

SFY 2019-20

OHIO PROBLEM
GAMBLING SERVICES

ANNUAL REPORT & PLAN

Presented to the Ohio Casino Control Commission

Pursuant to Sec. 5119.47 of Amended HB 59, 130th GA

by the

Ohio Department of Mental Health and Addiction Services

Oct. 16, 2019



OHIO CASINO
CONTROL COMMISSION



MILESTONES FOR SFY 2019

First-ever Ohio Clergy Training for Counseling of People with Gambling Problems

The Problem Gambling Network of Ohio (PGNO) received OhioMHAS grant funds to organize and host Ohio's initial Clergy Training for Counseling of People with Gambling Problems. The training was a 4-day commitment that can lead to international certification when additional requirements are met. The sessions were held over two weeks in early December 2018.

The Clergy Training was filled within two weeks of registration becoming available. The Rev. Janet Jacobs of Indiana led the sessions with assistance from Lynn Burkey of Youngstown and formerly of Meridian Healthcare and Derek Longmeier, executive director of PGNO. Both clergy and lay ministers took part. See "Future Plans" for new training dates in the Fall of 2019.



“Gambling is about hope, a fantasy, or a dream... (We learned) strategies to support individuals in finding a spiritual health. Gambling Recovery can be described as repair of one’s spiritual damages.”

~Karen Carlson, Behavioral Specialist Counselor,
COMPASS Family and Community Services

Ohio Prevention Agencies Perform Environmental Scans of Casinos and Racinos

One common practice used for quality and/or process improvement is the environmental scan. In 2019, the Ohio for Responsible Gambling partners decided to offer mini-grants via Prevention Action Alliance to perform scans of each of the 11 casinos and racinos. Five OhioMHAS-certified Prevention agencies were selected in a competitive application process to do environmental scans of gambling sites in their regions. The process included three basic steps: 1) development of an approach to the scanning process, 2) scanning the environment, i.e. Did you see responsible gambling signage right away or did you need to look for it? and 3) analysis of the data collected. All grantees were trained to carry out the scans, gather data and summarize findings in a report.

Once the reports were submitted, OhioMHAS distilled the information into a two-page document that was then shared with the leadership from each casino and racino. The meetings were well-received, and some internal changes have taken place as a result of the scans and subsequent meetings. Each property received a packet of "Get Set Before You Bet" campaign rack cards and a thumb drive of the campaign educational videos to show on screens for patrons to view. The scans will be repeated for 2020.



“The interns accompanying the Environmental Scan Team were carded for age verification four times each...It was noted that a casino staff person was dedicated to messaging a patron who had been in the high stakes room an extended period.”

~Prevention Specialist visiting Hollywood Casino Toledo

Identifying Gambling Disorder Featured in State Medical Association Magazine

The Ohio State Medical Association magazine *Ohio Medicine* contained a feature written by OhioMHAS Medical Director Mark Hurst, MD, that was timed to coincide with Problem Gambling Awareness Month in March 2019. The article titled, “Symptoms or Root Cause? How Problem Gambling Affects Health,” focused on the many signs and symptoms that patients might exhibit that could be indicative of Gambling Disorder but may be interpreted as other illnesses. The emphasis was on the co-occurring conditions that cause people to seek care: hypertension, diabetes, anxiety, depression, liver disease, nicotine dependence, weight swings, insomnia and many others. This provided an ideal opportunity to bring problem gambling education directly to Ohio physicians.

All-Ohio Voluntary Exclusion Program Goes Live

Ohio’s four casinos have had a Voluntary Exclusion Program that permits adults to voluntarily ban themselves from entering a casino and gambling, now referred to as the “Legacy” program. The Legacy VEP has been under the regulation of the Ohio Casino Control Commission. The Ohio Lottery has had a program that requires each of the racinos to operate VEPs at their Ohio facilities, which in most cases extends to their facilities in other states. In March 2019, the two Commissions worked in partnership to launch a new VEP that allows an individual to ban him/herself from all 11 of Ohio’s casinos/racinos in a single application process.

The new VEP allows people to sign up for a one-year, five years or a lifetime exclusion, but new to the program, they can apply to come off the VEP after one year or five years, even with a lifetime exclusion. In order to be removed from the program, the participant must apply and meet with a qualified Gambling Disorder clinical professional or view an online video when the face-to-face meeting is not an option. OhioMHAS worked with the OCCC to ensure that qualified clinicians are available to help facilitate the participant’s removal interviews. All forms are available on the OCCC Responsible Gambling website at <https://casinocontrol.ohio.gov/ResponsibleGambling/VoluntaryExclusionProgram.aspx>.

The screenshot shows the Ohio Casino Control Commission website. At the top is the logo for the Ohio Casino Control Commission. Below it is a navigation menu with options: ABOUT, RESPONSIBLE GAMBLING (highlighted), CASINO LICENSING, COMPLIANCE, ENFORCEMENT, LEGAL, SKILL GAMES, and FANTASY CONTESTS. The main heading is "Voluntary Exclusion Program".

