

Gambling Helpline Tacking Log  
Month Of March 2020

Category Of Caller	1ST WEEK	2ND WEEK	3RD WEEK	4TH WEEK	5TH WEEK	TOTAL
Gambler Seeking Treatment	14	24	6	0	0	44
Gambler Seeking Info Only	0	0	0	0	0	0
Gambler Seeking GA	1	0	1	0	0	2
Gambler Just Wants To Tal	0	0	0	0	0	0
Admin Reasons	2	7	3	2	1	15
SO Seeking Treatment	3	2	0	0	0	5
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	1	0	1
Other Family Seeking Treatment	0	0	0	0	0	0
Other Family Seeking Info Only	0	0	0	1	0	1
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	0	1
Lottery Results	3	7	8	3	0	21
GA Information	1	0	0	0	0	1
Agency Calling	3	1	1	0	0	5
GA Calling	0	1	0	0	0	1
Wrong number/Hang-up	20	33	16	4	4	77
Other (please Specify)	3	4	2	3	4	16
TVG or Casino Reservations	5	6	7	3	0	21
<b>TOTAL</b>	<b>55</b>	<b>86</b>	<b>44</b>	<b>17</b>	<b>9</b>	<b>211</b>
GAT Referrals Given	27	36	6	1	0	70
# People Referred To Treatment	17	26	5	1	0	49
Connected Directly To Agency	5	8	0	0	0	13
Confirmed Appt. With Agency	5	8	0	0	0	13
Permission to call back 72 hour	8	20	1	0	0	29
Successful 72 Hour Call Back	5	5	0	0	0	10
Permission For Second 72 Hour Call Back	0	1	0	0	0	1
Successful Second 72 Hour Call Back	0	3	0	0	0	3
Spanish-Speaking Callers	2	3	0	1	0	6
Number Of Suicidal Callers	1	0	0	0	0	1
# People Referred To GA	2	0	0	0	0	2

GAT REFERRALS: CLACKAMAS=7 CLATSOP=1 COOS=1 CURRY=1 DESCHUTES=2 DOUGLAS=1 JACKSON=2  
KLAMATH=1 LANE=6 LINCOLN=1 LINN=1 MARION=7 MULTNOMAH=9 WASHINGTON=12 YAMHILL=1 GEAR=17 =70

AGENCY REFERRALS: (1) MERIDIAN (EUGENE)=6 (3) ADAPT=1 (4) ADAPT=1 (5) ADDICTION RECOVERY CENTER=2 (6) BRIDGEWAY=7 (7) CASCADIA (SE 43RD)=4 (9) CLATSOP BEHAVIORAL HEALTH=1 (13) CURRY CO HUM SER(GOLD BEACH)=1 (14) BEST CARE BEND=2 (15) GEAR=17 (17) BEST CARE TREATMENT SERVICES=1 (19) LINCOLN CITY CLINIC=1 (20) LINN-BENTON GAMBLING TREATMENT=1 (28) LIFEWORKS NW (BEAVERTON)=6 (29) LIFEWORKS NW (HILLSBORO)=6 (33) YAMHILL CO HEALTH & HUMAN SVCS.=1 (36) CASCADIA (CLACKAMAS)=7 (37) NATIVE AMERICAN REHAB ASSN NW=2 (38) IN ACT=2 (52) LEWIS & CLARK=1 =70

GA: LANE=1 MULTNOMAH=1=2

(#6) OTHER: A)ANSWERING SERVICE LOST CALL=1 B)OUT OF STATE CALLERS=4 C)PRANKS=2 D)CALLER INQUIRY=2 E)TELEMARKETER=4 F)DISORIENTED CALLER=1 =14

HOURS	1-3	3-6	6-9	9-12	12-15	15-18	18-21	21-24	TOTAL
1ST WEEK	1	0	9	14	9	11	8	3	55
2ND WEEK	2	0	10	31	13	18	11	1	86
3RD WEEK	1	0	3	9	12	12	5	2	44
4TH WEEK	0	1	2	1	3	6	3	1	17
5TH WEEK	1	0	0	3	2	2	0	1	9
TOTAL	5	1	24	58	39	49	27	8	211

50 # OF REFERRAL TO TREATMENT

15 # OF LIVE CHATS

30,453 # OF WEB PAGE HITS

9 # OF SMS/TEXT

0 # OF GAM TALK

18 # MTM