

Department of Health & Human Services



N E B R A S K A

Division of Behavioral Health

Annual Report

Gamblers Assistance Program

Fiscal Year 2009-2010



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GAMBLER'S ASSISTANCE PROGRAM (GAP) INFORMATION & CONTACTS

Mission

To reduce the negative impact of problem gambling in Nebraska.

Goals

1. To train counseling professionals to provide services to those affected by problem gambling.
2. To increase comprehensive treatment services throughout the state.
3. To provide timely access to services throughout the state.
4. To ensure provision of high quality services.
5. To increase available resources to address problem gambling.
 - ❖ 2000 Strategic Plan

Statistics

- In Nebraska, the average gambling debt is approximately \$28,158, which is greater than 50% of the average income (based upon self reports of consumers in treatment).
- The Problem Gambling Helpline handled over two thousand calls, providing information, crisis intervention, and referral services to individuals negatively impacted by gambling behaviors.
- The GAP funded \$880,228 for outpatient treatment services, serving approximately 250 consumers affected by gambling addictions.
- The Division of Behavioral Health has certified an additional seven Certified Compulsive Gambling Counselors during this fiscal year.
- In FY 2009-10 the GAP contracted services with almost twenty entities to provide direct treatment, education, training, and helpline services to address gambling addictions in Nebraska.
 - ❖ Source: UNL-PPC Annual Evaluation Report for the Gamblers Assistance Program

Program Administration

| | |
|--|--|
| Scot L. Adams, Ph.D., Director Division of Behavioral Health Department of Health and Human Services | Vicki Maca, LCSW, LMHP, Administrator Community Based Services Division of Behavioral Health |
| Eric Hunsberger, MS Program Manager Gamblers Assistance Program Division of Behavioral Health | Maya Chilese, MA, PLMHP, CCGC, Clinical Treatment Coordinator Gamblers Assistance Program Division of Behavioral Health |

Gamblers Assistance Program - Division of Behavioral Health
Nebraska Department of Health and Human Services
301 Centennial Mall South, PO Box 95026, Lincoln, NE 68509-5026
Phone: 402.471-7822 – Fax: 402.471-7859
www.dhhs.ne.gov/beh/gam/gam.htm

HISTORY OF THE PROGRAM

The Gambler's Assistance Program (GAP) was formed in 1992 as part of the Nebraska Lottery Act. The GAP was originally administered by the Department of Revenue, but was transferred in 1995 to the Division on Alcoholism, Drug Abuse and Addiction Services in the Department of Public Institutions. The Gamblers Assistance Program was originally created with the primary mission of providing treatment for individuals in Nebraska who are identified as having a gambling problem. Since the merger of five state agencies in 1997, the GAP operates within the Division of Behavioral Health in the Nebraska Department of Health and Human Services.

The Nebraska Lottery Act also created the Nebraska Advisory Commission on Compulsive Gambling (Commission), which was then comprised of eleven members appointed by the governor to represent all areas of the state. The role of the Commission was to provide input and advice about planning and funding decisions made about the allocation of GAP funds.

Through the Behavioral Health Reform Act (LB 1083) of 2004, the Commission's name was changed to the State Advisory Committee on Problem Gambling and Addiction Services (Committee), but its role remained the same.

In 2008, LB 1058 was passed to emphasize public involvement with GAP services and redefine the role of the Committee. The newly named State Committee on Problem Gambling is responsible for: (1) Developing and recommending, to the Division of Behavioral Health (Division), guidelines and standard for the distribution and disbursement of money in the Compulsive Gamblers Assistance Fund; (2) Developing recommendations regarding (a) the evaluation and approval process for provider applications and contracts for treatment funding from the Compulsive Gamblers Assistance Fund, (b) the review and use of evaluation data, (c) the use and expenditure of funds for education regarding problem gambling and prevention of problem gambling, and (d) the creation and implementation of outreach and educational programs regarding problem gambling for Nebraska residents; and (3) Engaging in other activities it finds necessary to carry out its duties.

The Committee now has twelve members, who are appointed by the governor. State law requires that at least three of the twelve members must be consumers of problem gambling services (please refer to APPENDIX A for a listing of the Committee Members).