The text on the page reads: "This program offers individuals the ability to ban themselves from a casino or racino facility for one year, five years or their lifetime. If you want to enroll, you will be asked to complete the Request for Voluntary Exclusion form in the presence of a trained staff member. Once the request is validated, you are not permitted access to any Ohio casino or racino facility during the length of the self-imposed ban."

The Voluntary Exclusion Program demands the following:

- A participant agrees to refrain from entering a casino/racino facility.
- The participant's name shall be included on a list of persons excluded from all casino/racino facilities.
- The participants and their personal information is confidential.
- The casino/racino operator is required to make all reasonable attempts to stop all direct marketing efforts to participants.
- A casino/racino operator will not cash a check or extend credit to a program participant.

There are consequences if you enroll and do enter a casino or racino. You can be charged with trespassing and you will be forced to forfeit any winnings, or thing of value converted or attempted to convert into a wagering instrument.

On the right side of the page, there is a graphic that says "IF YOU GAMBLE — GET SET BEFORE YOU BET". Below this is a mobile phone icon, a "Problem Gambling Helpline 800-589-9966" button, a "LIVE CHAT" button, and a "Report a Gaming Crime" button with the Ohio state logo.

QPR Training

QPR or “Question, Persuade and Refer,” is an evidence-based model for talking to people about suicidal thoughts and potential actions. While the numbers of people completing and considering suicide continues to increase, even professionals in the behavioral health field and those working on the Ohio Problem Gambling Helpline (1-800-589-9966) can find themselves uncomfortable with bringing up the topic. To address this, a workforce development session on “Problem Gambling and Lethality: Why Ask?” was held in Spring 2019, at Lake-Geauga Recovery Center to increase skill, comfort and confidence in having discussions about suicide. This event included current gambling trends and the newest data around problem gambling in the state of Ohio. A similar training was held in Cleveland in 2018 for Problem Gambling Helpline call specialists. Due to the success of these sessions, they will continue to be offered to Problem Gambling Services audiences and integrated with related fields and professionals.

Problem Gambling Helpline Online Resource Directory Launches

In SFY2019 a newly designed stand-alone website went live for the Ohio Problem Gambling Helpline Resource Directory. This site features an interactive directory of Ohio’s more than 80 Gambling Disorder treatment locations and other supports, like Gamblers’ Anonymous meetings. The new website is www.GamblingHelpOhio.org. OhioMHAS and its partners in ORG and across the state continue to work with the 211 Cleveland United Way to improve the functionality of this site.

Frohnafel-Hasson Elected President of National APGSA Board of Directors

Stacey Frohnafel-Hasson, MPA, OCPC, Chief of OhioMHAS Problem Gambling and Prevention Services, was named as Association of Problem Gambling Services Administrators (APGSA) President in 2019. Frohnafel-Hasson has been an APGSA member for six years, along with leading Ohio’s Problem Gambling Services system of care during that time. Scott Anderson, OhioMHAS Problem Gambling Treatment Specialist, chairs the Standards of Care Workgroup for the APGSA.

HIGHLIGHTS & CAPACITY-BUILDING

◆ **Problem Gambling Helpline Quality Assurance Calls**

Members of the Problem Gambling Network of Ohio made 51 quality assurance calls to the Ohio Problem Gambling Helpline. The calls are posed from different areas of the state and with varying kinds of caller scenarios to assess the Helpline Call Specialist on the manner he/she uses during the call, as well as the resources offered.

- Most callers were offered services such as therapy via behavioral health agencies. Approximately 60 percent of the time other organizations were mentioned, including Gamblers' Anonymous, Gam-Anon and/or online resources and support groups.
- 72 percent of Call Specialists asked about lethality (suicidal thoughts). This percentage held steady from last year when the Call Specialists were required to attend an ORG-sponsored training called "Question, Persuade and Refer" or QPR. Prior to QPR training, only 11 percent of QA callers were asked about lethality. This evidence-based training helped the specialists learn how to ask about suicide and to work through the hesitation that they felt about bringing up the subject of suicide. The training was repeated at Lake-Geauga Recovery Center in 2019.
- 74% of Specialists inquired about issues of family, finances, employment, legal issues, and physical and emotional health.
- Specialists scored well on "positive initial contact."
- The Live Chat option was only available during business hours, and response time was slow. The lethality question and inquiries about issues of family, finances, employment, legal issues, and physical and emotional health were asked 80 percent of the time on the chat.

OhioMHAS, Ohio for Responsible Gambling, the Problem Gambling Network of Ohio and behavioral health agencies will continue to provide customized training for the Helpline specialists to address the areas of concern.

