

ARIZONA OFFICE
OF PROBLEM GAMBLING

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1.800.NEXTSTEP
Help for problem gambling.



2013 STAKEHOLDER REPORT
ARIZONA OFFICE OF PROBLEM GAMBLING



MESSAGE FROM THE DIRECTOR

This year our office reached new and exciting milestones, including the celebration of our ten year anniversary in September. For over a decade, the Office of Problem Gambling has benefited from the support and willingness of stakeholders to share their expertise with us. It is our partnership with individuals and organizations like yours that helps us to realize our vision.

The Office of Problem Gambling has accomplished many goals in 2013. For the first time in Arizona, we conducted a needs assessment to gather feedback from service providers and the general public, specifically addressing the issue of prevention of problem gambling. We transitioned smoothly through a change in leadership without any affect on our ability to deliver quality problem gambling services to the people of Arizona. We gained and shared knowledge at national conferences and focused our energy locally on an enriched grassroots approach to problem gambling education.

You, our stakeholder, are a vital part of our success. Thank you for your help and support. We look forward to this new year and hope that together we can grow our network, seek more opportunities to collaborate, and foster public awareness of problem gambling. I encourage you to share your thoughts and ideas about problem gambling with us.

Leslie Welch
Director of the Office of Problem Gambling
Arizona Department of Gaming



SYMPOSIUM

The Office of Problem Gambling sponsored a day-long Symposium on March 4, 2013. Dr. Heather Chapman from the Gambling Treatment Program in Brecksville, Ohio, provided the keynote address. The focus of Ms. Chapman's keynote was on problem gambling among veterans. She also provided a breakout session on the latest developments in motivational interviewing. Among the breakout sessions were presentations such as "Connecting with Clients Using Freud's Ego" by Dr. Audrey Ricker, and "Facilitating the Treatment of Incarcerated Adults Utilizing Collaboration Between State Agencies and Contracted Providers" by Tom Litwicki and Elise Mikkelsen. The event also included a panel discussion on veterans and problem gambling that was facilitated by Larissa Pixler.

*Save the Date

The 2014 Symposium will be held on Monday, March 3, 2014. For more information visit our website at www.problemgambling.az.gov.

TREATMENT

During the past year, we have maintained our ongoing commitment to work hard offering support and effective treatment to problem gamblers and those affected by problem gamblers throughout Arizona.

The Office of Problem Gambling continues to utilize the data management system to analyze information gathered regarding the clients currently served by our 24 statewide treatment providers. We offer services in English as well as Spanish and we currently have providers in 8 counties statewide. In fiscal year 2013, 884 clients received treatment services from OPG funded providers. This represents a more than 7% increase in the number of people treated from two years ago.

Approximately 62% of the clients receiving state-funded treatment are women. The age range of clients was 8 years old to 83 years old. The majority of clients in treatment identified slot machines as their preferred type of gambling.

MISSION

Provide and support effective problem gambling prevention, treatment, and education programs throughout Arizona.

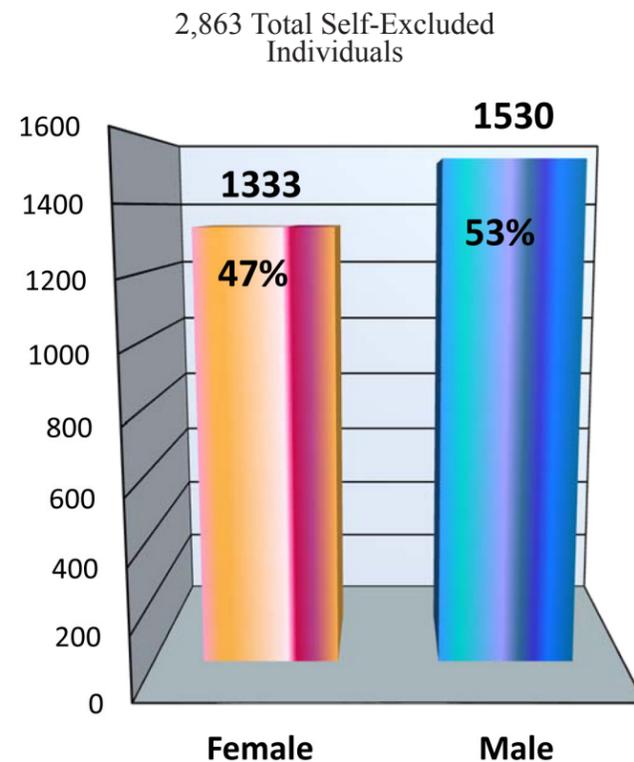
VISION

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

VALUES

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 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.

