



PROBLEM GAMBLING

— S E R V I C E S —

A Network of Comprehensive Resources

ANNUAL REPORT

2019

TABLE OF CONTENTS

<u>SECTION</u>	<u>PAGES</u>
Services	1-2
Financial	2
Data and Profiles of People Served	3-5
Accomplishments	6-7
Future Plans	8
Problem Gambling Services Staff	8
Provider Requirements	9
Rhode Council on Problem Gambling Board Members	10
Industry Supporters and Sponsors	11

PROBLEM GAMBLING PROGRAM

TREATMENT SERVICES

The Rhode Island Lottery has a treatment services program, Problem Gambling Services (PGS), which is designed on a Hub and Spoke model, offering treatment services at various locations around the State for problem gamblers and their families, regardless of one's insurance coverage. The PGS program boasts a cadre of thirty (30) Providers across the State. Five (5) of the Providers are Licensed Mental Health or Addiction agencies; four (4) are Certified Peer Specialists; twenty (20) are Independent, Licensed Clinicians in private practice; and one (1) is an EAGALA therapist.

HELPLINE SERVICES

The Rhode Island Problem Gambling Helpline – 1-877-9GAMBLE (1-877-942-6253) operates twenty-four (24) hours a day, seven (7) days a week. Staff members are highly-trained and multi-lingual. The Helpline provides the opportunity for anyone calling to take the first steps toward help and/or recovery.

ON-CALL SERVICES

The PGS program has someone available twenty-four (24) hours a day, seven (7) days a week so in the event a caller to the Helpline is in need of immediate services/help there can be a “warm transfer” to a live person, who is there to listen, guide, and refer the person to the appropriate level of care and Provider.

CLINICAL SERVICES

Screening – Initial screening for gambling services takes place in the initial telephone calls. Callers are screened for frequency of gambling, legal issues, financial issues, and safety.

Assessment – All intake and assessments are done in a central intake office by PGS Staff, reducing both the wait time and the cost of conducting an assessment.

Referral – A referral is made to either a Licensed Clinician or a Certified Peer Specialist. Referrals are made with input from the client regarding his/her preference for treatment. Clients who choose Peer services are also encouraged to engage in clinical services.



Clinical Interventions – Family members who contact the program are offered clinical interventions with the family member who has a problem with gambling. Interventions are conducted by one (1) of the six (6) trained Providers and a Peer Specialist.

Family Counseling – Family services are offered to clients who have gained some time in recovery from their gambling problem and are ready to address the issues in the family.

Group Counseling – Group education and support are available for all PGS clients.

ADJUNCT SERVICES

Case Management – Is offered from the initial phone call placed to either the Helpline (1-877-9GAMBLE) or to the PGS (1-401-499-2472).

Peer Support Services – PGS has four (4) certified Peer Specialists in its cadre of Providers. Peers are people who have lived experienced with problem gambling, have at least two (2) years of recovering, and have either attended the Peer Academy or are certified at the national level. Peer support services include anything and everything from accompanying clients to a meeting or support group, doing non-gambling activities, helping with difficult conversations with family, work, and/or financial institutions.

Equine Therapy – PGS has one (1) clinician and one (1) EAGALA certified therapist available to provide equine therapy.

FINANCIAL SUPPORT

Rhode Island Law requires the State's two (2) Casinos (Twin River Lincoln and Twin River Tiverton) to annually reimburse and pay to the Lottery **no less than** one hundred twenty-five thousand dollars (\$125,000) for compulsive and problem gambling programs. Reimbursement in the amount of three hundred seventy-eight, seven hundred seventy-six dollars (\$378,776) was received in Fiscal Year 2019, with more than one million five hundred thousand dollars (\$1,500,000) received since the program's inception.



