

To provide and support effective problem gambling prevention, treatment, and education programs throughout Arizona



Treatment

Self-Exclusion

Education & Prevention

2015 STAKEHOLDER REPORT
ARIZONA OFFICE OF PROBLEM GAMBLING

MISSION

Our Mission is to provide and support effective problem gambling prevention, treatment, and education programs throughout Arizona.

VISION

Support a sustainable continuum of services that reduces to a minimum level the impact of problem gambling in Arizona.

VALUE

The Office of Problem Gambling is committed to a public health approach to address problem gambling issues. This takes into consideration biological, behavioral, economic, cultural, policy, and environmental factors influencing gambling and health. We will accomplish our mission and realize our vision by being culturally sensitive and responsive to the needs of our partners and those we serve. We will be professional, collaborative, equitable, and innovative in our solutions to address problem gambling.

The focus of fiscal year 2015 (July 1, 2014 – June 30, 2015) for the Office of Problem Gambling was to finalize two new data management systems for which OPG made an investment last fiscal year. One system, called D3, is used by the Self-Exclusion Program, the second system, DMS, is used exclusively by OPG’s Treatment Providers and our Treatment Administrator. The implementation of these systems were scheduled for early Fiscal Year 2016. So we are ahead of schedule, but working through a learning curve. We must thank our stakeholders for their continued patience as we transition with these new computer systems. With time and practice, they will be a substantial benefit to all.



We are pleased to announce in FY 2015 we met our goal of filling our vacant positions, and now have the full staff necessary to serve the needs set forth by our mission statement.

The Office of Problem Gambling put a greater focus on utilizing social media including our website, Facebook, and Twitter. With the help of our Public Affairs Office, we have been consistently posting Tweets with the goal of reaching a broader audience with our services and programs. OPG is successfully using our Facebook page to promote our presence at exhibits or presentations as well as announcing upcoming events. We invite you to “like” us to learn more about what is going on with OPG and the problem gambling community in general. We are excited to share what we learn about research and events in Arizona and around the country. Link to our social media on our website at www.problemgambling.az.gov

When you visit our website you will notice it has had a substantial facelift as well. Information is presented so the most recent reports are upfront or at the top of a list of historical documents. We hope you find it more user-friendly and helpful.

Did you notice our new logo? Throughout the last year we have investigated, drawn, offered, and rejected various designs. It was decided there should be a connection between our logo and that of the Arizona Department of Gaming. The result is showcased below and in the cover of this report.

Larissa T. Pixler
Office of Problem Gambling Program Director
Arizona Department of Gaming



Save the Date
 2016 Symposium
 March 7, 2016

Kathy Donner has been with the AZ OPG since 2012. She provides education, prevention and awareness of problem gambling issues by exhibiting at numerous events around the state and presenting on the complexities of problem gambling. Her extensive work history with HIV and substance abuse prevention, intervention and treatment has provided a solid foundation for problem gambling.



Kathy Donner
Education and Prevention
Administrator

Dawn Revere began working for the Department of Gaming in 2014 as the Administrative Assistant to the Executive Staff. In March of 2015, Dawn became the Self-Exclusion Administrator for AZ OPG. Prior to her employment for Gaming, Dawn worked for 13 years as the Administrative Assistant to the Superintendent of several charter schools in Phoenix. Dawn is currently pursuing a certificate in Communication Competence in the Workplace.



Dawn Revere
Self-Exclusion Administrator



Larissa T. Pixler
Office of Problem Gambling
Program Director

Larissa T. Pixler was appointed AZ OPG Program Director May 2014. She has been with the Arizona Department of Gaming (ADG) for 19 years serving in several capacities including Administrative Assistant, Certified Criminal Intelligence Analyst, and Self-Exclusion Administrator. In May 2015, Larissa was appointed to a national board, the Association of Problem Gambling Service Administrators.

Elise Mikkelsen is the Treatment Administrator for the AZ OPG, and formerly held the role of Education and Prevention Administrator with the agency. Elise has been with the department for almost 8 years. Prior to joining OPG, Elise was the Clinical Director of a behavioral health agency in Phoenix and has more than 20 years experience in the behavioral health field.



Elise Mikkelsen
Treatment Administrator

Joanne Frazier is the Administrative Assistant for AZ OPG. She has worked at the Arizona Department of Child Safety, the Department of Economic Security, and with the DES Division of Rehabilitation Services. Joanne retired from the Army National Guard as a Public Affairs Supervisor with the Rank of Master Sergeant. She was born and educated in Connecticut and Washington D.C., where she worked in the fields of journalism, public relations, and public policy.



