

Education  
Prevention  
Treatment



## 2009 Stakeholders Report



ARIZONA OFFICE OF  
**PROBLEM  
GAMBLING**



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**PROBLEM  
GAMBLING**

### Director's Message

In January of this year we launched our problem gambling data management system. Early results suggest that we will be able to achieve our initial goal of a robust, academically rigorous, analysis of our treatment data. With 31 problem gambling treatment providers under contract with the state--providing counseling to over 1000 clients throughout Arizona and reporting service levels through our secure web data collection system, we have a rich source of information to draw from. Our hope is to make a significant contribution toward answering the question of what approaches work best when treating problem gamblers and those affected by problem gambling.

Our current strategic plan expires in June, 2010. As we continue to pursue our mission, we have, with your input and guidance, been actively engaged in crafting a strategic plan for the 5-year period beginning July 2010. Your expertise and insights are invaluable to us as we make goals and choose activities consistent with our vision and values. Thank you to all who have weighed in on our draft proposals and continue to share with us your perspective and insights.

The economic downturn has resulted in less funds for problem gambling programs than we have had in previous years. This has occurred at a time when case loads continue to rise. As a result, our treatment providers have had to do more with less. Unlike previous years, we have not had the funds this year to invest in awareness campaigns at levels necessary to adequately educate Arizonans about problem gambling. Despite these challenges, we have been able to increase the availability of treatment providers into new areas of the state, continue to provide a high quality help line experience, create new brochures targeted at youth, and provide meaningful outreach services.

Our partnerships with various other agencies allow us to accomplish far more work than we could alone. We acknowledge the important work the Lottery and Arizona casinos do to encourage responsible gaming, discourage underage gambling, and promote the 800.NEXT STEP help line. We thank the Arizona Criminal Justice Commission

### Mission Statement

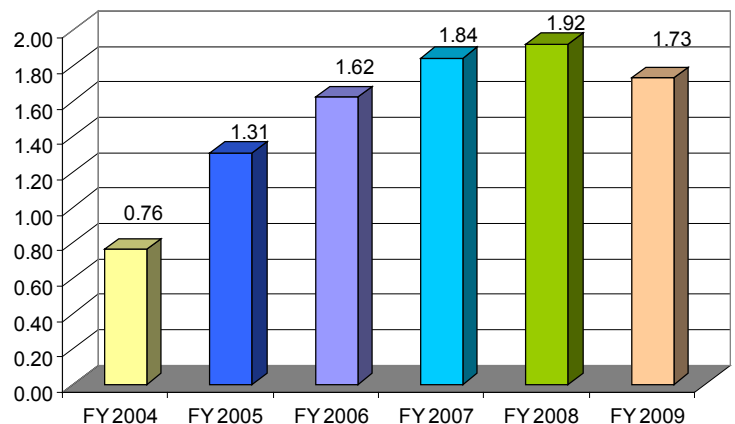
Our mission is to provide and support effective problem gambling prevention, treatment, and education programs throughout Arizona

and the Department of Health Services for working with us to understand and respond to youth gambling. This year we began a new partnership with the University of Nevada Las Vegas. Graduate students there are reaching out to those who have participated in treatment in Arizona and agreed to be contacted to report how they are doing since treatment. This gives us an independent analysis of how well treatment is working long term.

Also, our training programs continue to receive high marks from participants and the self exclusion program continues to grow. Finally, we express appreciation to our parent agency, the Department of Gaming, for providing support for all that we do.

Rick Pyper  
Director

Tribal Contributions by Fiscal Year (in millions)

