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RAISING THE STAKES:

ASSESSING ALLEGHENY COUNTY'S HUMAN SERVICE RESPONSE CAPACITY TO THE SOCIAL IMPACT OF CASINO GAMBLING (2008)

Tracy Soska with Rafael Engel & Daniel Rosen

University of Pittsburgh School of Social Work

presentation for

**Community Research Partners and Human Services
Advocates**

Columbus, Ohio - January 21, 2010



Framing the Study

Of particular concern, is that among pathological gamblers in a recent study:

- ***Almost three-quarters*** (73.2%) had an alcohol use disorder;
- ***Over a third*** (38.1%) had a drug use disorder;
- ***Nearly half*** (49.6%) had a mood disorder;
- ***Over a third*** (41.3%) had an anxiety disorder; and
- ***Over half*** (60.8%) had a personality disorder.



Objectives of the Project

- Determine the current state of readiness of human service providers to deliver services for gambling-related issues.
- Identify current activities focused on prevention and treatment for gambling addiction and gambling-related problems.
- Provide recommendations to enhance capacity for gambling prevention and treatment programs.



Overview of Participating Agencies

- 137 agencies
- Provided a variety of forms of assistance
- Served primarily low-income residents
- 25.8% organizations primarily serve an African American clientele



Activities to Prepare for Problem Gambling (cont.)

- ***Few agencies have engaged in training*** efforts.
- ***Slightly over a third*** of the agencies providing mental health and/or substance abuse services ***have sent staff to a training or have conducted in-service trainings.***
- The majority of agencies are either not interested in sending staff to training, feel that problem gambling does not match their client needs, lack the financial resources for training, or don't know where to find training programs.



Problem Gambling- Related Services

- More ***than three-quarters*** of the agencies ***do not screen*** for problem gambling, ***treat*** problem gambling, ***or refer*** to other agencies clients with gambling problems to other agencies.
- A fourth of the agencies providing mental health and/or substance abuse services screen for problem gambling and 15% of agencies providing mental health and/or substance abuse services treat problem gambling.
- ***Few agencies*** providing mental health and/or substance abuse services ***have staff members who are certified gambling treatment certified counselors.***
- The most common reason for not screening clients is that problem gambling is not seen as an issue for the agency; this was also the most common reason given for not providing treatment services related to problem gambling.



Treating Problem Gambling

- Eight of 135 agencies are reported to have treated 111 clients for problem gambling.
- Most respondents (127 out of 135; 94%) agencies reported that their agency does not treat problem gambling. Their reasons included:
 - Lack of appropriately trained staff (44; 34.6%)
 - Lack of staff time (14; 11.0%)
 - Not familiar with treatment modalities (31; 24.4%)
 - Not an issue for their agency (64; 46.7%)
 - Gave a different reason (29; 22.8%)



Referring Clients for Problem Gambling

- Over a quarter of the respondents (35 out of 129; 27.1%) said their agencies refers clients to other providers for treatment of problem gambling.
- Their reasons given for not making referrals included (94 out of the 129 respondents):
 - Lack of staff time (4; 4.3%)
 - Not familiar with agencies providing problem gambling treatment (31; 32.6%)
 - Not an issue for their agency (60; 63.2%)
 - Gave a different reason (16; 16.7%)



Public Awareness

Public Awareness Campaigns

- **40 out of 131** agency respondents were familiar with a public awareness or educational campaign about problem gambling that has occurred in the last six months. Specifically:
 - 20 had seen billboards and 24 had heard public service announcements
 - 11 had read or seen brochures and 10 were familiar with community events
 - 14 noted other types of public awareness or educational campaigns

Educating Clients and Conducting Community Education

- Respondents were asked whether they were engaged in educating clients about problem gambling or doing any community education about the risks associated with gambling. **Twelve agencies, out of 134**, said their agency is involved in some form of education.



Recommendations

- 1. Implement a comprehensive educational program directed at service providers** and focused on: the etiology of gambling disorders; the high comorbidity with other addictive and mental health disorders; the social and economic impact on individuals with gambling problems; and the screening tools, treatment approaches, and referral resources. Thus, we specifically recommend:
 - *All agencies, whether involved in mental health, substance abuse, or social service provision, should implement a **simple two item clinical screen for problem gambling.***
 - *A **centralized data bank** containing a list of agencies that have certified addiction counselors on staff should be created and made accessible to the county's human service providers.*



Recommendations (cont.)

