

Gambling Helpline Tacking Log
Month Of May 2019

Category Of Caller	1ST WEEK	2ND WEEK	3RD WEEK	4TH WEEK	5TH WEEK	TOTAL
Gambler Seeking Treatment	15	9	10	12	4	50
Gambler Seeking Info Only	0	0	0	0	0	0
Gambler Seeking GA	2	1	1	0	1	5
Gambler Just Wants To Talk	0	0	1	0	0	1
Admin Reasons	5	7	5	9	2	28
SO Seeking Treatment	3	1	0	2	0	6
SO Seeking Info Only	0	0	1	0	0	1
SO GA/Gam Anon	1	0	0	0	0	1
SO Just Wants To Talk	0	0	0	0	0	0
Admin Reasons	0	0	0	0	0	0
Other Family Seeking Treatment	0	3	0	0	0	3
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	1	0	0	0	0	1
Admin Reasons	0	0	1	0	0	1
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	1	1	0	3
Lottery Results	1	0	2	2	4	9
GA Information	0	0	0	0	0	0
Agency Calling	0	1	0	1	3	5
GA Calling	0	0	0	0	0	0
Wrong number/Hang-up	30	27	29	17	8	111
Other (please Specify)	4	4	4	4	2	18
TVG or Casino Reservations	1	7	4	0	5	17
TOTAL	63	61	59	48	29	260
GAT Referrals Given	26	15	16	16	5	78
# People Referred To Treatment	18	13	12	14	4	61
Connected Directly To Agency	7	2	1	0	0	10
Confirmed Appt. With Agency	2	2	0	0	0	4
Permission to call back 72 hour	13	7	7	8	3	38
Successful 72 Hour Call Back	6	2	1	0	0	9
Permission For Second 72 Hour Call Back	0	0	0	0	0	0
Successful Second 72 Hour Call Back	1	0	0	0	0	1
Spanish-Speaking Callers	1	0	2	2	2	7
Number Of Suicidal Callers	0	0	0	0	0	0
# People Referred To GA	1	0	1	1	1	4

GAT REFERRALS: CLACKAMAS=6 COLUMBIA=2 COOS=2 CROOK=1 DESCHUTES=2 DOUGLAS=1 JACKSON=3 JOSEPHINE=1 KLAMATH=1 LANE=1 LINN=1 MALHEUR=1 MARION=9 MULTNOMAH=26 POLK=1 WASCO=1 WASHINGTON=4 YAMHILL=2 GEAR=13 =78

AGENCY REFERRALS: (1) MERIDIAN (EUGENE)=1 (3) ADAPT=1 (4) ADAPT=2 (5) ADDICTION RECOVERY CENTER=3 (6) BRIDGEWAY=9 (7) CASCADIA (SE 43RD)=10 (8) LUTHERAN COMMUNITY SERVICES=1 (11) COLUMBIA COMMUNITY MENTAL HEAL=2 (14) BEST CARE BEND=2 (15) GEAR=13 (16) OPTIONS FOR SOUTHERN OREGON=1 (17) BEST CARE TREATMENT SERVIVES=1 (18) LIFEWAYS=1 (20) LINN-BENTON GAMBLING TREATMENT=1 (23) MID-COLUMBIA CENTER FOR LIVING=1 (26) POLK COUNTY MENTAL HEALTH=1 (28) LIFEWORKS NW (BEAVERTON)=2 (29) LIFEWORKS NW (HILLSBORO)=2 (33) YAMHILL CO HEALTH& HUMAN SVCS.=2 (36) CASCADIA (J)CLACKAMAS)=6 (37) NATIVE AMERICAN REHAB ASSN NW=3 (38) IN ACT=6 (52) LEWIS & CLARK=7 =78

GA: MARION=1 MULTNOMAH=3=4

(#7) OTHER: A)ANSWERING SERVICE LOST CALL=2 B)OUT OF STATE CALLERS=11 C)CALLER INQUIRY=2 D) TELEMARKETER=1 E)CITIZEN COMPLAINT=1 F)SEEKING MENTAL HEALTH=1 G)SEEKING A&D=1 =19

HOURS	1-3	3-6	6-9	9-12	12-15	15-18	18-21	21-24	TOTAL
1ST WEEK	1	1	4	16	13	16	9	3	63
2ND WEEK	0	0	11	15	10	13	11	1	61
3RD WEEK	3	1	6	10	13	14	11	1	59
4TH WEEK	3	0	1	9	11	14	9	1	48
5TH WEEK	0	0	2	10	9	8	0	0	29
TOTAL	7	2	24	60	56	65	40	6	260

60 # OF REFERAL TO TREATMENT

13 # OF LIVE CHATS

106,579 # OF WEB PAGE HITS

8 # OF SMS/TEXT

0 # OF GAM TALK

13 = MTM