

GAMBLING HELPLINE TRACKING LOG
MONTH OF FEBRUARY 2009

CATEGORY OF CALLER		1 ST WEEK	2 ND WEEK	3 RD WEEK	4 TH WEEK	5 TH WEEK	TOTAL
1.1	Gambler Seeking Treatment	31	23	36	32		122
1.2	Gambler Seeking Info Only	0	0	0	0		0
1.3	Gambler Seeking GA	1	0	1	1		3
1.4	Gambler Just Wants To Talk	0	3	2	7		12
1.5	Admin Reasons	9	3	12	14		38
2.1	SO Seeking Treatment	0	1	3	2		6
2.2	SO Seeking Info Only	2	2	0	1		5
2.3	SO GA/GamAnon	0	0	0	0		0
2.4	SO Just Wants To Talk	1	0	0	0		1
2.5	Admin Reasons	0	0	0	0		0
3.1	Other Family Seeking Treatment	2	1	1	3		7
3.2	Other Family Seeking Info Only	5	3	5	3		16
3.3	Other Family Seeking GA/ GamAnon	0	0	0	0		0
3.4	Other Family Just Wants To Talk	0	0	0	0		0
3.5	Admin Reasons	0	0	1	1		2
4.1	Friend Seeking Treatment	0	0	0	1		1
4.2	Friend Seeking Info Only	0	0	0	0		0
4.3	Friend Seeking GA / GamAnon	0	0	0	0		0
4.4	Friend Just Wants To Talk	0	0	0	0		0
4.5	Admin Reasons	0	0	0	0		0
5	Lottery Results	3	2	2	0		7
6	GA Information	1	3	3	2		9
7	Agency Calling	6	6	7	5		24
8	GA Calling	0	0	0	0		0
9	Wrong number/Hang-ups	20	28	50	30		128
10	Other (please specify)	12	14	29	25		80
11	TVG or Casino Reservations	5	1	7	9		22
TOTAL		98	90	159	136		483
GAT REFERRALS GIVEN		53	37	56	51		197
# PEOPLE REFERRED TO TREATMENT		46	36	51	51		184
CONNECTED DIRECTLY TO AGENCY		15	13	16	10		54
CONFIRMED APPT. WITH AGENCY		13	11	14	14		52
PERMISSION TO CALL BACK 72 HOURS		20	20	21	20		81
SUCCESSFUL 72 HOUR CALL BACK		13	11	14	0		38
PERMISSION FOR SECOND 72-HOUR CALL BACK		0	0	0	0		0
SUCCESSFUL SECOND 72-HOUR CALL BACK		0	0	0	0		0
SPANISH -SPEAKING CALLERS		0	4	0	1		5
NUMBER OF SUICIDAL CALLERS		0	0	0	0		0
# PEOPLE REFERRED TO G.A.		10	9	20	20		59

GAT REFERRALS : BAKER 2, BENTON 1, CLACKAMAS 22, CLATSOP 2, COOS 2, CROOK 1, DESCHUTES 8, DOUGLAS 1, GEAR 33, JACKSON 8, JEFFERSON 1, JOSEPHINE 1, LANE 8, LINCOLN 1, LINN 8, MARION 14, MULTNOMAH 52, POLK 3, TILLAMOOK 2, UMATILLA 2, WASHINGTON 24, YAMHILL 1 = 197

AGENCY REFERRALS: (01) EMERGENGE 8, (02) EMERGENGE 1, (03) ADAPT 1, (04) ADAPT 2, (05)ARC 5, (06)CASCADIA 15, (07) CASCADIA 21, (11)COL.COMM 2, (14)DCMH 10, (15) GEAR 33, (16)JOS.CO 1, (18)LIFEWAYS 3, (19)LINCOLN 1, (20)LINN-BENTON 9, (24)OHSU 7, (25)ON TRACK 3, (26)POLK 2, (27)TILLAMOOK 2, (28)LIFEWORKS 16, (29)LIFEWORKS 7, (30)LIFEWORKS 7, (33)YAMHILL 2, (34)HARNEY 1, (35) CASCADIA 7, (36)CASCADIA 15, (37)NARA 1, (38)INACT 5, (39)INACT 10 = 197

GA'S: CLACKAMAS 13, DOUGLAS 2, JACKSON 2, LANE 2, LINCOLN 1, LINN 1, MARION 4, MULTNOMAH 25, UMATILLA 2, WASHINGTON 7 = 59

(#10) OTHER: A) OUT OF STATE CALLER 32, B) TELEMARKETER 10, C)CITIZEN COMPLAINT 3, D)CUSTOMER INQUIRY 2, E)PRANK 22, F)SEEKING FEMALE COUNSELOR 1, G)ANSWERING SERVICE LOST CALL 6, H)SEEKING MENTAL HEALTH 3, I)SPANISH SPEAKING CALLER 1 = 80

HOURS	1-3	3-6	6-9	9-12	12-15	15-18	18-21	21-24	Total
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1ST WEEK	5	0	11	18	27	16	9	12	98
2ND WEEK	1	0	7	18	30	21	10	3	90
3RD WEEK	7	4	4	36	39	37	24	8	159
4TH WEEK	5	3	12	28	29	30	18	11	136
5TH WEEK									
TOTAL	18	7	34	100	125	104	61	34	483