◆ **Get Set Before You Bet Campaign Reaches 50,000 Quizzes Taken**

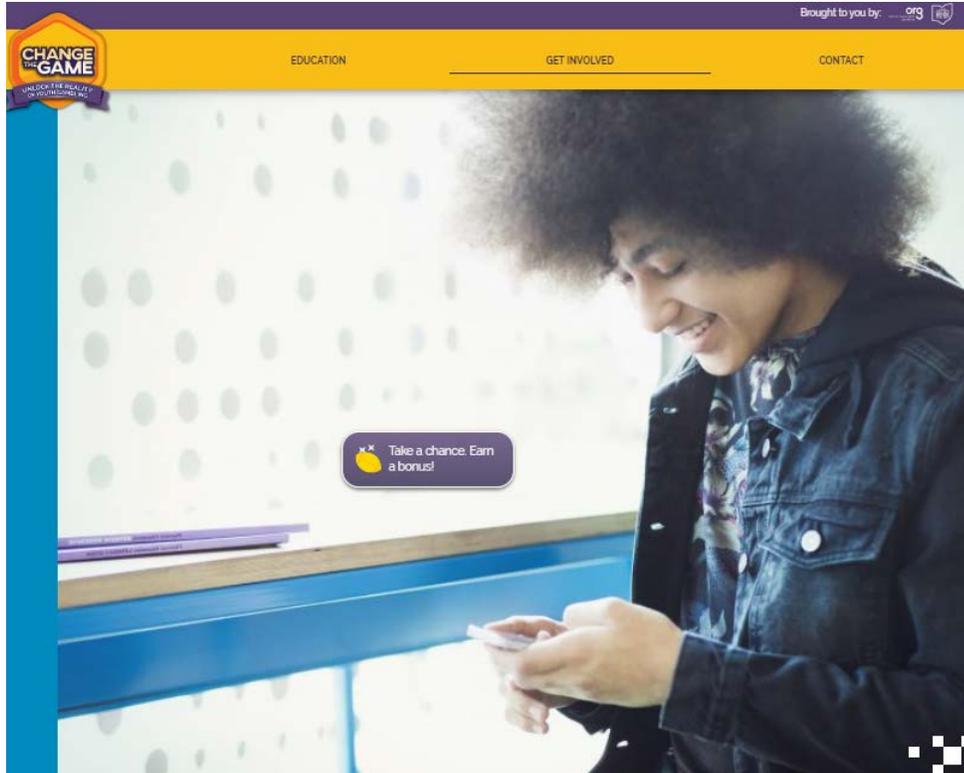
- *More Than 7,200 Visits to Community Toolkit*

Early planning by behavioral health professionals and Ohio's regulatory bodies for the gambling industry pointed to a significant need for awareness-building and education on gambling and problem gambling issues. The collaborative Ohio for Responsible Gambling (ORG) took on this challenge, along with dozens of community partners who use the resources in the Community Toolkit to bring the problem gambling prevention and responsible gambling message deep into communities – especially into specific focus populations in need of enhanced outreach.

Campaign measures are gathered and assessed monthly. Below are performance measures, with most data that represents the full span of the campaign to date.

- | | |
|-----------------------------------|---|
| • Total Est. Campaign Impressions | 197,000,000 |
| • Online Quizzes Taken | 50,000 (approx. 900/month) |
| • Community Toolkit Visits Total | 7,200 |
| • Website Visits Total | 286,000 |
| • Page Views Total | 718,000 |
| • New Visitors to Website | Avg. 85%/month (3,505 new users in June 2019 alone) |

- Social Media & Web-based
 - Social Media – Impressions: 524,000 in August 2019
 - Click-thru Rate: 1.01% in August 2019
 - Boosted (Paid) Posts: Click-thru Rate: 6.63% in August 2019



Change the Game Ohio: The Change the Game Ohio campaign was launched in the last six months of SFY 2019 to bring attention to the potential harmful effects of gaming and the gambling embedded within gaming for our children and young adults.

The earlier people are introduced to gambling, the more likely they are to become problem gamblers as adults – and too many young people are at-risk. Many of the games youth play simulate the same excitement and activities experienced by gamblers. Opportunities for instant upgrades, mystery loot boxes and games of chance flash across the screen every time they log in. Problem gambling behaviors can have consequences that affect young people throughout their lives. The resources available at www.ChangetheGameOhio.org are designed to help educate and inform adults and the young people in their lives about the possible problem. This campaign also includes a toolkit of marketing materials that can be localized for community outreach.

“I just want you to know how much I like the Change the Game Ohio campaign. We showed it to our youth and adolescent counselors and staff, and they loved it and had one client story after another. Even our youth psychologist is talking about attending Stage 1 & 2 gambling training.”

~Steven Kapela, Manager of Problem Gambling Services, Zepf Center



~Prevention Awareness Support Services, Allen, Auglaize, Hardin Counties

◆ **Gambling Disorder Treatment Training**

The annual series for clinical professionals provided Stage 1, Stage 2 and Advanced Gambling Disorder Treatment regional trainings at six locations in Ohio for 167 treatment professionals.

