WELCOME

Problem Gambling All Providers Meeting/Webinar

Hosted by State Problem Gambling Service Staff
June 10, 2021

We will begin in a few moments…….

Oregon Health Authority

(Enter) DEPARTMENT (ALL CAPS)
(Enter) Division or Office (Mixed Case)

Webinar Etiquette and Structure

- We will be administratively muting this call and recording it. You will not be unmuted or allowed to verbally ask questions.

- You can use the chat box to ask questions at anytime during the webinar, and we will read and answer at the end of each presentation.

- To minimize the GoToTraining box from your screen, click on the orange arrow button. Click again to bring it back.

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Agenda Items

- Welcome (5 minutes)

- Lottery Update- Stacy Shaw and Krystal Smith (30 minutes)
-

- Community Readiness: Measuring Outcome Driven Change! Presentation to be given at NCPG conference by Roxann Jones and Jessica Palma (30 minutes)

-

- State Updates (15 minutes)
  - Budget/System updates
  - Prevention updates
  - Treatment updates

-

- Questions and Answers (10 minutes)

Post Webinar

PowerPoint, accompanying documents and CEU certificates will be emailed to you next week.

Oregon Health Authority

OREGON LOTTERY UPDATES

Stacy Shaw
Senior Manager Product Marketing
a n d
Krystal Smith
Marketing Program Manager

Agenda topics today include:

- Responsible Gaming Code of Practice updates
- NEW Responsible Gaming Retailer Training
- NEW Positive Play Research Study

OREGON LOTTERY™

Together, we do good things.
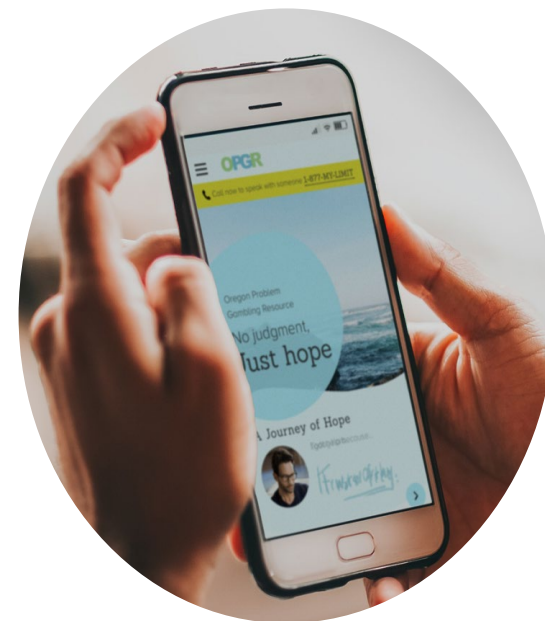
Code of Practice Update

Responsible Gaming Code of Practice

Provides a proactive approach to the promotion of responsible gaming practices and requires Lottery to:

- Offer games in environments that encourage responsible play

- Empower individuals and minimize harm

- Use a data-informed approach

- Engage stakeholders in the problem gambling community

- Market responsibly

- Promote a shared sense of responsibility

- Inform players about how games work

- Inform players about responsible gaming practices

- Inform players about the availability of problem gambling resources

Lives in statute as the Responsible Gambling Code of Practices Act (ORS 461.800-820)

Together, we do good things.

Responsible Gaming Code of Practice: A Living Document

Designed to be dynamic, and to be updated in response to emerging research, evolutions in gaming technology, emerging market trends, and new game introductions

2014

Code Adopted by Commission

Code Revised and Adopted by Commission 2016

Code reviewed annually 2017-2020

Code Revised and Adopted by Commission 2021

2021

# Updating the Code: Enhanced Commitment for the Digital Channel

- Offering Lottery games via online channels presents both additional risks and additional opportunities to offer customers information and self-protection tools

- While commitments detailed in the current version of the Code apply to online gaming, Lottery recognizes an increased responsibility to engage with known customers in the digital channel

- Consequently, the Code has been updated primarily to reflect and detail our increased commitment to provide channel appropriate information, tools and help
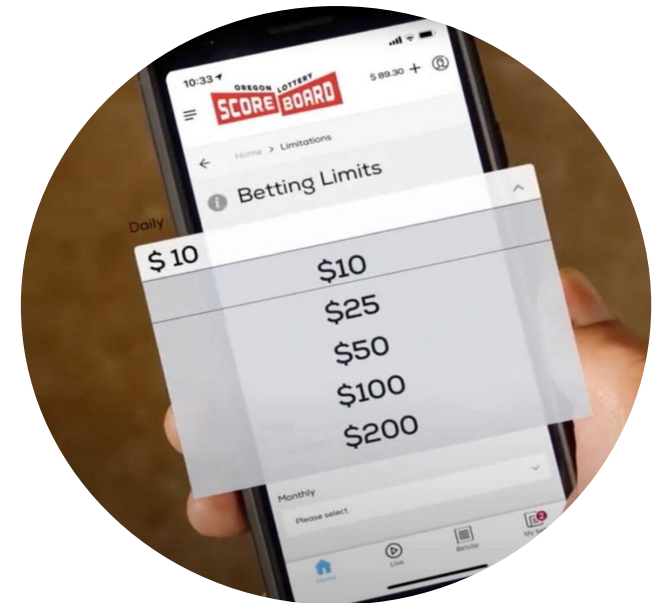
# Updating the Code: Enhanced Commitment for the Digital Channel

The NEW Practice *ONLINE GAMING* commits Lottery to offer:

- Robust age verification (21+ for digital)
- Self-assessment tools
- Voluntary pre-commitment tools (limit setting)
- Account history, including cumulative spend
- Time out and/or self-exclusion options
- Proactive RG messaging
- Direct connection to free problem gambling resources
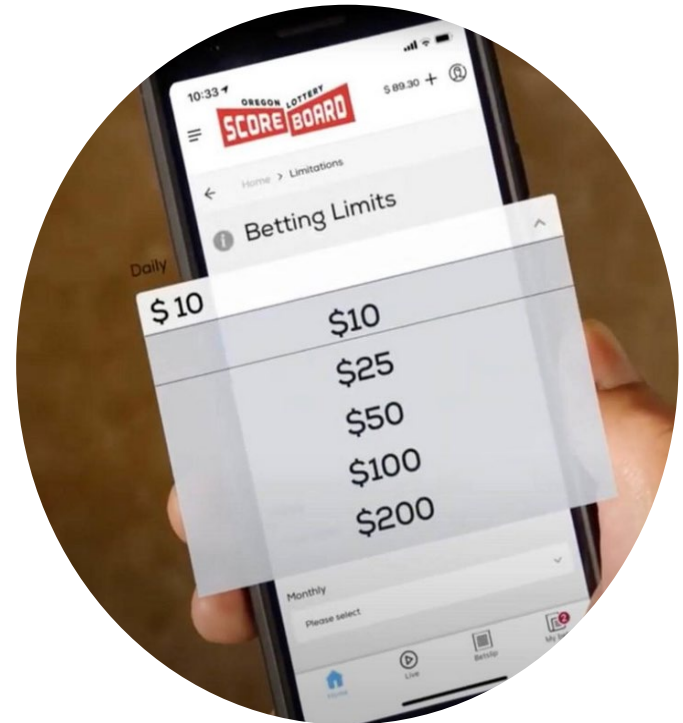
Updating the Code: The Retail Channel