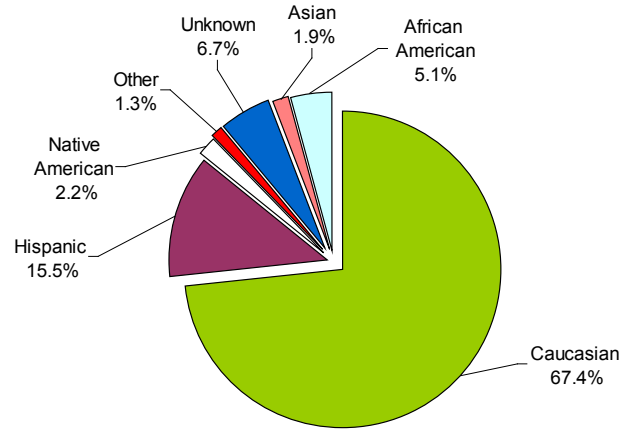


## Helpline

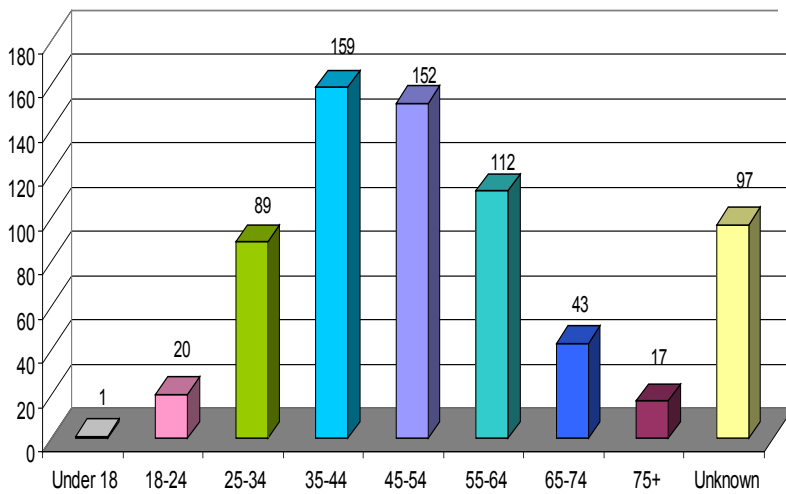
The Office of Problem Gambling's helpline, 1-800-NEXT STEP, received 598 calls during FY 2009. Once again, women outnumbered men (51.7% to 47.8%).

The top referral source remained the casinos for the 4th year running. It is interesting to note that both the percentage of referrals from lottery displays and from the lottery Web site increased, with lottery Web site referrals more than doubling their percentage of referrals compared to last year.

Ethnicity of Callers - FY 2009

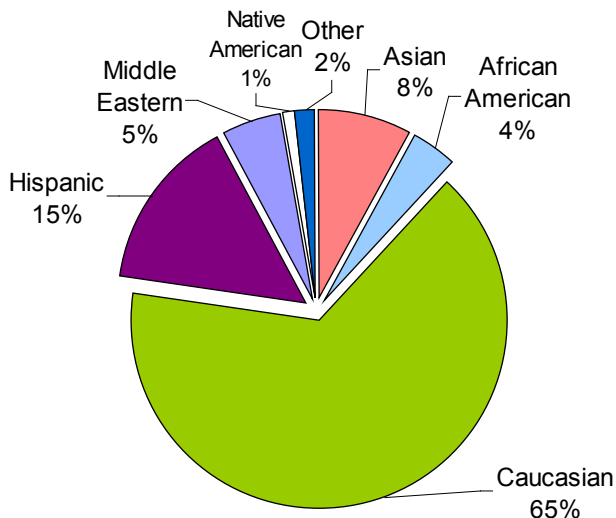


Age of Callers - FY 2009

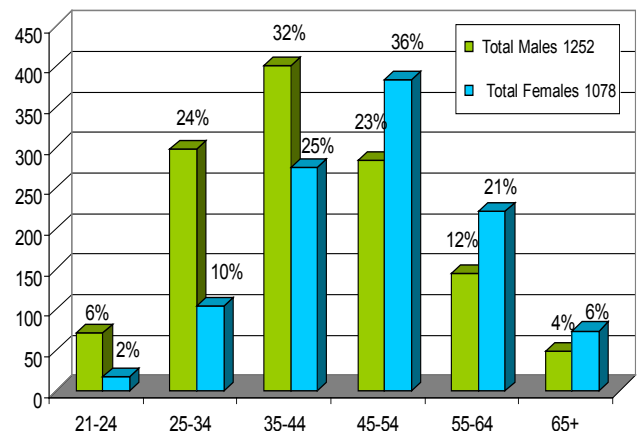


## Self Exclusion

As of August 31, 2009, 2,330 individuals were participating in the casino self-exclusion program administered by the Department of Gaming and Arizona's Indian Tribes that have casinos. More men continue to participate than women—54% to 46%. As the following chart shows, a greater percentage of younger men and older women are in the program.



Percentage of Participants in Each Age Group by Gender



## Data Management System

The OPG implemented a data management system (DMS) in January 2009 that has produced significant enhancements to treatment data collection and billing processes. Primary among the improvements was the move to an electronic-based system, thereby drastically reducing the need for paper-based billing and data retention practices. In addition to decreasing the dependence on paper documents, the system allows for more efficient and faster invoice approval and payment – benefits to both the OPG and our providers.