- 2. Initiate a public awareness and educational campaign** directed at both the general community and former and current human service consumers to raise awareness about gambling disorders and treatment options in the community.

Therefore, we recommend:

- *Creation of a **public media campaign** that highlights dynamics and signs of problem gambling and the resources available within the community.*



Recommendations (cont.)

3. Allocate additional financial resources for addressing gambling-related problems. We therefore recommend:
 - *Allegheny County should provide **training in problem gambling screening and treatment for all mental health and substance abuse providers receiving county funds.***
 - *State policy should be modified to include **reimbursements for both mental health and substance abuse providers for treating gambling disorders.***



Recommendations (cont.)

- Pair service provider capacity with clients' needs. We need to gain a better understanding of the capacity of providers to educate, screen, and treat problems related to gambling. Concomitantly, we need to have a better sense of the community's current need for these services and develop projections of future service demands. Thus, we recommend:
 - *Prior to the opening of the casino, a **benchmark study should be implemented to monitor gambling behavior and various co-occurring disorders among residents of Allegheny County.***



Where are we in 2010?

- No baseline research was done, locally or state-wide
- State mini-grants for OUTREACH
- State and local trainings (on-going) by various providers at various costs
- Private insurance – reimbursing for Pathological Gambling (312.31)



Where are we in 2010?

- Increased GA meetings (depending on area)
- Emphasis on “at-risk” groups with Symposiums, PR, and research
- Constant PR about the revenues of the casinos (55% goes to state)
 - Revenue is down, etc.



Where are we in 2010?

- **Helplines – still need work**
 - 3 different helplines with different referral information
- **Table Games Bill (passed) and restructured all gambling treatment funding as part of final bill**
 - More confusion
 - Funds D/A rehab services



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Problem Gambling and Social Work Education:

Building Capacity to Address Social Impacts: Certification

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University of Pittsburgh

School of Social Work

Columbus, Ohio

January 21, 2010



History in Pennsylvania

- 2005
- Act 71
- 14 Casinos across the state
 - 7 casinos at racetracks (5000 slots)
 - 5 stand alone (5000 slots)
 - 2 “resorts” (500 slots)
- Percentage of proceeds of revenue to assist with education, training, and treatment (gamblers and family members)



Certifications : Clinical Counselor

- **American Compulsive Gambling Counselor Certification**
- **National Council Gambling Counselor Certification**
- **In-state Pennsylvania Certification Board (PCB) – Certificate of Competency**



PA Final Decision

Either

- **National Council Gambling Counselor Certification (NCGC)**

OR

- **PA Certification Board – Certificate of Competency (PCB)**



Inherent Problems

- **PCB – Certificate of Competency**
 - Required 30 training credits
 - Must be a member holding another certification
- **National Council Gambling Counselor Certification**
 - Required 30 training credits
 - 100 hours of clinical experience
 - 4 hours of case consultation with a BACC (highest level of certification)
 - Take/Pass a National Exam



Inherent Problems

- **30 training credits**
 - Infrequent access (need 4-5 days)
 - Inconvenient locations (across entire state)
 - Costly with travel and hotel
 - Repetitious (same 3 topics instead of 5)
 - Lack of trainers
- **BACC (Board Approved Clinical Consultant)**
 - None in PA
 - Agencies not willing to pay for services



Barriers for Social Workers

- **PCB – Certificate of Competency**
 - Excluded many social workers by membership alone
 - Questionable competency (just receiving training doesn't imply working with this population)
- **National Council Certification**
 - 100 hours was extremely difficult since no one was screening or “treating” gamblers in clinical settings
 - BACC do not exist in PA to hire/contract for case consultation YET required for 2 out of the 4 criteria



As of July 23, 2007

The screenshot shows the National Council on Problem Gambling website. A search form is visible with fields for Type, City, State, Zip, and Country. A dropdown menu for state selection is open, listing various states and provinces. The state 'PA' is circled in red, and a callout box points to it with the text 'PA Not listed'. Below the search form, there is a paragraph of text explaining the directory's purpose.