Stage 1 Foundations in Disordered Gambling (12 hours)

October 18-19, 2018 Nelsonville, Ohio 11 participants

Trainer: Mike Rosen, LPCC-S, Vice President of Clinical Services, Center for Addiction Treatment

December 6-7, 2018 Dayton, Ohio 18 participants

Maggie Hyland, LPCC, LSW, ICGC

Mental Health Counselor, Louis Stokes Cleveland VA Medical Center

May 2-3, 2019 Marion, Ohio 20 participants

Trainer: Mike Rosen, LPCC-S

Vice President of Clinical Services, Center for Addiction Treatment

Stage 2 Treating the Disordered Gambler (12 hours)

January 17-18, 2019 Nelsonville, Ohio 6 participants

Trainer: Heather A. Chapman, Ph.D., ICGC-II, BACC

Director, Gambling Treatment Program, Louis Stokes Cleveland VA Medical Center

February 14-15, 2019 Dayton, Ohio 15 participants

Trainer: Heather A. Chapman, Ph.D., ICGC-II, BACC

Director, Gambling Treatment Program, Louis Stokes Cleveland VA Medical Center

May 20-21, 2019 Marion, Ohio 19 participants

Trainer: Heather A. Chapman, Ph.D., ICGC-II, BACC

Director, Gambling Treatment Program, Louis Stokes Cleveland VA Medical Center

Advanced: Specialty Topics (6-hour sessions)

“Blurred Lines and the ‘Dis’-Ease of Addiction: Identifying the Connection, Addressing the Issues, and Establishing Meaningful Recovery Principles”

Trainer: Daniel J. Trolaro, MS

Assistant Executive Director, Council on Compulsive Gambling of New Jersey

April 4, 2019 Columbus, Ohio 13 participants

April 5, 2019 Cleveland, Ohio 26 participants

“New Approaches to Family and Couples Counseling in Addressing Gambling Disorder”

Trainer: Lori Rugle, Ph.D., ICGC-II, BACC

May 30, 2019 Columbus, Ohio 19 participants

May 31, 2019 Cleveland, Ohio 20 participants

◆ **Gambling Endorsement**

To date, 30 Licensed Chemical Dependency Counselors have earned the Gambling Endorsement (GAMB). More than 500 Ohio LISW, LSW, LPCC, LPC, NCGC, ICGC clinicians, psychologists and physicians also have the qualifications to provide Gambling Disorder treatment.

◆ **Problem Gambling Treatment Supervision Fellowship Graduates 4th Cohort**

On June 14, the Ohio Problem Gambling Treatment Supervision Fellowship program honored the fourth cohort of Fellows after a day of case presentations, evaluation and a graduation ceremony. Funded by Ohio for Responsible Gambling and coordinated by Recovery Resources, the program completed its fourth year under the leadership of Heather Chapman, PhD, ICGC-II, BACC, Clinical Psychologist and Director of the Gambling Program at the Louis Stokes Cleveland VA Medical Center. The Fellowship Program began in 2016 to ensure that Ohio’s clinicians qualified to treat Gambling Disorder would have supervisors who also understood the differences between treating people with this disorder along with other addictive illnesses. A total of 23 clinical supervisors have graduated from the program.



From L to R front row: Coordinator Mike Buzzelli of Recovery Resources, Fellow Kenneth Holt of Recovery Resources, Fellow Katrina Holt of Recovery Resources, Fellow Kenneth Buzzelli of Child Guidance and Family Solutions, Fellow Kierstyn Crawford of Goodwill Easter Seals of Miami Valley, Stacey Frohnappel-Hasson of OhioMHAS. Back row: Fellow Rhonda L. Norman of University of Cincinnati, Fellow Leslie Waite of Cleveland VA, Program Lead Heather Chapman of Cleveland VA, and Scott Anderson of OhioMHAS.

◆ New Audiences for Problem Gambling Prevention and Education Outreach

The OhioMHAS Problem Gambling Services staff make dozens of presentations annually to disseminate education and build awareness of problem gambling prevention, treatment and recovery to many groups and focus populations. Often in conjunction with partners from the behavioral health field and/or the Ohio for Responsible Gambling agencies, community-based events feature responsible gambling resources such as informational exhibits that include the marketing campaign “Before You Bet.” An estimated 4,000 people were reached.

Several large sessions were directed toward populations that have day-to-day contact with adults and youth who may be at-risk of problem gambling. As awareness grows, it is hoped that more people in the behavioral and physical health professions, as well as those who work in related social services systems, will recognize the signs and symptoms of individuals at-risk of problem gambling or moving toward Gambling Disorder.

- Trained 215 Recovery Services clinicians who serve residents identified with addiction disorders in the Ohio Department of Rehabilitation and Corrections institutions.
- Provided an overview to hundreds of school personnel at the Ohio Department of Education Child Nutrition Conference.
- Gave a 6-hour training to more than 200 owners and operators of Adult Care Facilities for Ohioans who live in supportive environments.
- Participated in and provided problem gambling education for transitional age youth who are exiting the foster care system at a large event called “Fostering Pathways to Success.”

