



Problem
Gambling
Strategic Plan

2019

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MISSION

The mission of the Compulsive Problem Gambling Program is to increase public awareness of services available for problem gambling; ensure the widespread availability of treatment programs for problem gamblers, their family members, and significant others; and implement problem gambling prevention programs based upon findings throughout Pennsylvania.

EXECUTIVE SUMMARY

The Department of Drug and Alcohol Programs (Department) implements a comprehensive, coordinated, and effective problem gambling program for the Commonwealth. This program was originally created from the requirements of Act 71 of 2004. This law was amended under Act 1 of 2010 and increases the amount received for the Compulsive and Problem Gambling Program to a minimum of \$2 million or an amount equal to .002 multiplied by the total gross terminal revenue of all active and operating licensed gaming entities (whichever is greater). These funds are transferred annually into the Compulsive & Problem Gambling Treatment Fund for the Compulsive & Problem Gambling Program. Over \$4.6 million was transferred to the Fund in State Fiscal Year (SFY) 2017/18.

The Department expended over \$4 million under the Compulsive and Problem Gambling Treatment Appropriation in SFY 2017/18. Slightly over eighty-five percent (85%) of the monies was expended by the Single County Authorities (SCAs), the



county-level administrative entities responsible for addiction services, for problem gambling needs assessments, prevention programs, outreach programs, educational programs, and other Department-approved services. In excess of six percent (6%) was expended by gambling treatment providers to provide outpatient gambling counseling services throughout the Commonwealth of Pennsylvania. A little under seven percent (7%) was utilized for administration and oversight of the program, with the remaining portion covering training and hotlines services associated with compulsive and problem gambling.

Act 1 of 2010 contains a requirement to transfer \$3 million annually from the State Gaming Fund to the Department for substance use disorder (SUD) treatment. These funds are captured under the Drug and Alcohol Treatment Services Appropriation. Specifically, the full amount of these funds is allocated to the SCAs solely for financing drug and alcohol addiction assessments, including drug and alcohol addiction assessments associated or related to compulsive and problem gambling, as well as for the related addiction treatment in a licensed non-hospital detoxification, rehabilitation or halfway house setting.

In October 2017 there was a significant expansion to gambling in Pennsylvania under Act 42 of 2017, which amended and expanded Act 1 of 2010 to include Interactive Gaming, Sports Wagering and Fantasy Contests. While the language of this legislation allows for additional revenues to the Department as a result of these newly legalized activities, The Department of Drug and Alcohol Programs coordinates closely with the State Gaming Board to monitor the progress of that agency and adjust programming accordingly.

Pursuant to Act 1 of 2010 and subsequently Act 42 of 2017, the Department was tasked with developing a strategic plan by collaborating with stakeholders, single county authorities, and treatment providers to create a statewide strategic plan that includes data analysis and program goals.



STRATEGIC PLANNING METHODOLOGY

The Problem Gambling Collaboration Group was designed to provide research-driven leadership and expertise for the prevention, education, and treatment of problem gambling for citizens of the commonwealth and their families.

The Strategic Planning Collaboration Group consists of:

Department of Drug and Alcohol Programs (DDAP)

Jodi Skiles, Bureau Director

Jeff Geibel, Chief, Division of Treatment

Dianne Schrode, Drug & Alcohol Program Manager, Division of Treatment

Amy R. Hubbard, Public Health Program Administrator, Division of Treatment

Terry Matulevich, Bureau Director

Pennsylvania Gaming Control Board's Office of Compulsive and Problem Gambling (OCPG)

Elizabeth Lanza, Director, OCPG

Elizabeth Burch, Program Analyst, OCPG

Council on Compulsive Gambling of Pennsylvania (CCGP)

Josh Ercole, Executive Director, CCGP

Pennsylvania Association of County Drug and Alcohol Administrators (PACDAA)

Michele Denk, Executive Director

Jody Bechtold, LCSW, ICGC-II; CWO of Jody Bechtold, LCSW, LLC and The Better Institute



DATA

Pennsylvania currently has twelve casinos and anticipates the future addition of mini-casinos. Other legalized gambling methods in the commonwealth include lottery games, fantasy sports wagering, horse racing, and interactive gaming. With the expansion of gambling opportunities in Pennsylvania comes a greater obligation to monitor the prevalence and trends of problem gambling. One way the Department continues to meet this need is by requesting that gambling-related questions be included on the Pennsylvania Youth Survey (PAYS). The most current data on problem gambling trends available from the Behavioral Risk Factor Surveillance System (BRFSS) is from 2012 and from PAYS is for 2017.