In addition to improved efficiencies, the DMS is an ongoing endeavor to obtain and report on outcome measures for treatment clients and performance measures for OPG treatment providers. Client outcomes provide important information for the management of care, the improvement of the service delivery system, and to inform best practices in the care of clients. Performance measures support these processes and provide accountability for public resources.

The primary roles of the performance measures and client outcomes are to:

- Drive change and increase compliance within participating treatment providers;
- Provide further reinforcement for the collection of outcome data by facilitating their use;
- Improve accountability for publicly funded treatment programs;
- Provide a combined data set for creation of comparative benchmark data; and
- Extend data management capabilities to treatment providers to allow ease of access to their own data.

An integral component of the data management system is the ability to measure and report on client outcomes from treatment services. Although the analysis of data collected since the January 2009 implementation is still in the early stages, the following chart displays the type of information we will use to ensure that treatment is making a positive impact on the lives of Arizonans. The chart below shows clients' responses to the question "During the last 30 days, how often were you able to control your urges to gamble?" As the chart indicates, clients are asked this question at the beginning of treatment (initial) and every 90 days thereafter until discharged from treatment. These early results show that at intake, only 39% of clients report being able to control the urge to gamble "Always or Near Always" but at discharge (when treatment is complete) 74% of clients report being able to control the urge to gamble "Always or Near Always". We look forward to being able to report this type of success in a variety of areas where treatment is playing a key role in improving the lives of problem gamblers and those affected by problem gambling.

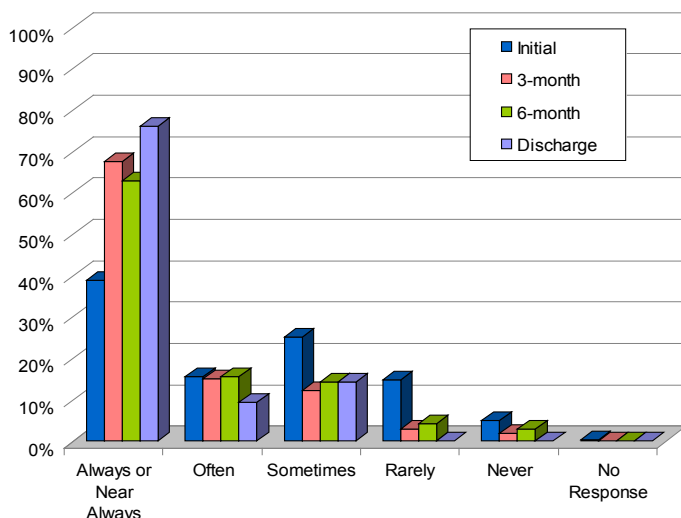
### OPG Value Statement

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.

### OPG Vision

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

Ability to Control Urges to Gamble

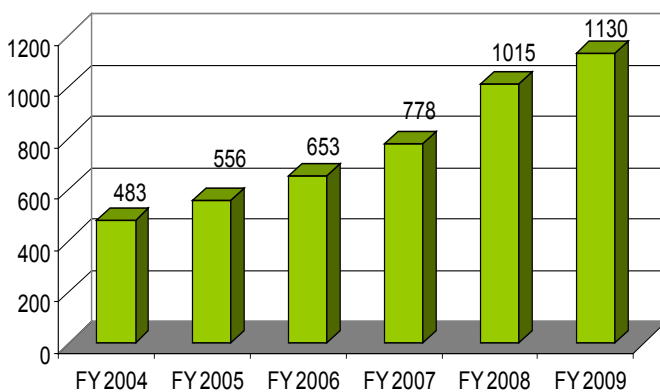


## Treatment

During FY 2009, 1,130 clients received treatment from counselors under contract with the OPG. This represents an 11.3% increase in the number of people treated from the previous year. In addition, seven new providers entered into contracts with the OPG for the provision of problem gambling services since our last report. Two of the new providers are based in Tucson, with one able to offer services in Spanish as well as English. We were also fortunate to have additional providers in Casa Grande, Surprise, Payson, Nogales, and Yuma contract with us. As of October 1st, the OPG was contracting with 31 therapists and agencies statewide.



Treatment Clients Per Fiscal Year



## Symposium

To mark National Problem Gambling Awareness Week in Arizona, the Office of Problem Gambling hosted a day-long symposium on Monday, March 2, 2009, to focus on personal and community issues associated with problem gambling.