Gambling, Game-bling, and Gambling & Financial Literacy

- With an OhioMHAS grant, Prevention Action Alliance hosted four regional prevention training opportunities in Beachwood, Columbus, Mason and Toledo. Participants learned about the impact of technology on the gambling market; tools to help break the stigma of problem gambling; and gained insights into the social and economic impact of the gaming industry. Presenters were Mina Hazar, Manager of Youth Gambling Awareness Program and Y4Y Gambling Education Program with the YMCA of Greater Toronto, and Adela Colhon, General Manager of National and Provincial Programs, also of the Toronto, Canada area. Attendees were enthusiastic about the quality of the hands-on training sessions.

◆ Ohio Problem Gambling Advisory Board Makes Strategic Progress

Members of the Ohio Problem Gambling Advisory Board met throughout SFY 2019 to continue work toward reaching the objectives laid out in the Ohio Strategic Plan for Problem Gambling Services. Two of the most notable innovations were developed after an all-day retreat to discuss and determine the most efficient use of an additional \$500,000 in new annual funding for the Problem Gambling System of Care.

Prior to the retreat, OhioMHAS staff met internally and with leadership of the Ohio Council of Behavioral Health and Family Services Providers and with the Ohio Association of County Behavioral Health Authorities to gather input on the most impactful ways to utilize the additional funding. The PGAB retreat process then determined that the funds would be spent half on prevention of problem gambling and half to help those who need treatment for Gambling Disorder.

PREVENTION: The funds were granted to Prevention Action Alliance to be used for 10 - \$20,000 subgrants for Community Coalitions to identify focus populations within their communities and to work on specific strategies aimed at preventing problem gambling for members of those groups. The coalitions are using the Ohio Gambling Survey data to choose the

populations with whom they work: faith-based, urban core/economically depressed areas, Asian communities, youth, young adults/college students, and older adults will all receive intensive prevention services. Coalitions will receive ongoing technical assistance and will share lessons learned with each other and other statewide prevention professionals at the Statewide Prevention Coalition Association annual celebration.

TREATMENT: This project will result in implementation of warm transfers from the Ohio Problem Gambling Helpline that operates 24/7/365 days a year. When needed, the certified Alliance of Information and Referral Systems (AIRS) Call Specialists that take the Helpline calls will make a “warm transfer” to Ohio licensed clinicians who are Gambling Disorder treatment-qualified and knowledgeable of Ohio’s statewide service system, and who will also have in-depth knowledge of their specific regions of the state.

The qualified clinicians will be able to talk with the callers and use the list of clinicians and service agencies for referrals at www.gamblinghelpohio.org. The clinicians will make follow-up calls to track individuals who follow-through with an appointment for services. It is hoped that the state will be able to also add trained and certified Ohio Peer Supporters to the warm transfer process.

◆ **Fifth year of Ohio’s Evidence-Based & Promising Programs Research**

Few evidence-based programs and models exist across the U.S. and internationally to prevent and treat problem gambling/Gambling Disorder. As Ohio made plans to broaden available services in the state, it was decided that Ohio experts would contribute to this shortage of best practices by developing and testing model programs. The results have been the three prevention programs listed here and one treatment model – all of which are showing effective outcomes and are being published – in the case of Risky Business – and nearing that stage for the other three.

Risky Business: Several Ohio communities and the state of West Virginia requested use of Risky Business in SFY 2019. This problem gambling prevention program was originally designed for juvenile justice-involved youth ages 13-17, with more than 1,000 young people having received the intervention to date. Risky Business has also been proven effective with 357 students in “universal” and at-risk prevention audiences and compared favorably to the evidence-based model Stacked Deck.



“I really needed more information on credit and debt. This (Campus Cents) broke it down into everyday terms and examples.”

*~Bowling Green State University Senior,
White, Non-Hispanic, Female*

Campus Cents Financial Wellness

Program: The curriculum was developed for 18-25 year-olds to prevent problem gambling and improve financial literacy. In SFY 2019, 167 students from 72 colleges/universities took the course. All modules showed an improvement in scores and knowledge from pre- to post-test.

Campus Cents Financial Wellness Program

	2019 Pretest	2019 Posttest
Module 1 Discovery	71.50%	91.25%
Module 2 Setting goals	77.40%	96.00%
Module 3 Terminology	76.00%	91.33%
Module 4 Gambling	80.40%	96.00%
Module 5 Putting it all together	74.80%	95.60%

Smart Bet: A problem gambling prevention program for 18-25 year-olds, Smart Bet was implemented in several locations across the state in SFY 2019. Representatives from the Crossroads Center in Cincinnati, Lake Geauga Recovery Centers in Mentor, and Townhall II in Kent and in conjunction with faculty from Kent State University were trained in program implementation and received funds to assist with time and travel expenses. SMART Bet was, and continues to be, under evaluation for both evidence of impact and ease of implementation. Initial data is indicating that 72 percent of participants perceived a risk of problem gambling after completing the program. Data evaluation and program review will continue to be funded in SFY2020 with convening of a focus group of previous implementing agencies to provide feedback for potential revisions.