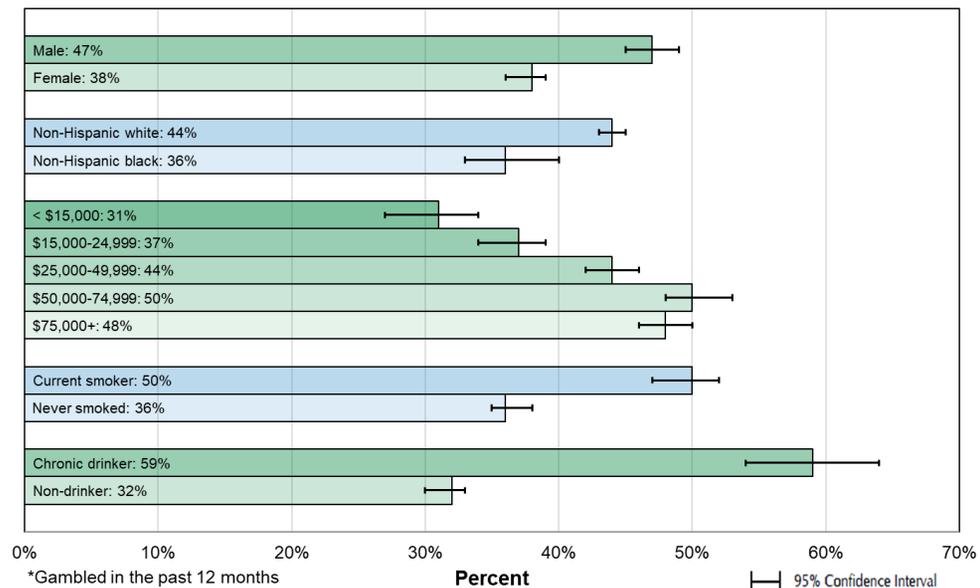
Behavioral Risk Factor Surveillance System (BRFSS)

Of all Pennsylvania adults aged 18 and older (surveyed from January 1, 2012 through December 31, 2012 only), a total of 42 percent (95% Confidence Interval: 41-43%) have gambled during the past 12 months. In 2012, males gambled at a statistically significant higher rate than females (47% and 38% respectively), and 44% of white non-Hispanics gambled, which is significantly higher than the 36% of black non-Hispanics who gambled (See Figure 1.1).

Among those whose annual household income was \$50,000-74,999, 50% gambled. That is significantly higher than those whose annual household income was less than \$50,000.

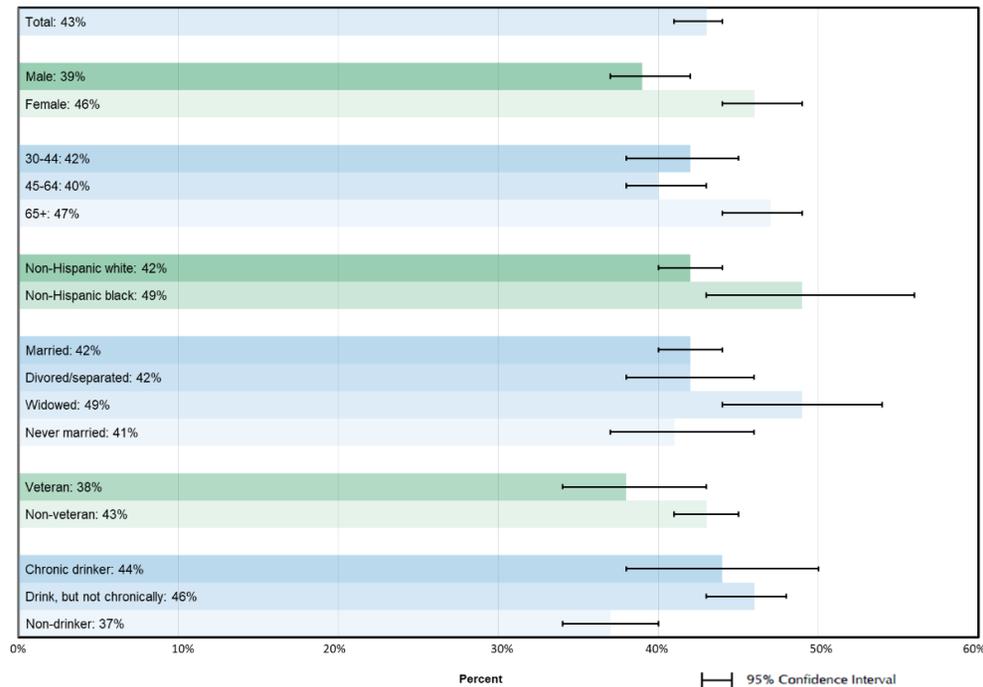
Among current smokers, 50% gambled. This is significantly higher than non-smokers, where 36% gambled. 59% of those who chronically drank alcohol in the past 30 days gambled, which is significantly higher than the 32% of those who did not drink alcohol in the past 30 days that gambled (See Figure 1.1).