Joanne Frazier
Administrative Assistant

Training

The Office of Problem Gambling offered advanced training opportunities for education to stakeholders as well as our contracted state-funded treatment providers. This training presented the most innovative and timely issues related to the treatment of problem gamblers and those affected by problem gambling.

UCLA professor Rory C. Reid, Ph.D., presented *Helping Partners in a Relationship with a Problem Gambler*, which focused on the significant demands that exist for tools and trainings needed to help clinicians treat the partners and spouses of problem gamblers. Dr. Reid shared approaches to working with partners based on empirically supported treatments for addressing common mental health issues.



Bobbe McGinley, MA, MBA, LISAC, CADAC, NCGC-II, presented *Challenges Related to Minimizing Harm Related to Problem Gambling*. The training covered the questions and approach efforts related to incorporating harm reduction when treating problem gamblers. Attendees were able to review examples of harm minimization techniques not directly related to gambling. The study of these findings led to specific recommendations and their effect on the problem gambler.

Participant satisfaction survey results showed 80% were Very Satisfied with the training provided while 20% were Satisfied. Looking ahead, our goal is to continue providing advanced training in problem gambling in Arizona. Two advanced trainings, one in Tucson and one in Phoenix are planned for fall 2015.

Treatment

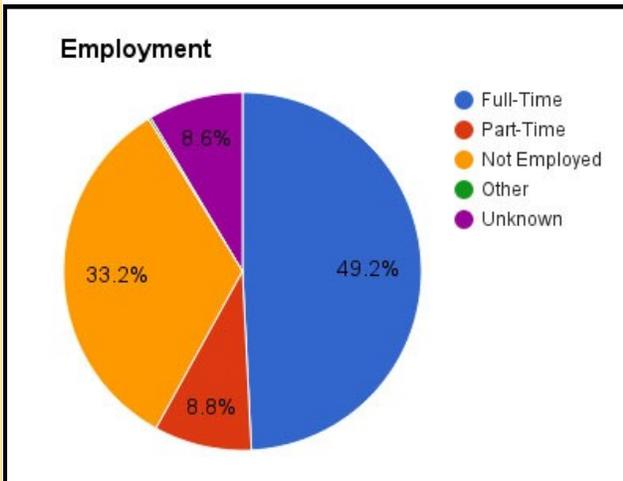
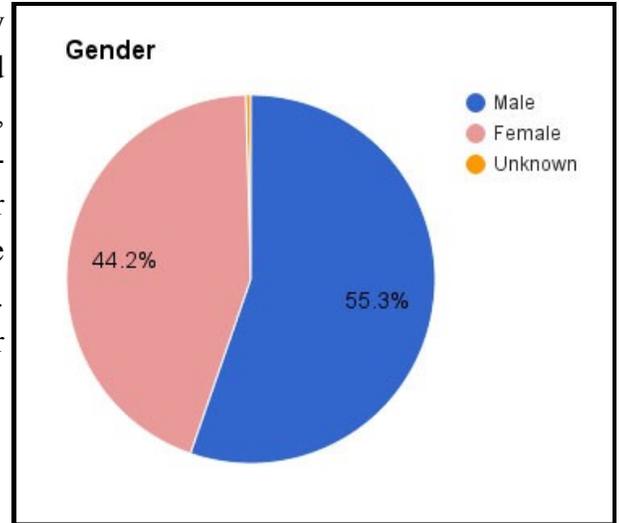
The Office of Problem Gambling is committed to providing Arizonans the highest quality of programming and support. That mission remains true for our treatment program.

This fiscal year we began transitioning to our new data management system (DMS). An upgrade to our system was needed so we could provide more efficient means of overseeing both the clinical and fiscal aspects of treatment for problem gambling. This new system will also allow us to closely monitor the providers' treatment of their clients and to obtain additional outcome measures regarding the client's treatment. We will now be able to track more precisely when clients have been seen and how they are progressing through the treatment process.