Rupcich Model: This pilot study by Zepf Center, Toledo, was designed to test the effectiveness of a new group-based, facilitated, 12-week disordered gambling treatment manual. As of SFY 2019, a total of 320 clients have participated, including the 54 individuals in control groups. Participating agencies are Center for Addiction Treatment (Cincinnati), The Counseling Center (Portsmouth), Zepf Center, Clermont Recovery Center/GCBH (Batavia), Maryhaven (Columbus, Delaware), Meridian Healthcare (Youngstown), The Recovery Council (Waverly) and Recovery Resources (Cleveland).

Study participants represented a broad mix of races, 60/40 men to women, and most are also being treated for co-occurring disorders, including depression, anxiety, mania, alcohol dependence and other drug abuse. Data collection will continue for the Rupcich Model throughout SFY 2020. An updated version will be written in SFY 2020, and comparison data will be collected on the newest format in SFY 2021.

The study subjects' pre- and post-tests show that after completing the program, participants displayed significantly lower levels of gambling craving and severity and significantly higher levels of self-esteem.

◆ **Prevention in the Community – An Overview**

Ohio communities' prevention practices focus on building awareness of problem gambling and what behaviors "responsible gambling" entails. Prevention practices include using campaigns such as "Get Set Before You Bet" and less often, counties have developed their own local campaigns, such as Wood County's "Think Social" campaign. The overall focus continues to be on increasing the general population's awareness of the signs of problem gambling and resources available.

In addition, problem gambling prevention teams have gathered local data to identify high-risk populations of youth, young adults and older adults in areas of the state. These surveying activities have taken place at public events, such as county fairs, job fairs local high schools, and community concerts. Several communities continue to infuse problem gambling prevention within existing school prevention programs.

Professional development trainings have been held locally to increase staff competency within agencies and to build upon collaborations with other entities to provide presentations around the importance of problem gambling prevention and awareness. New partnerships have been developed with Human Resource Administrators, EAP departments, Drug Courts, and juvenile/adult probation.

◆ **Ohio Communities Hold Problem Gambling Seminars/Symposia**

The Cuyahoga County Problem Gambling Coalition, coordinated by Recovery Resources, and the Montgomery County Problem Gambling Coalition, coordinated by Addiction Services of Public Health - Dayton & Montgomery County, both held community events in 2019 focused on prevention, treatment and recovery for problem gambling. Nearly 400 professionals and advocates attended the seminars to learn in a variety of topics and network. These regional events help to build on workforce development and awareness efforts for Problem Gambling Services aimed at strengthening a statewide system of care.

◆ **Gambling Disorder Screening, Identification and Treatment in SFY 2019**

Since 2013, the state has been laser focused on building a qualified workforce to address prevention, treatment and recovery related to problem gambling and Gambling Disorder. From 2013 through 2018, community reports have shown a small, but steady increase in the numbers of Ohioans screened and the number treated for Gambling Disorder. Beginning last year, the number of people identified as having a serious gambling problem, but declining treatment has also been tracked.

The state's county Alcohol, Drug Addiction and Mental Health (ADAMH) Boards report annually on the numbers of Ohioans receiving services in this field. In SFY 2019, Ohio saw a significant drop in numbers screened and treated, with 59,956 screened for a gambling problem and 834 treated for Gambling Disorder.

Last year's numbers represent a 17 percent drop in numbers screened and 33 percent reduction in numbers treated. After extensive discussion with state and community partners, including the Ohio Problem Gambling Advisory Board members, the lists that follow capture the clearest assumptions based on data and experts in this field. OhioMHAS, again with all partners, has also determined a course of action to address this concern to ensure that Ohioans are receiving the services that they need for problem and Disordered Gambling.

Reasons for the Reduction in Problem Gambling Screening & Treatment Numbers

- Ongoing epidemic of opiate overdose deaths in communities throughout the state leading to growing use of funds for other addictions than Gambling Disorder, per the statutory language.
- Medicaid Behavioral Health Re-Design led to reduced billing capability for some agencies and problem gambling programs.
- Court-referred clients unlikely to agree to an additional diagnosis and treatment plan.