Figure 1.1
Gambling* Among Pennsylvania Residents Age 18 and Older
Significant Differences by Gender, Race, Income, Smoking Status, & Alcohol Use
Pennsylvania BRFSS 2012 Survey



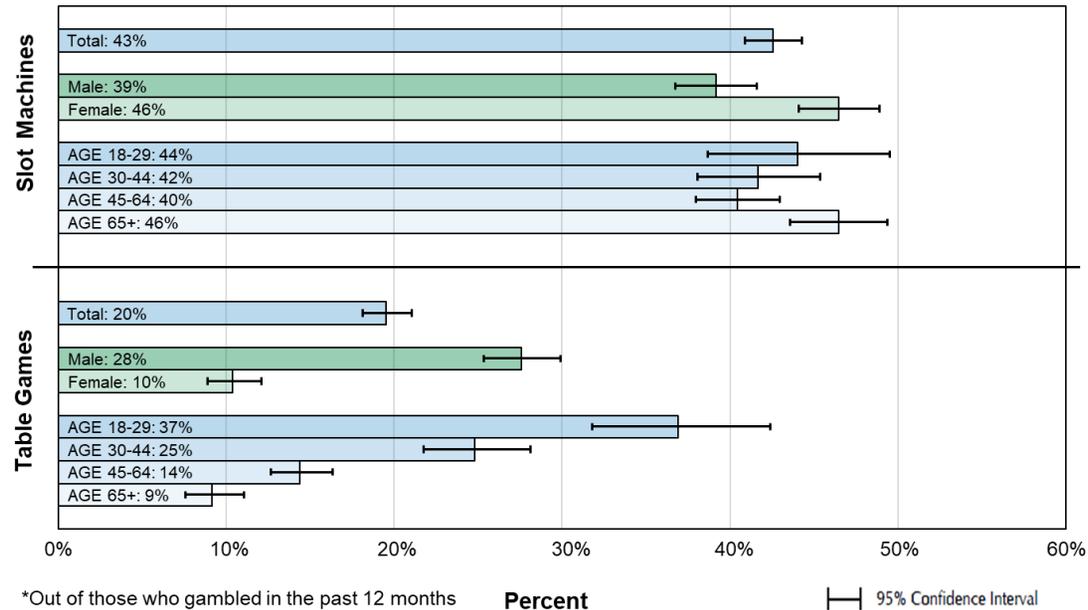
Pennsylvanians engage in many different types of gambling, and people with different characteristics engage in these different types of gambling. Gamblers were asked about their slot machine playing in 2012 and, of Pennsylvanians who gambled, 43% (CI: 41-44%) played slot machines in the past 12 months. There was a significant difference between females (46%) and males (39%) in past 12-month slots play. However, the age group 65+ played at a higher rate (47%) than the age groups 45-64 (40%) and 30-44 (42%) (See Figure 1.2).

