

GAMBLING HELPLINE TRACKING LOG  
MONTH OF MAY 2009

CATEGORY OF CALLER		1ST WEEK	2ND WEEK	3RD WEEK	4TH WEEK	5TH WEEK	TOTAL
1.1	Gambler Seeking Treatment	7	25	35	18	15	100
1.2	Gambler Seeking Info Only	0	1	3	1	1	6
1.3	Gambler Seeking GA	0	1	0	0	0	1
1.4	Gambler Just Wants To Talk	0	2	4	1	2	9
1.5	Admin Reasons	1	5	9	8	14	37
2.1	SO Seeking Treatment	0	1	1	0	0	2
2.2	SO Seeking Info Only	1	1	3	2	0	7
2.3	SO GA/GamAnon	0	0	0	0	1	1
2.4	SO Just Wants To Talk	0	0	0	0	1	1
2.5	Admin Reasons	0	0	0	0	0	0
3.1	Other Family Seeking Treatment	0	0	0	1	0	2
3.2	Other Family Seeking Info Only	0	1	4	1	1	7
3.3	Other Family Seeking GA/ GamAnon	0	1	0	0	0	1
3.4	Other Family Just Wants To Talk	0	0	0	0	0	0
3.5	Admin Reasons	0	1	2	0	0	3
4.1	Friend Seeking Treatment	0	0	0	0	0	0
4.2	Friend Seeking Info Only	0	0	0	1	1	2
4.3	Friend Seeking GA / GamAnon	0	0	1	0	0	1
4.4	Friend Just Wants To Talk	0	0	0	0	0	0
4.5	Admin Reasons	0	1	0	0	0	1
5	Lottery Results	1	2	0	1	2	5
6	GA Information	0	3	2	2	1	8
7	Agency Calling	2	3	8	6	4	28
8	GA Calling	0	0	0	0	0	0
9	Wrong number/Hang-ups	8	34	45	20	22	129
10	Other (please specify)	9	13	19	13	17	71
11	TVG or Casino Reservations	0	5	7	7	9	28
<b>TOTAL</b>		<b>29</b>	<b>100</b>	<b>143</b>	<b>84</b>	<b>91</b>	<b>447</b>
GAT REFERRALS GIVEN		11	38	54	36	25	164
# PEOPLE REFERRED TO TREATMENT		8	32	49	26	20	136
CONNECTED DIRECTLY TO AGENCY		4	14	18	5	4	45
CONFIRMED APPT. WITH AGENCY		2	10	18	9	7	46
PERMISSION TO CALL BACK 72 HOURS		5	14	23	9	9	60
SUCCESSFUL 72 HOUR CALL BACK		2	14	18	9	7	50
PERMISSION FOR SECOND 72-HOUR CALL BACK		0	0	1	0	0	1
SUCCESSFUL SECOND 72-HOUR CALL BACK		0	0	0	0	0	0
SPANISH SPEAKING CALLERS		3	9	3	6	6	27
NUMBER OF SUICIDAL CALLERS		0	0	3	0	1	4
# PEOPLE REFERRED TO G.A.		0	6	3	3	4	16
GAT REFERRALS : BAKER 1, BENTON 2, CLACKAMAS 7, CLATSOP 1, COLUMBIA 3, COOS 4, CROOK 2, CURRY 1, DESCHUTES 8, DOUGLAS 3, GEAR 35, JACKSON 6, JOSEPHINE 1, LANE 18, LINCOLN 2, LINN 8, MALHEUR 1, MARION 15, MULTNOMAH 23, POLK 2, TILLAMOOK 2, UMATILLA 1, UNION 1, WASHINGTON 12, YAMHILL 5 = 164							

AGENCY REFERRALS: 01) EMERGENCE 18, 02) EMERGENCE 1, 03)ADAPT 3, 04) ADAPT 4, 05) ARC 3, 06) CASCADIA 20, 07) CASCADIA 4, 11) COL-COMM 2, 13) CURRY 1, 14)DCMH 9, 15) GEAR 35, 16) JOS.CO 1, 18) LIFEWAYS 4, 20) LINN-BENTON 8, 24) OHSU 4, 25) ON TRACK 3, 26) POLK CO. 3, 27) TILLAMOOK 2, 28) LIFEWORKS 11, 29) LIFEWORKS 3, 30) LIFEWORKS 5, 33) YAMHILL 5, 35) CASCADIA 2, 36) CASCADIA 5, 37) CASCADIA 1, 39) INACT 6 = 164

GA: CLACKAMAS 2, COOS 2, JOSEPHINE 1, LANE 4, LINN 2, MARION 1, MULTNOMAH 3, YAMHILL 1 = 16

(#10) OTHER: A) PRANKS 20, B) OUT OF STATE CALLERS 25, C) CUSTOMER COMPLAINT 1, D) RETAIL INQUIRY 2, E) SEEKING MENTAL HEALTH 5, F) CUSTOMER INQUIRY 7, G) SALES 2, H) ANSWERING SERVICE LOST CALL 9 = 71

HOURS	1-3	3-6	6-9	9-12	12-15	15-18	18-21	21-24	Total
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1ST WEEK	1	1	2	5	5	5	4	6	29
2ND WEEK	1	3	6	21	24	20	14	11	100
3RD WEEK	4	3	11	27	28	31	32	7	143
4TH WEEK	3	0	10	23	22	12	6	8	84
5 <sup>TH</sup> WEEK	0	1	7	16	28	17	10	12	91
<b>TOTAL</b>	9	8	36	92	107	85	66	44	447