

GAMBLING HELPLINE TRACKING LOG
MONTH OF JUNE 2009

CATEGORY OF CALLER		1ST WEEK	2ND WEEK	3RD WEEK	4TH WEEK	5TH WEEK	TOTAL
1.1	Gambler Seeking Treatment	33	25	40	20	6	124
1.2	Gambler Seeking Info Only	0	0	1	1	0	2
1.3	Gambler Seeking GA	0	0	0	0	0	0
1.4	Gambler Just Wants To Talk	1	1	0	2	0	4
1.5	Admin Reasons	5	13	6	5	1	30
2.1	SO Seeking Treatment	2	0	0	2	0	4
2.2	SO Seeking Info Only	0	0	0	0	0	0
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	1	2
3.1	Other Family Seeking Treatment	1	0	1	0	0	2
3.2	Other Family Seeking Info Only	4	1	2	1	0	8
3.3	Other Family Seeking GA/ GamAnon	0	0	0	0	0	0
3.4	Other Family Just Wants To Talk	0	0	2	0	0	2
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	0	0	1	0	0	1
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	1	0	1	0	2
5	Lottery Results	3	1	2	1	3	10
6	GA Information	1	3	0	0	1	5
7	Agency Calling	10	2	7	8	2	29
8	GA Calling	0	0	0	0	0	0
9	Wrong number/Hang-ups	13	25	31	30	10	109
10	Other (please specify)	19	14	13	10	2	58
11	TVG or Casino Reservations	10	8	5	6	4	33
TOTAL		102	95	111	87	30	425
GAT REFERRALS GIVEN		51	32	55	27	10	175
# PEOPLE REFERRED TO TREATMENT		39	24	48	22	7	140
CONNECTED DIRECTLY TO AGENCY		13	12	10	7	5	47
CONFIRMED APPT. WITH AGENCY		2	11	19	13	-	45
PERMISSION TO CALL BACK 72 HOURS		26	16	21	13	4	80
SUCCESSFUL 72 HOUR CALL BACK		2	15	20	13	-	50
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		3	7	4	4	1	19
NUMBER OF SUICIDAL CALLERS		0	0	0	0	0	0
# PEOPLE REFERRED TO G.A.		6	8	16	3	0	33

GAT REFERRALS : BAKER 1, BENTON 2, CLACKAMAS 20, COOS 2, CURRY 1, DESCHUTES 5, DOUGLAS 1, GEAR 30, GRANT 1, HOOD RIVER 2, JACKSON 10, JEFFERSON 1, LANE 13, LINCOLN 1, LINN 5, MALHEUR 1, MARION 10, MULTNOMAH 43, POLK 2, UMATILLA 4, WASCO 1, WASHINGTON 15, YAMHILL 4 =175

AGENCIES REFERRALS: 01) EMERGENCE 13, 03) ADAPT 1, 04) ADAPT 2, 05) ARC 4, 06) CASCADIA 10, 07) CASCADIA 14, 11) COL-COMM 1, 13) CURRY 1, 14) DCMH 5, 15) GEAR 30, 16) JOS. CO 2, 18) LIFEWAYS 5, 19) LINCOLN 1, 20) LINN-BENTON 8, 22) MID-COL 2, 23) MID-COL 1, 24) OHSU 5, 25) ONTRACK 5, 26) POLK 2, 28) LIFEWORKS 11, 29) LIFEWORKS 4, 30) LIFEWORKS 6, 33) YAMHILL 4, 34) HARNEY 1, 35) CASCADIA 4, 36) CASCADIA 14, 37) NARA 2, 38) INACT 8, 39) INACT 9 = 175

GA: BENTON 1, CLACKAMAS 5, COOS 1, DESCHUTES 1, KLAMATH 2, LANE 1, MARION 2, MULTNOMAH 15, POLK 1, WASHINGTON 3, YAMHILL 1 = 33

(#10) OTHER: A) SALES 6, B) PRANKS 16, C) OUT OF STATE CALLER 19, D) CALLER INQUIRY 5, E) SEEKING DRUG & ALCOHOL TREATMENT 2, F) RETAIL INQUIRY 2, G) SEEKING EMPLOYMENT 1, H)ANSWERING SERVICE LOST CALL 4, I) CUSTOMER COMPLAINT 3 = 58

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

1ST WEEK	7	1	11	38	16	18	10	1	102
2ND WEEK	3	7	8	22	22	14	11	8	95
3RD WEEK	1	2	11	24	25	16	22	10	111
4TH WEEK	1	1	10	19	21	16	15	4	87
5TH WEEK	0	0	3	12	5	4	2	4	30
TOTAL	12	11	43	115	89	68	60	27	425