

# 2021 Annual Report

The logo for NAADGS features the letters 'NAADGS' in a large, blue, serif font. A stylized, curved graphic element in shades of orange and yellow sweeps across the letters from the bottom left to the top right.

**NATIONAL ASSOCIATION OF ADMINISTRATORS  
FOR DISORDERED GAMBLING SERVICES**

**National leadership in prevention,  
education, clinical care and recovery**

Linda Graves, PsyD, ICGC-II, Executive Director

NATIONAL ASSOCIATION OF ADMINISTRATORS FOR DISORDERED GAMBLING SERVICES

P.O. Box 572, Wheatland, CA 95692

[www.naadgs.org](http://www.naadgs.org)

From the Executive Director:

Fiscal year 2021 has been a challenge for many as we have pivoted to make accommodations for social distancing and telehealth services, as well as other precautions due to the COVID-19 pandemic. When I wrote the annual report last year, there was no looking into a crystal ball to see how the pandemic would affect the NAADGS work nor the duration the pandemic would last. Remarkably, though it was a tough year, it was a good year for NAADGS. In the following pages you will see some of the tasks that have been accomplished in spite of the challenges that the pandemic presented.

On a personal note, let me say that it is a privilege to work with such a dedicated, hard-working cadre of professionals. I admire you for the work you do, often daunting and difficult, yet you persevere because you know how important it is to provide the best services you are able to provide within the scope of resources available for problem gambling services.

Thank you, each and every one, for the privilege to work with you,

Linda

**2021 Board of Directors and Officers**

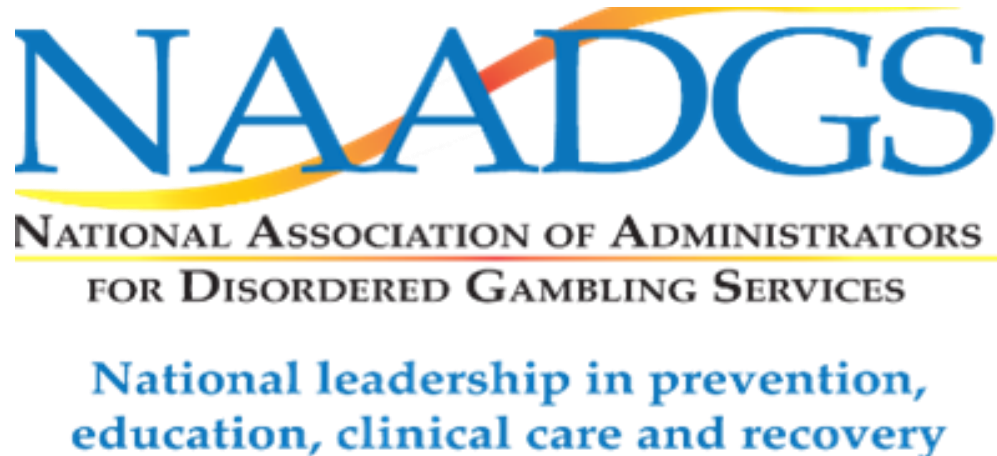
President	Stacey Frohnappel-Hasson
Vice President	Jeremy Wampler
Secretary	Greta Coe
Treasurer	Eric Preuss
Board Member	Jennifer Davis-Walton
Board Member	Mary Drexler
Board Member	Liz Lanza
Board Member	Nancy Murray
Executive Director	Linda Graves

### A new DBA and logo

In August 2020, after much discussion, APGSA became NAADGS. The Association of Problem Gambling Service Administrators, Inc. is still our legal name, but we adopted a DBA, National Association of Administrators for Disordered Gambling Services. The organization strived to adopt a name that would describe the work that we do. We are a national organization. We are an association that is composed of administrators, and our focus is to provide disordered gambling services. Our new name describes who we are and what we do.

There was much work associated with a new name. We had a design contest for a new logo. Adam Sypolt, media coordinator for First Choice Services of Charleston, West Virginia, was the creator of the winning logo. NAADGS is grateful for Adam's contribution.

Our members chose a logo that reflected our history, similar to the APGSA logo, but it is new and fresh with our new acronym and tag line.



Behind the scenes, we worked to register the DBA in a variety of places, including some state vendor registries, our financial institution, web site registrations with passwords, etc. A large amount of work went into changing the website. Our webmaster, Cynthia Salzman, with Salzmedia, provided many hours of work to change the web addresses, port the web forum and its historical communications, change the hosting information, and a variety of other tasks in order to have a seamless transition to the new site, [www.naadgs.org](http://www.naadgs.org). Included in that work, the Executive Director got a new email address, [Linda@naadgs.org](mailto:Linda@naadgs.org).