Plans to Address the Concern

IMMEDIATE:

- Currently surveying ADAMH Boards and agencies to gather input on strengths and challenges in the current Problem Gambling Services system of care. To date, 30 percent of the surveys distributed have been completed. Plans are also underway to bring together regional focus groups for further discussion and formulating of strategies.
 - NOTE: Some of the strategies outlined below may be adjusted according to the outcomes of the survey and focus group work to be undertaken.
- The Gambling Screening, Brief Intervention and Referral for Treatment (G-SBIRT) in physical healthcare settings will be initiated in SFY 2020 and should serve as a proof of concept for Ohio. This should lead to expansion in future years and better access to services in all healthcare settings. It will also help in de-stigmatizing getting care for Gambling Disorder since it would be addressed as part of a medical appointment, with a referral to a specialist.
- Continue expanded outreach to traditional and nontraditional audiences, i.e., Ohio Society of Addiction Medicine, Aging Conference, Supreme Court of Ohio Specialty Docket Conference, Ohio Council of Behavioral Healthcare Providers, Addiction Studies Institute, Ohio Psychological Association, Ohio Recovery Conference, Ohio Opiate Conference and more.

FUTURE:

- Require the use of one of three approved Problem Gambling screening tools at intake and/or within the course of treatment for active clients/patients.
 - We will package the best practice information for screening, identification and conversion to treatment for clients with Gambling Disorder.
 - This resource will be shared in a webinar with service providers and ADAMH Boards.
 - It will be available in a free Ebased Academy online course for continuing education credit; it will be emailed; and multiple copies will be USPO mailed to agencies that are included in the Ohio Problem Gambling Helpline Resource Directory. Copies will also be available at conferences, all training events and upon request.
- Offer incentivizes to ADAMH Boards and providers to ensure screening of all clients. The incentive will allow use of up to one-half of Problem Gambling funds for upgrades to agencies' electronic health records (EHR), ensuring that problem gambling screening questions are included.
- Begin to publicize the existence of the Problem Gambling Treatment Shortfall Fund for Boards that run out of Problem Gambling allocation funding when the funds have all been used for services in the Problem Gambling/Gambling Disorder continuum of care.
- Add warm transfer calls with qualified clinicians for people who call the Ohio Problem Gambling Helpline looking for assistance. We intend to build on this with Certified Peer Supporters who can also talk to people calling for help.
- We will hyper-focus on the importance of addressing co-occurring disorders for clients' overall success and stable health. This will require additional face-to-face trainings in communities not currently screening clients or providing minimal engagement.

PERFORMANCE MEASURES

SFY 2019 Statewide Performance Measures

MEASURE	TOTAL					
Number reached by community-based prevention & responsible/problem gambling messages	- 2.5 million reached - 197 million campaign impressions					
Number of community coalitions engaged in problem gambling prevention	26					
	SFY14	SFY15	SFY16	SFY17	SFY18	SFY19
Number who called the PG Helpline	9,727*	5,414	5,884	5,358	5,558	5,642
Number of Chat Calls to Helpline	n/a	n/a	54	112	193	350
Number screened with approved tools	25,966	35,444	44,236	68,419	72,355	59,956
Number treated for Gambling Disorder	924	1,001	1,028	1,159	1,252	834

**The Helpline was housed with a different agency in SFY 2014, and calls were counted in a manner inconsistent with the way calls have been recorded from SFY '15-18.*

Ohio Problem Gambling Helpline 1-800-589-9966

Top Counties for Calls to the Helpline

COUNTY	HELPLINE CALLS	COUNTY	HELPLINE CALLS	COUNTY	HELPLINE CALLS
Cuyahoga	791	Butler	82	Clark	39
Franklin	385	Mahoning	70	Portage	38
Hamilton	302	Stark	58	Trumbull	34
Montgomery	183	Lorain	55	Licking	29
Lucas	135	Lake	42	Wayne	27
Summit	130	Warren	40	Medina	26

Reasons for Calling the Helpline & Number of Callers

Gambling Addiction/Counseling	1,336	Mental Health Assistance	104
Lotteries ("Recreation")	1,078	Employment	62
Guidance/Problem Solving	704	Suicide Prevention Hotlines	23
Gambling Self-exclusion	436	Legal Assistance	23
Gambling Regulation	236	Substance Abuse	21
Family/Friends Support Groups	109	Physical Health	21

Types of Gambling Activity for Helpline Callers

Casino/Racino Slots	744	Bingo	29
Casino/Racino Table Games	456	Horserace Betting	29
Lottery Scratch-offs	279	Skill Games/Internet Cafes	11
Lottery Games	213	Daily Fantasy Sports	9
Internet Gaming	61	Video Gaming	9
Keno	59	Stocks	6
Cards/Dice (non-casino/racino)	47	Pull-tabs/Charitable Gaming	5
Sports Betting	40		

Helpline Callers' Ages: 12-34 = 22% 35-54 = 38% 55+ = 40%

SFY 2020 Future Planning

◆ **Clergy Training for Problem Gambling Counseling**

Ohio will again hold a multi-day training designed specifically for clergy who work with individuals affected by gambling – either the gambler or the loved ones impacted by problem gambling. The training will be coordinated by the Problem Gambling Network of Ohio under an OhioMHAS grant. The key training roles will be a minister with extensive experience in this model and an Ohio clinician qualified to treat Gambling Disorder. The training will be held October 29-November 1, 2019 at the Ohio Department of Natural Resources, 2045 Morse Rd., Columbus.