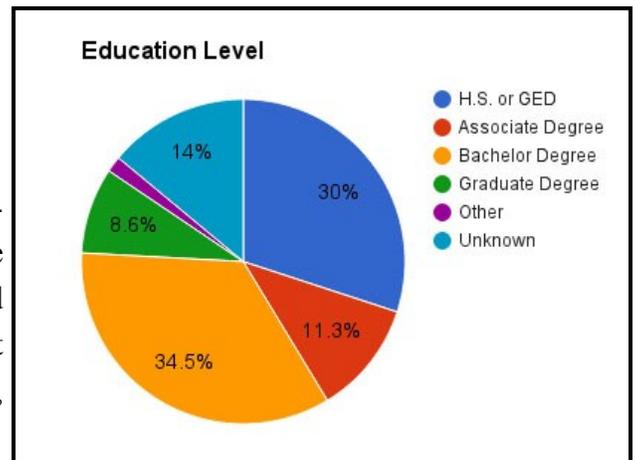


During 2015, state-funded treatment providers under contract with the Office of Problem Gambling counseled 875 clients. This number is a slight decrease from last year. At the close of FY 2015, the Office of Problem Gambling was contracting with 22 therapists and agencies statewide. It is our goal to expand the number of treatment providers in the next fiscal year, and we are currently seeking counselors to provide services in rural areas.

During fiscal year 2015, 443 calls came into the 24/7 helpline; 1-800 Next Step. There were 245 males and 196 females who called into the helpline with two callers not identifying their gender. More people called into the hotline between 7 a.m. and 4 p.m. than any other time with 250 calls. Most of the callers obtained information about the helpline from the tribal casinos, followed by the internet, lottery display, Office of Problem Gambling website, radio or from a person familiar with the State-Funded Problem Gambling Program. The majority of calls into the helpline were from the gambler. Most of the callers were Caucasian, single with no minor children, and employed full time.



Of the callers that chose to disclose their education 43% had a Bachelor Degree or higher, 30% had a High School diploma or GED, 11% had an Associates Degree, 2% had other and 14% did not disclose.



Of the total calls into the helpline, 17% reported depression as a medical problem. Information packets were requested and sent to 92 callers. The helpline identified slot machines as the gambling activity causing the most problems followed by cards, sports betting, video poker, and the lottery.

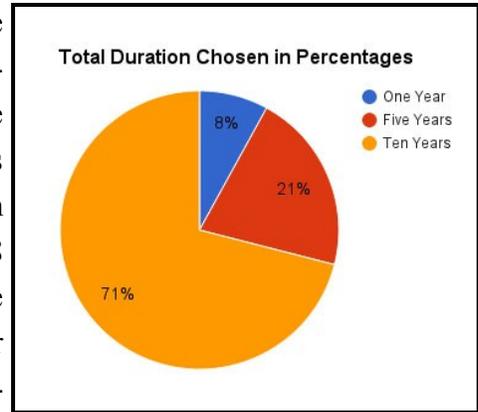
The gambler's use of alcohol was at 13.5%, drugs at 11.1% and tobacco at 7.2%. In the category of illegal activities, callers reported 9.7% for theft and 4.7% for bad checks. While the helpline receives calls from all over Arizona, the majority of the calls coming into the helpline were from Maricopa, followed by Pima, Yavapai and Pinal counties.





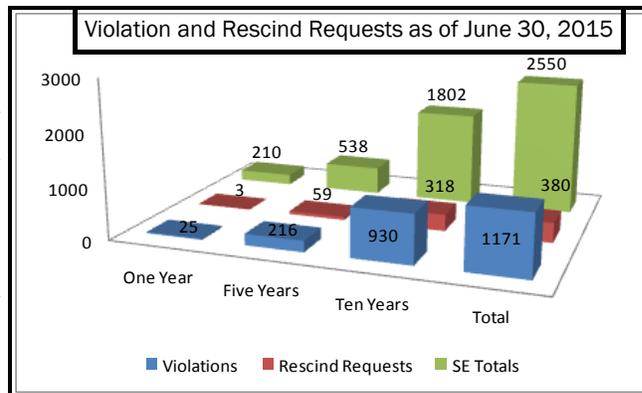
The Office of Problem Gambling (OPG) Self-Exclusion program offers problem gamblers the ability to exclude themselves from casinos for a period of one, five, or ten years. Since its inception in 2003, the OPG has processed 6,630 self-exclusions; 3,409 males and 3,221 females. As part of the self-exclusion program our office tracks various participant demographics including gender, age, and race. At the end of fiscal year 2015, there were 2,550 individuals participating in the statewide self-exclusion program.

Males continue to be a slightly larger demographic in the program with 1,388 males (54%) versus 1,162 females (46%). The ten-year self-exclusion totals consistently dominate with 1,802 participants compared to 538 in the five-year and 210 in the one-year. Many people who have opted for the one and five-year self-exclusions have renewed after the expiration while less than two dozen of the ten-year self-exclusion participants have renewed.



