

**GAMBLING HELPLINE TRACKING LOG
MONTH OF JANUARY 2009**

| CATEGORY OF CALLER | | 1ST WEEK | 2ND WEEK | 3RD WEEK | 4TH WEEK | 5TH WEEK | TOTAL |
|--|----------------------------------|-------------|-------------|-------------|-------------|-------------|------------|
| 1.1 | Gambler Seeking Treatment | 23 | 26 | 30 | 28 | 28 | 135 |
| 1.2 | Gambler Seeking Info Only | 0 | 1 | 1 | 4 | 0 | 6 |
| 1.3 | Gambler Seeking GA | 0 | 1 | 1 | 0 | 0 | 2 |
| 1.4 | Gambler Just Wants To Talk | 1 | 2 | 0 | 3 | 0 | 6 |
| 1.5 | Admin Reasons | 2 | 10 | 6 | 10 | 4 | 32 |
| 2.1 | SO Seeking Treatment | 0 | 4 | 1 | 0 | 1 | 6 |
| 2.2 | SO Seeking Info Only | 1 | 2 | 0 | 1 | 1 | 5 |
| 2.3 | SO GA/GamAnon | 0 | 0 | 0 | 0 | 0 | 0 |
| 2.4 | SO Just Wants To Talk | 0 | 0 | 0 | 0 | 0 | 0 |
| 2.5 | Admin Reasons | 0 | 0 | 0 | 1 | 0 | 1 |
| 3.1 | Other Family Seeking Treatment | 0 | 0 | 0 | 0 | 1 | 1 |
| 3.2 | Other Family Seeking Info Only | 0 | 1 | 1 | 3 | 1 | 6 |
| 3.3 | Other Family Seeking GA/ GamAnon | 0 | 0 | 0 | 0 | 0 | 0 |
| 3.4 | Other Family Just Wants To Talk | 0 | 0 | 0 | 0 | 0 | 0 |
| 3.5 | Admin Reasons | 0 | 0 | 0 | 0 | 0 | 0 |
| 4.1 | Friend Seeking Treatment | 0 | 0 | 0 | 0 | 0 | 0 |
| 4.2 | Friend Seeking Info Only | 1 | 1 | 1 | 2 | 1 | 6 |
| 4.3 | Friend Seeking GA / GamAnon | 0 | 0 | 0 | 0 | 0 | 0 |
| 4.4 | Friend Just Wants To Talk | 0 | 0 | 0 | 0 | 0 | 0 |
| 4.5 | Admin Reasons | 0 | 0 | 0 | 0 | 0 | 0 |
| 5 | Lottery Results | 1 | 1 | 4 | 6 | 1 | 13 |
| 6 | GA Information | 0 | 1 | 1 | 3 | 1 | 6 |
| 7 | Agency Calling | 3 | 4 | 2 | 4 | 9 | 22 |
| 8 | GA Calling | 0 | 0 | 0 | 0 | 0 | 0 |
| 9 | Wrong number/Hang-ups | 7 | 34 | 27 | 55 | 23 | 146 |
| 10 | Other (please specify) | 11 | 15 | 15 | 24 | 18 | 83 |
| 11 | TVG or Casino Reservations | 5 | 8 | 3 | 4 | 3 | 23 |
| TOTAL | | 55 | 111 | 93 | 148 | 92 | 499 |
| GAT REFERRALS GIVEN | | 26 | 42 | 41 | 45 | 39 | 193 |
| # PEOPLE REFERRED TO TREATMENT | | 25 | 38 | 35 | 41 | 34 | 173 |
| CONNECTED DIRECTLY TO AGENCY | | 2 | 16 | 14 | 8 | 10 | 50 |
| CONFIRMED APPT. WITH AGENCY | | 5 | 9 | 14 | 11 | 13 | 52 |
| PERMISSION TO CALL BACK 72 HOURS | | 7 | 19 | 21 | 18 | 14 | 79 |
| SUCCESSFUL 72 HOUR CALL BACK | | 5 | 10 | 14 | 11 | 15 | 55 |
| PERMISSION FOR SECOND 72-HOUR CALL BACK | | - | - | - | - | - | 0 |
| SUCCESSFUL SECOND 72-HOUR CALL BACK | | - | - | - | - | - | 0 |
| SPANISH -SPEAKING CALLERS | | - | - | - | 1 | - | 1 |
| NUMBER OF SUICIDAL CALLERS | | - | - | - | - | - | 0 |
| # PEOPLE REFERRED TO G.A. | | 15 | 11 | 13 | 22 | 11 | 72 |
| GAT REFERRALS : BENTON 3, CLACKAMAS 14, COLUMBIA 2, COOS 4, DESCHUTES 6, DOUGLAS 2, GEAR 20, HOOD RIVER 1, JACKSON 16, JEFFERSON 1, JOSEPHINE 2, LANE 16, LINN 3, MARION 22, MULTNOMAH 47, POLK 2, TILLAMOOK 3, UMATILLA 2, WASHINGTON 25, YAMHILL 2 = 193 | | | | | | | |