- The existing practice *Retail Gaming* has been updated to ensure that when/if there is the ability for account- based play at retail that customer protection tools will be considered

- The existing practice *Retailer Engagement* has been updated to reflect the increased RG training requirements. In addition to training a key person, the code requires that any employees who actively sell or help facilitate play of Traditional & Video Lottery be trained
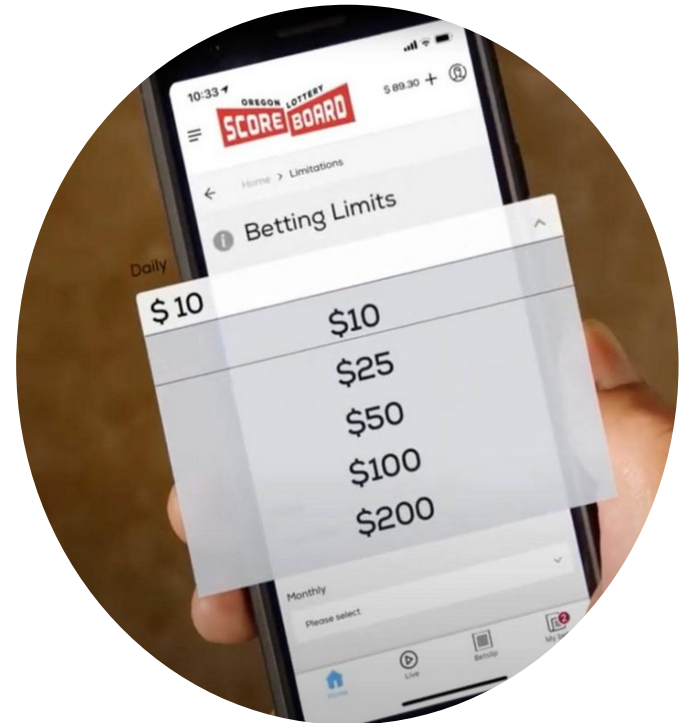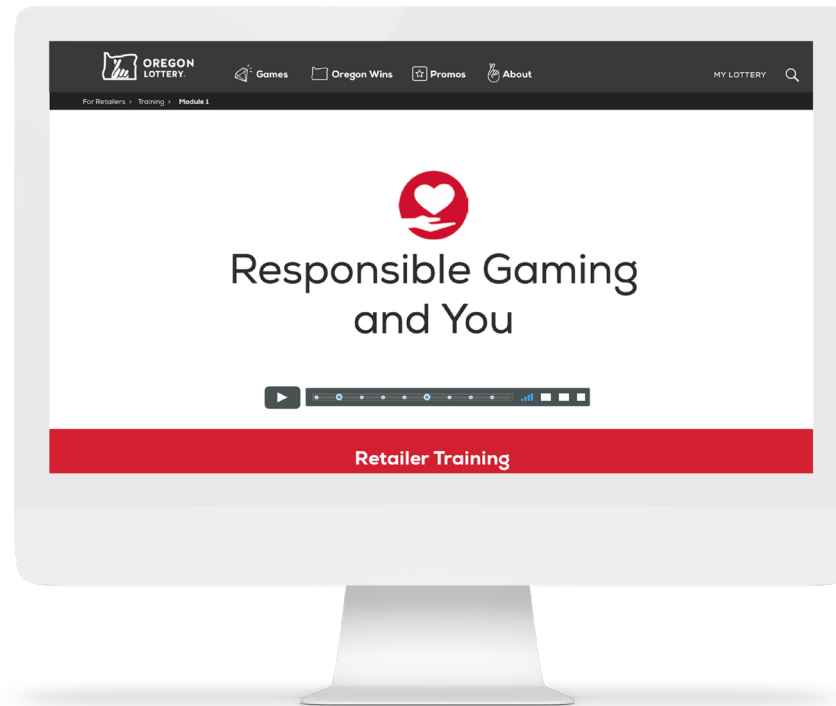
Updating the Code: The Practices

- The Practices: Name and Number Changes
  - Practice names now align with the categories used by World Lottery Association and other Lottery accreditation programs

  - Practice names now reflect common industry naming conventions. The nine practice categories are now structured to address the commonly accepted harm minimization categories

  - There are now 9 Practices instead of 7
    - NEW Practice 6 – *Online Gaming*
    - Practice 8 – *Treatment & Referral*: is also new, but simply reorganizes existing content

The Practices

1. Investment in Research
2. Employee Engagement
3. Stakeholder Engagement
4. Retailer Engagement
5. Retail Gaming
6. Online Gaming
7. Player Education
8. Treatment & Referrals
9. Advertising and Promotion

New Retailer
Responsible Gaming Training

Why RG Retailer Training is Important!

Setting the Stage:

- The Responsible Gaming Code of Practice provides a structure for those who distribute and sell Lottery products to promote responsible gaming practices.

- The Code commits the Lottery to implement and adhere to key responsible gaming practices in several areas that include <u>Retailer engagement</u>.

- Ensures that all our retailers have an understanding and sense of responsibility around sharing effective responsible gaming practices.

Responsible Gaming Training: Background

- Oregon Lottery requires retailers to be trained in all things Lottery; this includes mandatory Responsible Gaming[RG] Training.

- Since 2017, we have expanded and enhance our on-line retailer training program called *Responsible Gaming & You.*

- As part of on-going enhancements, a new training module has been developed that incorporates content for both Video Lottery and Traditional Draw Game & Scratch-it Lottery Retailers.

