

Updates on Problem Gambling Programs and the CCGPA

Good morning to the members of the Senate Committee on Community, Economic and Recreational Development, and Chairwoman State Senator Jane Earll.

My name is **Jim Pappas, and I am the Executive Director of the Council on Compulsive Gambling of Pennsylvania. I am joined today by Joanna Franklin our Director of Helpline, Training and Prevention Programs.**

The Council is a non-profit advocacy organization that has been serving compulsive and problem gamblers and their families in Pennsylvania since 1985. Our mission is to offer assistance to those negatively impacted by problem gambling. We do this by offering 24/7 Helpline Services, Public Awareness, Prevention, Training and Education Programs.

We have operated the three Problem Gambling Helplines through the National Council on Problem Gambling call center 24/7/365, in English and in Spanish. In the fall of 2009 we added the BDAP Problem Gambling Helpline as the fourth problem gambling helpline in our crisis and referral service system. I have made copies of our past year Helpline data available to the Committee. One or the other of our original three Helpline numbers (800-848-1880, 800-GAMBLER and 800-522-4700) is used by the Pennsylvania Lottery and all the licensed, racetracks and casinos in Pennsylvania.

Last year a total of 21,152 or 1,762 calls a month came to our Helpline. At least 2,444 callers were referred to direct assistance with a treatment provider as well as to the nearest location of the 12 step programs of Gamblers Anonymous and GamAnon meetings.

The average caller will be from Philadelphia, Allegheny or Delaware County. They will have called about their own problem, they are just slightly more likely to be male and very likely to be Caucasian, between 45 and 54, married and have completed high school. They will list finances and family issues as their most serious problems and are most likely to be slot, card or Lottery scratch-off gamblers. They will tell us they found the helpline number at a casino and most likely have called the state number –800-848-1880 funded by the Lottery.

There are now about 70 treatment providers enrolled by BDAP and approved to offer gambling treatment services within their system. This system cares for enrolled clients regardless of ability to pay, as do the BDAP drug and alcohol

programs. We hope this system will continue to grow and help answer the need for services statewide.

The Council's Provider Network now totals 297 Clinician's, who accept payment from third party payers ex: Blue Cross, Aetna, and Cigna.

As you can see from the year to date data collection that we provided for the Committee, the Council makes on average of about 80 referrals to Preferred Outpatient, Intensive Outpatient, and Residential Providers.

In addition to the Helpline services we also provide Problem Gambling Training Programs. These include:

- **Employee Training for Racetrack and Casino employees, new hire and annual refresher training, (CAP), Customer Assistance Program**
- **Clinical training programs for behavioral health professionals and**
- **Smart Choices school based problem gambling prevention programs, ** We are in the second year of a three pilot program and contract with BDAP, and the first year of our efforts were concentrated within Philadelphia County at both the Public and Catholic School Systems, the current year we are expanding our efforts in Philadelphia County, and are now providing our Smart Choices Program in the Luzerne County, Wilkes-Barre and surrounding areas. We have targeted Allegheny County & Erie County for the third year of this program **.**
- **Faith based training,**
- **Trainings for Attorneys, Judges, and Law Enforcement**
- **Our general public outreach and awareness programs.**

To date we have trained over 2000 behavioral health professionals from all over the state have completed our 30 hour Level # 1 basic training program (the minimum required by the IGCCB for Level I certification and by BDAP to meet their gambling specific training requirements), and over 400 behavioral health professionals have completed our 30 Hour Level # 2 advanced clinical training our advanced training program, with hours 31 thru 60 of the gambling specific training hours required for IGCCB national certification at Level II. These training hours have been approved for psychiatrists, psychologists, social workers, mental health counselors, EAP's, attorneys, addiction counselors and gambling counselors.

We also respond to government agencies, media, schools, researchers, treatment professionals and the military for information and interviews to increase public awareness about problem gambling and the resources available for help. We continue to support the counselor training programs at the School of Social Work at the University of Pittsburgh and with the Penn State System (Allegheny). We are very proud of the nationally certified counselors coming from the Univ. of Pittsburgh, School of Social Work program under the direction of Jody Bechtold.

We have appreciated our long standing working relationship with the Pennsylvania Lottery, the Pennsylvania Gaming Control Board and the commercial gaming industry in Pennsylvania as we all join to work together to assist those negatively impacted by problem gambling.

An excellent example of this partnership is our ongoing effort with the Sands Casino-Bethlehem. The Sands Casino-Bethlehem continues to sponsor clinical training and we have been able to offer to hundreds of counselors, psychologists and social workers our basic, and now, our advanced clinical training program.

