

Gambling Helpline Tracking Log
Month Of September 2020

Category Of Caller	1ST WEEK	2ND WEEK	3RD WEEK	4TH WEEK	5TH WEEK	TOTAL
Gambler Seeking Treatment	6	3	11	6	1	27
Gambler Seeking Info Only	0	0	0	0	0	0
Gambler Seeking GA	0	0	0	0	0	0
Gambler Just Wants To Talk	1	0	0	0	0	1
Admin Reasons	6	3	6	2	0	17
SO Seeking Treatment	0	0	1	1	0	2
SO Seeking Info Only	0	1	0	0	0	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	1	0	1	0	0	2
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	1	0	1	0	0	2
Lottery Results	7	23	26	23	7	86
GA Information	0	0	0	0	0	0
Agency Calling	0	0	3	0	0	3
GA Calling	0	0	0	0	0	0
Wrong number/Hang-up	17	36	15	12	10	90
Other (please Specify)	4	9	7	2	1	23
TVG or Casino Reservations	5	5	6	5	5	26
TOTAL	48	81	78	51	24	282
GAT Referrals Given	6	5	21	13	2	47
# People Referred To Treatment	6	3	13	7	1	30
Connected Directly To Agency	0	0	0	0	0	0
Confirmed Appt. With Agency	0	0	0	0	0	0
Permission to call back 72 hour	1	1	2	1	0	5
Successful 72 Hour Call Back	0	0	0	0	0	0
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	0	1	0	0	2
Number Of Suicidal Callers	0	0	0	0	0	0
# People Referred To GA	1	1	3	0	0	5

GAT REFERRALS: BENTON=1 CLACKAMAS=4 COOS=1 JOSEPHINE=1 LANE=6 MALHEUR=1 MARION=5
MULTNOMAH=9 WASHINGTON=4 YAMHILL=1 GEAR=14 =47

AGENCY REFERRALS: (1) MERIDIAN (EUGENE)=6 (4) ADAPT=1 (6) BRIDGEWAY=5 (7) CASCADIA (SE 43RD)=5 (15) GEAR=14 (16) OPTIONS FOR SOUTHERN OREGON=1 (18) LIFEWAYS=1 (28) LIFEWORKS NW (BEAVERTON)=1 (29) LIFEWORKS NW (HILLSBORO)=3 (33) YAMHILL CO HEALTH & HUMAN SVCS.=1 (36) CASCADIA (CLACKAMAS)=4 (38) IN ACT=2 (52) LEWIS & CLARK=1 (53) BENTON CO HEALTH DEPARTMENT=1 (75) ASIAN HEALTH SERVICES CENTER=1 =47

GA: CLACKAMAS=2 MULTNOMAH=2 WASHINGTON=1=5

(#4) OTHER: A)OUT OF STATE CALLERS=3 B)PRANKS=3 C)TELEMARKETER=5 D)SEEKING MENTAL HEALTH=5 =16

HOURS	1-3	3-6	6-9	9-12	12-15	15-18	18-21	21-24	TOTAL
1ST WEEK	3	1	4	11	13	8	6	2	48
2ND WEEK	6	1	18	11	14	20	7	4	81
3RD WEEK	3	0	13	18	14	18	12	0	78
4TH WEEK	1	2	8	10	13	12	5	0	51
5TH WEEK	0	0	1	3	10	10	0	0	24
TOTAL	13	4	44	53	64	68	30	6	282

- 31 # OF REFERAL TO TREATMENT
- 5 # OF LIVE CHATS
- 44,029 # OF WEB PAGE HITS
- 6 # OF SMS/TEXT
- 0 # OF GAM TALK