DE
FL
IA
IL
IN
KS
KY
LA
Manitoba
MB
MD
MI
MN
MO
MS
NC
ND
NE
NJ
NM
NV
NY
OH
OK
ON
OR
PR
Quebec
RI
SC

Search here for a National Council on Problem Gambling Counselor (NCGC). Type a City and/or select a State and Country:

Type:

City:

State:

Zip:

Country:

1.800.522.4700
24 Hour Confidential National Helpline

Subscribe to our E-Updates
 GO

This Directory identifies counselors who have voluntarily applied for national certification, have presented evidence to meet the NCGC minimum standards for certification and have agreed to practice in accord with NCGC ethics. There may be other professional counselors eligible for certification who have not applied. The National Gambling Counselor Certification Board ("NGCCB") certifies that the counselors listed in the Directory have presented evidence...



As of October 2008

Membership Directory - The National Council on Problem Gambling - Windows Internet Explorer

http://www.ncpgambling.org/custom/directory/?p=1

File Edit View Favorites Tools Help

Membership Directory - The National Council on Problem Gambling

National Council on Problem Gambling

HOME CONTACT US

1.800.522.4700
24 Hour Confidential National Hotline

ABOUT NCPG
PROBLEM GAMBLERS
PUBLIC AWARENESS
COUNSELORS
MEMBERS
CONFERENCE

The National Council on Problem Gambling
730 11th St, NW, Ste 601
Washington, DC 20001
Phone 202.547.9204

Membership Directory
COUNSELORS - Counselors

To search the directory, enter the name of the counselor or the state by which you would like to search, then click "Search".

Counselor Type:

Last Name:

State: Mississippi, Missouri, Montana, Nebraska, Nevada, New Brunswick, New Hampshire, New Jersey, New Mexico, New York, Newfoundland, North Carolina, North Dakota, Ohio, Oklahoma, Ontario, Oregon, **Pennsylvania**, Prince Edward Island, Puerto Rico, Quebec, Rhode Island, Saskatchewan, South Carolina, South Dakota, Tennessee, Texas, Utah, Vermont, Virginia

Country:

Membership #:

First Name:



As of October 2008: n=6

Counselor Search Results - The National Council on Pr...

ABOUT NCPG
PROBLEM GAMBLERS
PUBLIC AWARENESS
COUNSELORS
MEMBERS
CONFERENCE

The National Council on Problem Gambling
730 11th St, NW, Ste 601
Washington, DC 20001
Phone 202.547.9204
Fax 202.547.9206
ncpg@ncpgambling.org

Thank you for searching our counselor database. If you note any errors, or have any comments please feel free to send us an e-mail at ncpg@ncpgambling.org.

Your search returned information on: **6** counselor(s).

The following counselors were located based upon your request for State of [PA] .

| New Search |

Bechtold, Mrs Jody
LCSW, NCGC
n/a
20 Cedar Blvd, Suite 204
Pittsburgh PA 15228
Phone: 412-303-0163
Email:
jodybechtold@hotmail.com

Hanelly, Mr Lawrence D.
LPC, CAC, CRC, CCODP
NCGC-I
ARHS, Behavioral Health
Services
809 Rt. 764
Duncansville PA 16632
Phone: 841-215-3766
Fax: 814-889-7999
Email:
lhanelly@altoonaregional.org

Web Site:
www.altoonaregional.org

Heller, Ms. Sabrina J
LSW
NCGC-I
Private Practice

Start | Inbox - Microsoft Outlook | Microsoft PowerPoint - [...] | Counselor Search Res... | Search Desk



As of January 2010: n=27

Counselor Search Results - The National Council on Problem Gambling - Windows Internet Explorer

http://www.ncpgambling.org/custom/directory/membership.cfm

File Edit View Favorites Tools Help

Google Search Sidewiki Check Translate AutoFill

Favorites Windows Live Hotmail Counselor Search Result... X

NC PG National Council on Problem Gambling

HOME CONTACT US COUNSELOR SEARCH

1.800.522.4700
24 Hour Confidential National Hotline

ABOUT NCPG
PROBLEM GAMBLERS
PUBLIC AWARENESS
COUNSELORS
MEMBERS
CONFERENCE

The National Council on Problem Gambling
730 11th St, NW, Ste 601
Washington, DC 20001
Phone 202.547.9204
Fax 202.547.9206
ncpg@ncpgambling.org

Counselor Search Results
MEMBERS

Thank you for searching our counselor database. If you note any errors, or have any comments please feel free to contact us.