Our corporate partners have helped to fund training in several areas of the state for a variety of groups and have generously supported our statewide conferences. As part of National Problem Gambling Awareness Week, March 7-11, we will offer one day of advanced training in the Pittsburgh area and one day near Philadelphia. We can provide these required CEU's with the support of BDAP, the Lottery, the Gaming Control Board and our corporate casino partners.

Our corporate members are entitled to free use of our printed materials, employee training programs for reduced fees, unlimited use of any of our Helpline numbers and consultation on responsible gaming efforts and community partnerships.

Please join us in promoting a better understanding of the devastation problem gambling can cause as well as how we can prevent, refer and treat those in need of assistance.

www.NPGAW.org

Respectfully submitted, and we welcome any questions or comments you make have this time.

**Joanna Franklin
Director of Education, Training &
Helpline Services
CCGPA**

**Jim Pappas
Executive Director
CCGPA**

BIO FOR JAMES S. PAPPAS

JAMES S. PAPPAS A CO-FOUNDER OF THE COUNCIL ON COMPULSIVE GAMBLING OF PENNSYLVANIA, SERVES AS THE EXECUTIVE DIRECTOR OF THE COUNCIL, A 501-C-3 NON-PROFIT AGENCY WHICH PROVIDES PREVENTION, EDUCATION, TRAINING, OUTREACH, TRIAGE AND REFERRAL SERVICES FOR ANY AND ALL PENNSYLVANIANS WHO ARE AFFECTED BY COMPULSIVE GAMBLING BEHAVIOR RELATED ISSUES. THIS AGENCY ALSO MAINTAINS A STATE-WIDE HELPLINE (1-800-848-1880) AND ALSO TAKES CALLS FROM (2) NATIONAL HELPLINE NUMBERS WHEN CALLS ORIGINATE FROM A PENNSYLVANIA AREA CODE, THOSE NUMBERS BEING: 1-800-GAMBLER & 1-800-522-4700. ALL CALLS GO TO OUR CALL CENTER AND ARE ANSWERED LIVE 24/7 DAYS A WEEK.

JIM WORKED AT BELMONT BEHAVIORAL HEALTH FROM DECEMBER, 1987, UNTIL JULY OF 1999, AS A MARKETING AND MANAGED CARE REPRESENTATIVE.

HE HAS SERVED AS THE EXECUTIVE DIRECTOR OF THE CCGOPA SINCE JULY, 2001, AND HAS BEEN A BOARD MEMBER & PAST PRESIDENT OF THE BOARD SINCE THE BOARD WAS FOUNDED IN 1984.

JIM HAS PRESENTED WORKSHOPS, SEMINARS AND TRAININGS THROUGHOUT THE STATE OF PENNSYLVANIA, DELAWARE & NEW JERSEY ON COMPULSIVE GAMBLING ISSUES SINCE 1987.

Joanna Franklin MS, NCGC II

Joanna Franklin completed her Bachelors and Masters degrees from Johns Hopkins University. In 1979 she was the first clinician hired by the first state funded gambling treatment program run by Johns Hopkins University. She has been the director of training for the Taylor Manor Gambling Treatment program, and the program manager for adult services at the Psychiatric Institute of Washington.

She is currently the Director of Training and Network Development for Trimeridian Inc.- Resources for Problem Gambling. Trimeridian is a consulting firm specializing in design, implementation and installation of gambling treatment programs both in the U.S. and in other countries. Currently the company has contracted with over eight states, and several tribes, the Navy and the Army to provide gambling specific treatment protocols, clinical training, and supervision towards national certification in gambling counseling.

Ms. Franklin has worked with the several state governments, casino industry, the racing industry, several state lotteries, the FBI, CIA, and Pentagon. She has also been involved in the establishment of the first gambling treatment program for active military overseas in Okinawa, Japan with the Marines and the Navy. She has presented clinical presentations in over 42 states, for over 30 tribal nations, 10 Canadian provinces and six other nations on five continents. She has published two book chapters on: Family Treatment, and Adolescents and Problem Gambling with the Harvard school of Addiction Studies. She has published journal articles on team approaches to gambling treatment and several presentations have been published in the proceedings of the International Conference on gambling and risk taking.

A much sought after trainer Ms. Franklin has designed and implemented clinical training programs since 1980 and is currently: Co-chair of the National Gambling Counselor Certification Board; president of the Institute for Problem Gambling; president of the Maryland Council on Problem Gambling and on the Board of Directors of the National Council on Problem Gambling.

She is the winner of the Council on Compulsive Gambling of New Jersey “Person of the Year” award. The National Council on Problem Gambling Goldman Award for a lifetime of dedicated services, and the NCPG first “Distinguished Service” Award for volunteer services.