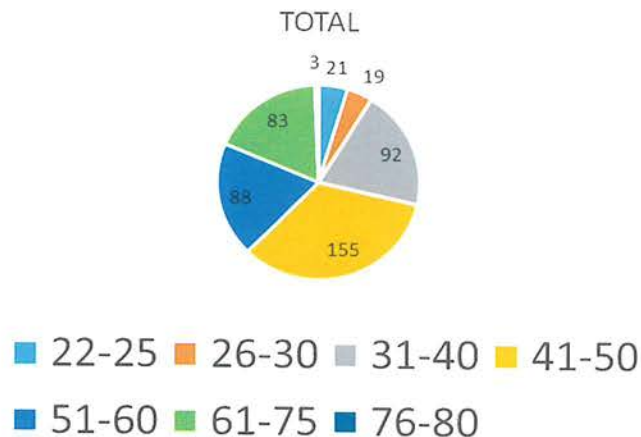
DATA AND PROFILES OF PEOPLE SERVED

The PGS Program began in March of 2018. At that time, there were six (6) Providers in the network and twenty-six (26) clients. A total of forty-four (44) services were provided.

By December of 2019, the network of Providers had grown to thirty (30). Over two thousand six hundred (2,600) services were provided to four hundred sixty-seven (467) people who sought some level of service from PGS.

PROFILES OF PEOPLE SERVED

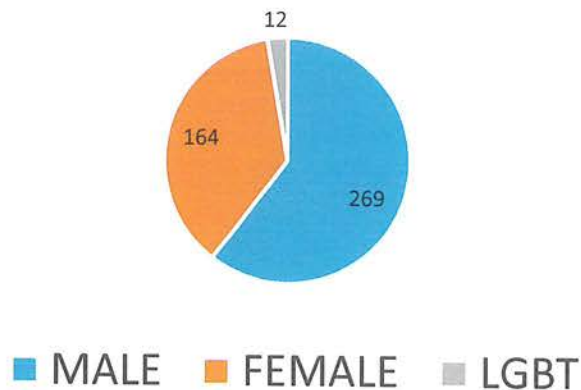
Age of Clients



(N=467)

Most clients (335) are between the ages of 31 and 60.

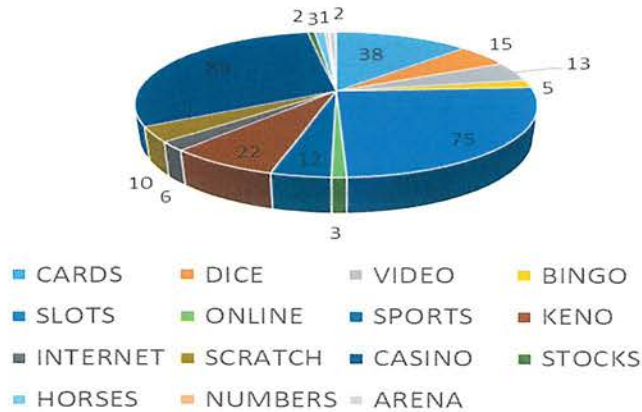
Gender of Clients



(N=467)

Most clients (269) are male.

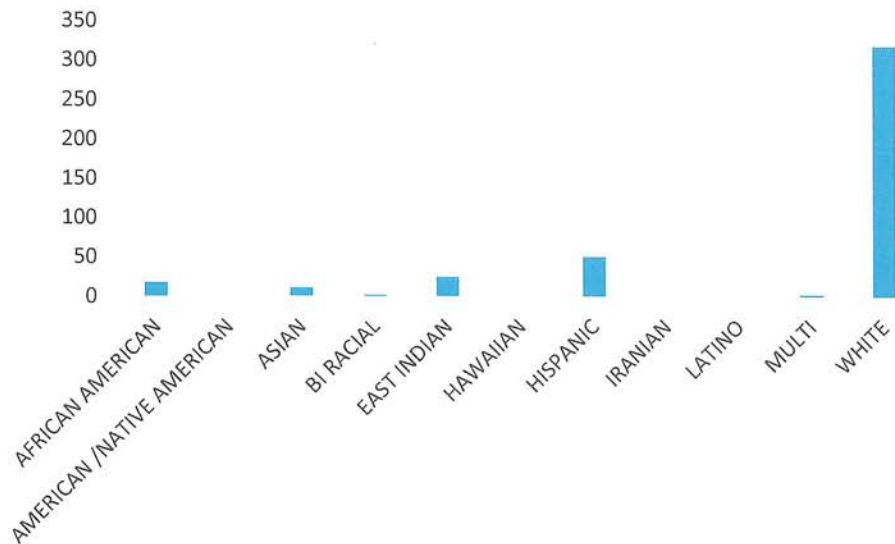
Types of Gambling Reported



(N=467)

Some clients have multiple types of gambling, and most are playing at the Casinos. It is interesting to note that there has been only a slight increase in people seeking treatment for sports betting.