AGENCY REFERRALS: (01) EMERGENGE 16, (02) EMERGENGE 2, (03) ADAPT 2, (04) ADAPT 4, (05) ARC 09, (06) CASCADIA 21, (07) CASCADIA 10, (11) COL-COMM 2, (14) DCHM 6, (15) GEAR 20, (16) JOS CO. 3, (18) LIFEWAYS 2, (20) LINN-BENTON 5, (22) MID COL 2, (24) OHSU 11, (25)ONTRACK 9, (26) POLK 2, (27) TILLAMOOK 2, (28) LIFEWORKS 14, (29) LIFEWORKS 12, (30)LIFEWORKS 5, (33) YAMHILL 2, (35) CASCADIA 4, (36) CASCADIA 10, (37) NARA 2, (38)INACT3, (39) INACT 13 = 193

GA: CLACKAMAS 6, COOS 3, DESCHUTES 3, DOUGLAS 1, JACKSON 2, JOSEPHINE 3, LANE 8, LINN 1, MARION 12, MULTNOMAH 18, POLK 2, TILLAMOOK 1, UMATILLA 1, WASHINGTON 9, YAMHILL 2 = 72

(#10) OTHER: A)TELEMARKETER 9, B) OUT OF STATE CALLER 41, C)ANSWERING SERVICE LOST CALL 9, D)PRANK9, E) RETAIL INQUIRY 4, F) CITIZEN COMPLAINT 3, G) LOOKING FOR PARTICULAR COUNSELOR 5, H) SPANISYH CALLER 1, I) SEEKING A&D, 2 = 83

| HOURS | 1-3 | 3-6 | 6-9 | 9-12 | 12-15 | 15-18 | 18-21 | 21-24 | Total |
|-------|-----|-----|-----|------|-------|-------|-------|-------|-------|
|-------|-----|-----|-----|------|-------|-------|-------|-------|-------|

| | | | | | | | | | |
|--------------|----|---|----|-----|-----|----|-----|----|-----|
| 1ST WEEK | 3 | 1 | 2 | 16 | 11 | 4 | 13 | 5 | 55 |
| 2ND WEEK | 4 | 0 | 4 | 22 | 25 | 28 | 17 | 11 | 111 |
| 3RD WEEK | 5 | 2 | 2 | 20 | 32 | 18 | 8 | 6 | 93 |
| 4TH WEEK | 4 | 2 | 10 | 25 | 30 | 24 | 43 | 10 | 148 |
| 5TH WEEK | 1 | 2 | 6 | 22 | 15 | 23 | 19 | 4 | 92 |
| TOTAL | 17 | 7 | 24 | 105 | 113 | 97 | 100 | 36 | 499 |