Figure 1.2
Played Slot Machine in Past 12 Months
Significant Differences of Various Factors
Pennsylvania BRFSS 2012 Survey



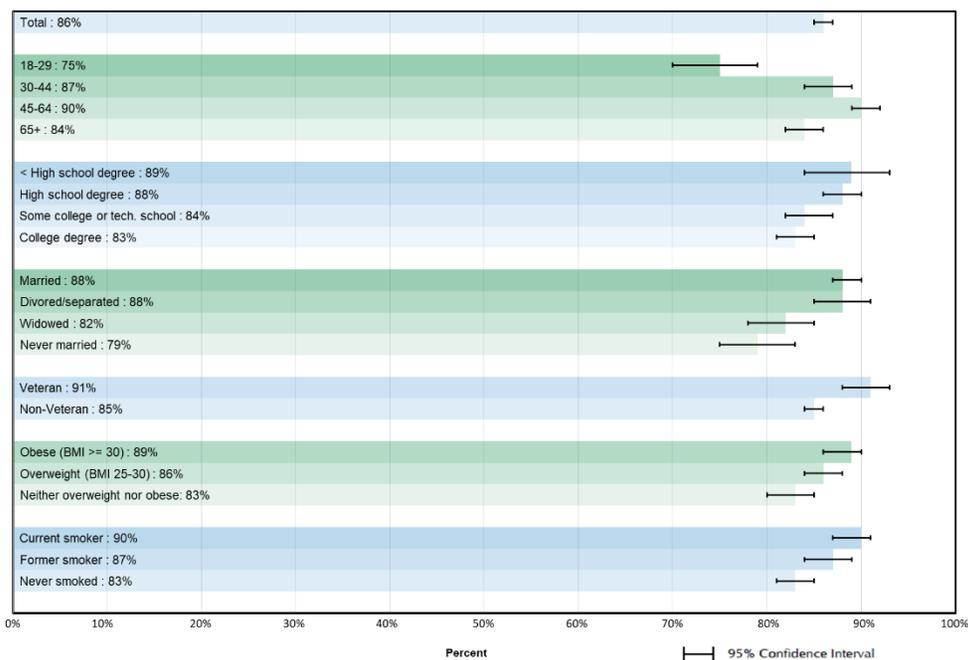
Of Pennsylvanians who gambled, 20% (CI: 18-21%) bet on table games (such as poker, other card games, dice, backgammon, and dominoes) in the past 12 months, and about half (43%) of them also played slot machines. Males (28%) were more likely than females (10%) to have played table games, a counterweight to women leading slots play. Additionally, the age group 18-29 (37%) played table games at a higher rate than the age groups 30-44 (25%), 45-64 (14%) and 65+ (9%), more drastic differences than those seen in slots play by age (See Figure 1.3).

Figure 1.3
Gambling* Among Pennsylvania Residents Age 18 and Older
Who Played Slot Machines and Table Games by Sex and Age
Pennsylvania BRFSS 2012 Survey



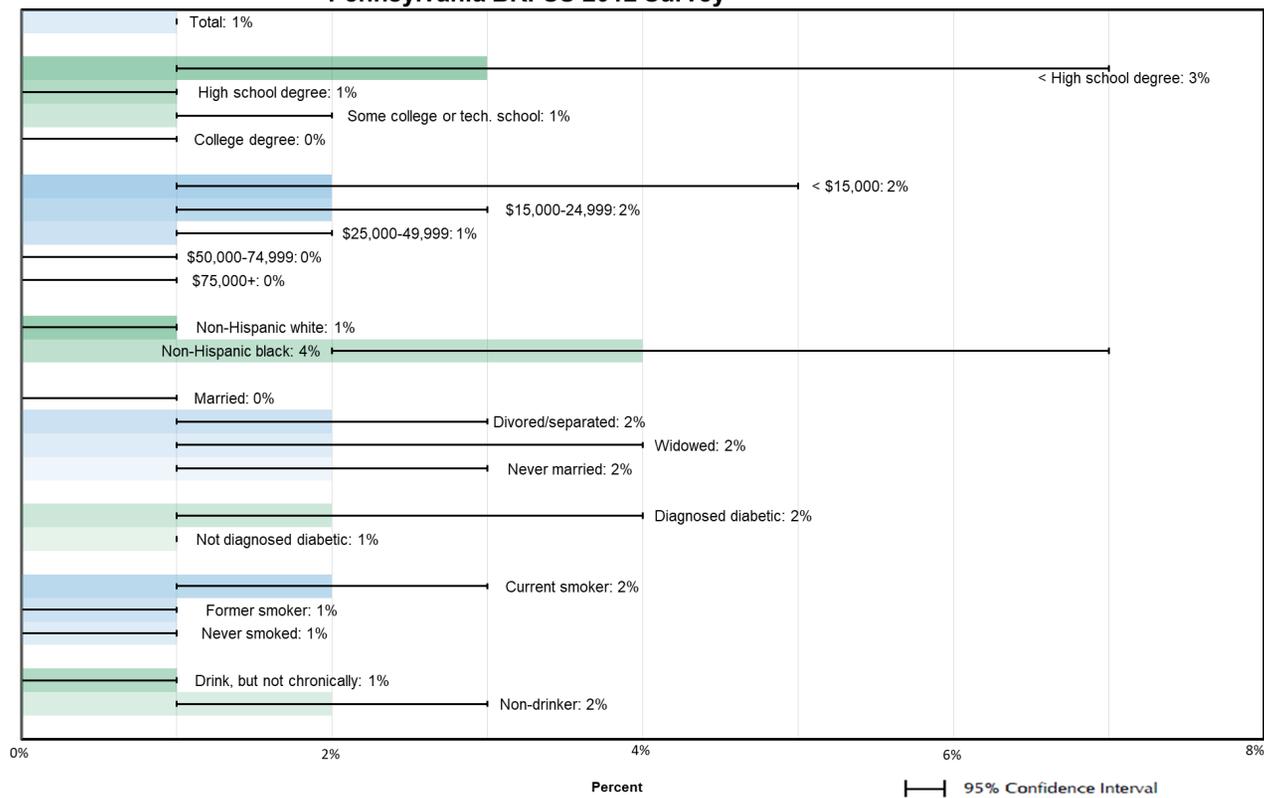
Additionally, 86% (CI: 85-87%) of gamblers purchased lottery tickets in the past 12 months. Those age 45-64 (90%) were more likely to have purchased a lottery ticket than those in the other age groups. Those 30-44 (87%) and 65 and older (84%) were both more likely to have purchased a ticket than the 18-29 age group (75%). Pennsylvanians with a high school degree (88%), or less than a high school education (89%), were both more likely to purchase a ticket than Pennsylvanians with a college degree (83%). Other differences were found for marital status, veteran status, weight, and smoking status (See Figure 1.4).

