

Gambling Helpline Tacking Log
Month Of December 2019

Category Of Caller	1ST WEEK	2ND WEEK	3RD WEEK	4TH WEEK	5TH WEEK	TOTAL
Gambler Seeking Treatment	19	12	13	10	5	59
Gambler Seeking Info Only	1	1	0	3	0	5
Gambler Seeking GA	1	1	2	1	0	5
Gambler Just Wants To Tal	3	2	0	0	0	5
Admin Reasons	7	6	5	3	1	22
SO Seeking Treatment	0	1	1	0	0	2
SO Seeking Info Only	1	0	0	0	0	1
SO GA/Gam Anon	0	0	0	0	0	0
SO Just Wants To Talk	1	0	0	0	0	1
Admin Reasons	0	0	0	0	0	0
Other Family Seeking Treatment	2	0	0	1	2	5
Other Family Seeking Info Only	0	0	2	0	0	2
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	1	1	0	0	2
Friend Seeking Treatment	0	0	0	0	0	0
Friend Seeking Info Only	0	0	0	1	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	7	4	20	14	4	49
GA Information	0	0	0	0	0	0
Agency Calling	3	3	2	2	0	10
GA Calling	0	0	0	0	0	0
Wrong number/Hang-up	19	10	9	12	5	55
Other (please Specify)	10	4	8	4	0	26
TVG or Casino Reservations	1	2	4	3	7	17
TOTAL	75	47	67	54	24	267
GAT Referrals Given	28	18	26	16	10	98
# People Referred To Treatment	20	12	16	10	7	65
Connected Directly To Agency	2	5	2	0	0	9
Confirmed Appt. With Agency	2	4	2	0	0	8
Permission to call back 72 hour	8	11	10	7	2	38
Successful 72 Hour Call Back	2	4	2	0	0	8
Permission For Second 72 Hour Call Back	0	0	0	0	0	0
Successful Second 72 Hour Call Back	0	1	0	0	0	1
Spanish-Speaking Callers	3	1	4	0	0	8
Number Of Suicidal Callers	0	0	0	0	0	0
# People Referred To GA	2	3	1	2	0	8

GAT REFERRALS: BENTON=1 CLACKAMAS=6 COOS=2 DESCHUTES=2 DOUGLAS=3 JACKSON=1 JEFFERSON=1
 KLAMATH=1 LANE=10 LINN=4 MARION=11 MULTNOMAH=22 TILLAMOOK=1 UMATILL A=1 WASCO=1
 WASHINGTON=10 YAMHILL=1 GEAR=19 =97

AGENCY REFERRALS: (1) MERIDIAN (EUGENE)=10 (3) ADAPT=3 (4) ADAPT=2 (5) ADDICTION RECOVERY CENTER=1 (6) BRIDGEWAY=11 (7) CASCADIA (SE 43RD)=6 (14) BEST CARE BEND=2 (15) GEAR=19 (17) BEST CARE TREATMENT SERVICES=1 (20) LINN-BENTON GAMBLING TREATMENT=4 (23) MID-COLUMBIA CENTER FOR LIVING=1 (27) TILLAMOOK FAMILY COUNSELING=1 (28) LIFEWORKS NW (BEAVERTON)=5 (29) LIFEWORKS NW (HILLSBORO)=5 (33) YAMHILL CO HEALTH & HUMAN SVCS.=1 (36) CASCADIA (CLACKAMAS)=6 (37) NATIVE AMERICAN REHAB ASSN NW=3 (38) IN ACT=6 (44) UMATILLA CO HUMAN SERVICES=1 (51) BEST CARE=1 (52) LEWIS & CLARK=7 (53) BENTON CO HEALTH DEPARTMENT=1 (63) NEW HORIZON=1 =98

GA: CLACKAMAS=1 COLUMBIA=1 LANE=2 MARION=1 MULTNOMAH=1 WASHINGTON=2=8

(#8) OTHER: A)ANSWERING SERVICE LOST CALL=2 B)OUT OF STATE CALLERS=7 C)PRANKS=4 D)CALLER INQUIRY=6 E)TELEMARKETER=5 F)RETAIL INQUIRY=1 G)SEEKING MENTAL HEALTH=1 H)DISORIENTED CALLER=6 =32

HOURS	1-3	3-6	6-9	9-12	12-15	15-18	18-21	21-24	TOTAL
1ST WEEK	2	1	7	24	16	17	7	1	75
2ND WEEK	1	1	7	6	12	11	9	0	47
3RD WEEK	2	0	8	12	32	10	3	0	67
4TH WEEK	6	0	8	15	8	13	2	2	54
5TH WEEK	1	0	3	8	10	1	1	0	24
TOTAL	12	2	33	65	78	52	22	3	267

75 # OF REFERAL TO TREATMENT

13 # OF LIVE CHATS

47,970 # OF WEB PAGE HITS

11 # OF SMS/TEXT

0 # OF GAM TALK

14 # ATM