

Gambling Helpline Tracking Log
Month Of November 2022

| Category Of Caller | 1ST WEEK | 2ND WEEK | 3RD WEEK | 4TH WEEK | 5TH WEEK | TOTAL |
|---|-----------|-----------|-----------|-----------|-----------|------------|
| Gambler Seeking Treatment | 7 | 6 | 1 | 5 | 2 | 21 |
| Gambler Seeking Info Only | 0 | 0 | 0 | 0 | 1 | 1 |
| Gambler Seeking GA | 0 | 0 | 0 | 0 | 0 | 0 |
| Gambler Just Wants To Tal | 0 | 0 | 0 | 1 | 0 | 1 |
| Admin Reasons | 1 | 8 | 2 | 4 | 0 | 15 |
| SO Seeking Treatment | 0 | 0 | 1 | 0 | 0 | 1 |
| SO Seeking Info Only | 0 | 0 | 0 | 0 | 1 | 1 |
| SO GA/Gam Anon | 0 | 0 | 0 | 0 | 0 | 0 |
| SO Just Wants To Talk | 0 | 0 | 0 | 0 | 0 | 0 |
| Admin Reasons | 0 | 1 | 0 | 0 | 0 | 1 |
| Other Family Seeking Treatment | 0 | 0 | 1 | 0 | 0 | 1 |
| 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 | 1 | 0 | 0 | 1 |
| 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 | 0 | 0 | 0 | 0 | 0 |
| Lottery Results | 9 | 16 | 7 | 11 | 2 | 45 |
| GA Information | 0 | 1 | 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 | 27 | 15 | 12 | 6 | 83 |
| Other (please Specify) | 2 | 3 | 0 | 7 | 0 | 12 |
| TVG or Casino Reservations | 4 | 5 | 2 | 3 | 1 | 15 |
| TOTAL | 47 | 67 | 30 | 43 | 13 | 200 |
| GAT Referrals Given | 13 | 12 | 10 | 8 | 8 | 51 |
| # People Referred To Treatment | 7 | 5 | 4 | 5 | 4 | 25 |
| Connected Directly To Agency | 3 | 0 | 0 | 1 | 0 | 4 |
| Confirmed Appt. With Agency | 2 | 0 | 0 | 1 | 0 | 3 |
| Permission to call back 72 hour | 5 | 3 | 1 | 2 | 1 | 12 |
| Successful 72 Hour Call Back | 3 | 0 | 0 | 1 | 0 | 4 |
| 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 | 1 | 2 | 0 | 0 | 1 | 4 |
| Number Of Suicidal Callers | 0 | 0 | 0 | 0 | 0 | 0 |
| # People Referred To GA | 0 | 0 | 0 | 0 | 0 | 0 |

GAT REFERRALS: BENTON=1 CLACKAMAS=2 DESCHUTES=1 JOSEPHINE=1 LINN=1 MARION=5 MULTNOMAH=18
POLK=4 WASCO=1 WASHINGTON=5 YAMHILL=2 GEAR=10 =51

AGENCY REFERRALS: (6) BRIDGEWAY=5 (14) BEST CARE BEND=1 (15) GEAR=10 (16) OPTIONS FOR SOUTHERN OREGON=1 (20) LINN-BENTON GAMBLING TREATMENT=1 (23) MID-COLUMBIA CENTER FOR LIVING=1 (26) POLK COUNTY MENTAL HEALTH=4 (28) LIFEWORKS NW (BEAVERTON)=1 (29) LIFEWORKS NW (HILLSBORO)=4 (33) YAMHILL CO HEALTH & HUMAN SVCS.=2 (36) CASCADIA (CLACKAMAS)=2 (37) NATIVE AMERICAN REHAB ASSN NW=1 (38) VOA=5 (52) LEWIS & CLARK=5 (53) BENTON CO HEALTH DEPARTMENT=1 (95) HOLISTIC HEALING=3 =47

GA: =0=0

(#6) OTHER: A)REGGIE 4= B)OUT OF STATE CALLERS=4 C)PRANKS=2 D)TELEMARKETER=1 E)SEEKING MENTAL HEALTH=3 F)DISORIENTED CALLER=2 =12

| HOURS | 1-3 | 3-6 | 6-9 | 9-12 | 12-15 | 15-18 | 18-21 | 21-24 | TOTAL |
|----------|-----|-----|-----|------|-------|-------|-------|-------|-------|
| 1ST WEEK | 1 | 0 | 3 | 12 | 7 | 13 | 8 | 3 | 47 |
| 2ND WEEK | 4 | 2 | 12 | 14 | 10 | 15 | 7 | 3 | 67 |
| 3RD WEEK | 1 | 2 | 4 | 5 | 8 | 4 | 5 | 1 | 30 |
| 4TH WEEK | 3 | 1 | 6 | 7 | 13 | 3 | 4 | 6 | 43 |
| 5TH WEEK | 0 | 0 | 1 | 2 | 4 | 4 | 2 | 0 | 13 |
| TOTAL | 9 | 5 | 26 | 40 | 42 | 39 | 26 | 13 | 200 |

26 # OF REFERAL TO TREATMENT

4 # OF LIVE CHATS

24,000 # OF WEB PAGE HITS

2 # OF SMS/TEXT

0 # OF GAM TALK