

# **CURRENT TRENDS IN PROBLEM AND PATHOLOGICAL GAMBLING**

*Presented by:*

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# FORUM OBJECTIVES

- Recognize Impacts of Problem and Pathological Gambling in Varying Arenas
- Acknowledge the Roles Government, Industry, Product and Service Companies, Employers, Academic Institutions, Civil and Criminal Justice Systems, Banking and Insurance Industries and the Media Play in the Gambling/Problem Gambling Picture
- Obtain Awareness of Professional Treatment and Self-Help Services
- Identify Solutions and Approaches to Trend Changes

# MISSION STATEMENT

- The New York Council on Problem Gambling is a not-for-profit independent corporation dedicated to increasing public awareness about problem and compulsive gambling and advocating for support services and treatment for persons adversely affected by gambling.
- The Council maintains a neutral stance on gambling, is governed by a volunteer Board of Directors and is an affiliate of the National Council on Problem Gambling.

# NY COUNCIL ON PROBLEM GAMBLING

## Services:

- operate the State's 24-hour Problem Gambling Helpline;
- produce and disseminate information;
- conduct and publicly support ongoing research activities;
- train health care and other professionals to assess/treat;
- evaluate State-funded problem gambling programs;
- participate in governmental planning activities;
- assist industry in developing awareness programs;
- sponsor workshops, training activities and conferences.

# PERCEPTIONS & DEFINITIONS

- Gambling Venues
  - Availability
  - Impact(s)
  - Other Observations
- Background Definitions
  - Social Gambler
  - Problem Gambler
  - Pathological Gambler

# TYPES OF GAMBLING

- |  |   |
|--|---|
| <ul style="list-style-type: none"><li>• Lottery, including instant scratch off tickets, daily and weekly numbers and video keno</li><li>• Horse Racing at Race Tracks, OTB and via Simulcasting</li><li>• Casinos (Land and Floating)</li><li>• Bingo</li><li>• Pulltabs</li><li>• Stock or Commodities Market</li><li>• Numbers</li><li>• Cards for Money Not at a Casino</li></ul> | <ul style="list-style-type: none"><li>• Slot Machines, Poker Machines or other Gambling Machines, Not at a Casino</li><li>• Dice Games Not at a Casino</li><li>• Games of Skills for Money</li><li>• Limited Editions</li><li>• Sports</li><li>• Office Pools or Raffles</li><li>• Charitable Gambling</li><li>• Internet</li><li>• Other</li></ul> |
|--|---|

## PATHOLOGICAL GAMBLING DEFINITION

- Pathological gambling is a progressive disorder in which an individual has a psychologically uncontrollable preoccupation with an urge to gamble, resulting in damage to vocational, family and social interests. It is characterized by a chronic and progressive inability to resist the impulse to gamble. It was first diagnosed and recognized by the American Psychiatric Association in 1980 and published in the Diagnostic Statistical Manual.

# PATHOLOGICAL GAMBLING DIAGNOSIS

To be diagnosed as a pathological gambler, an individual must meet at least five out of ten diagnostic criteria established by the American Psychiatric Association:

- thinks constantly about gambling
- increases bets to sustain thrill
- exhibits agitation when cutting back
- gambles as an escape
- chases losses
- lies to conceal activity
- finances bets through illegal acts
- jeopardizes significant relationships
- relies on financial bailout
- fails in effort to control or stop

## GAMBLING EXPANSION (1976-1998)

Source: National Council on Problem Gambling

1976:

- 13 states had lotteries
- 2 states had approved off-track wagering
- 0 casinos outside Nevada

1998

- 37 states and the District of Columbia have lotteries
- 700 casinos are in operation in 28 states (including small-stakes casinos, riverboat and dockside casinos, Native American casinos and Non-Indian casino gambling in Atlantic City, Mississippi Gulf Coast and Nevada)
- Can place a legal wager of some sort in every state except Utah and Hawaii

# SOME EXPANSION CONSIDERATIONS

## **Government**

- Public referendums and/or legislation endorsed establishment of lotteries, casino gambling on Native American land (federal), floating casinos, bingo and horse racing
- State reliance on lotteries for funds
- Pressures on state and local governments to provide revenues for governmental programs have increased, thereby turning to gambling generated revenue ideas
- Lotteries offer and/or promote games that go beyond traditional products
- Passage of federal Indian Gaming Regulatory Act of 1988