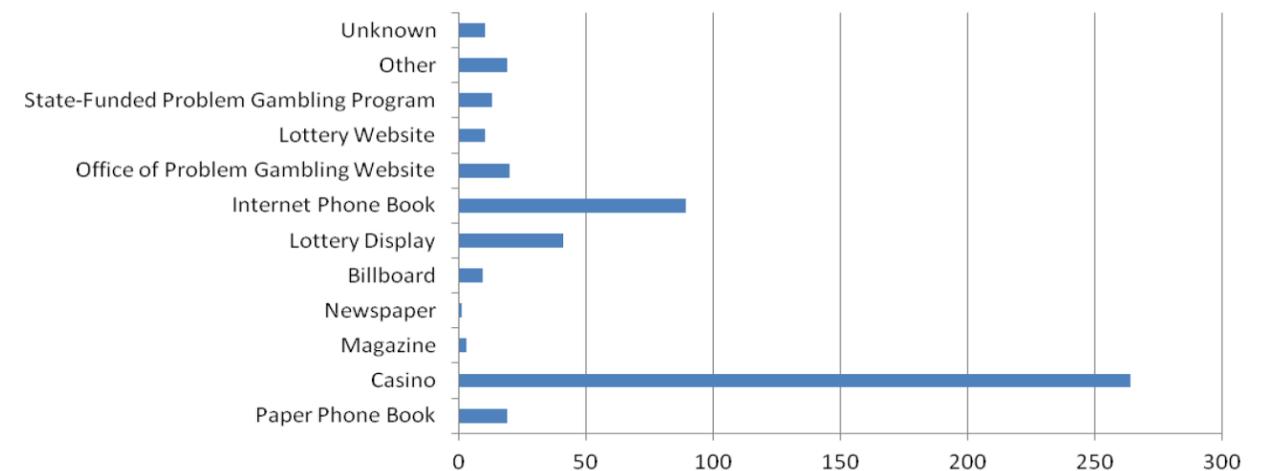
On June 30, 2013, self-excluded participants numbered 1,333 females and 1,530 males. The percentage difference (47% females and 53% males) has been fairly consistent over the years. In fact, since 2005 the percentage differences have only varied a few points. The information received is examined in many different ways for a better understanding of what the numbers really tell us. For instance, the ages of the participants are noted and separated between male and females. The ages are recorded at the time the person signs the self-exclusion, and even for the five and ten year durations, the age does not change because what is of interest is the age of the person at the time the paperwork is signed.



The Office of Problem Gambling maintains a 24/7 helpline-1-800-NEXT-STEP. During fiscal year 2013, there were more female callers (257) into the helpline than male callers (249). Most of the gamblers who called in were married, employed and most have no children living in the household. Over 15% reported depression as a medical problem at the time of the call.

The helpline is advertised in various sources. Last fiscal year, more than half of the callers were aware of our helpline through the casino. Internet phone books and lottery displays were the next highest percentages. There were a total of 506 calls into the helpline.

Caller Referral Source



TRAINING

In FY13 we conducted our Phase II training. The Phase II training had not been offered since 2008 and included the following areas of concentration: Family Issues, Case Management, Legal Issues and Special Populations.

Additionally, in FY13 we offered two advanced trainings. The first was Nonviolent Communication given by contracted provider Donna Steckal, Ph.D. This training identified the basic concepts of nonviolent communication and explained the differences between several key concepts. The second advanced training was Dynamics of Addictions and Treatment Interventions. For this training OPG brought in Jody Bechtold, LCSW, NCGC-II, BACC, from the University of Pittsburgh.



EVENTS: Education & Prevention

Events that we participated in this past year included the National Council on Problem Gambling Annual Conference; ASU's Summer Institute on Behavioral Health; the 25th Annual Arizona Indian Council on Aging; All Things Senior as well as Lovin' Life Expo's in Sun City, Mesa and Tucson; and the Arizona Problem Solving Courts Conference.

These efforts compliment our numerous face-to-face interactions at health fairs and other gatherings across the state. We also provided presentations to the Governor's Advisory Council on Aging as well as the Southwest Center.



