

Gambling Helpline Tracking Log
Month Of January 2023

Category Of Caller	1ST WEEK	2ND WEEK	3RD WEEK	4TH WEEK	5TH WEEK	TOTAL
Gambler Seeking Treatmen	8	7	4	9	8	36
Gambler Seeking Info Only	0	0	0	0	0	0
Gambler Seeking GA	0	0	0	1	0	1
Gambler Just Wants To Tal	1	1	0	0	1	3
Admin Reasons	0	1	2	1	2	6
SO Seeking Treatment	1	0	0	0	1	2
SO Seeking Info Only	0	0	0	0	0	0
SO GA/Gam Anon	0	0	0	0	0	0
SO Just Wants To Talk	0	0	0	0	1	1
Admin Reasons	0	0	0	0	0	0
Other Family Seeking Treatment	0	0	0	0	0	0
Other Family Seeking Info Only	1	1	0	1	0	3
Other Family Seeking GA/GAMANON	0	0	0	0	0	0
Other Family Just Wants To Talk	0	0	0	0	0	0
Admin Reasons	0	0	0	0	0	0
Friend Seeking Treatment	0	0	0	0	0	0
Friend Seeking Info Only	0	0	0	0	0	0
Friend Seeking GA/GamAnon	0	0	0	0	0	0
Friend Just Wants To Talk	0	0	0	0	0	0
Admin Reasons	0	0	0	0	0	0
Lottery Results	4	13	8	6	2	33
GA Information	0	0	0	0	0	0
Agency Calling	1	2	2	5	1	11
GA Calling	0	0	0	0	0	0
Wrong number/Hang-up	21	29	6	21	9	86
Other (please Specify)	6	7	3	3	2	21
TVG or Casino Reservations	3	3	1	2	2	11
TOTAL	46	64	26	49	29	214
GAT Referrals Given	17	10	6	15	15	63
# People Referred To Treatment	10	8	4	9	9	40
Connected Directly To Agency	1	1	3	3	1	9
Confirmed Appt. With Agency	1	1	2	1	1	6
Permission to call back 72 hour	6	4	3	4	3	20
Successful 72 Hour Call Back	1	1	3	3	1	9
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	0	2	0	1	2	5
Number Of Suicidal Callers	0	0	0	0	0	0
# People Referred To GA	0	0	0	0	0	0

GAT REFERRALS: CLATSOP=1 DESCHUTES=2 LANE=5 LINCOLN=3 MALHEUR=1 MARION=2 MULTNOMAH=24
POLK=3 UMATILL A=1 WASHINGTON=14 YAMHILL=1 GEAR=6 =63

AGENCY REFERRALS: (1) MERIDIAN (EUGENE)=5 (6) BRIDGEWAY=2 (7) CASCADIA (SE 43RD)=1 (9) CLATSOP BEHAVIORAL HEALTH=1 (14) BEST CARE BEND=2 (15) GEAR=6 (18) LIFEWAYS=1 (19) LINCOLN CITY CLINIC=3 (26) POLK COUNTY MENTAL HEALTH=3 (28) LIFEWORKS NW (BEAVERTON)=8 (29) LIFEWORKS NW (HILLSBORO)=3 (33) YAMHILL CO HEALTH& HUMAN SVCS.=1 (38) VOA=7 (44) UMATILLA CO HUMAN SERVICES=1 (52) LEWIS & CLARK=8 (56) NW TX SERVICES=1 (75) ASIAN HEALTH SERVICES CENTER=1 (80) SOLUTIONS- SPANISH ONLY=3 (95) HOLISTIC HEALING=1 (96) OREGON CHANGE CLINIC=1 =59

GA: =0=0

(#7) OTHER: A)ANSWERING SERVICE LOST CALL=1 B)OUT OF STATE CALLERS=6 C)PRANKS=4 D)CALLER INQUIRY=4 E)TELEMARKETER=1 F)IRRATE CALLER=2 G)SEEKING A&D=1 =19

HOURS	1-3	3-6	6-9	9-12	12-15	15-18	18-21	21-24	TOTAL
1ST WEEK	2	1	7	5	20	4	6	1	46
2ND WEEK	1	1	9	13	15	13	9	3	64
3RD WEEK	3	0	2	5	3	9	4	0	26
4TH WEEK	3	0	9	13	7	12	5	0	49
5TH WEEK	0	0	4	10	7	7	1	0	29
TOTAL	9	2	31	46	52	45	25	4	214

43 # OF REFERAL TO TREATMENT

9 # OF LIVE CHATS

17,000 # OF WEB PAGE HITS

6 # OF SMS/TEXT

0 # OF GAM TALK