### **Foundational building blocks**

NAADGS has worked hard to establish and revise essential foundational building blocks that are necessary for a strong association. We have revised and updated our by-laws this year to better reflect the work that we currently do and the parameters in which we do it. This is the foundational document on which every action we take at NAADGS is based. Having the by-laws updated requires us to keep current with trends, our policies, and culture today.

We revised our mission statement to reflect the current mission of the organization.

***The mission of NAADGS is to enhance state and federal efforts to raise awareness, educate, and mitigate the potential impact or related harm of gambling.***

NAADGS adopted a vision statement this past year:

**Every person in the United States, its territories, and freely associated states has access to problem gambling services.**

The new values statement gave us all cause to examine what it is that is important to NAADGS members:

### **NAADGS will facilitate a unified voice through:**

- **Development, implementation, and review of standards of care to optimize services and care**
- **Support of research regarding the potential impact and related harm of gambling**
- **Ongoing professional development of members on evidence-based practices**
- **Advocacy for those affected by gambling, including identification, referral, access, and culturally appropriate services**
- **Promotion of equity to ensure health and wellness for all**
- **Collaboration with health care systems**

In FY2021, we have clarified who we are, what we do and what we stand for. That is crucial work that solidifies a strong foundation for the future. While we had many of these materials in place, each was updated to meet the needs of today's world. The next challenge in FY2022 is to address the development of a strategic plan to guide our direction for the future.

### Survey of State-funded Problem Gambling Services

In early FY2021, NAADGS secured funding for the sixth Survey of State-Funded Problem Gambling Services through grants from Entain Foundation, EPIC Risk Management, and Kindbridge. We are so grateful to these companies for believing in the work of NAADGS and



the value of this data enough to fund a three-year project. In 2021, the state survey will be completed. In 2022 and 2023 the budget data from the survey will be updated. Funds were allocated through the project contract for the lead investigator to produce ad hoc reports using data that was collected but not published in the original final report, which is due by March 2022. The past surveys have been used by legislators, decision-makers, state employees, state affiliate organizations and many others to determine the services offered in a state, gaps in services,

available funding or lack of funding and other data needs. The data has been used in legislative testimony and for evidential arguments to substantiate the need for funds to be directed to problem gambling services. The survey is an integral part of the work of NAADGS for use nationally, as well as for our members.

The steering committee for the 2021 Survey is composed of:

Jeffrey Marotta, PhD, Principal Investigator  
Glenn Yamagata, Statistician and data analyst  
Brienne Doura-Schawohl, EPIC Risk Management, Vice President of US Operations  
Stacey Frohnafel-Hasson, President, NAADGS  
Jeremy Wampler, Vice-President, NAADGS  
Greta Coe, Secretary, NAADGS  
Eric Preuss, Treasurer, NAADGS  
Kim Garcia, Social Service Program Specialist III, Nevada  
Linda Graves, Executive Director, NAADGS

The survey instrument has been developed and an on-line tool was built and tested. The survey instrument is scheduled for distribution to the states and territories beginning in mid-August. This survey has been expanded to collect data from US territories and freely associated states as well as the fifty states and District of Columbia. The survey is scheduled to have the data collected by December 1, 2021, with the written report ready for dissemination in March 2022.

## Meetings

NAADGS has Members' Meetings once every three months, with the first meeting of each fiscal new year being the Annual Members' meeting. Because of COVID-19 restrictions, the 2021 meeting was held virtually. This does not give us the advantage of being able to network and visit with each other informally, but it does give us the opportunity to conduct our annual business.

The Board of Directors meets monthly to conduct the business of the association. These meetings are conducted virtually. In early 2020, prior to the pandemic, the Board of Directors had an "in person" meeting in Baton Rouge, LA. We spent the day in business and planning, and this gave us an opportunity to get to know each other informally. A tentative "in person" meeting is being planned for the coming year also because the Board of Directors found it to be so beneficial. The pandemic will determine the outcome of those plans.

## NAADGS Workgroups

NAADGS has established two new workgroups this year, Advocacy and Diversity, Equity and Inclusion. Members felt that these subjects were important to address and emphasize in NAADGS' work. The Diversity, Equity and Inclusion group has helped develop language in our values statement and in other documents that reflects the voice of all people.