One of 74 events that we participated in this year

The Office of Problem Gambling (OPG) worked in conjunction with Partners in Brains to complete a needs assessment on problem gambling with a major focus on prevention, treatment, and self-exclusion in 2013. The survey was completed by 121 participants. Some of the findings and recommendations from the needs assessment are listed below:

Nearly all service providers (91%) reported that the most frequently cited consequences of problem gambling are “family related problems that include: divorce or separation, escalating conflict with spouse/partner, children or other family members, domestic violence, etc.” and “financial problems that include: gambling-related debt, significant lost of assets and/or life savings and bankruptcy”.

For an effective prevention program, participants offered the following suggestions:

- Continuing public relations, outreach, and interagency efforts to raise public awareness of problem gambling, including available services and support.
- Outreach activities and events that target agencies, organizations, and community based providers serving adults, youth, and families.
- School-based or targeted efforts to raise awareness of problem gambling, impact to the individual and family, and societal impact.
- Leveraged use of peer resources; peer-driven and peer operated services and programs, access to peer support groups and resources.

To review the needs assessment in its entirety, please visit our website at:

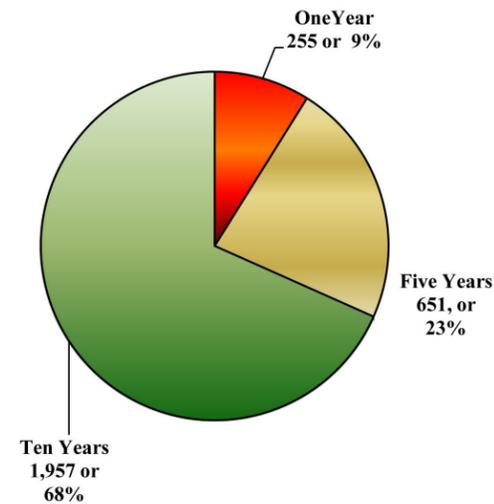
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OPG Team Attended the 2013 Symposium

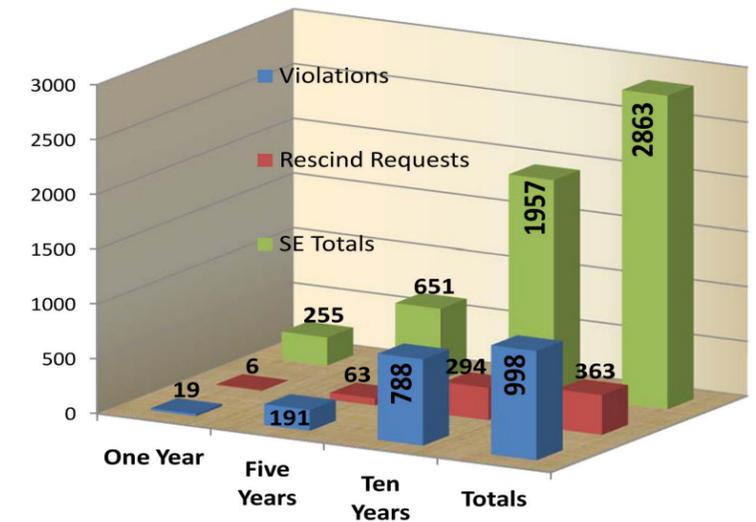
As of June 30, 2013, the individuals participating in the statewide self-exclusion program numbered 2,863; it is administered by the Arizona Department of Gaming and Arizona’s Indian Tribes with casinos. An analysis of the data over the last ten years shows that despite most people selecting the one year duration, the static nature of the ten-year total appears to dominate the other pieces of the pie chart. The first expirations of the ten-year self-exclusions began in April 2013.

Total Duration Chosen in Percentages



Most participants adhere to the rules and stay out of the casinos. As of June 30, 2013, there have been over 5,700 self-exclusions processed since the program began in the spring of 2003. Many people who have signed for one and five year self-exclusions have renewed multiple times; there are those who have renewed the one year exclusion repeatedly. Only a handful of the approximately 60 ten-year self-exclusion expiration participant have renewed. Participants are encouraged to take advantage of the resources available, particularly one-on-one counseling and Gamblers Anonymous meetings.

Self-Exclusion Violations and Rescind Requests current through June 30, 2013. Of the 1,957 Ten Year Self-Exclusions, there are 788 reported violations and 294 Rescind Requests



Casino surveillance and security as well as the cashier cage personnel look for those who should not be on casino property – whether by cause or self-exclusion. The numbers in the chart above represent only those persons who self-reported their violation or were caught and the incident report was sent to this office. Proportionately, most self-excluded participants are staying away from the casinos or are not getting caught when they relapse. The numbers are accurate as to the violation reports received, requests-to-rescind tracking dates back to 2007.