

Gambling Helpline Tracking Log
Month Of November 2024

| Category Of Caller | 1ST WEEK | 2ND WEEK | 3RD WEEK | 4TH WEEK | 5TH WEEK | TOTAL |
|---|-----------|-----------|-----------|-----------|----------|------------|
| Gambler Seeking Treatment | 6 | 5 | 3 | 9 | 2 | 25 |
| Gambler Seeking Info Only | 0 | 0 | 0 | 0 | 0 | 0 |
| Gambler Seeking GA | 1 | 1 | 0 | 0 | 0 | 2 |
| Gambler Just Wants To Talk | 2 | 2 | 0 | 1 | 1 | 6 |
| Admin Reasons | 1 | 2 | 1 | 3 | 0 | 7 |
| SO Seeking Treatment | 0 | 0 | 0 | 0 | 0 | 0 |
| 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 | 0 | 0 |
| Admin Reasons | 0 | 1 | 0 | 0 | 0 | 1 |
| Other Family Seeking Treatment | 0 | 0 | 0 | 0 | 0 | 0 |
| Other Family Seeking Info Only | 2 | 0 | 1 | 0 | 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 | 1 | 0 | 0 | 0 | 0 | 1 |
| 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 | 7 | 7 | 13 | 10 | 1 | 38 |
| GA Information | 0 | 0 | 0 | 0 | 0 | 0 |
| Agency Calling | 0 | 0 | 1 | 1 | 0 | 2 |
| GA Calling | 0 | 0 | 0 | 0 | 0 | 0 |
| Wrong number/Hang-up | 17 | 8 | 25 | 15 | 1 | 66 |
| Other (please Specify) | 2 | 2 | 2 | 3 | 0 | 9 |
| TVG or Casino Reservations | 4 | 1 | 2 | 3 | 0 | 10 |
| TOTAL | 43 | 29 | 48 | 45 | 5 | 170 |
| GAT Referrals Given | 10 | 13 | 10 | 17 | 5 | 55 |
| # People Referred To Treatment | 8 | 5 | 4 | 9 | 2 | 28 |
| Connected Directly To Agency | 3 | 2 | 2 | 4 | 0 | 11 |
| Confirmed Appt. With Agency | 1 | 1 | 2 | 4 | 0 | 8 |
| Permission to call back 72 hour | 3 | 4 | 1 | 6 | 0 | 14 |
| Successful 72 Hour Call Back | 3 | 2 | 2 | 4 | 1 | 12 |
| 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 | 1 | 2 | 0 | 2 | 0 | 5 |
| Number Of Suicidal Callers | 0 | 0 | 0 | 0 | 0 | 0 |
| # People Referred To GA | 0 | 0 | 0 | 0 | 0 | 0 |

GAT REFERRALS: CLACKAMAS=2 DESCHUTES=2 DOUGLAS=2 HOOD RIVER=1 JACKSON=1 JOSEPHINE=1 LANE=5
MARION=4 MULTNOMAH=25 UMATILL A=2 WASHINGTON=7 YAMHILL=3 =55

AGENCY REFERRALS: (1) MERIDIAN (EUGENE)=5 (3) ADAPT=2 (5) ADDICTION RECOVERY CENTER=1 (6) BRIDGEWAY=4 (14) BEST CARE BEND=2 (16) OPTIONS FOR SOUTHERN OREGON=1 (22) MID-COLUMBIA CENTER FOR LIVING=1 (28) LIFEWORKS NW (BEAVERTON)=2 (29) LIFEWORKS NW (HILLSBORO)=5 (33) YAMHILL CO HEALTH & HUMAN SVCS.=3 (36) CASCADIA (CLACKAMAS)=2 (37) NATIVE AMERICAN REHAB ASSN NW=1 (38) VOA=5 (44) UMATILLA CO HUMAN SERVICES=2 (52) LEWIS & CLARK=12 (95) HOLISTIC HEALING=1 (96) OREGON CHANGE CLINIC=2 =51

GA: =0=0

(#5) OTHER: A)REGGIE 4= B)OUT OF STATE CALLERS=3 C)PRANKS=2 D)CALLER INQUIRY=2 E)DISREGULATED CALLER=2 =9

| HOURS | 1-3 | 3-6 | 6-9 | 9-12 | 12-15 | 15-18 | 18-21 | 21-24 | TOTAL |
|----------|-----|-----|-----|------|-------|-------|-------|-------|-------|
| 1ST WEEK | 0 | 1 | 9 | 15 | 4 | 10 | 3 | 1 | 43 |
| 2ND WEEK | 1 | 0 | 4 | 6 | 9 | 5 | 3 | 1 | 29 |
| 3RD WEEK | 1 | 1 | 6 | 15 | 15 | 5 | 4 | 1 | 48 |
| 4TH WEEK | 3 | 0 | 4 | 11 | 11 | 11 | 3 | 2 | 45 |
| 5TH WEEK | 0 | 0 | 1 | 4 | 0 | 0 | 0 | 0 | 5 |
| TOTAL | 5 | 2 | 24 | 51 | 39 | 31 | 13 | 5 | 170 |

28 # OF REFERAL TO TREATMENT

85 # OF LIVE CHATS

54,000 # OF WEB PAGE HITS

8 # OF SMS/TEXT

0 # OF GAM TALK