Figure 1.4
Purchased Lottery Tickets in Past 12 Months
Pennsylvania BRFSS 2012 Survey



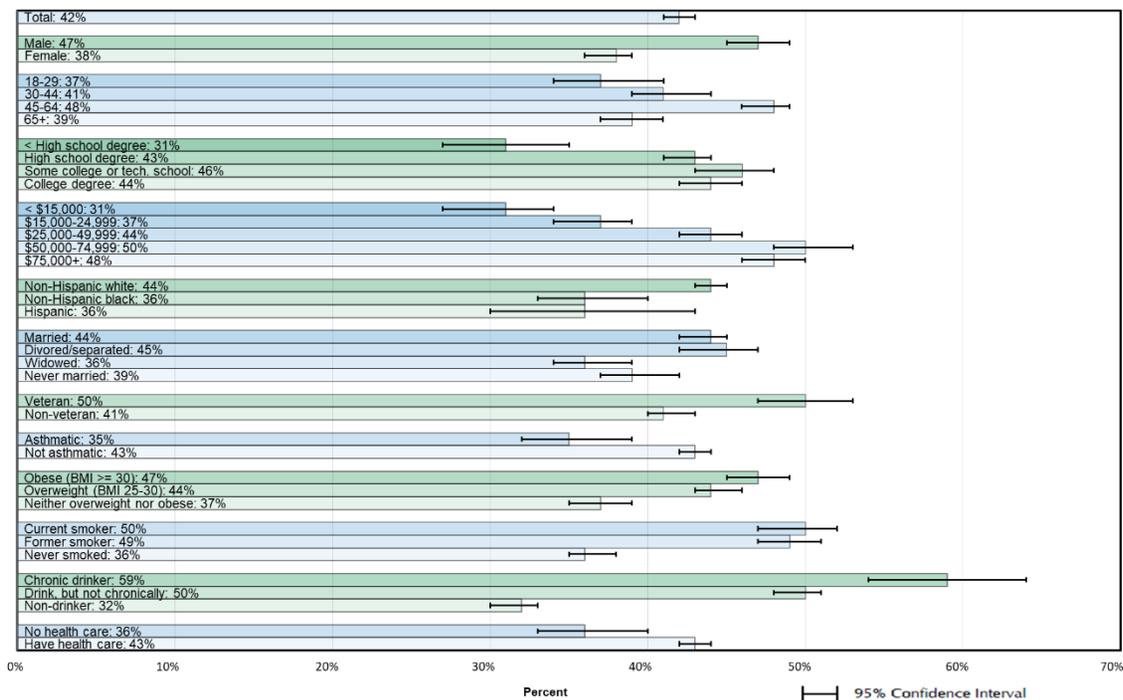
Finally, 1 percent (1%) of adults who gambled admitted to gambling causing personal or financial problems (See Figure 1.5).