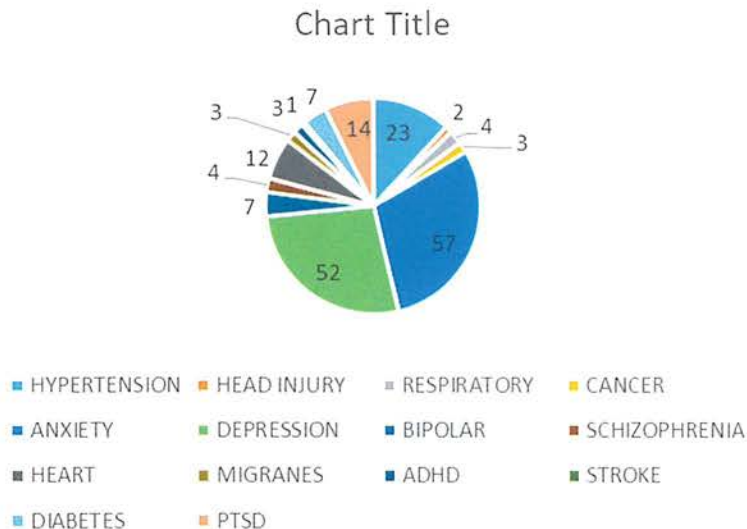
Race and Ethnicity



(N=467)

The majority of those seeking services (318) are white.

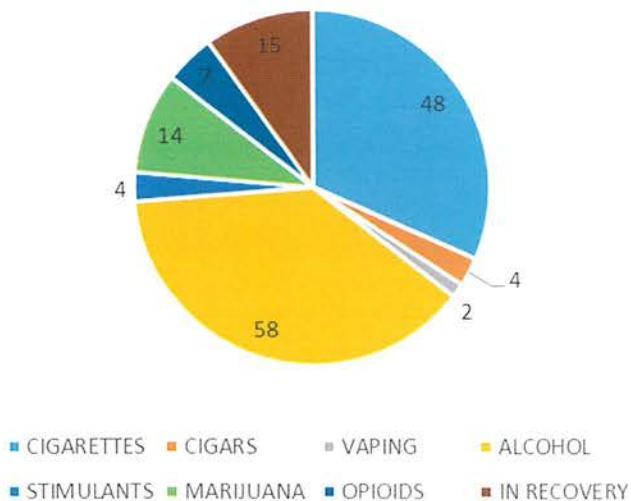
Co-Occurring Medical and Mental Health Issues



(N=467)

Of those reporting a mental health disorder, reported general anxiety and depression (109).

Co-Occurring Substance Use Disorders



(N=467)

A high number of persons seeking services (152), reported alcohol use and tobacco smoking.

ACCOMPLISHMENTS

Education

- Enhanced web page
- New brochures designed for teens and college students
- Expanded public awareness of the PGS Program
- Providing training to mental health agencies on screening, identification, and referral
- Held the Fourth Annual RICPG Conference in April 2019 with over one hundred (100) attendees
- Problem Gambling Academy for Licensed Clinicians was created with forty-two (42) Licensed Clinicians “graduating”, making them eligible for the Rhode Island Endorsement and/or the National Certification
- Applications for Clock Hours and CEU’s were submitted and approved by the:
 - Rhode Island Bar Association
 - National Council on Problem Gambling
 - National Board of Certified Counselors
 - National Association of Social Workers/ Rhode Island Chapter
 - Rhode Island Certification Board Gambling Endorsement
 - Association of Addiction Professionals

Public Relations

- The RICPG expanded its Board up to twenty (20) members.
- Collaboration with the Twin River Lincoln and Twin River Tiverton Casinos has been enhanced and is ongoing related to the Self-Exclusion Program.
- Rhode Island hosted the Northeast Consortium on Problem Gambling in June 2019.
- Relationship building with the Tiverton community is ongoing.
- Training on how to identify a student who may be struggling with gambling is available to Resident Assistants on college campuses throughout the State.

Services

- Network of Providers has expanded to thirty (30).
- Peer services have been incorporated into the services offered.
- Support groups have been established.
- Resource centers for problem gamblers have been established in Tiverton, Warwick, and East Providence.
- Education program for self-excluded patrons wanting to return to the Casinos has been completed.