- This new RG Training program provides <u>all</u> retailers with the basics around RG best practices like:
  - Sharing information on how games work
  - Dispelling common myths around gambling
  - How to direct players to free resources
  - Training is good for business and a shared responsibility with Lottery

- Every year we provide refresher training to retailers

Responsible Gaming Training: Module Access

- The new Lottery RG module will take 10 minutes from start to finish

- Retailers can access training directly from the Lottery website or simply by scanning a QR code on support materials they receive

- There is also a pre and post knowledge and opinion survey included as part of the module training

- Once completed, the retailer will receive a link to download a Certificate of Completion

Responsible Gaming Training: Additional Support

- Along with the mandatory RG training, there are also short mini-module available on-demand

- The scenario-based on-demand content is designed to help support retailers with customer interactions they may face in their own work environments

- New modules will be added periodically to keep the content fresh
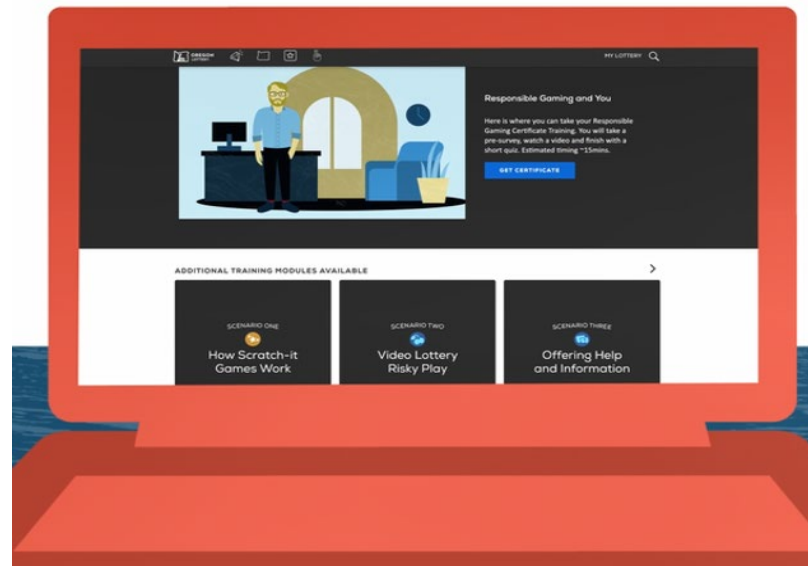
Positive Play Scale
Research Study

Positive Play Scale: Survey Introduction

The Oregon Lottery is working with Dr. Richard Woods of Gamres to design and administer the Positive Play Scale[PPS] which is an online survey to help gauge awareness of all our Lottery players and their responsible gaming [RG] behaviors

The PPS research is designed to analyze RG strategies by measuring player's <u>positive</u> gambling-related behaviors and beliefs

When a player-based sample is assessed using the PPS, effective elements of existing RG strategies are identified as well as any gaps in program efforts

Dr. Woods will analyze, score and present the results in a report that identifies key findings and recommendations for how to optimize existing RG strategies or where adjustments to programs need to be made

Positive Play Scale: The Survey Properties

The PPS is a 14-item scale that assesses positive behaviors and beliefs about gambling.

There are two behavior subscales:

•Honesty and control, which examines how honest a player is with others about their gambling and if they feel in control of their behavior

•Pre-commitment, which assesses the extent to which a player considers how much money and time they should spend gambling

There are also two belief subscales:

•Personal Responsibility, which assesses the extent to which a player believes they should take ownership of their gambling behavior

•Gambling literacy, which assesses a players accurate understanding about the nature of gambling in general

Positive Play Scale: Assessment Categories

PPS categories will be assessed and grouped as follows:

- **High PPS**: Clearly a <u>positive player </u>based on the response scale
- **Medium PPS**: Still a positive player with room for improvement
- **Low PPS**: Not an overall positive player but may have positive play tendencies and/or beliefs

Reminder:

PPS is <u>*not*</u> a measure of disordered gambling

Positive Play Scale: Overall Survey Benefits

- The PPS offers the opportunity to more effectively examine the behaviors and beliefs of the full spectrum of all Lottery players

- It is an excellent tool to assess the effectiveness of initiatives designed to prevent disordered gambling. (e.g., Setting a budget, deposit or time limit, how games work, etc.)

- PPS can help assess the utility of new RG initiatives (e.g., what works best with different players, what doesn't work?)

Positive Play Scale: Timeline

Timeline for implementation:
- **AUGUST** – Survey launches out to 1000 adult Oregonians
- **SEPTEMBER** – Survey closes, and data analysis begins
- **OCTOBER** – Final report received

To learn more about the Positive Play Scale – click the Gamres logo

Questions

COMMUNITY READINESS:
MEASURING OUTCOME DRIVEN CHANGE!

PROBLEM GAMBLING SERVICES: ALL PROVIDER

PRESENTED BY:

OREGON PROBLEM GAMBLING PREVENTION

JESS PALMA, LINCOLN COUNTY HEALTH & HUMAN SERVICES, PREVENTION

ROXANN JONES, OREGON HEALTH AUTHORITY, PROBLEM GAMBLING SERVICES

LEARNING OBJECTIVES

1	Participants will be able to identify the dimensions and stages of community readiness.
2	Participants will be able to identify at least 3 strategies that align with stages of readiness.
3	After the session participants will be able to demonstrate how to adapt the Community Readiness Model to be utilized in their problem gambling prevention program.

COMMUNITY READINESS MODEL

"Never doubt that a small group of thoughtful, committed citizens can change the world; indeed, it's the only thing that ever has."
- *Margaret Mead*

COMMUNITY READINESS MODEL

A model to mobilize a community, an organization or a social network toward healthy change

It has six dimensions (or aspects) of a "community" and nine stages of readiness

Each readiness stage has specific interventions that work most effectively for that stage

