

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

CATEGORY OF CALLER		1ST WEEK	2ND WEEK	3RD WEEK	4TH WEEK	5TH WEEK	TOTAL
1.1	Gambler Seeking Treatment	3	17	21	18	19	78
1.2	Gambler Seeking Info Only	0	1	3	0	2	6
1.3	Gambler Seeking GA	0	0	0	0	0	0
1.4	Gambler Just Wants To Talk	0	3	1	1	3	8
1.5	Admin Reasons	1	10	7	4	4	26
2.1	SO Seeking Treatment	0	0	1	1	0	2
2.2	SO Seeking Info Only	0	1	0	2	2	5
2.3	SO GA/GamAnon	0	0	0	0	0	0
2.4	SO Just Wants To Talk	1	0	0	0	0	1
2.5	Admin Reasons	0	0	0	0	0	0
3.1	Other Family Seeking Treatment	0	0	0	0	1	1
3.2	Other Family Seeking Info Only	0	0	1	1	0	2
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	1	1
3.5	Admin Reasons	0	1	0	2	0	3
4.1	Friend Seeking Treatment	0	0	0	0	0	0
4.2	Friend Seeking Info Only	0	0	1	1	1	3
4.3	Friend Seeking GA / GamAnon	0	0	0	1	0	1
4.4	Friend Just Wants To Talk	0	0	0	0	0	0
4.5	Admin Reasons	0	0	1	0	0	1
5	Lottery Results	1	1	1	0	0	3
6	GA Information	1	1	0	1	1	4
7	Agency Calling	1	10	4	2	5	22
8	GA Calling	0	0	0	0	1	1
9	Wrong number/Hang-ups	0	25	20	20	16	81
10	Other (please specify)	5	28	25	12	12	82
11	TVG or Casino Reservations	2	3	3	0	7	15
TOTAL		15	101	89	66	75	346
GAT REFERRALS GIVEN		3	22	39	31	32	127
# PEOPLE REFERRED TO TREATMENT		3	21	28	24	28	104
CONNECTED DIRECTLY TO AGENCY		0	9	7	5	8	29
CONFIRMED APPT. WITH AGENCY		0	-	1	3	14	18
PERMISSION TO CALL BACK 72 HOURS		0	14	11	13	12	50
SUCCESSFUL 72 HOUR CALL BACK		0	-	1	4	15	20
PERMISSION FOR SECOND 72-HOUR CALL BACK		0	-	0	0	-	0
SUCCESSFUL SECOND 72-HOUR CALL BACK		0	-	0	0	0	0
SPANISH -SPEAKING CALLERS		0	1	3	2	2	8
NUMBER OF SUICIDAL CALLERS		0	-	0	0	0	0
# PEOPLE REFERRED TO G.A.		2	12	4	7	8	33

GAT REFERRALS : CLACKAMAS 16, CLATSOP 2, COLUMBIA 1, COOS 4, CROOK 4, CURRY 1, DESCHUTES 3, DOUGLAS 2, GEAR 22, JACKSON 4, JOSEPHINE 3, LANE 12, LINCOLN 1, LINN 1, MALHEUR 1, MARION 8, MULTNOMAH 25, POLK 1, TILLAMOOK 1, UMATILLA 2, WASHINGTON 10, YAMHILL 3 = 127

AGENCY REFERRALS: 01) EMERGENCE 11, 02) EMERGENCE 1, 03) ADAPT 2, 04) ADAPT 7, 05) ARC 1, 06) BRIDGEWAY 10, 07) CASCADIA 9, 11) CCMH 2, 12) CURRY/BROOKINGS 1, 13) CURRY/GOLD BEACH 1, 14) DCMH 4, 15) GEAR 22, 16) OPTIONS 3, 19) LINCOLN 1, 20) L-B 1, 23) MID-COLM/ THE DALLES 1, 24) OHSU 2, 25) PONTRACK 4, 26)POLK 3, 27) TILLAMOOK 1, 28) LIFEWORKS/ BEAVERTON 8, 29) LIFEWORKS/TIGARD 3, 33) YAMHILL 2, 35) CASCADIA 7, 36) CASCADIA/CLACKAMAS 8, 37) NARA 1, 38) INACT/NE 3, 39) INACT/SE 7, 44) UMATILLA 1 = 127

GA: CLACKAMAS 9, COLUMBIA 1, COOS 2, DESCHUTES 1, DOUGLAS 2, JACKSON 1, JOSEPHINE 1, KLAMATH 1, LANE 3, LINN 1, MARION 3, MULTNOMAH 5, WASHINGTON 2, WHEELER 1= 33

(#10) OTHER: A) OUT OF STATE CALLER 20, B) RETAILER INQUIRY 2, C) ANSWERING SERVICE LOST CALL 7, D) PRANKS 32, E) SPANISH SPEAKING CALLER 1, F) CALLER INQUIRY 7, G) TELEMARKETER 9, H) SEEKING A&D 2, I) SEEKING MENTAL HEALTH 2 = 82

HOURS	1-3	3-6	6-9	9-12	12-15	15-18	18-21	21-24	Total
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1ST WEEK	0	0	2	6	2	1	3	1	15
2 ND WEEK	1	5	5	24	18	22	16	10	101
3RD WEEK	5	4	5	21	17	21	10	6	89
4TH WEEK	2	4	5	13	14	16	7	5	66
5TH WEEK	3	1	3	25	16	13	5	9	75
TOTAL	11	14	20	89	67	73	41	31	346