## **Industry**

- Pari-mutuel industry seeks expansion opportunities to provide relief through OTB systems, and simulcasting (e.g. teletheaters/sports complexes)
- Casino industry offers economic and employment opportunities to state and local governments
- Casinos provide self-contained full recreational facilities for families

# SOME EXPANSION CONSIDERATIONS

## Continued

### **Technological Innovations**

- Cashless Gambling - wagering completed with credit or debit cards
- Internet Gambling
- Interactive Gambling (e.g. Airlines Industry)

### **Other**

- Religious, Community Based, Academic and Other Organizations Offer Charitable Gambling
- Public Perceives Gambling as Mainstream Activity
  - *Increased Consumer Participation in Gambling Venues*
  - *Gambling Revenues Surpass Other Areas of Entertainment*

# GAMBLING AND PREVALENCE

- Research Shows that the Prevalence of Problem Gambling is Higher in Jurisdictions where Legalized Gambling has been Available for Longer Periods of Time and Where the Population is Ethnically Heterogeneous
- Participation Rates
- Lifetime Problem Gambling
- Current Problem Gambling
- Adult and Adolescent Populations
- Types of Gambling Presenting Greatest Risk
- Cross-Addiction/Mental Health Related Disorders
- Other Variables/Factors
  - *Demographic Characteristics*
  - *Risk Taking Behaviors*
  - *Family Introduction*
  - *Education/Income*
  - *Location*

# IMPACTS OF PROBLEM GAMBLING ON THE FAMILY

- Research to date documents 10-15 persons adversely affected by gambler's activities
- Insurmountable bills, overextended debt and bankruptcy
- Loss of Employment
- Legal battles
- Neglect or Abuse
- Physical Illnesses
- Divorce
- Mental Breakdown/Emotional Problems
- Isolation
- Arrest and/or Imprisonment
- Suicide
- Other

# IMPACTS OF PROBLEM GAMBLING IN THE WORKPLACE

- Decreased Productivity and Efficiency
- Interference with Agency Operations
- Increased Absenteeism or Other Abuses of Time
- Potential Morale Problems
- Excessive Use of Telephone
- Higher incidence of illegal activity (e.g. theft, embezzlement)
- Greater Need for Internal Support Services

# IMPACTS OF PROBLEM GAMBLING IN EDUCATION

- Decreased Productivity and Efficiency
- Increased Absenteeism
- Higher Incidence of Alcohol and Substance Abuse
- Increased Likelihood of Risk-Taking Behaviors and Suicide
- Peer Pressure and Other Impacts
- Rise in Illegal Activities
- Greater Need for Internal Support Services

# IMPACTS OF PROBLEM GAMBLING IN THE CIVIL AND CRIMINAL JUSTICE ARENAS

- Employee Perspective
  - *Same As Workplace Impacts*
- Probable Increase of Reports of Domestic Violence, Embezzlement, Fraud, Larceny, Prostitution, Theft and other Crimes
  - *Absence of screening mechanism precludes definitive answers at this time. However, research has shown that 1 in every 10 patients in treatment for compulsive gambling has been in jail. Moreover, 2 out of 3 compulsive gamblers commit illegal acts to pay gambling related debts and/or to continue gambling.*
- Courts of Law; Correctional Facilities; Probation, Parole and Police Officers; attorneys, court appointed advocates and others within the civil and criminal justice systems generally lack awareness about problem gambling, do not currently conduct screening; thereby resulting in recidivism

## IMPACTS OF PROBLEM GAMBLING IN SOCIAL AND HUMAN SERVICES FIELDS

- Increases in Persons Requiring Assistance -- High Risk Populations
  - *Addictions and Mental Health Services*
  - *Homeless Shelters*
  - *Food Pantries*
  - *Youth and Senior Citizen Programs*
  - *Unemployment*
  - *Government Subsidized Services*
  - *Other*

# IMPACTS OF PROBLEM GAMBLING ON BANKING AND INSURANCE INDUSTRIES

## Banking

- *Bankruptcy*
- *Loan Defaults*
- *Fraud or Theft*
- *Credit (See Role of Product/Service Industries)*

## Insurance

- *Fraud or Theft*
- *Car Accidents*
- *Speeding*
- *Suicide*

# IMPACTS OF PROBLEM GAMBLING ON PUBLIC POLICY

- Acknowledgement of Issue
- Perceived as Either Constraining or Helpful to Governments at any Given Point in Time and Location Depending Upon Position or Sentiment (e.g. support or oppose legislation to expand gambling, establish regulatory or other requirements)
- Funding for Problem Gambling Support Services and Treatment
- Increased Public Awareness