The symposium featured keynote speaker Dr. Jon E. Grant, co-director of the Impulse Control Disorders Clinic at the University of Minnesota Medical Center in Minneapolis. Other speakers presented information on a variety of problem gambling issues. A panel of individuals in recovery shared their experiences traveling their own roads to recovery.

The "Pathways to Recovery" symposium was presented by the Arizona Office of Problem Gambling with support from our co-sponsors: The Arizona Lottery, Casino Arizona, and Harrah's Ak-Chin Casino. We are very pleased to report that 100% of those surveyed reported being satisfied or very satisfied with the overall quality of the symposium.



## Training

In addition to the Symposium, the OPG provided 78 hours of basic and advanced training to behavioral health counselors during FY 2009. 98.6% of the 116 different participants reported they were either "Very Satisfied" (77.5%) or "Satisfied" (21.1%) with the training experience. All licensed behavioral health counselors in the State received a direct mailing inviting them to attend. During the past year, the Office of Problem Gambling has sponsored or participated in professional conferences for social workers, substance abuse counselors, and marriage and family therapists.

## Youth Gambling

Results of the 2008 Arizona Youth Survey (AYS) were released by the Arizona Criminal Justice Commission after our last stakeholder report. The AYS is conducted every two years. The first year gambling questions were asked in the survey was 2006. Comparing the 2006 results to the 2008 results, we learn that the percentage of students who gambled in the previous year increased from 51.4% to 66.2%.

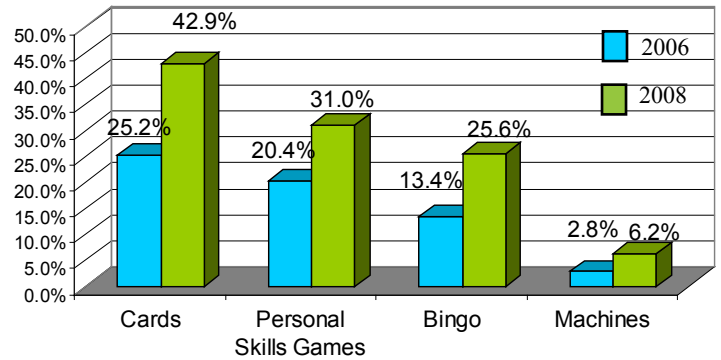
A significantly higher percentage of students gambled in the previous year on the activities listed on the chart shown to the right. There was a slight decrease in the percentage of students who played the lottery (22.5% in 2008 compared to 22.8% in 2006).

As in 2006, the 2008 results showed a greater percentage of 8th graders (69.1%) gambled the previous year than 10th or 12th graders and a greater percentage of 10th graders (65.9%) gambled in the previous year than 12th graders (60.6%). In 2008, a greater percentage of 8th graders participated in every type of gambling, except buying a raffle ticket, than did 10th or 12th graders.

As in 2006, almost without exception in 2008, a higher percentage of frequent gamblers use alcohol, tobacco, and drugs than do infrequent gamblers and a higher percentage of infrequent gamblers use alcohol, tobacco, and drugs than non-gamblers.

The entire gambling profile report can be found at our web site: [www.problemgambling.az.gov](http://www.problemgambling.az.gov).

Gambling Participation-Past 12 Months



## Youth Brochure

The Office of Problem Gambling created a new youth brochure. It is geared specifically toward young people, using eye-catching graphics and language they can more easily understand. The brochure lists the risks involved with gambling as well as signs there may be a problem. The 1.800 NEXT STEP number is prominently displayed to offer help to youth across Arizona.



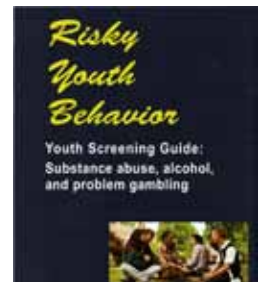
35. How often have you done the following for money, possessions, or anything of value:

	Almost every day	Once or twice a week	Once or twice a month	At least once in the past 12 months	Before, but not in the past year	Never
a. Played a slot machine, poker machine or other gambling machine?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Played the lottery or scratch off tickets?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Bet on sports?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Played cards?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Bought a raffle ticket?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Played bingo?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Gambled on the Internet?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Played a dice game?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Bet on a game of personal skill such as pool or a video game?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. Bet on a horse or other animal race?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

From the 2008 "Arizona Youth Survey" administered by the Arizona Criminal Justice Commission

## Youth Screening Tool

The Office of Problem Gambling, in collaboration with the Arizona Department of Health Services, has developed a new screening tool to assess the potential need for further assessment and possible intervention with youth in regard to substance abuse, alcohol, and problem gambling. We are working closely with DHS to disseminate these tools and train those who will be using them. Our goal is to distribute them statewide.