◆ **Presenting to Ohio Supreme Court Specialty Docket Conference**

OhioMHAS Problem Gambling Services staff will speak for the first time at the Ohio Supreme Court Specialty Docket Conference on November 21, 2019. This connection has been nurtured for several years and has led to this opportunity to speak to judges and court administrators about the individuals they are seeing in their courts who have signs of problem gambling that may be leading to criminal actions. The session will provide an overview of problem gambling and Gambling Disorder, include Ohio's prevalence statistics, and will offer tools and resources that courts can use to ensure defendants receive help with all their behavioral healthcare needs, including Gambling Disorder.

◆ **Gambling SBIRT Research Study to Test Efficacy of Brief Interventions**

For the purpose of improving care of Ohio citizens affected by gambling disorder, the Ohio for Responsible Gambling partners will undertake a research study to pilot the implementation of Gambling Screening, Brief Intervention & Referral for Treatment (G-SBIRT) in multiple Ohio settings. Research has demonstrated that the "Addiction Syndrome" theory (Shaffer et al., 2004) explains the spectrum disorder model of addiction, and clearly expresses the need to assess and treat individuals as whole patients.

With this pilot study, Ohio will assess the practicality, challenges and effectiveness of using an SBIRT (Screening, Brief Intervention & Referral for Treatment) model for G-SBIRT in a number of settings where individuals with problem gambling may present for health services. This pilot will provide the potential to expand screening services beyond the confines of Ohio's publicly funded behavioral health system of care for individuals who may have problem gambling concerns.

Due to delays in the hiring and contracting stages, the pilot has not officially launched at publication time, but the start date is anticipated to be Fall 2019.

◆ **Information Gathering for Future Planning**

The Ohio Problem Gambling Advisory Board, Problem Gambling Network of Ohio and Ohio for Responsible Gambling partners are engaged in updating the states' Strategic Plan for Problem Gambling Services. As part of this work and targeted to analyzing the reduction in screening and treatment numbers, OhioMHAS will be surveying ADAMH Boards and agencies to gather input on strengths and challenges in the current Problem Gambling Services system of care. This has not been done for five years. Plans are also being made to bring together a focus group for further discussion and formulating of strategies.

OhioMHAS Problem Gambling Funds SFY 2019-20

2019-2020 OhioMHAS PROBLEM GAMBLING FUNDING			
Casino Problem Gambling Funding (5J10)		Lottery Problem Gambling Funding (5T90)	
2019 BEGINNING CASH BALANCE ¹	\$ 4,003,351	2019 BEGINNING CASH BALANCE ¹	\$ 262,914
REVENUES	\$ 5,620,608	REVENUES	\$ 1,693,500
TOTAL CASH REVENUE	\$ 9,623,959	TOTAL CASH REVENUE	\$ 1,956,414
TOTAL EXPENSES	\$ (4,691,202)	TOTAL EXPENSES	\$ (1,618,335)
Personal Services	\$ (248,946)	Community Funding	\$ (1,618,335)
Purchased Personal Services	\$ (95,036)	2019 Obligations ²	\$ -
Supplies and Maintenance	\$ (29,589)	ENDING BALANCE	\$ 338,079
Community Funding	\$ (4,258,779)		
2019 Obligations ²	\$ (58,853)		
ENDING BALANCE	\$ 4,932,757		
2020 BEGINNING BALANCE	\$ 4,932,757	2020 BEGINNING BALANCE	\$ 338,079
ESTIMATED REVENUE (3-year avg.)	\$ 5,478,613	ESTIMATED REVENUE	\$ 1,638,500
TOTAL ESTIMATED CASH REVENUE	\$ 10,411,370	TOTAL ESTIMATED CASH REVENUE	\$ 1,976,579
ESTIMATED EXPENSES ³	\$ (5,370,858)	ESTIMATED EXPENSES ³	\$ (1,738,500)
Personal Services	\$ (260,000)	Personal Services	\$ (100,000)
Purchased Personal Services	\$ (93,000)	Purchased Personal Services	\$ (50,000)
Supplies and Maintenance	\$ (30,000)	Supplies and Maintenance	\$ (15,000)
Community Funding	\$ (4,937,858)	Community Funding	\$ (1,553,500)
Treatment Shortall	\$ (50,000)	Treatment Shortall	\$ (20,000)
CASH RESERVE	\$ (1,800,000)		
ENDING BALANCE	\$ 3,240,512	ENDING BALANCE	\$ 238,079

Footnotes:

- ¹ GL-0034 Fund Activity (Single Fund Multi Year)
- ² PO-0006 Open Purchase Order (Encumbrance) Report
- ³ 2020 PG Budget from Program 09.23.19