Figure 1.5
Resulting Financial Problems from Gambling
Pennsylvania BRFSS 2012 Survey



The following chart expands upon Figure 1.1 to show differences between various selected demographic attributes of the Pennsylvania adult population (aged 18 and above). Two of the more notable differences are that those who drank or smoked within the past 30 days gambled at a higher rate than those who were not drinkers or smokers, but differences in gambling by gender, age, education, income, and the other factors are also of interest in understanding Pennsylvanians and their gambling activity (See Figure 1.6).

Figure 1.6
Gambled in Past 12 Months Pennsylvania
BRFSS 2012 Survey



Pennsylvania Youth Survey (PAYS)

Since 1989, the Pennsylvania Youth Survey (PAYS) has been conducted every two years to determine the behaviors, attitudes, and knowledge concerning alcohol, tobacco, drugs, and violence of students in grades 6, 8, 10, and 12. In 2005, PAYS added questions regarding gambling. These questions are based on the Lie/Bet brief screen, a two-question screening tool to determine the extent of problem gambling. The survey provides a benchmark for substance abuse and other risky behaviors as well as indicates the level of effectiveness of prevention and treatment programs.

The 2017 PAYS data has questions to investigate gambling for money, or anything of value, in the past 12 months by Pennsylvanians in grades 6, 8, 10, and 12. The PAYS shows that one in three students (36%) have gambled in their lifetime and nearly one in ten (9.9%) have gambled in the past month. Sixth graders gambled at a rate of 21.8%. Eighth, tenth, and twelfth graders gambled at similar rates of 35.8%, 43.2%, and 41.3% respectively, and these three grades gambled at significantly higher rates than 6th graders. The individual activities most often participated in during the past year were lottery (21.4%), betting on personal games of skill (17.9%), and betting on sports (13.8%).

Gambling behavior was correlated with gender and alcohol use in the past 30 days. Males gambled at a significantly higher rate than females, and those who used alcohol in the past 30 days gambled at a significantly higher rate than those that did not. In fact, more than twice the percentage of males gambled than did females in all grades surveyed. This gender

difference is in the same direction as reported above for adults. Additionally, 4.5% of all students who gambled admitted to feeling the need to bet more and more money, and 2.5% who gambled admitted that their gambling led to lies to their families in the past year. This data is important because it may be an initial indicator that can lead to problem gambling habits in the future.

For More Information

- On the BRFSS Survey, please visit: <https://www.cdc.gov/brfss/>
- On the BRFSS Survey in Pennsylvania, please visit:
<https://www.health.pa.gov/topics/HealthStatistics/BehavioralStatistics/BehavioralRiskPAAdults/Pages/BehavioralRisksPAAdults.aspx>
- On PAYS, please visit: [https://www.pccd.pa.gov/Juvenile-Justice/Pages/Pennsylvania-Youth-Survey-\(PAYS\).aspx](https://www.pccd.pa.gov/Juvenile-Justice/Pages/Pennsylvania-Youth-Survey-(PAYS).aspx)

GOALS

Goal 1 – Increase Public Awareness of Problem Gambling:

Increase public awareness to the resources available throughout the state to help individuals with a gambling related problem, as well as their family members.

Discussion:

Evidence suggests that effective problem gambling awareness campaigns can lead to measurable increases in awareness of services, calls to helplines, and people seeking help (Substance Abuse and Mental Health Services Administration (SAMHSA), 2014). When someone engages with the helpline, in addition to receiving treatment options, callers are offered free educational materials and resources. The Department conducted media campaigns in 2011, 2013, and 2015. Studies performed after each media campaign measured the impact of the campaigns on the awareness of problem gambling and the data collected was then used to improve subsequent campaign efforts.

