

Gambling Helpline Tacking Log
Month Of January 2020

Category Of Caller	1ST WEEK	2ND WEEK	3RD WEEK	4TH WEEK	5TH WEEK	TOTAL
Gambler Seeking Treatmen	21	13	10	14	3	61
Gambler Seeking Info Only	1	0	0	0	1	2
Gambler Seeking GA	0	1	0	0	0	1
Gambler Just Wants To Tal	2	0	0	0	1	3
Admin Reasons	3	7	0	7	2	19
SO Seeking Treatment	2	1	1	1	1	6
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	1	1	0	0	0	2
Other Family Seeking Treatment	1	0	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	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	1	0	0	1	2
Lottery Results	8	11	15	6	2	42
GA Information	0	1	0	1	0	2
Agency Calling	0	1	0	2	0	3
GA Calling	0	0	0	0	0	0
Wrong number/Hang-up	12	18	10	9	9	58
Other (please Specify)	3	4	1	10	1	19
TVG or Casino Reservations	7	6	1	3	3	20
TOTAL	61	65	38	54	24	242
GAT Referrals Given	35	22	14	24	9	104
# People Referred To Treatment	25	13	11	16	5	70
Connected Directly To Agency	11	6	4	0	0	21
Confirmed Appt. With Agency	6	4	3	0	0	13
Permission to call back 72 hour	15	9	6	10	2	42
Successful 72 Hour Call Back	9	5	4	0	0	18
Permission For Second 72 Hour Call Back	0	0	0	0	0	0
Successful Second 72 Hour Call Back	2	1	0	0	0	3
Spanish-Speaking Callers	1	0	0	2	1	4
Number Of Suicidal Callers	0	0	0	0	0	0
# People Referred To GA	1	3	1	1	0	6

GAT REFERRALS: BENTON=1 CLACKAMAS=6 CLATSOP=2 COLUMBIA=1 COOS=2 DESCHUTES=2 DOUGLAS=1 JACKSON=5 KLAMATH=1 LANE=7 LINCOLN=1 MALHEUR=2 MARION=6 MULTNOMAH=17 POLK=3 UNION=2 WASHINGTON=11 YAMHILL=2 GEAR=32 =104

AGENCY REFERRALS: (1) MERIDIAN (EUGENE)=7 (3) ADAPT=1 (4) ADAPT=2 (5) ADDICTION RECOVERY CENTER=5 (6) BRIDGEWAY=6 (7) CASCADIA (SE 43RD)=6 (9) CLATSOP BEHAVIORAL HEALTH=2 (11) COLUMBIA COMMUNITY MENTAL HEAL=1 (14) BEST CARE BEND=2 (15) GEAR=32 (17) BEST CARE TREATMENT SERVICES=1 (18) LIFEWAYS=2 (19) LINCOLN CITY CLINIC=1 (26) POLK COUNTY MENTAL HEALTH=3 (28) LIFEWORKS NW (BEAVERTON)=6 (29) LIFEWORKS NW (HILLSBORO)=5 (33) YAMHILL CO HEALTH & HUMAN SVCS.=2 (36) CASCADIA (CLACKAMAS)=6 (38) INACT=4 (52) LEWIS & CLARK=7 (53) BENTON CO HEALTH DEPARTMENT=1 (60) UNION CO CTR FOR HUMAN DEVELOP=2 =104

GA: COOS=1 JACKSON=1 MULTNOMAH=4=6

(#7) OTHER: A)OUT OF STATE CALLERS=7 B)PRANKS=4 C)CALLER INQUIRY=3 D)TELEMARKETER=2 E)CITIZEN COMPLAINT=1 F)NATIONAL SUICIDE HELPLINE=1 G)DISORIENTED CALLER=1 =19

HOURS	1-3	3-6	6-9	9-12	12-15	15-18	18-21	21-24	TOTAL
1ST WEEK	0	0	10	16	12	11	8	4	61
2ND WEEK	1	1	8	16	13	17	6	3	65
3RD WEEK	0	1	3	6	11	8	8	1	38
4TH WEEK	3	0	9	11	13	9	9	0	54
5TH WEEK	0	0	3	5	13	3	0	0	24
TOTAL	4	2	33	54	62	48	31	8	242

71 # OF REFERRAL TO TREATMENT

8 # OF LIVE CHATS

38,915 # OF WEB PAGE HITS

13 # OF SMS/TEXT

0 # OF GAM TALK

15 # MTM