The OPG works closely with the casinos to ensure self-excluded patrons are recognized by disseminating information of newly excluded participants weekly. This includes a picture and the description of the self-excluder that details height, weight, age, hair color, any tattoos or distinguishing marks, date of birth, driver's license number, and the length of time they have chosen to exclude. The casino and Tribal Gaming Offices do their part by training surveillance, security, and cashier cage personnel to identify those individuals who should not be on the casino property due to their self-exclusion status. They also ensure that all Incident Reports generated because of a self-exclusion violation are sent to the Office of Problem Gambling.

Most participants adhere to the rules of their self-exclusion and refrain from entering casinos. However, when the OPG receives information of a violation, a letter is sent to the self-excluded patron reminding him or her of the length of time chosen for self-exclusion. The self-excluder is reminded he or she is not allowed on casino property during that time. Self-exclusion violators are also encouraged to take advantage of the resources available, particularly one-on-one counseling and Gamblers Anonymous meetings. These safeguards are put in place to aid the self-excluded patron during the recovery process; however, if the participant chooses to continue gambling, he or she is doing so with the full knowledge that any winnings will be forfeited. The Office of Problem Gambling tracks all reports of self-exclusion violations whether they are self-reported or incident reports from casino personnel.



Self-Exclusion Continued on page 7

Self-Exclusion Continued:

This year we have added an optional page to the self-exclusion form to collect more demographic information including monthly income, time and money lost at the casino, age when the first bet was placed, and how gambling has affected their relationships, job, and finances. It also asks whether they have attended a Gamblers Anonymous meeting or sought treatment for their problem gambling. Analysis of the data collected continues to give us a better understanding of the scope of those affected by problem gambling.

Symposium

On March 2, 2015, the Office of Problem Gambling sponsored its 9th Annual Symposium entitled *PROBLEM GAMBLING: EXPLORING POSSIBILITIES AND EMBRACING OPPORTUNITIES*. This event took place at the Black Canyon Conference Center in Phoenix. The theme for the presentations centered on recovery for the gambler, the family, and the community. Mr. Christopher Anderson presented the keynote address titled *The Dream World of the Gambler*. Anderson has a MS in Clinical Counseling with a specialization in Marriage and Family Therapy. He also is a recovering compulsive gambler and able to provide insight to problem gambling from an addict’s perspective. In addition to the keynote, Anderson presented during one of the morning breakout sessions on a topic entitled *Interview with the Gambler: The Gambler Chronicles*. Other morning breakout sessions were presented by Ms. Bobbe McGinley and Ms. Stacey Beck whose session was titled *Helping Children Who are Affected by a Parent’s Addiction*, and *The Longevity of Recovery* by Ms. Marilyn Lancelot. The afternoon sessions began with Dr. Loreen “Lori” Rugle’s presentation titled *Addressing the Impact of Gambling and Problem Gambling on Recovery, Health and Well Being*. Dr. Rugle also presented one of the afternoon breakout sessions with *Recovery Promotion: Thinking Outside The Relapse Prevention Box*. Other afternoon breakout sessions included *Ken’s Wheel of Kaos: The Life Cycle of a Compulsive Gambler* by Mr. Ken Brown and the *Arizona Youth Survey* by Ms. Megan Armstrong.

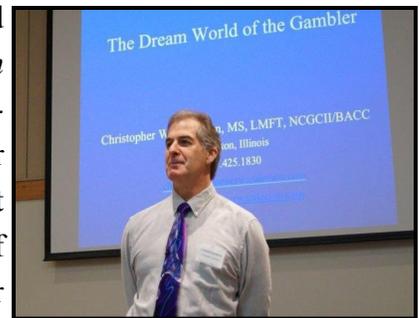
There were 75 in attendance for the 2015 Symposium. Counselors represented 38% of the attendees; 24% were AZ Gaming and Office of Problem Gambling staff; 14% of attendees represented tribes or casinos; and 11% in attendance were speakers. Also in attendance were representatives from Harrah’s, the Arizona Council on Compulsive Gambling, and the Arizona Lottery.