During Problem Gambling Awareness Month (PGAM) held annually in March, the Department collaborates with the Single County Authorities (SCA), the PA Gaming Control Board (PGCB), the Council on Compulsive Gambling of Pennsylvania (CCGP), and the PA Lottery to educate the general public and health care professionals about the warning signs of problem gambling and to raise awareness of problem gambling services available locally and nationally. PGAM is designed to use the structure and partnerships of the National Council on Problem Gambling's 35 state affiliates, corporate members, state agencies involved in

problem gambling service administration, and other nonprofit organizations. On February 26, 2018, the Department, CCGP, and PGCB held the commonwealth's first PGAM Kickoff Event at the Pennsylvania State Capitol to bring further statewide awareness of PGAM.

Tasks:

- Educate and inform Pennsylvanians about the services available to treat problem gambling;
- Continue developing, implementing, and improving upon the Department's media campaign to reflect current trends and needs;
- Develop and disseminate educational materials to increase awareness of resources available statewide;
- Explore options for overcoming language barriers in treatment to support non-English speaking individuals; and
- Explore opportunities for technological advances in the delivery of prevention and treatment services.

Goal 2 – Develop the Problem Gambling Treatment Workforce:

Increase efforts to recruit, develop and maintain a well-trained and highly skilled workforce to meet current and future demands throughout the state or commonwealth for problem gambling treatment.

Discussion:

Problem gambling treatment services in Pennsylvania are available to individuals with gambling problems and their immediate family members affected by problem gambling. Outpatient problem gambling treatment services provide problem gambling



assessments, treatment, and rehabilitation services delivered on an outpatient or intensive outpatient basis. Services include therapeutic sessions and services for the individual, or their family members, which may include individual, group, couple, or family counseling.

At present, the Department reimburses providers for Outpatient Gambling Counseling Services through a grant agreement. Problem gambling treatment providers who can receive reimbursement from the Department are; 1) licensed in Pennsylvania as a physician specializing in the treatment of mental disorders, psychologist, social worker, marriage and family therapist, or professional counselor and hold an office to practice or be employed by a PA agency; or 2) they are a drug and alcohol counselor, project director, agency director, or clinical supervisor employed by and practicing in an agency licensed by DDAP. In addition, they are holders of a Certificate of Competency issued by a private, non-governmental agency (Pennsylvania Certification Board (PCB)), holders of an International Council on Problem Gambling Certification (ICGC), or they have completed the training for this certification and are in the process of qualifying for the exam. The PCB Certificate of Competency in Problem Gambling is available only to those professionals holding a current and valid Certified Addiction Counselor (CAC), CAC Diplomate, Certified Criminal Justice Addiction Professional (CCJP), Certified Co-Occurring Disorders Professional (CCDP), CCDP Diplomate, or Certified Clinical Supervisor (CCS) credential from the PCB and who must meet the education requirements. The Certificate of Competency is not a credential but rather a certificate indicating the completion of training requirements.

Past efforts by the Department to recruit, develop, and maintain a well-trained and highly skilled workforce were successful. Additionally, in 2016, the Department had contracts with over 100 providers to deliver problem gambling treatment services to individuals and their families. A decline in referrals for treatment services has decreased the number of treatment providers currently contracted to obtain funding for their clients with problem gambling. This decline is attributed to an increase of insurance coverage for problem gambling treatment, and in part of a lack of awareness of treatment options in Pennsylvania. As of the date of this report there are 34 gambling treatment providers, employing over 50 counselors, who have entered into a grant agreement with the Department to provide gambling treatment services.

The Department provides training towards certification to ensure that quality and professional standards are being met and maintained by counselors in the field. The Department works in collaboration with the Council on Compulsive and Problem Gambling (CCPG), to offer comprehensive problem gambling training. Training includes topics such as: problem gambling, treatment and rehabilitation/recovery, understanding the history, prevalence and social impact of gambling in the US; understanding the history and theoretical basis for treatment of problem gamblers, as well as familiarity with current research in the field; the effect of problem gambling on the individual personally, interpersonally, financially, as well as management of the disorder and the recovery process; sociocultural values; the effect of problem gambling on occupational and legal concerns; the steps, traditions and philosophy of Gamblers Anonymous, its relation to various treatments and the programs of Gam-Anon

and Gam-A-Teen, etc. This allows counselors to qualify for and maintain national and/or state certification and to provide a positive counseling experience to those individuals who are experiencing gambling related problems.

