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| ANNUAL REPORT  2018 |

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| **HISTORY**  In 2012, Rhode Island passed legislation regarding problem and compulsive gambling programs. Under §42-61.2-14, the Lottery is charged with establishing problem gambling programs, with an annual reimbursement by the two State-operated Casinos (Twin River and Newport Grand) of no less than $100,000 in aggregate. This was increased to $125,000 in 2018.  Although the Lottery had a Play Responsibly Program in place since 1998, which included working with the Rhode Island Council on Problem Gambling (RICPG), a Lottery-sponsored 24/7 Helpline, and several responsible play initiatives, which included working with retailers and the Casinos, the Lottery had not been involved in any aspect of treatment and data collection.  Upon passage of the legislation, the Lottery enlisted the consulting services of Dr. Susan Storti to assist in the development of a plan for the delivery of treatment services, data collection, and strategic planning. One of the first obstacles faced was the lack of data available pertaining to the level of problem gambling in Rhode Island. This information was crucial to laying the foundation for prevention programs, treatment services, and informational resources.  To that end, a Needs Assessment Study was conducted, which provided a “snapshot” of the extent of gambling behaviors and treatment needs among Rhode Islanders.  With this information, the Lottery was better able to develop a treatment services program and improve the public’s awareness of the resources available to those who experience problems with gambling.  It was clear that treatment needed to be more accessible, convenient, and affordable for those with a gambling problem. With this in mind, the Lottery collaborated with a community based treatment program to develop Problem Gambling Services of Rhode Island (PGSRI). PGSRI was designed on a Hub and Spoke model, offering treatment services at various locations around the State for problem gamblers regardless of insurance coverage. CODAC was the “Hub” agency for PGSRI until March 1st of 2018.  **PROBLEM GAMBLING PROGRAM MANAGER**  The Rhode Island Lottery hired Nancy Murray as its Problem Gambling Program Manager in October 2017. Nancy holds a Certificate of Advanced Graduate Studies in Behavioral Health and has been a Licensed Chemical Dependency Counselor for over thirty (30) years. She is also an International Certified Co-Occurring Gambling Specialist and has worked in the addiction field since 1978. Nancy has experience in all levels of care and Medication Assisted Treatment.  As the Problem Gambling Program Manager, Nancy is responsible for the oversight and management of the Rhode Island Lottery’s Play Responsibly Program, including contracts for the 24/7 Helpline and Treatment Services, the development and implementation of training programs for employees and retailers, and the coordination of research projects on problem gambling.  Nancy is a member ofthe RICPG – serving as President 2015-2018 and Treasurer in 2018; the National Council on Problem Gambling; National Association of Addiction Treatment Providers; American Association for Counseling and Development; International Association of Trauma Professionals, and the Association of Problem Gambling Services Administrators.  In addition, Nancy has served as Adjunct Faculty at both Rhode Island College and Johnson and Wales University. She has also worked for the Commission on Accreditation of Rehabilitation Facilities (CARF), as a surveyor for ten (10) years. In 1996, Nancy conducted the first research project in Rhode Island on Gambling, and that work has been published several times.  In March 2018, under Nancy’s leadership, the new program called Problem Gambling Services (PGS), a Comprehensive Network of Services, was launched.  The Rhode Island Lottery is one of the only Lotteries in the United States to have a full- time, dedicated position for the operational oversight of Problem Gambling Services, Education, Training, and Responsible Gaming, making it a National Model.  **SERVICES**  **Helpline 1-877-9GAMBLE (1-877-942-6253)**  The Rhode Island Problem Gambling Helpline is available twenty-four (24) hours a day, seven (7) days a week. Staff members are highly trained and multi-lingual. Anyone can take the first steps toward recovery or help by calling.  **On-Call Services**  The PGS Network has someone on call twenty-four/seven (24/7), so in the event a caller to the Helpline is in need of immediate services/help, there can be a “warm transfer” to a live person who is available to listen, guide, and refer the person to the appropriate level of care and Provider.  **Clinical Services**  Screening  Assessment  Referral  Clinical Interventions  Family Counseling  Group Counseling    **Adjunct Services**  Case Management  Peer Support Services  Support Groups  Education  Equine Therapy |
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**DATA AND PROFILES OF PEOPLE SERVED**

The PGS Network Program began in March of 2018. At that time, there were six (6) Providers in the network and twenty-six (26 clients). Forty-four (44) services were provided.

By December of 2018, the network of Providers had grown to sixteen (16). Over eight hundred (800) services were provided to one hundred thirty-three (133) people who sought some level of service from the Problem Gambling Network.

**FINANCIAL**

The legislation calls for Twin River and Newport Grand (and its successor in interest, Twin River-Tiverton) to reimburse and pay to the Division **no less than** $125,000 in aggregate annually for compulsive and problem gambling programs established by the Division. From October of 2017 to December of 2018, $529,407 was spent on Problem Gambling Services, Awareness and Education.

**Profiles of Persons Served**

**AGE**

**(N=133)**

Most are between the ages of 31 and 60.

**Gender**

**(N=133)**

Most are male**.**

**Types of Gambling Reported**

**(N=133) Some have multiple types of gambling**

Most are playing at the casinos.

**Race and Ethnicity**

**(N=133)**

The majority of persons seeking services are white.

**Co-Occurring Mental Health Issues**

**(N=133)**

Most people seeking services reported general anxiety and depression.

**Co-Occurring Substance Use Disorders**

**(N=133) some are using multiple substances**

A very high number of persons seeking services report alcohol use and tobacco smoking.