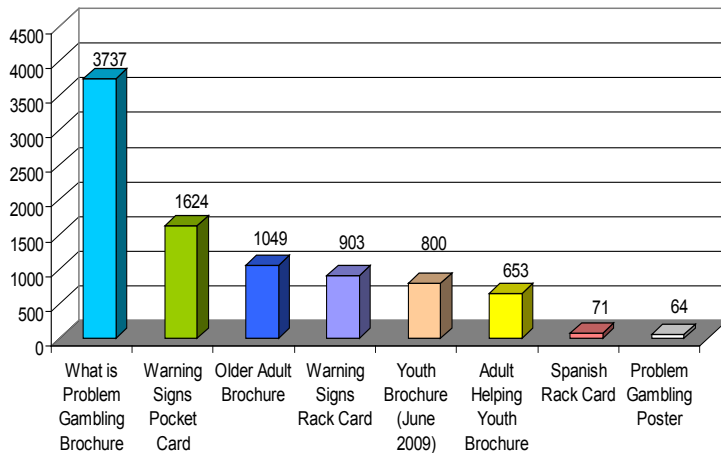


## Literature

During FY 2009, the Office of Problem Gambling distributed nearly 9,000 pieces of literature. We place our literature through orders that come in from casinos, behavioral health organizations, and others, and through conferences we attend throughout the year. Overall, our most popular item is the "What is Problem Gambling" brochure. In FY 2008, 18,900 "What is Problem Gambling" brochures and 15,000 pocket cards were given to the Arizona State Lottery, which distributed them to convenience stores across Arizona, and at the Arizona State Fair.

Problem gambling materials may be ordered through our web site, [www.problemgambling.az.gov](http://www.problemgambling.az.gov), or by calling 602-266-8299.

Distribution of Literature - FY2009



## Community Events

The Office of Problem Gambling participated in the following events in FY 2009:

- Art of Recovery Expo
- Southwestern School for Behavioral Health Studies Conference
- KGVY 9th Annual Senior Health Fair
- Lovin' Life Expos
- AZ Association of Marriage and Family Therapists conferences
- Southwest Gaming Conference
- Women's Expo
- ASU Center for Behavioral Health Policy Conference
- National Council on Problem Gambling Conference

## Federal Legislation

The Comprehensive Problem Gambling Act of 2009 has been introduced in the House of Representatives (HR 2906). This bill provides \$14.2 million in grants per year to non-profits and state agencies for prevention, research, and treatment of problem gambling. In addition, the bill provides authorization for the Substance Abuse and Mental Health Services Administration to be the lead agency to coordinate federal action on problem gambling issues.

Should this legislation pass into law, Arizona will be positioned to apply for available grants and will benefit from the increased research and public awareness activities that would result. The OPG continues to monitor the progress of the bill and is taking steps to ensure our system will be poised to take advantage of any grants that may develop as a result of HR 2906.

## UNLV Client Follow-up

The OPG is partnering with the University of Nevada – Las Vegas (UNLV) Department of Gaming Research Director Dr. Bo Bernhard on a study to assess long-term outcomes of problem gambling treatment. This involves reaching out to individuals who have agreed to be contacted after treatment and completing a phone-based survey asking them about their treatment experience and gambling behavior since leaving treatment. In addition to Arizona, UNLV is using this process to assess outcomes for individuals in Nevada, California, and Nebraska.

The UNLV team used a method that involved attempting to contact the former clients 12 times – a very long and labor-intensive process. Through these efforts, the research team was successful in contacting 77 individuals who had been discharged from treatment between three months and two years. Early data indicate very positive results being reported by the former clients. A full report is expected to be published in November, 2009.

## Tell Us How We Are Doing

You can fill out an anonymous satisfaction survey at our web site: [www.problemgambling.az.gov](http://www.problemgambling.az.gov). You can also email us at: [contact@problemgambling.az.gov](mailto:contact@problemgambling.az.gov).



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**1.800.NEXTSTEP**  
Help for Problem Gambling