Save the Date:

The 2016 Symposium will be held March 7, 2016, entitled *Problem Gambling: Embracing the Possibilities within the Addiction Realm*. For more information visit our website at www.problemgambling.az.gov If you wish to be a speaker/presenter please contact Kathy Donner at kdonner@problemgambling.az.gov



Keynote speaker Dr. Loreen Rugle and Office of Problem Gambling Program Director Larissa Pixler



Keynote speaker Mr. Chris Anderson

The Arizona Office of Problem Gambling has made a concentrated effort to be more visible in the community and throughout Arizona by providing over 80 exhibits and/or educational opportunities during the fiscal year. This complements our vision to support a sustainable continuum of services that reduces to a minimum level the impact of problem gambling in Arizona.

The Office once again partnered with Arizona State University on events such as the ASU Problem Solving Courts Conference, ASU Seeds Conference, and the ASU Summer Institute.

The OPG attended and exhibited at senior events throughout Arizona including several hosted by the Arizona Geriatric Society. Other affairs attended include All Things Senior, Chandler Senior Expo, Ages n’ Stages, East Valley Spring Healthy Expo, and “Lovin Life After 50” events.

Recovery continues to be a priority for the OPG, which is why Education and Prevention Administrator Kathy Donner attended and participated in the Art of Recovery event at the Phoenix Convention Center with 2006 Miss USA Tara Conner as the Keynote Speaker. Conner is an advocate for recovery and raises awareness in the area of Gambling Addiction.



Participation in Maricopa Integrated Health Services’ events throughout the fiscal year shows our commitment to behavioral and public health. Events attended include:

Southwestern School for Behavioral Health Studies Conference; Northern Arizona Suicide Prevention Coalition Conference; Men and Women Native American Gathering; National Indian Council on Aging; 30th ITCA Indian Child and Family Conference; Arizona Alliance for Community Health Centers; Arizona Coalition for Military Families Conference; Arizona School Counselors Association; and the 12th Annual Unity Community Health Care Workers Conference. In addition, the OPG attended and participated in several Arizona Public Health Association Conferences throughout the fiscal year.

With the issue of youth gambling becoming more prevalent and an area of concern, the office participated in several youth events including the Fatherhood Collaborative Community Forum and Youth Services, Inc. by providing brochures, materials and giveaways geared toward youth and adults.

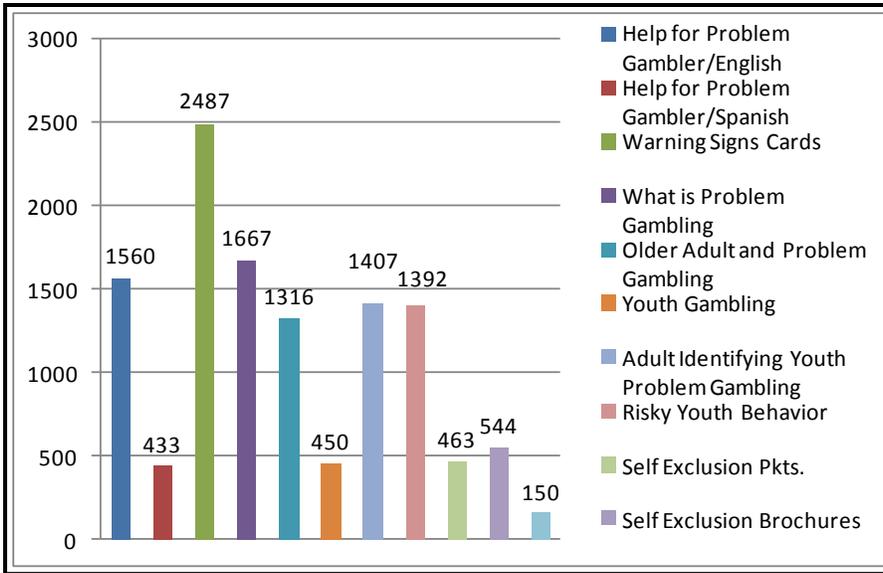
To keep the public involved and aware of the issue of Problem Gambling, the OPG participated in several Health and Wellness Expos such as Gila River Health and Wellness Employee Health Fairs, Adelante Health Care Health Fair, ParkFest, Glendale Family Health Fair, and the 5th Annual Disability Empowerment Center Health and Wellness Fair.

The Office is aware of the prevalence of problem gambling in rural areas. With that in mind, we continue to expand our educational presentations to advisory councils and other community events in towns such as Casa Grande, Bisbee, Sierra Vista, Douglas, and Nogales.

In addition to the events listed above, we presented at the Federal Correctional Facility, Arizona Correctional Educators Conference, Touch Down for Tenderness Conference, Arizona School Counselors Association, the Arizona Coalition for Military Families Conference, Let’s Get Better Together Conference, the D-Backs Disability and Human Services Expo, and the Arizona Indian Gaming Association Conference.