# THE ROLE OF THE GAMBLING INDUSTRY

- **Marketing**

- *Target Populations and Approaches*
  - Family and Children
    - Comprehensive Facilities/Services for Children
    - Appeal to Women, Young Men and Older Consumers
    - Internet
  - Incentive Programs
    - Lodging, Alcohol, Other Amenities
    - VIP or Frequent Visitor Cards
- *Advertising - Media, Home Solicitations, Etc.*
- *Access by Minors*
- *Availability and Use of Credit and ATMs*
  - Credit Policies
  - Check Cashing

# THE ROLE OF THE GAMBLING INDUSTRY

## Continued

- **Employee and Customer Awareness Problem Gambling Programs**
  - *American Gaming Association - Responsible Gaming Manual*
  - *American Horse Council - Resource Guide for Racing Managers*
  - *Employee Training*
  - *Establishment of Policies, Protocols and Practices*
  - *EAP Support*
  - *Consumer Support/Education*
    - Signage/Literature/Stickers
    - Self-Exclusionary Programs
    - Programs to Curtail Access by Minors

# THE ROLE OF GOVERNMENTS

## **Federal**

- Native American Casinos and National Gambling Impact Study Commission

## **State**

- Promoters and regulators of gambling venues
- Utilize gambling revenues to subsidize various government programs
- Offer variety of games, including continuous forms which present increased risks to users
- Systems Enable Access by Minors
  - *Lottery, Horse Racing, Bingo (NOTE: Bingo age exception)*
- Advertising
  - *Generally Aggressive - Media, Home Solicitations, Etc.*
  - *Attach Various Holidays or Events to Lottery Promotions*
  - *Mix Gambling Messages with Education, Sports, Children's Venues, Etc.*

## **Local**

- Utilize gambling revenues to subsidize various local government and/or community services

# THE ROLE OF GOVERNMENTS

## Continued

- **Employee/Customer Awareness Problem Gambling Programs**
  - Components
    - *Government and Industry Training Requirements*
    - *Management and Lottery Staff/Agents/Other Venue Operators*
    - *Compliance with Policies, Protocols and Practices*
  - Literature/Advertising
    - *Truth-in-Advertising*
    - *Helpline Posting*
    - *Signage/Stickers*
    - *Play Slips/Receipts/Other*
    - *Commercials*
    - *Programs Targeting Minors*
  - Funding and Initiatives for Problem Gambling Prevention, Education, Treatment and Research Supports Across Populations
    - *Affiliate Councils/Other Organizations*
    - *Prevention Education Curriculum*
    - *Other Initiatives for Targeted Specific Populations*

# THE ROLE OF PRODUCT/SERVICE INDUSTRIES

- **Target Populations/Approaches**
  - Toy/Candy Manufacturers
    - *Simulated Casino/Gambling Games/Products for Minors*
  - Fast Food Operators
    - *Use of Scratch Offs or Other Gambling Incentives*
  - Banking/Credit Card Organizations
    - *“Plastic Society” - Cognitive Distortion by Gambler*
    - *Credit Limits and Self-Proclaimed Low Interest Loans*
    - *Direct Mail Marketing/Student Availability*
    - *Automatic Teller Machines*
  - Computer, Electronics and Telecommunications
  - Direct Service
- **Outreach and Education Efforts on Problem Gambling**

# THE ROLE OF BUSINESS/EMPLOYER ORGANIZATIONS

- Gambling in the Workplace
  - *Office pools*
  - *Group lottery purchasing*
  - *Agency Excursions to Casinos, Racetracks, etc.*
  - *Sports pools*
  - *Unwritten Culture*
- Agency Policies, Culture and Challenges
  - *Cash Advances/Loan policies*
- Cognitive Distortions and Other Impacts
  - *Gambler and Adversely Affected Parties*
    - *Absence of Safe Haven*
  - *Implications for Recovering Persons*
- Outreach and Education Efforts on Problem Gambling

# THE ROLE OF SCHOOLS/ACADEMIC INSTITUTIONS

- Teacher Utilization of Gambling Incentives as a Means of Learning
- Sponsorship of Gambling Activities
  - *Bingo Night*
  - *Raffles*
  - *Senior Trip to a Casino*
- Internal Office Pools, Etc.
- Prevention, Education Curriculum on Problem Gambling
  - *Efforts not widespread nor consistent (government role)*
  - *Children need to recognize indicators of problem gambling; the social influences that promote and condone gambling; health and safety implications; individual and family impacts; risk and protective factors; the relationship between gambling, alcohol/drug use and suicide; problem solving techniques and student assistance/community counseling, referral and other support services.*