Tasks:

- Work with state departments and associations to market to licensed professionals;
- Offer social work continuing education credits in trainings;
- Continue to offer the national certification required clinical oversight via telephone through the Council on Compulsive Gambling of PA (CCGP);
- Provide resource tables for providers at conferences, trainings, and events;
- Train and recruit more clinicians within under-represented counties;
- Provide video clips of information on our website;
- Increase recruitment efforts through social media;
- Monitor treatment providers for quality assurance and to gauge treatment effectiveness;
- Explore opportunities for technological advancements for training opportunities; and
- Continue to monitor the rates of reimbursement for competitive retention.

Goal 3 – Expand Problem Gambling Prevention Efforts:

Support prevention, education, and outreach efforts to prevent underage gambling and problem gambling.

Discussion:

With increased access to various types of gambling, expanded prevention, education, awareness, and outreach, efforts are necessary to prevent underage gambling as well as problem gambling. Currently, thirty-eight SCAs serving fifty-five counties throughout the commonwealth provide evidence-based, evidence-informed and supplemental programs across the six federal prevention strategies including: alternative activities, education, environmental policies, problem identification and referral, community-based processes, and disseminating information. SCAs and their contracted prevention agencies provide informational materials and educational sessions at schools, after-school programs, faith-based organizations, community organizations, health fairs, businesses, older adult housing, and senior centers. They also organize and host town hall meetings as well as attend local coalition and other meetings to educate local communities about issues relative to problem gambling and underage gambling concerns.

Tasks:

- Continue to provide technical assistance and education for SCAs and prevention providers on underage and problem gambling issues;
- Continue to promote and fund problem gambling prevention, education and outreach services via the SCA/prevention provider network;

- Continue membership and participation in the National Council on Problem Gambling’s Prevention Committee in order to stay abreast of current trends and developments in best practice; and
- Increase the number of SCAs/counties that provide problem gambling prevention, education, awareness and outreach services.

Goal 4 – Promote the Problem Gambling Helpline:

Maintain a toll-free telephone number to provide crisis counseling and referral services to individuals and families experiencing difficulty as a result of problem gambling.

Discussion:

The Department has contracted with the CCGP to manage the state’s toll-free problem gambling helpline to provide crisis counseling and referral services to individuals and their family members experiencing difficulty as a result of problem gambling. Operators who are trained in problem gambling take calls 24 hours a day, seven days a week in a free and confidential manner. This service is available in English, Spanish, and over 60 other languages through the ATT language service. Helpline operators collect and document specific data as stipulated by the Department; assess each call for the most appropriate referral information; and, inform each caller about the resources available including, but not limited to: self-help groups, state subsidized treatment and private care options. In 2016, the Helpline added a chat and text feature which provides a more comfortable level of anonymity that some individuals need when accessing help. Per Act 42 of 2017, all avenues of legalized

gambling covered by the Act must display the number 1-800 GAMBLER, or a number approved by the Department, wherever gaming is accessed. Historically, the commonwealth has had four toll free numbers for the problem gambling helpline. In order to expand access, promote awareness, and create consistency, the Department promote one toll free number for gambling services in the commonwealth.

Tasks:

- Continue to maintain the contract to manage the Problem Gambling Helpline for crisis counseling and referral services for individuals and their families who may be experiencing difficulty as a result of problem gambling;
- Continue to maintain an accurate listing of problem gambling treatment provider contact information;
- Continue to provide an analysis on helpline statistics in the annual problem gambling report; and
- Continue to promote the helpline number through the Department’s media campaign and all education resources.

Goal 5 – Promote Best Practices in Problem Gambling Prevention and Treatment:

Maintain awareness and knowledge of emerging trends in the field of problem gambling prevention and treatment.

Discussion:

The gaming industry is ever changing and expanding. Recent expansions, per Act 42 of 2017, include sports betting, fantasy gaming, video gaming terminals (VGTs), interactive gaming, and iLottery. These new expansions require the Department to consider new populations who may participate in the novel forms of gambling, legal or not, such as adolescents and young

adults. It is crucial for the Department to stay ahead of the trends, terms, and lingo (i.e. loot boxes for video gaming) of the new legalized forms of gambling. It is also essential that the Department remain aware of emerging trends so that the quality of prevention and treatment services maintain relevancy.

Tasks:

- Collaborate with other state agencies and stakeholders;
- Participate in national and state webinars, trainings, and events;
- Continued membership and participation in the National Council on Problem Gambling (NCPG) and the Association of Problem Gambling Service Administrators (APGSA); and
- Adjust protocols as necessary to keep up with emerging trends in problem gambling.