**ACCOMPLISHMENTS**

**EDUCATION**

* A Web Page was created
* New brochures were designed
* Public awareness regarding PGS Network was expanded
* Training was provided to mental health agencies on screening, identification and referral
* Training was provided to all of the opioid treatment agencies regarding co-occurring problem gambling , screening and referral
* Problem Gambling presentations were provided to the Veterans Task Force, Lawyers Helping Lawyers, and Coastline Employee Assistance Program
* The Third Annual RICPG Conference was held in April of 2018 with over eighty attendees
* A Speakers’ Bureau has been created comprised of experts in the mental health and addiction fields. Those experts are able to present on a variety of topics
* A Problem Gambling Academy for licensed clinicians was created and “graduated” fifteen (15) licensed clinicians who are now eligible for the Rhode Island Endorsement and/or the National Certification
* A training for peers has been developed and is currently taking place
* Applications for Clock Hours and CEU’s have been submitted and approved by:
  + The Rhode Island Bar Association
  + The National Council on Problem Gambling
  + The National Board of Certified Counselors
  + The National Association of Social Workers (NASW/RI)
  + The Rhode Island Certification Board Gambling Endorsement
  + The Association of Addiction Professionals (NAADAC)

**PUBLIC RELATIONS**

* The RICPG has expanded its Board to up to twenty (20) members (see Page 19 for listing)
* Collaboration with Twin River and Tiverton Casinos has been enhanced and

is ongoing regarding Self Exclusion

* Rhode Island hosted the North East Consortium on Problem Gambling in June of 2018
* Relationship-building in the Tiverton community has been ongoing

**SERVICES**

* The network of Providers has been expanded to sixteen (16)
* Peer Services have been incorporated into the cadre of services offered
* Support Groups have been created
* Resource Centers for Problem Gamblers have been established in Tiverton, Warwick, and East Providence

**FUTURE PLANS**

* A survey on Opioid Use Disorders and Gambling will be completed by May of 2019
* Training to the Rhode Island Legal Community will be ongoing throughout 2019
* A survey of college students regarding gambling habits will be completed by September of 2019
* Training will be offered to Resident Assistants on college campuses throughout the State on how to identify a student who may be struggling with gambling
* An Intensive Out-Patient Program, with evening hours, will be established
* An App for help is being researched
* The Fourth Annual RICPG Conference will be held on April 26, 2019, and will focus on sports gambling and legal issues
* An Education Program for patrons who had self-excluded from the casinos and would like to return will be completed by May 2019.
* A centralized intake and assessment, that is staffed six (6) days per week and two (2) evenings, begins in March of 2019 in order to:
  + Obtain and maintain accurate data on all persons accessing any level of care
  + Make effective and appropriate referrals to community providers; and
  + Reduce the “lag” time between a call being received and the caller being seen.

**PGS STAFF**

Nancy A Murray, CAGS, LCDP, ICOGS

Problem Gambling Program Manager

Full Time

John Cipolla

Operations Coordinator

25 Hours per Week

Victoria Da Ponte, PHD, LMHC, CADC

Clinical Coordinator

1.5 Hours per Month of Clinical Supervision

12 Hours per Month Clinical and Academic Coordination

**Consultant**

Shirley Hoak, JD ICGCII

**PROVIDER REQUIREMENTS**

In order to enter into a Memorandum of Agreement to provide services for PGS, the Provider must be either:

An addiction/mental health facility licensed by the State of Rhode Island with staffing that includes:

* Certified Alcohol and Drug Counselor with a Gambling Certificate
* Licensed Clinicians with a minimum of two (2) years’ experience in treating gambling disorders
* Certified Gambling Counselors
* Certified Peer Specialists/Recovery Coaches with lived gambling experience or
* Case Managers

An independently-licensed practitioner with three (3) or more years’ experience working independently with one or more of the following credentials:

* Licensed Mental Health Counselor (LHMC) with gambling addiction experience or certification preferred
* Licensed Marriage and Family Therapist (LMFT) with gambling addiction experience or certification preferred
* Licensed Chemical Dependency Professional (LCDP) with Gambling Specialist Certification required
* Certificate of Advanced Graduate Studies (CAGS) orDoctor of Philosophy (Ph.D.) with independent license with gambling addiction experience or certification preferred
* Licensed Independent Clinical Social Worker (LICSW) with gambling addiction experience or certification preferred
* Licensed Registered Nurse with gambling addiction certification
* Pd.D. or Psy. D. with gambling addiction experience

All Providers are expected to utilize accepted best practices and adhere to the ethical standards as required by certification and licensure boards, as well as, State regulatory agencies.

Equine Providers must be EAGALA Certified.

**RICPG BOARD MEMBERS**

**EXECUTIVE BOARD**

John J. Tassoni, Jr. – President Nancy Murray - Treasurer

The Sentinal Group Problem Gambling Program Manager

John Cipolla - PR/Legal Chair Cristina Amedeo – Education Chair

PGS United Way

Wendy Looker - Research Chair Peg Rose

CTR Rhode Island Lottery

**BOARD MEMBERS**

Cheryl Almeida Lisa Blanchette

Johnson and Wales University Rhode Island Probation and Parole

Tammi Barlow Janet Barry Rogers

IGT Global Solutions PGS Provider

Kristen Guilfoyle David Lema

FHR Rhode Island Department of Corrections

Tony Medeiros Jeffrey Morin

United Way Special Assistant Attorney General

Paul Rocchio Tawny Solmere

Bridgemark CODAC



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**THANK YOU TO OUR INDUSTRY SPONSORS**