Your search returned information on: **27** counselor(s).

The following counselors were located based upon your request for State of [PA] .

[| New Search |](#)

Bechtold, Mrs Jody
LCSW
NCGC-I
Jody Bechtold, LCSW, LLC
20 Cedar Blvd, Suite 204
Pittsburgh PA 15228
Phone: 412-303-0163
Email: jodybechtold@hotmail.com

Boggs, Ms. Dawn S.
LPC, NCGC-I
Private Practice/Lytle Behavioral Health
200 Cedar Ridge Dr.
Suite 208
Pittsburgh PA 15205
Phone: 866-468-0638
Email: dawnboggs33@gmail.com
Web Site: www.lbhonline.org

Connelly, Mr. Michael J

Done



OHIO Counselors, n=21

The screenshot shows the National Council on Problem Gambling (NCPG) website. The header includes the NCPG logo and the text "National Council on Problem Gambling". A navigation bar contains "HOME", "CONTACT US", and "COUNSELOR SEARCH". On the left, there is a sidebar with contact information: "1.800.522.4700", "24 Hour Confidential National Hotline", and a list of menu items including "ABOUT NCPG", "PROBLEM GAMBLERS", "PUBLIC AWARENESS", "COUNSELORS", "MEMBERS", and "CONFERENCE". Below the sidebar is the organization's address: "The National Council on Problem Gambling, 730 11th St, NW, Ste 601, Washington, DC 20001".

The main content area is titled "Counselor Search Results" and includes a "MEMBERS" section. A red circle highlights the text: "Your search returned information on: 21 counselor(s)." Below this, it states: "The following counselors were located based upon your request for State of [OH].". A "New Search" link is provided. Three counselor profiles are listed:

- Anyadoh, Emeka B.**
LICDC, ICCS, SAP
ADPS, Inc.
2084 Sharbot Dr.
Columbus OH 43229
Phone: 614-253-4448
Email: danvadoh@aol.com
- Baer, Mr Leon**
NCGC, BA, Rehab. Tech.
NCGC-II
Veterans Administration Medical Center
10000 Brecksville Road
Brecksville OH 44141
Phone: 440-526-3030
Fax: 440-546-2705
- Bailey, Mr Ronald T.**
Meed, CCDCI, NCGC
NCGC-I



Removing Barriers

- **Developed a Continuing Education Program that removed barriers for social workers and other clinical professionals**
- **Gambling Counselor Certification Training Institute**



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Gambling Counselor Certification Training Institute



Training

- 4 days of training = 30 credits
 - 7.5 hours per day
 - 2 day units (Friday – Saturday)
 - Over 2 months
 - 1 location
- 100 hours of gambling related clinical experience
 - Begin tracking after 15 hours of training
 - Added to the PA Council's referral list
 - Developed Externships with local agencies
 - Public speaking, staff awareness and education, prevention and early intervention



Case Consultation

- **BACC to provide Case Consultation (consultant)**
 - Face-to-Face (Traveled to Pittsburgh for 1 day)
 - Phone (2 hour conference calls)
 - Email (Case conceptualization presentation)
- **University provided access to BACC**
 - Professional consultant status



To Date

- **Four Training Institutes (n \cong 123)**
 - Jan/Feb 2008; n=30
 - May/Jun 2008; n=33
 - Sept/Oct 2008; n=30
 - Jan/Feb 2009; n=30



Next Steps

- **Fall 2009/Spring 2010 Continuing Education**
 - **Advanced Clinical Courses - Maintain Certification**
 - Spirituality
 - Law
 - Race and Gender
 - Biology and Pharmacology
 - **Explore expanding Problem Gambling**
 - In curriculum
 - Course offerings
 - Research



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Thank You!

University of Pittsburgh

School of Social Work

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Training Institute

Research Associate for Gambling Research

Email: jrb127@pitt.edu