Integrates culture into the prevention process

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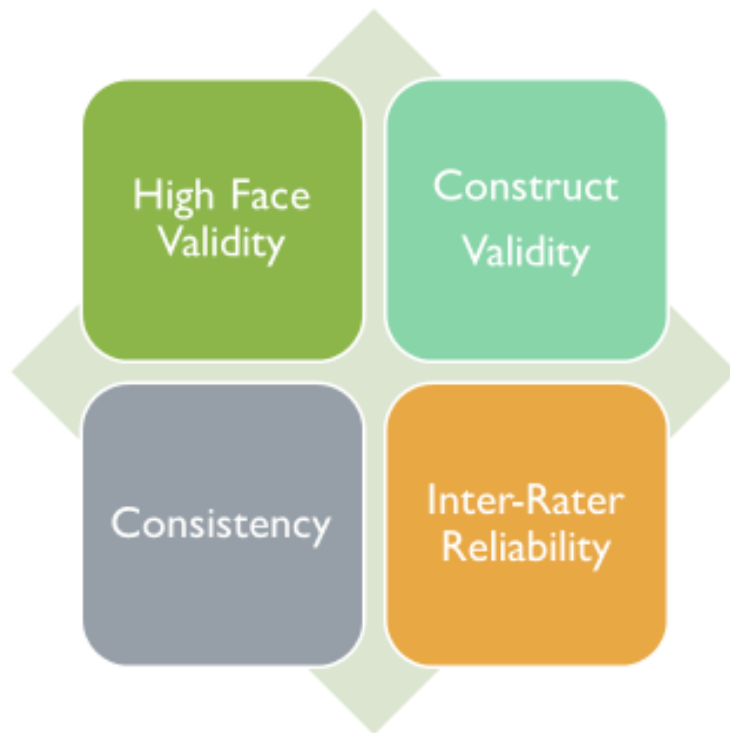
COMMUNITY READINESS MODEL: TOOL VALIDITY

- High Face Validity
- Construct Validity
- Consistency
- Inter-Rater Reliability

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DIMENSIONS OF COMMUNITY READINESS

Community Efforts

Community Knowledge of the Efforts

Leadership

Community Climate

Community Knowledge About the Issue

Resources Related to the Issue

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STAGES OF COMMUNITY READINESS

The Community Readiness Model defines **9** stages of readiness.

- No awareness
- Denial/Resistance
- Vague Awareness
- Preplanning
- Preparation
- Initiation
- Stabilization
- Expansion/Confirmation
- Community ownership
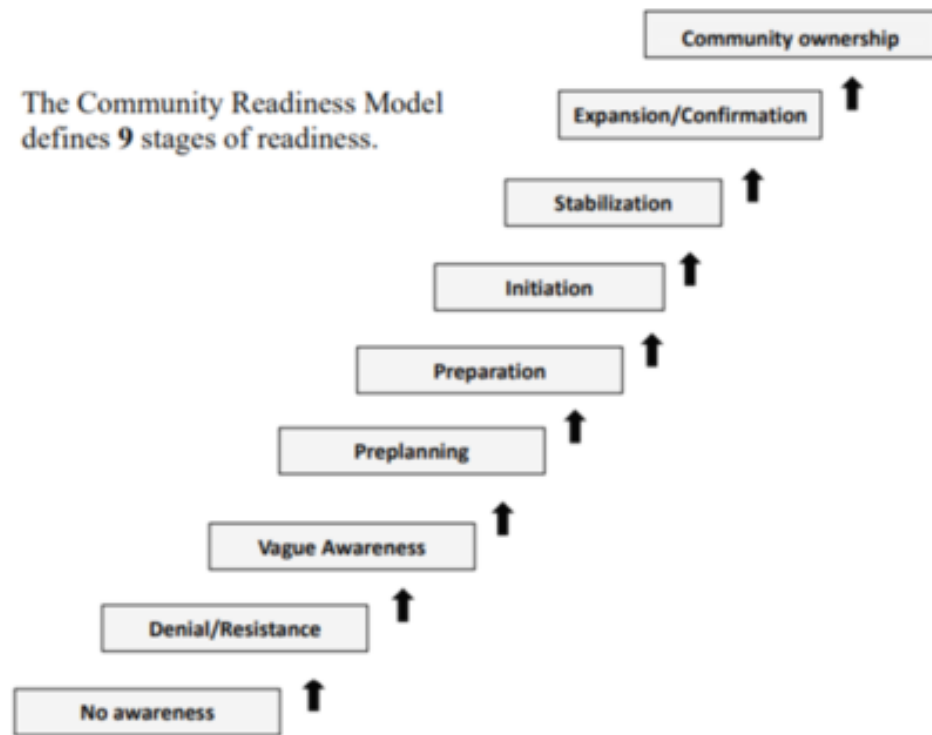
Image credited to - community readiness for community change: tri-ethnic center for prevention research

STAGES OF COMMUNITY READINESS

STAGE	Description
1. No Awareness	Problem gambling is not generally recognized by the community/leaders as an issue.
2. Denial/Resistance	At least some community members recognize that problem gambling is a concern, but there is little recognition that it might be occurring locally.
3. Vague Awareness	Most feel that there may be a local concern, but there is no immediate motivation to do anything about it.
4. Preplanning	There is clear recognition that something must be done and there may even be a group addressing it. However, efforts are not yet focused or detailed.
5. Preparation	Active leaders begin planning in earnest. The community offers modest support of efforts.
6. Initiation	Enough information is available to justify efforts. Activities are underway.
7. Stabilization	Activities are supported by administrators or community decision makers. Staff are trained and experienced.
8. Confirmation/Expansion	Efforts are in place. Community members feel comfortable using services, and they support expansions. Local data is regularly obtained.
9. High Level of Community Ownership	Detailed and sophisticated knowledge exists about problem gambling's prevalence and consequences. Effective evaluation guides new directions. Model is applied to other issues.

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OREGON
PROBLEM
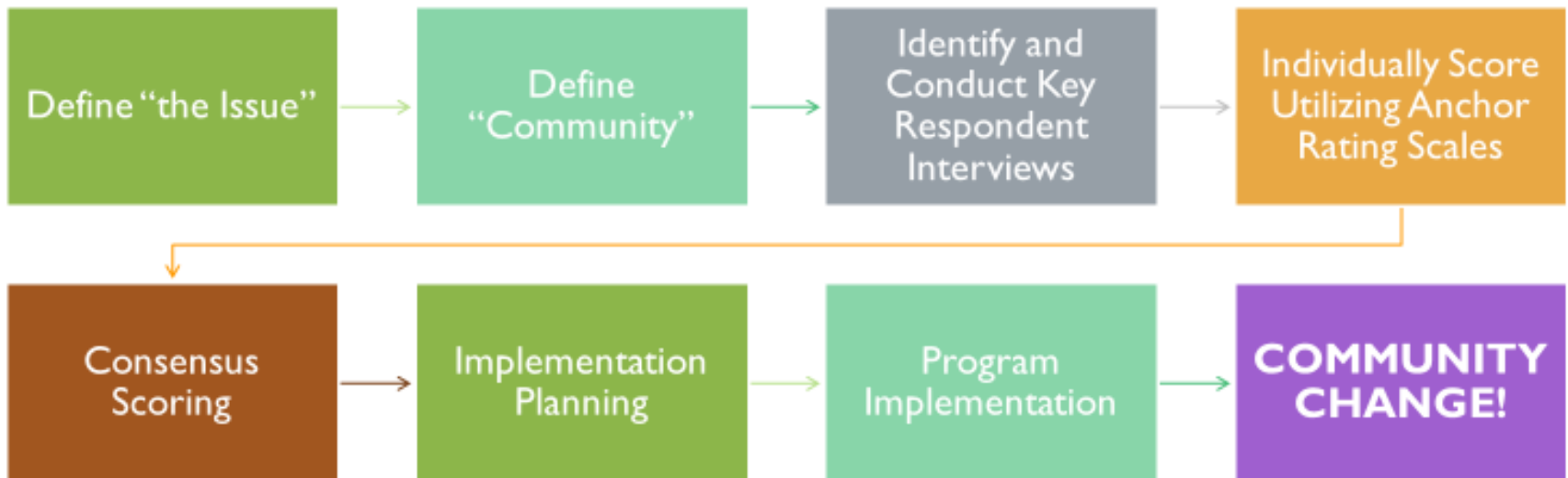GAMBLING
PREVENTION
COMMUNITY
READINESS
PROJECT