# THE ROLE OF THE MEDIA

- Coverage and Perspective
  - *Wide Variation*
- Despite unlawful presence of sports betting, prominent media organizations continue to report “favorites”, “tips”, “lines” and “spreads” in newspapers across the country. While some newspapers have chosen to no longer offer such services, others rely on the revenue generated from these sales to consumers desiring gambling-related information (e.g. subscriptions).
- Outreach and Education Efforts on Problem Gambling Regarding Helpline Posting

# TREATMENT OPTIONS

- Presence of Professional Treatment
  - *Funding*
  - *Certification*
  - *Insurance and Managed Care Impacts*
- Presence of Self-Help Fellowships
  - *Gamblers Anonymous*
  - *Gam-Anon*
- Presence of Affiliate Organizations
  - *Helpline*

# PROFESSIONAL TREATMENT

- Clinical Assessment
- Individual and Group Counseling
- Family Therapy
- Crisis Intervention
- Support Services and Referrals
- Outreach and Education Programs
- Professional Training

NOTE: Insurance Coverage Caveat/Sliding Scales

## DISTINGUISHING CHARACTERISTICS OF SELF-HELP

- Identification with others/fellowship
- Group experience
- Acceptance
- Pressure relief
- Twelve steps
- Sponsorship and lifelong support
- No dues or fees

**Limitations:** meeting frequency/locations/hours - not present everywhere

## DISTINGUISHING CHARACTERISTICS OF PROFESSIONAL TREATMENT

- Intimacy
- Examine issues at the Core
- Limited support services
- Individual, group and couple counseling
- Can offer comprehensive treatment supports for varying difficulties
- Development of individual strategies
- Costs
- Psycho-dynamic issues

**Limitations:** costs, services are time limited and not available everywhere

## 24-HOUR PROBLEM GAMBLING HELPLINE

- Access Anywhere
- Staffed 24-Hours Daily
- Handle Crisis and Non-Crisis Calls
- Supportive Intervention
  - Diverse Concerns
- Up-to-Date Resource and Referral Information
- Data Collection

## HELPLINE REFERRAL PROTOCOL

- Affiliates
- Local Programs
  - Self-Help Fellowships
    - *Gamblers Anonymous*
    - *Gam-Anon*
- Mobile Crisis Teams
- Mental Health Departments
- Other Agencies/Professionals

## SPECIFIC SOLUTIONS/APPROACHES TO TREND CHANGES

- National Gambling Impact Study Commission
- Ongoing Research Needs
- Prevention, Education and Outreach Programs/Campaigns
- Treatment and Self-Help Expansion
- Screening/Training for Non-Mental Health Related Professionals and Organizations
- Professional Training and Certification
- Development and Utilization of Screening Tools
- Public Policy Changes
- Funding (treatment, prevention/education/outreach, research,etc.)
- Health Care Coverage
  - *American Disabilities Act*
- Development and Implementation of Policies and Practices across the Marketplace
- Other

# OUTREACH APPROACHES

- Dissemination of Helpline Number
  - Literature/Signage/Publications
    - *Available at Headquarters, Agent and Venue Locations*
    - *Play Slips/Tickets/Receipts*
    - *Game Brochures*
    - *Program Books, Newsletters and Other Publications*
    - *Stickers*
    - *Displays/Exhibits/Presentations (Internal and External)*
  - Advertising - Radio, Television, Print and Billboards
  - Video Productions
  - Press Releases
  - Promotional Materials
  - Problem Gambling Awareness Week
  - Internet
  - Other

# RESOURCES

- National Council on Problem Gambling
  - *24-Hour Helpline: 1-800-522-4700*
  - *Web site: [www.ncpgambling.org](http://www.ncpgambling.org)*
  - *Affiliate Numbers (see list)*
- Canadian Foundation on Compulsive Gambling
  - *Office: 1-888-391-1111*
  - *Web site: [www.responsiblegambling.org](http://www.responsiblegambling.org)*
- Professional Treatment Providers
- Self-Help Groups
  - *Gamblers Anonymous*
    - *Headquarters: 213-386-8789*
    - *Web site: [www.gamblersanonymous.org](http://www.gamblersanonymous.org)*
  - *Gam-Anon*
    - *Headquarters: 718-746-2571*
    - *Web site: [www.gam-anon.com](http://www.gam-anon.com)*