All these efforts are to better serve Arizona by raising awareness and promoting the prevention of problem gambling.

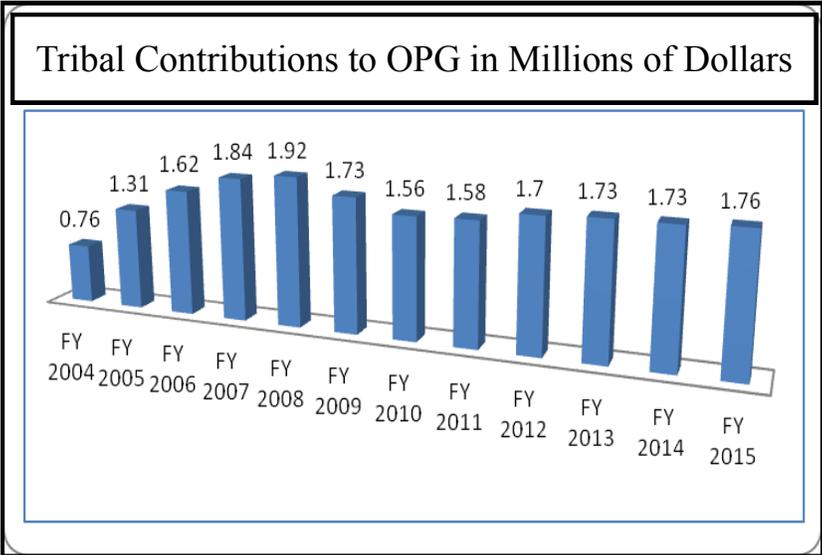
Materials Distribution



During Fiscal Year 2015, the Office of Problem Gambling distributed nearly 41,752 pieces of literature. Our literature is displayed and available at all conferences where we present throughout the year. Requests for literature come from casinos, behavioral health organizations, healthcare professionals, treatment providers and the public. Overall the most popular item is the “Warning Signs” wallet size pamphlet. This pamphlet contains ten questions to determine if a gambling problem exists. Problem gambling materials are available to download on our website www.problemgambling.az.gov

Per A.R.S. Statute 5-601.02(H)(3) the Office of Problem Gambling receives 2% of the total amount paid into the Arizona Benefits Fund. With the economy improving since the 2010 recession, tribal contributions from gaming revenue to the State, Cities, Towns, and Counties have increased slightly. The numbers in the chart represent the amount the OPG receives from tribal contributions. While contributions remain lower than the peak in 2008, the revenues from this fiscal year have surpassed the contributions from 2009, making it the third largest in the past ten years.

Tribal Contributions



Not represented in the chart above is the additional funding the Office of Problem Gambling receives every year from the Arizona Lottery. Since FY2005 the Lottery has transferred \$300,000 annually to the OPG program for the treatment of problem gambling. This contribution is a valuable and indispensable resource, and the partnership supports our mission for treatment and our vision to reduce the impact of problem gambling.

Joanne Frazier, Administrative Assistant for the Office of Problem Gambling, coordinates the updates of the OPG Website as well as the OPG Facebook and Twitter Accounts. Joanne assists in all areas of support for the annual Symposium and advanced trainings for treatment providers. Additionally, she compiles the Self-Exclusion Information Packets and maintains the inventory for all material information pamphlets.



The Office of Problem Gambling website now has links to our Facebook and Twitter Accounts. These social media outlets are an invaluable resource for stakeholders in the areas of behavioral health, treatment providers, problem gamblers and their families, the Tribal Gaming Offices, media and the general public. The OPG website contains information about problem gambling, education and training, contracting processes and treatment provider information in addition to downloadable resource materials, and self-exclusion forms and procedures.

The Office of Problem Gambling has brochures available for the following problem gambling topics:

- General Information
- What youth should know
- For those who work with youth
- The connection between youth gambling and youth substance abuse
- Seniors
- Warning signs
- Casino Self-Exclusion
- 1.800.NEXTSTEP posters

These free resources are available on our website: www.problemgambling.az.gov



ARIZONA OFFICE
OF
PROBLEM GAMBLING

1110 W. Washington St., Suite 450
Phoenix, AZ. 85007

Phone: 602.542.8998

Fax: 602.255.3883

Email: Contact@problemgambling.az.gov
www.problemgambling.az.gov