Purpose
To measure the community's "readiness" level to address problem gambling.

Benefit
Allowing for outcome driven planning, matching the appropriate interventions to the community's level of readiness to address problem gambling.

COMMUNITY READINESS ASSESSMENT PROCESS

Define "the Issue" → Define "Community" → Identify and Conduct Key Respondent Interviews → Individually Score Utilizing Anchor Rating Scales

Consensus Scoring → Implementation Planning → Program Implementation → COMMUNITY CHANGE!

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Community Readiness Assessment Dimension A: Community Efforts
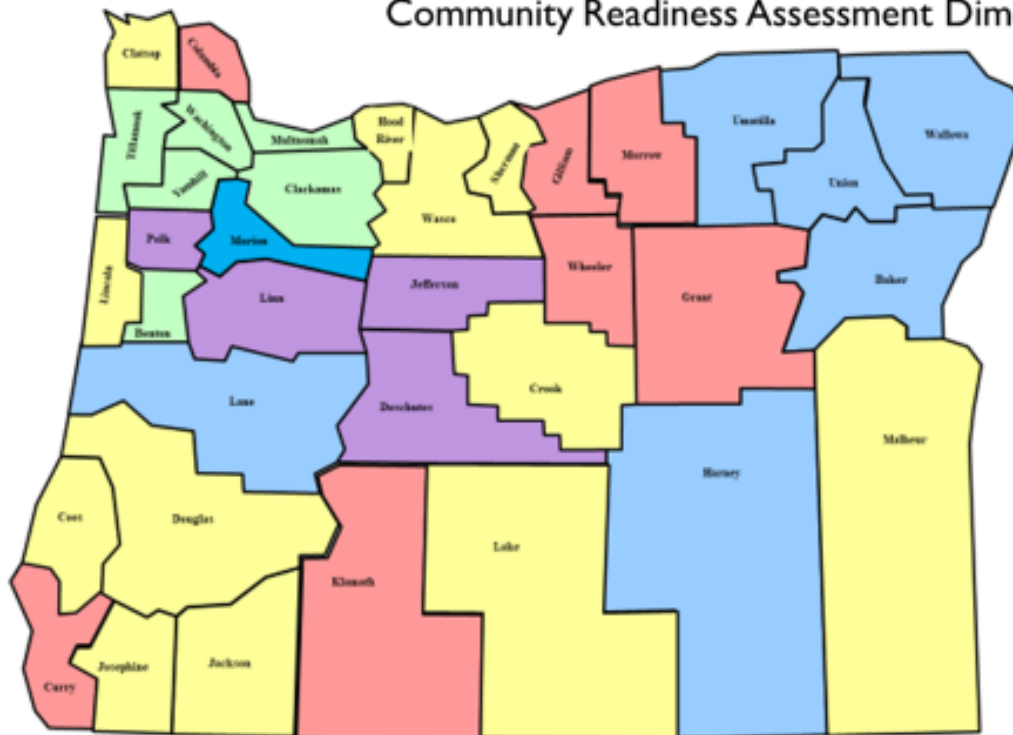
Key

Stage 1: No Awareness
Stage 2: Denial/Resistance
Stage 3: Vague Awareness
Stage 4: Preplanning
Stage 5: Preparation

Community Readiness Assessment Dimension B: Community Knowledge of Efforts
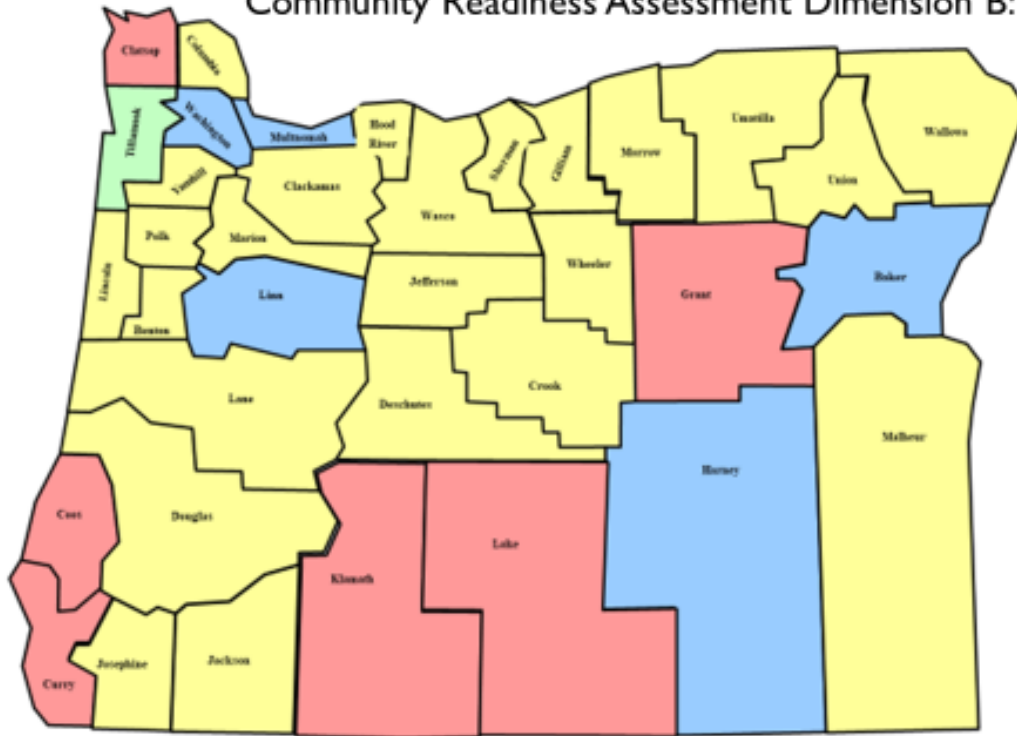
Key