Our membership workgroup is working to invite new state and US territorial entities to join our membership. Several states have passed legislation that would secure a level of funding to address problem gambling services since the last survey. Some of those states do not have budgets established because they cannot anticipate incoming revenue at this point. Membership is reaching out to those states to offer services and mentoring.

Our communications workgroup is charged with the on-going task of reviewing and editing monthly newsletters and documents, as well as writing and sending out press releases, reviewing this annual report, and reviewing other documents distributed by NAADGS. Newsletters

were sent out monthly. Twelve newsletters were published in all. Newsletters keep the membership informed about ongoing business, upcoming events, and accomplishments of the association. They are used as a method of communication with the members between the quarterly Members' Meetings, so that members know what is happening in the organization and can be involved.

The Learning Community workgroup has only one member at this time, but NAADGS has had two terrific learning experiences offered to members and guests in this past year. The first Learning Community was on the topic of Diversity, Equality and Inclusivity presented by Victor



Ortiz of Massachusetts. The second was presented by Tana Russell of Evergreen Council on Problem Gambling on the blurring of lines between gaming and gambling. Both were excellent training for participants. NAADGS wants to thank Victor and Tana for their contributions to this organization.

Our Resource Library workgroup has vetted research papers, documents, state annual reports and other materials for the library. This compendium of materials is for our members' reference. NAADGS welcomes research documents and reports that will be used for reference for its members and that offer value to the body of knowledge available to those that use the library. We encourage each state to have its annual report and any other white papers, reports, and print materials that would be valuable to other members included in the NAADGS resource library. Items can be sent to [Linda@naadgs.org](mailto:Linda@naadgs.org).

NAADGS is looking for a Chair for the Advocacy Committee, so if you are not involved in a workgroup, and advocacy is of interest to you, this may be your opportunity. Contact [Linda@naadgs.org](mailto:Linda@naadgs.org) if you are interested.

**Advocacy:** Looking for Chair and Co-Chair  
Stacey Frohnafel-Hasson, Victor Ortiz, Linda Graves

**Purpose: To provide a voice for problem gambling services federally.**

**Data Reporting and Emerging Trends:** Eric Preuss (Chair): [Eric.Preuss@idph.iowa.gov](mailto:Eric.Preuss@idph.iowa.gov)  
Greta Coe

**Purpose: To establish minimum data sets, to collect and monitor data for emerging trends, to disseminate data for State Survey, marketing, grant projects, advocacy and NAADGS website.**

**Diversity, Equity, and Inclusion:** Victor Ortiz (Chair): [victor.ortiz@state.ma.us](mailto:victor.ortiz@state.ma.us), Jeremy Wampler (Co-Chair): [Jeremy.Wampler@ct.gov](mailto:Jeremy.Wampler@ct.gov)  
Lisa Verbos, Liz Lanza, Cyndi Maivia, Robert Henson, Jennifer Davis-Walton, Brigette Hartman-DeCenzo, Tawny Solmere (R.I.)

**Purpose: To educate regarding diversity, equity, and inclusion and to monitor all aspects of NAADGS for equity and inclusivity, including, but not limited to membership, training, website content, and communications.**

**Membership:** Nancy Murray (Chair), [nmurray@rilot.ri.gov](mailto:nmurray@rilot.ri.gov)  
Liz Lanza, Linda Graves, Greta Coe, Jeremy Wampler

**Purpose: To increase and maintain the membership of NAADGS, to support members through mentoring, responding to questions and comments on Members' forum on NAADGS website.**

**Learning Community:** Looking for Chair, Roxane Waldron (Co-Chair): [roxane.waldron@hca.wa.gov](mailto:roxane.waldron@hca.wa.gov)  
Nancy Murray

**Purpose: To coordinate training opportunities targeted to members for growth and according to interest of the members.**



**Marketing/Communications:** Stacey Frohnapfel-Hasson (Chair): [stacey.frohnapfel@mha.ohio.gov](mailto:stacey.frohnapfel@mha.ohio.gov)  
Elise Mikelson, Robert Henson, Cyndi Maivia, John Cipolla

**Purpose:** To market/communicate regarding NAADGS and its activities to the public through a variety of means to increase association visibility and national exposure.

**Website/Resource Library:** Nancy Murray (Chair): [nmurray@rilot.ri.gov](mailto:nmurray@rilot.ri.gov), Mary Drexler (Co-Chair): [mdrexler@som.umaryland.edu](mailto:mdrexler@som.umaryland.edu)

**Purpose:** To collect, review, and approve print materials, including articles, reports, white papers, plans and other publications for inclusion in the NAADGS reference library that is available to members.

