

Gambling Helpline Tracking Log
Month Of November 2020

Category Of Caller	1ST WEEK	2ND WEEK	3RD WEEK	4TH WEEK	5TH WEEK	TOTAL
Gambler Seeking Treatment	8	11	2	2	0	23
Gambler Seeking Info Only	0	0	0	0	0	0
Gambler Seeking GA	2	0	0	0	0	2
Gambler Just Wants To Tal	0	0	0	0	0	0
Admin Reasons	5	11	2	6	0	24
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	0	1	0	0	1	2
Other Family Seeking Info Only	0	0	0	0	0	0
Other Family Seeking GA/GAMANON	0	1	0	0	0	1
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	1	0	0	0	0	1
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	18	13	15	10	2	58
GA Information	1	0	0	0	0	1
Agency Calling	1	0	0	0	0	1
GA Calling	0	0	0	0	0	0
Wrong number/Hang-up	23	26	27	32	5	113
Other (please Specify)	3	12	7	1	1	24
TVG or Casino Reservations	2	5	11	5	1	24
TOTAL	64	80	64	56	10	274
GAT Referrals Given	14	18	4	2	1	39
# People Referred To Treatment	9	12	2	2	1	26
Connected Directly To Agency	0	0	0	0	0	0
Confirmed Appt. With Agency	0	0	0	0	0	0
Permission to call back 72 hour	5	3	0	0	0	8
Successful 72 Hour Call Back	0	0	0	0	0	0
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	0	2	0	2	0	4
Number Of Suicidal Callers	0	0	0	0	0	0
# People Referred To GA	1	3	0	0	0	4

GAT REFERRALS: CLACKAMAS=2 COOS=1 DESCHUTES=2 JACKSON=2 LANE=4 MARION=2 MULTNOMAH=4 WASHINGTON=11 YAMHILL=1 GEAR=8 =37

AGENCY REFERRALS: (1) MERIDIAN (EUGENE)=4 (4) ADAPT=1 (5) ADDICTION RECOVERY CENTER=2 (6) BRIDGEWAY=2 (7) CASCADIA (SE 43RD)=2 (14) BEST CARE BEND=2 (15) GEAR=8 (28) LIFEWORKS NW (BEAVERTON)=5 (29) LIFEWORKS NW (HILLSBORO)=6 (33) YAMHILL CO HEALTH& HUMAN SVCS.=1 (36) CASCADIA. (CLACKAMAS)=2 (38) IN ACT=2 (63) NEW HORIZON=2 =39

GA: COOS=1 JACKSON=1 LANE=1 MARION=1=4

(#4) OTHER: A)OUT OF STATE CALLERS=2 B)PRANKS=7 C)TELEMARKETER=3 D)SEEKING MENTAL HEALTH=7 =19

HOURS	1-3	3-6	6-9	9-12	12-15	15-18	18-21	21-24	TOTAL
1ST WEEK	3	0	9	18	17	10	5	2	64
2ND WEEK	4	0	9	17	20	15	10	5	80
3RD WEEK	3	0	6	19	14	12	7	3	64
4TH WEEK	1	3	8	19	12	5	5	3	56
5TH WEEK	1	0	2	2	2	2	0	1	10
TOTAL	12	3	34	75	65	44	27	14	274

26 # OF REFERAL TO TREATMENT

8 # OF LIVE CHATS

21,688 # OF WEB PAGE HITS

1 # OF SMS/TEXT

0 # OF GAM TALK

1 # OF MTEXT.