Stage 1: No Awareness

Stage 2: Denial/Resistance

Stage 3: Vague Awareness

Stage 4: Preplanning

Community Readiness Assessment Dimension C: Leadership

Key
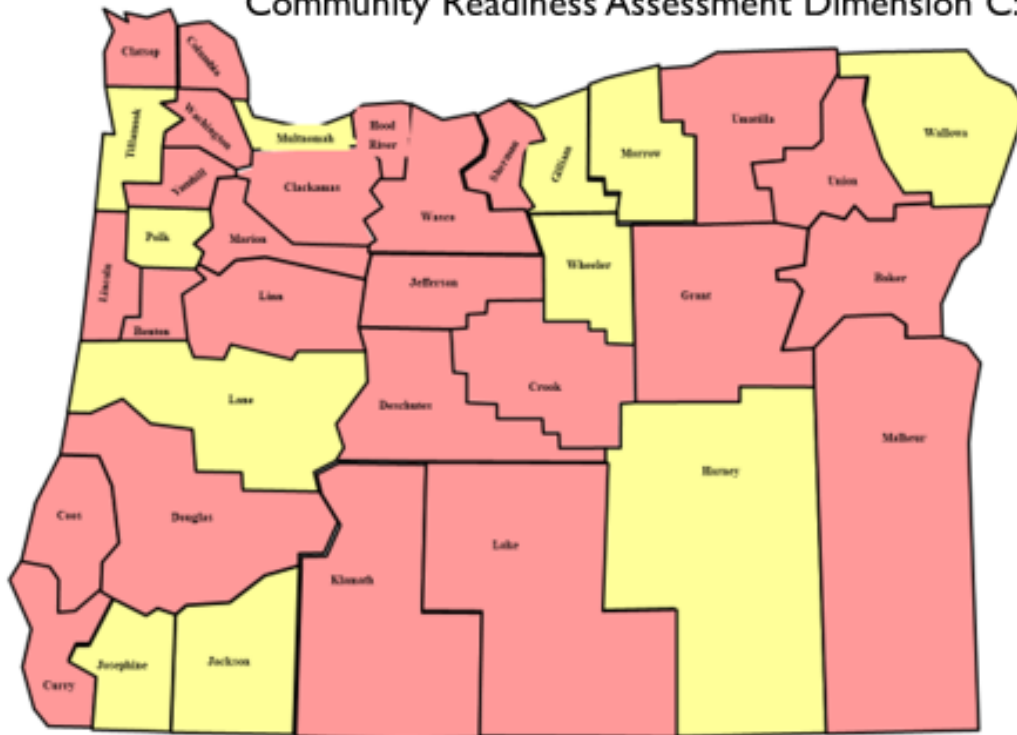
Stage 1: No Awareness

Stage 2: Denial/Resistance

Community Readiness Assessment Dimension D: Climate
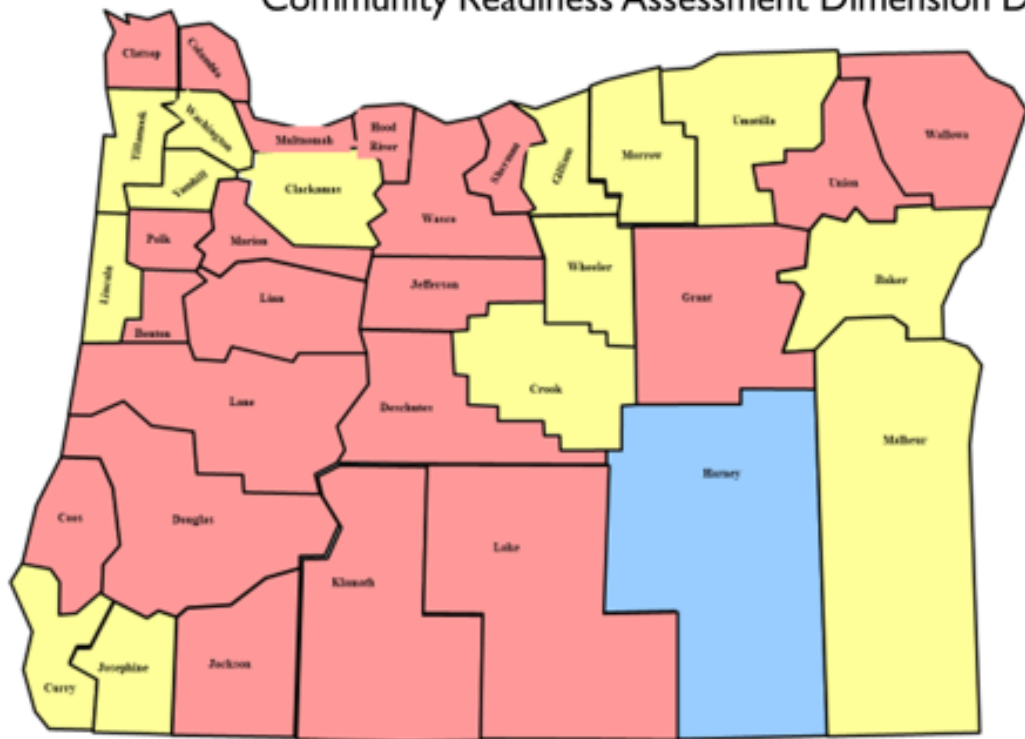
Community Readiness Assessment Dimension E: Community Knowledge About Issue