**Survey of the States:** Looking for Chair, Nancy Murray (Co-Chair): [nmurray@rilot.ri.gov](mailto:nmurray@rilot.ri.gov)  
Stacy Frohnapfel-Hasson, Eric Preuss, Jeremy Wampler, Greta Coe, Linda Graves

**Purpose:** To facilitate all steps necessary prior to NAADGS contracting for services for a Survey of State funded problem gambling services. This may include members' surveys, literature searches, drafting and circulating a request for information, drafting, and circulating a request for proposals, scoring such proposals, and other work associated with the conduction of a survey project.

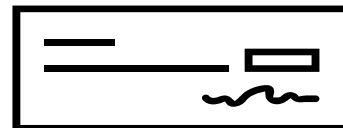
**Standards of Care:** Scott Anderson (Chair): [scott.anderson@mha.ohio.gov](mailto:scott.anderson@mha.ohio.gov)

Eric Preuss, Victor Ortiz, Nancy Murray, Carol Spiker, Jennifer Davis-Walton, Jeremy Wampler, Lori Ruggle (guest), Janet Miller (guest), Amy Hubbard

**Purpose:** To establish a minimum standard of care for various components of services for those affected by gambling disorder, including, but not limited to helpline services, prevention services, treatment services, and aftercare or recovery services.

## Finances

Though we anticipated that we might experience a severe shortfall due to the pandemic and states having huge budget cuts, that was not the case. Our members came through by paying their dues, and we are so grateful for their faithfulness so that we can carry out the work of NAADGS. We have received a total of \$52,500 in dues for 2021, with another \$5,500 still outstanding for a total of \$58,000 in income from dues. We also have some reserved funding that has been donated and is being held for the next installment of the survey contract. Our upcoming year looks promising in regard to dues and growth of our association. Grant funding will be sought to augment dues payments to work toward the goals and objectives of the strategic plan when it is developed and adopted.



We applied and were granted a Payroll Protection Loan (PPP), and were relieved that after the appropriate time elapsed, it was totally forgiven. The amount was small, but it was certainly welcomed and appreciated.

## The future

NAADGS is excited to see what the survey holds for us as it is completed in this calendar year and then released in the third quarter of this fiscal year. It has been six years since the last

survey, and as we all know, the expansion of gambling opportunities has risen exponentially since that time. We expect that overall revenue for problem gambling programs will have increased and optimistically anticipate that services will have increased proportionately, but until we get the data, we will not know.

NAADGS expects an expansion in membership in this fiscal year. We are reaching out to US territories and freely associated states. Our membership workgroup is talking with states with newly funded programs to offer mentoring and access to the complement of knowledge and experience held by NAADGS members.

Fundraising through grant writing is an on-going activity at NAADGS. In the coming fiscal year, that will continue as the organization establishes updated direction and sets future priorities. Depending on the goals and objectives of the strategic plan, grant funding will be sought to support those goals, shaping the work of the coming year. NAADGS currently has grant funding from three companies for the current survey. NAADGS submitted a large grant proposal to address support and expansion of peer support throughout the United States, but it was declined because problem gambling services was not a targeted activity for the grantor. NAADGS will continue its efforts to seek funding to support and expand peer recovery support for problem gambling throughout the US.

NAADGS is optimistic for the future. We have established tools to guide our work. Our next task is to develop a strategic plan. We are pleased to have Greta Coe, OR, leading the charge as we begin a roadmap for our future. It will help prioritize the direction and scope of work that will direct the choices that are made in FY2022 and beyond. We have a strategic map which depicts work flow, and now we need to identify priorities in that work. There are myriad tasks that can be addressed, but with limited resources in both finances and person-power, a finite number of goals will be set. As an association, we will work together to meet those goals. It is an exciting time!

NAADGS continues to expand our network to meet new people who are working toward the same goals. We look forward to making new friends in the world of problem gambling and social responsibility, friends who are striving to advocate for those who are impacted by problem gambling, friends who are innovators in technology and who have social responsibility at the fore of their work, friends who are planners and implementors, philanthropists and expansive thinkers, looking for ways to prevent harm from gambling. We look forward to partnering with amazing people and companies as we work toward our mission, vision, and values. We can hardly wait to see what 2022 holds for us!