- Survey on Opioid use Disorders and Gambling was completed in May 2019.
- A survey of Rhode Islanders, ages eighteen (18) to twenty-six (26) regarding gambling habits will be completed by September 2020.
- An intensive out-patient program, with evening hours, will be established.
- A centralized intake and assessment office, which is staffed six (6) days per week and two (2) evenings, began in March of 2019, in order to:
 - Obtain and maintain accurate data on all persons accessing any level of care;
 - Make effective and appropriate referrals to community providers; and
 - Reduce the “lag” time between a call being received, and the caller being seen.

2019 PRESENTATIONS

BHDDH Providers Meeting
 Maine Annual Gambling Conference
 Recovery Radio
 Rhode Island Superior Court-Presiding Justice Gibney
 Rhode Island College Dean of Students
 Higher Education Board
 District Court-Judge LaFazia
 Veterans’ Hospital Addiction Staff
 Adult Diversion
 Hope Court
 Providence College Counseling Staff
 Johnson and Wales University
 RICUPS
 School Safety Committee

2019 TRAININGS

Two (2) Academies
 One (1) Peer Academy
 Gambling and Gaming
 Fourth Annual RICPG Conference

2019 EVENTS ATTENDED

New York State Conference
 New England Consortium
 Veterans’ Center Open House
 Recover Center Grand Opening



FUTURE PLANS

PGS would like to expand and have the ability to provide an intensive outpatient level of care and multiple support groups. In order to do this, PGS will need to secure office space with two to three small offices and a group/meeting room.

A proposal has been written in conjunction with the RICPG, to secure funding for an office space and a part-time administrative assistant for the RICPG and PGS.

PGS is also hoping to begin webinar trainings in 2020.

PGS STAFF

Nancy A. Murray, CAGS, LCDP, ICOGS
Problem Gambling Program Manager
Full-Time

John Cipolla
Operations Coordinator
30 Hours per Week

Victoria DaPonte, PHD, LMHC, CADC
Clinical Coordinator
1.5 Hours per Month of Clinical Supervision

Shirley Hoak, JD, ICGCII
Peer Service Coordinator
20 Hours per Week

Michael Colabella
Outreach Coordinator
25 Hours per Week

PROVIDER REQUIREMENTS

In order to enter into a Memorandum of Agreement to provide services for PGS, the Provider must be either:

- An addiction/mental healthy facility Licensed by the State of Rhode Island with staffing that includes:
 - Certified Alcohol and Drug Counselor with a Gambling Certificate,
 - Licensed Clinicians with a minimum of two (2) years' experience treating gambling disorders,
 - Certified Gambling Counselors,
 - Certified Peer Specialists/Recovery Coaches with lived gambling experience, or
 - Case Managers.

- An Independently-Licensed Practitioner with three (3) or more years' experience working independently with one (1) or more of the following credentials:
 - Licensed Mental Health Counselor (LHMC) with gambling addiction experience or certification preferred,
 - Licensed Marriage and Family Therapist (LMFT) with gambling addiction experience or certification preferred,
 - Licensed Chemical Dependency Professional (LCDP) with Gambling Specialist Certification required,
 - Certificate of Advanced Graduate Studies (CAGS) or Doctor of Philosophy (Ph.D.) with independent license with gambling addiction experience or certification preferred,
 - Licensed Registered Nurse with gambling addiction certification, or
 - Doctor of Psychology (Psy.D.) or Ph.D. with gambling addiction experience.

- All Providers are expected to utilize accepted best practices and adhere to the ethical standards as required by certification and licensure boards, as well as State regulatory agencies.

- Equine Providers must be EAGALA Certified.

RICPG EXECUTIVE BOARD

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CTR

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PGS Coordinator

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Michael Colabella/PGS Outreach Coordinator
Heather Hilton/FHR
Tommy Joyce/EBCAP
David Lema/Department of Corrections
Jade Luchauer/IGT Global Solutions
Matthew McCoy/Lieutenant U.S. Navy, Retired
Jeffrey Morin/Special Assistant Attorney General
Paul Rocchio/Bridgemark
Dana Weiner/Lawyers Helping Lawyers



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