Key

Stage 1: No Awareness

Stage 2: Denial/Resistance

Stage 3: Vague Awareness

Stage 4: Preplanning

Community Readiness Assessment Dimension F: Resources Related to the Issue
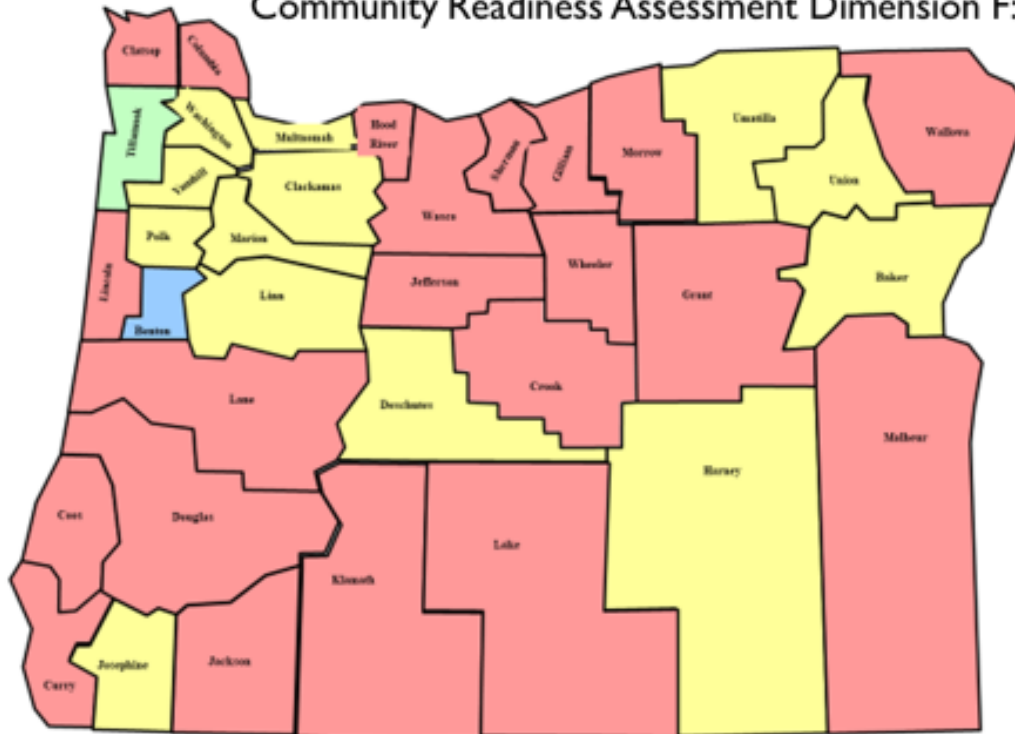
Key

Stage 1: No Awareness
Stage 2: Denial/Resistance
Stage 3: Vague Awareness
Stage 4: Preplanning
Stage 5: Preparation

SELECT POPULATIONS

Dimension	A	B	C	D	E	F
Select Populations						
Native American	4	3	3	3	3	2
Latino/Latina/Latinx	4	1	1	1	1	1
Black/African American	5	2	1	1	1	1
Older Adults 60 +	2	2	1	2	2	1

CRA RESULTS IN LINCOLN COUNTY

Dimension B
Knowledge of Community Efforts

Dimension C
Leadership

Dimension E
Community Knowledge about the Issue

Stage	Description
1. No Awareness	Problem gambling is not generally recognized by the community/leaders as an issue.
2. Denial/Resistance	At least some community members recognize that problem gambling is a concern, but there is a little recognition that it might be occurring locally.

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DIMENSION C: LEADERSHIP

Stage 1: No Awareness

Stage Goal: Raise awareness of this issue

Stage Strategies

- Make on-one-one visits with community leaders/members.

- Visit existing and established small groups to share information about local problem gambling prevention statistics and general information.

- Make one-on-one calls to friends and potential supporters.

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LINCOLN COUNTY
Leadership

No Awareness Strategies

- Informational presentation to the Board of Commissioners and City Councils

- Annual PGAM Proclamation

- General PG Presentation and Summary of CRA

- Presentations to advisory committees

- Presentations to Coalitions

Problem Gambling
Community Assessment
and Next Steps

August 2019
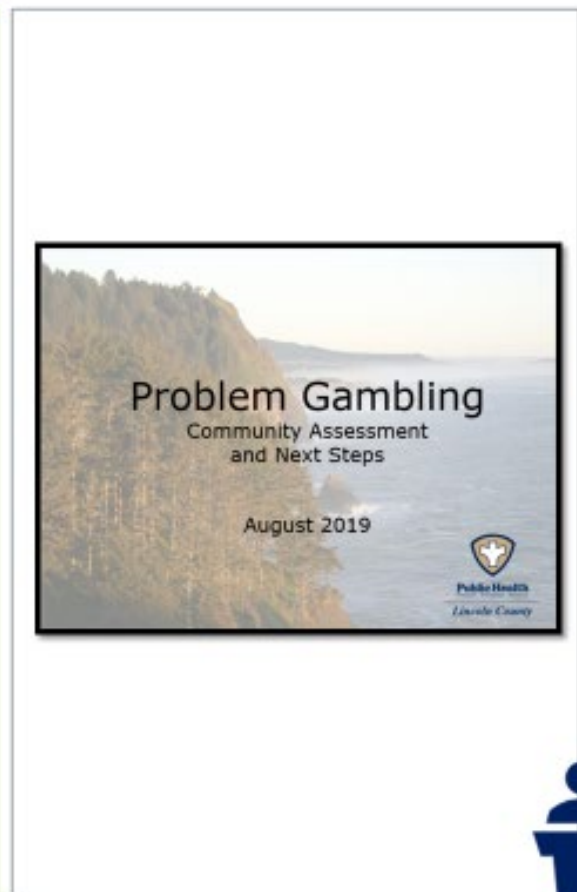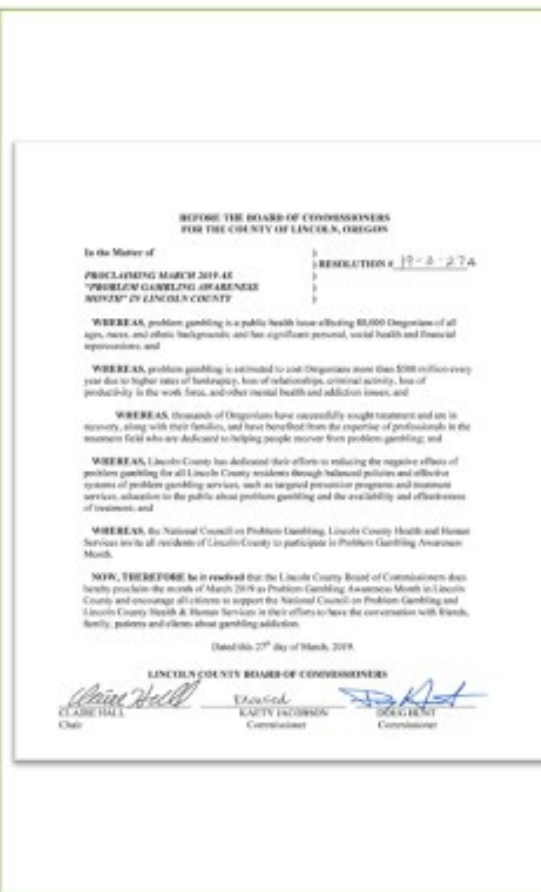
LINCOLN COUNTY
Leadership

No Awareness Strategies:

- Distribution of materials
  - Follow up packets to interview participants
  - Include PG materials with other outreach efforts
  - Presentations and educational opportunities

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Dimension B: Knowledge of Community Efforts
Dimension E: Community Knowledge about the Issue

Stage 2: Denial/Resistance

Stage Goal: Raise awareness that problem gambling is an issue in this community

Stage Strategies:

- Continue one-on-one visits and encourage those you've talked with to assist.

