

GAMBLING HELPLINE TRACKING LOG
MONTH OF JULY, 2009

| CATEGORY OF CALLER | | 1ST WEEK | 2ND WEEK | 3RD WEEK | 4TH WEEK | 5TH WEEK | TOTAL |
|--|----------------------------------|-----------|-----------|-----------|-----------|-----------|------------|
| 1.1 | Gambler Seeking Treatment | 26 | 29 | 23 | 23 | 12 | 113 |
| 1.2 | Gambler Seeking Info Only | 0 | 0 | 0 | 0 | 0 | 0 |
| 1.3 | Gambler Seeking GA | 0 | 0 | 0 | 0 | 0 | 0 |
| 1.4 | Gambler Just Wants To Talk | 1 | 1 | 0 | 1 | 0 | 3 |
| 1.5 | Admin Reasons | 6 | 4 | 9 | 11 | 8 | 38 |
| 2.1 | SO Seeking Treatment | 0 | 3 | 2 | 1 | 2 | 8 |
| 2.2 | SO Seeking Info Only | 3 | 0 | 2 | 1 | 0 | 6 |
| 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 | 1 | 0 | 1 | 2 | 0 | 4 |
| 3.1 | Other Family Seeking Treatment | 0 | 1 | 0 | 0 | 0 | 1 |
| 3.2 | Other Family Seeking Info Only | 1 | 3 | 3 | 0 | 0 | 7 |
| 3.3 | Other Family Seeking GA/ GamAnon | 0 | 0 | 0 | 0 | 0 | 0 |
| 3.4 | Other Family Just Wants To Talk | 2 | 0 | 0 | 0 | 0 | 2 |
| 3.5 | Admin Reasons | 0 | 0 | 2 | 0 | 0 | 2 |
| 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 | 0 | 0 | 0 | 0 | 0 |
| 5 | Lottery Results | 0 | 0 | 5 | 0 | 1 | 6 |
| 6 | GA Information | 3 | 2 | 1 | 3 | 2 | 11 |
| 7 | Agency Calling | 0 | 6 | 3 | 7 | 9 | 25 |
| 8 | GA Calling | 0 | 0 | 0 | 0 | 0 | 0 |
| 9 | Wrong number/Hang-ups | 13 | 11 | 25 | 23 | 20 | 92 |
| 10 | Other (please specify) | 11 | 7 | 8 | 11 | 4 | 41 |
| 11 | TVG or Casino Reservations | 0 | 4 | 5 | 3 | 4 | 16 |
| TOTAL | | 67 | 71 | 90 | 86 | 62 | 376 |
| GAT REFERRALS GIVEN | | 42 | 53 | 39 | 31 | 16 | 181 |
| # PEOPLE REFERRED TO TREATMENT | | 30 | 38 | 29 | 30 | 14 | 141 |
| CONNECTED DIRECTLY TO AGENCY | | 5 | 16 | 13 | 8 | 3 | 50 |
| CONFIRMED APPT. WITH AGENCY | | 8 | 9 | 21 | 3 | 13 | 54 |
| PERMISSION TO CALL BACK 72 HOURS | | 8 | 31 | 22 | 14 | 10 | 84 |
| SUCCESSFUL 72 HOUR CALL BACK | | 8 | 9 | 27 | 3 | 14 | 61 |
| 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 | 5 | 7 | 0 | 1 | 16 |
| NUMBER OF SUICIDAL CALLERS | | 0 | 0 | 0 | 0 | 0 | 0 |
| # PEOPLE REFERRED TO G.A. | | 18 | 6 | 8 | 7 | 1 | 40 |
| GAT REFERRALS : BENTON 2, CLACKAMAS 16, CLATSOP 1, COLUMBIA 1, COOS 2, CROOK 3, DESCHUTES 2, DOUGLAS 5, GEAR 40, HARNEY 2, JACKSON 5, JEFFERSON 1, JOSEPHINE 3, LANE 13, LINN 3, MALHEUR 1, MARION 14, MULTNOMAH 41, POLK 2, TILLAMOOK 1, UMATILLA 2, WASCO 2, WASHINGTON 18, YAMHILL 1 = 181. | | | | | | | |

AGENCY REFERRALS: (01) EMERGENCE 12, (03) ADAPT 5, (04) ADAPT 2, (05) ARC 4, (06) BRDGWY 15, (07) CASC 12, (11) COLCOMM 3, (14) DCMH 6, (15) GEAR 40, (16) OPTNS 3, (18) LFWYS 2, (20) L-B 5, (22) MIDCOL 1, (23) MIDCOL 1, (24) OHSU 10, (25) ONTRK 4, (26) POLK 3, (27) TLLMK 1, (28) LFWRKS 8, (29) LFWRKS 8, (30) LFWRKS 2, (33) YAM 1, (34) HBH 3, (35) CASC 7, (36) CASC 8, (37) NARA 2, (38) INACT 6, (38) INACT 6, (44) UMAT 1 = 181.

GA: CLACKAMAS 8, COOS 1, DESCHUTES 1, DOUGLAS 1, JACKSON 3, JOSEPHINE 2, KLAMATH 1, LANE 2, MALHEUR 1, MARION 5, MULTNOMAH 9, WASHINGTON 5, YAM HILL 1 = 40.

(#10) OTHER: PRANK 10, CITIZEN COMPLAINT 2, ANSWERING SERVICE LOST CALL 4, OUT OF STATE 16, SALES 3, CUSTOMER INQUIRY 4, CALL BACK RESPONSE 1, MENTAL HEALTH ISSUES 1 = 41.

| 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 | 0 | 2 | 8 | 2 | 20 | 8 | 7 | 67 |
| 2ND WEEK | 0 | 1 | 9 | 25 | 14 | 10 | 7 | 5 | 71 |
| 3RD WEEK | 4 | 1 | 6 | 24 | 21 | 21 | 11 | 2 | 90 |
| 4TH WEEK | 1 | 2 | 9 | 18 | 26 | 19 | 6 | 5 | 86 |
| 5TH WEEK | 0 | 0 | 6 | 14 | 15 | 12 | 9 | 6 | 62 |
| TOTAL | 6 | 4 | 32 | 89 | 97 | 82 | 41 | 25 | 376 |