

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

CATEGORY OF CALLER		1ST WEEK	2ND WEEK	3RD WEEK	4TH WEEK	5TH WEEK	TOTAL
1.1	Gambler Seeking Treatment	25	42	40	26	6	139
1.2	Gambler Seeking Info Only	1	0	0	0	0	1
1.3	Gambler Seeking GA	0	0	0	1	0	1
1.4	Gambler Just Wants To Talk	0	2	8	2	0	12
1.5	Admin Reasons	19	9	15	5	1	49
2.1	SO Seeking Treatment	1	2	0	3	0	6
2.2	SO Seeking Info Only	0	1	1	0	0	2
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	1	0	0	0	1
3.1	Other Family Seeking Treatment	0	0	4	1	0	5
3.2	Other Family Seeking Info Only	0	3	2	2	0	7
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	2	2	0	0	5
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	1	0	0	0	0	1
5	Lottery Results	4	2	7	1	0	14
6	GA Information	1	2	0	1	0	4
7	Agency Calling	5	9	6	2	1	23
8	GA Calling	0	0	0	0	0	0
9	Wrong number/Hang-ups	32	41	19	27	10	129
10	Other (please specify)	16	18	21	19	11	85
11	TVG or Casino Reservations	11	6	5	13	2	37
<b>TOTAL</b>		<b>117</b>	<b>140</b>	<b>130</b>	<b>103</b>	<b>31</b>	<b>521</b>
GAT REFERRALS GIVEN		39	65	66	36	8	214
# PEOPLE REFERRED TO TREATMENT		32	59	60	34	6	191
CONNECTED DIRECTLY TO AGENCY		10	15	16	9	0	50
CONFIRMED APPT. WITH AGENCY		12	10	15	14	5	56
PERMISSION TO CALL BACK 72 HOURS		13	32	28	10	0	83
SUCCESSFUL 72 HOUR CALL BACK		15	11	15	16	5	62
PERMISSION FOR SECOND 72-HOUR CALL BACK		0	0	0	0	0	0
SUCCESSFUL SECOND 72-HOUR CALL BACK		0	0	-	0	0	0
SPANISH -SPEAKING CALLERS		5	9	8	5	0	27
NUMBER OF SUICIDAL CALLERS		0	0	0	0	0	0
# PEOPLE REFERRED TO G.A.		5	17	11	10	2	45
GAT REFERRALS : BAKER 1, CLACKAMAS 28, CLATSOP 2, COLUMBIA 3, COOS 3, DESCHUTES 11, DOUGLAS 4, GEAR 33, JACKSON 18, JEFFERSON 2, JOSEPHINE 2, LAKE 1, LANE 18, LINCOLN 1, LINN 6, MARION 13, MULTNOMAH 30, POLK 3, TILLAMOOK 1, UMATILLA 4, UNION 1, WASCO 1, WASHINGTON 24, YAMHILL 4 = 214							

AGENCY REFERRALS: (01) EMERGENCE 17, (03) ADAPT 4, (04) ADAPT 3, (05) ARC 9, (06)CASCADIA 13, (07) CASCADIA 16, (11) COL.COMM 4, (14) DCMH 13, (15) GEAR 34, (16) JOSEPHINE CO. 2, (18)LIFEWAYS 5, (19) LINCOLN 3, (20) LINN BENTON 6, (24) OHSU 6, (25) ONTRACK 9, (26) POLK 3, (27) TILLAMOOK 1, (28) LIFEWORKS 15, (29) LIFEWORKS 8, (30) LIFEWORKS 4, (33) YAMHILL, 4, (34) HARNEY 1, (35) CASCADIA 2, (36) CASCADIA 21, (37) NARA 2, (38) INACT 4, ( 39) INACT 5 = 214

GA: CLACKAMAS 7, CLATSOP 1, COOS 3, DESCHUTES 3, JACKSON 1, KLAMATH 1, LANE 6, LINCOLN 1, LINN 1, MARION 5, MULTNOMAH 10, TILLAMOOK 1, WASHINGTON 5 = 45

(#10) OTHER: A) ANSWERING SERVICE LOST CALL 13, B) OUT OF STATE CALLERS 25, C) PRANKS 14, D) SEEKING MENTAL HEALTH 5, E) REQUEST FOR FEMALE COUNSELOR 2, F) CUSTOMER INQUIRY 7, G) TELEMARKETER 5, H) CUSTOMER COMPLAINT 6, I) RETAIL INQUIRY 2, J)REQUESTING SPANISH SPEAKING COUNSELOR 6 = 85

HOURS	1-3	3-6	6-9	9-12	12-15	15-18	18-21	21-24	Total
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1ST WEEK	4	3	10	22	27	30	14	7	117
2 <sup>ND</sup> WEEK	3	6	6	23	33	31	22	16	140
3RD WEEK	0	0	12	30	33	28	16	11	130
4TH WEEK	3	0	5	25	22	21	17	10	103
5TH WEEK	2	0	1	3	7	8	7	3	31
<b>TOTAL</b>	12	9	34	103	122	118	76	47	521