- Approach and engage local educational/behavioral health outreach programs to assist in the effort with flyers, posters, or brochures.

- Begin to point out media articles that describe local statistics and available problem gambling prevention or intervention services.

- Prepare and submit articles on problem gambling for newsletters, church bulletins, club newsletters, etc.

- Present information to local related community groups.

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LINCOLN COUNTY
Knowledge Of Efforts
Knowledge Of Issue
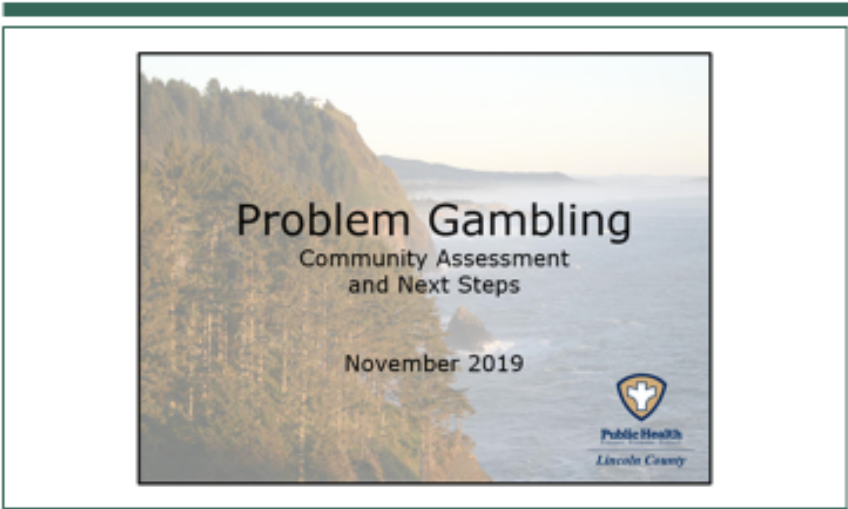
Denial/Resistance Strategies

- Informational presentation to the Board of Commissioners and City Councils
  - Annual PGAM Proclamation
  - General PG Presentation and Summary of CRA
  - Presentations to advisory committees
  - Presentations to Coalitions

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LINCOLN COUNTY

- Knowledge of community efforts
- Knowledge about the issue

Denial/Resistance Strategies

- Public Presentations and education
  - Recovery Month
  - Organizational Staff Meetings
  - Integrated Prevention Day Events

Problem Gambling Warning Sign:

Lying about or hiding gambling activities.

Reflect Resource Renew

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ADDITIONAL STAGES (3-5) AND STRATEGIES

Vague Awareness: Community can make positive changes

Publish newspaper editorials and brief articles and develop creative media consistent with readiness stage

Preplanning: Develop practical strategies

Establish a work group focused on problem gambling prevention

Preparation: Gather pertinent information

Present information you've gathered to the community and providers through newsletters, newspapers, radio, television, etc.

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ADDITIONAL STAGES (6-9) AND STRATEGIES

Initiation: Provide community-specific information (community ownership)

- Attend meetings of other groups to provide updates on progress of efforts

Stabilization: Stabilize efforts and programs

- Conduct training for community members, parents, elders and youth

Confirmation/Expansion: Enhance and expand services

- Formalize the networking with qualified service agreements

High Level of Community Ownership: Maintain and continue growth

- Continue more advanced training of professionals and paraprofessionals

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COMMUNITY READINESS

Communities, organizations and social networks are always ready for something!

It's not an issue of ready or not ready, but an issue of ready for *what.*

H**ealth** Oregon Authority

For more information, please feel free to contact:

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Thank You!

Questions

State General Updates:

- 2021-23 Budget Update
- New Contracting Period
- Legislative Session
  - SB 165
  - HB 3394
- COVID Impact Study
- Upcoming Trainings

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State General Updates:

- New Problem Gambling Services Program Web page: https://www.oregon.gov/oha/HSD/Problem-Gambling/Pages/index.aspx

- Oregonpgs.org will no longer exist on July 1 and will redirect you to OHA site until October.

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State General Updates:

New Treatment Data Collection System- New Name- PG Net

- Implementation go live date- July 7, 2021.

- Things to remember:
  - Register for a training. New processes will be discussed at trainings.
  - Make sure you get a p number by training date.
  - If you conduct satisfaction surveys, please continue normal process and we will get them entered into new system.
  - Keep holding your encounter data until notified by OHA. Launch of electronic submission of this has been delayed.

State Prevention System Updates:

❖ Still have 2021 Problem Gambling Awareness Calendars to order

❖ Impacts of Problem Gambling on Public Health Resource coming this summer!

❖ Problem Gambling Prevention Core Competency Work Group established, and kick-off meeting was June 8th.

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State Treatment System Updates:

- Speaking of PG Awareness! – ON DEMAND training for behavioral health and social service professionals is available to all in Oregon:
- Register HERE

- Residential Services are open at half capacity!

- Collaborative Intensive Outpatient Program is open and accessible!

State Treatment System Updates:

- Stay tuned for more on:

- Next Level Training on intersections of internet gaming and gambling. June 16th 2pm to 4pm: REGISTER

- Core competencies for clinicians and supervisors.

State Treatment System Updates:

- **Wellness Oriented Care (WOC) Toolkit has been completed! Utilize a wellness orientation to PG treatment in:**
- Initial Engagement Strategies
- Long Term Recovery/Wellness Planning
- Financial Recovery Planning
- Extending Treatment
- Aftercare/Continuing Care Strategies

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What are your Questions?

Final Notes:

Thanks for your participation in this webinar, and for the work that you do every day!

PowerPoint, accompanying documents and CEU certificates will be emailed to you next week.

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