK	3	1	7	15	18	8	5	1	58
2ND WEEK	3	2	9	12	6	8	8	1	49
3RD WEEK	1	0	5	14	7	8	8	2	45
4TH WEEK	1	1	8	13	12	8	2	1	46
5TH WEEK	0	0	2	4	2	1	1	2	12
TOTAL	8	4	31	58	45	33	24	7	210

- 26 # OF REFERAL TO TREATMENT
- 9 # OF LIVE CHATS
- 34,357 # OF WEB PAGE HITS
- 4 # OF SMS/TEXT
- 0 # OF GAM TALK