The GAP is a program that uses expertise from the Committee, service providers, and consumers to coordinate activities, manage resources, direct services and reduce the impact of problem gambling for all Nebraskans.

The GAP's goals reflect a public health model that focuses on access to services, treatment, outreach and public education. The mission of the program is, "To reduce the negative impact of problem gambling in Nebraska." Goals of the program are:

1. To train counseling professionals to provide services to those affected by problem gambling.
2. To increase comprehensive treatment services throughout the state.
3. To provide timely access to services throughout the state.
4. To ensure provision of high quality services.
5. To increase available resources to address problem gambling.

REVENUE BY SOURCE

| | Source of Funds | | | | TOTAL |
|--------------------------|--|---|--|--|---|
| | Charitable Gaming Operations Fund | Nebraska Lottery Profits Revenue | Health Care Cash Fund * | Nebraska Lottery Advertising Budget % for Prevention, Education, & Awareness Funds | All sources: Charitable Gaming Lottery Health Care Cash |
| FY2009-10 Revenue | \$50,000 Neb. Rev. Stat. (Sec. 9-1,101) | \$500,000 + ~\$265,000 Total = \$765,000 Neb. Rev. Stat. (Sec. 9-812) | \$250,000 (State of NE 07-08/08-09 Biennial Budget) | ~\$225,000 Neb. Rev. Stat. (Sec. 9-831) | All Funding: \$ 1,290,000 |

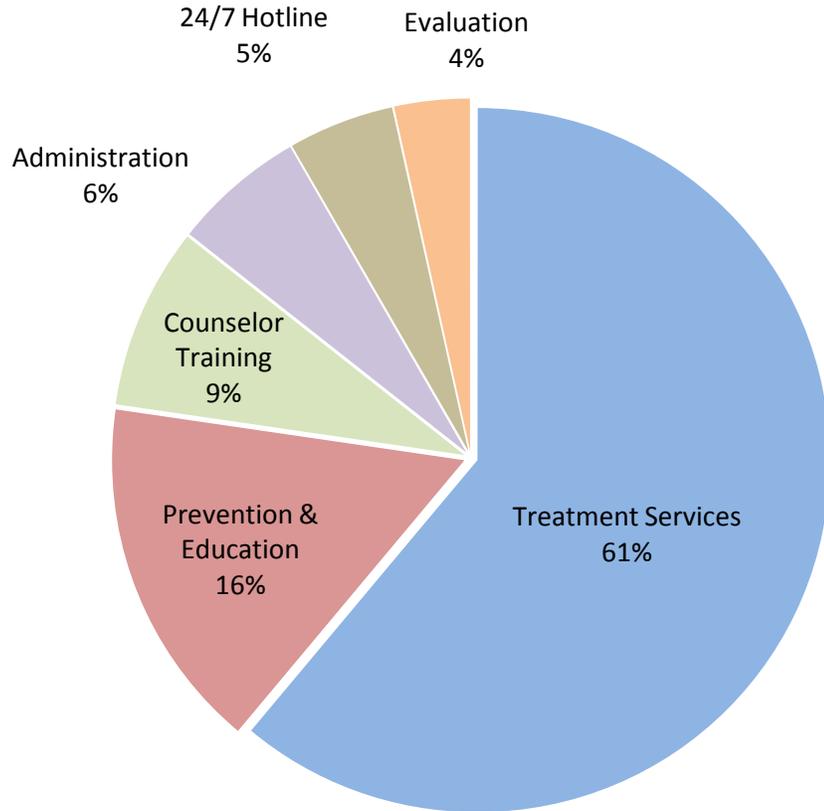
*Source of funds not fixed; must be renewed biennially.



FY2009-10 EXPENDITURES

The Expenditures Chart depicts how GAP funds were used in the 2009-10 fiscal year. A total of \$1,330,684 was allocated to support the following services:

| | |
|------------------------|-----------|
| Treatment Services | \$880,228 |
| Prevention & Education | \$233,729 |
| The 24/7 Helpline | \$ 70,000 |
| Counselor Training | \$120,000 |
| Evaluation of Services | \$ 50,000 |
| Administration | \$ 87,050 |



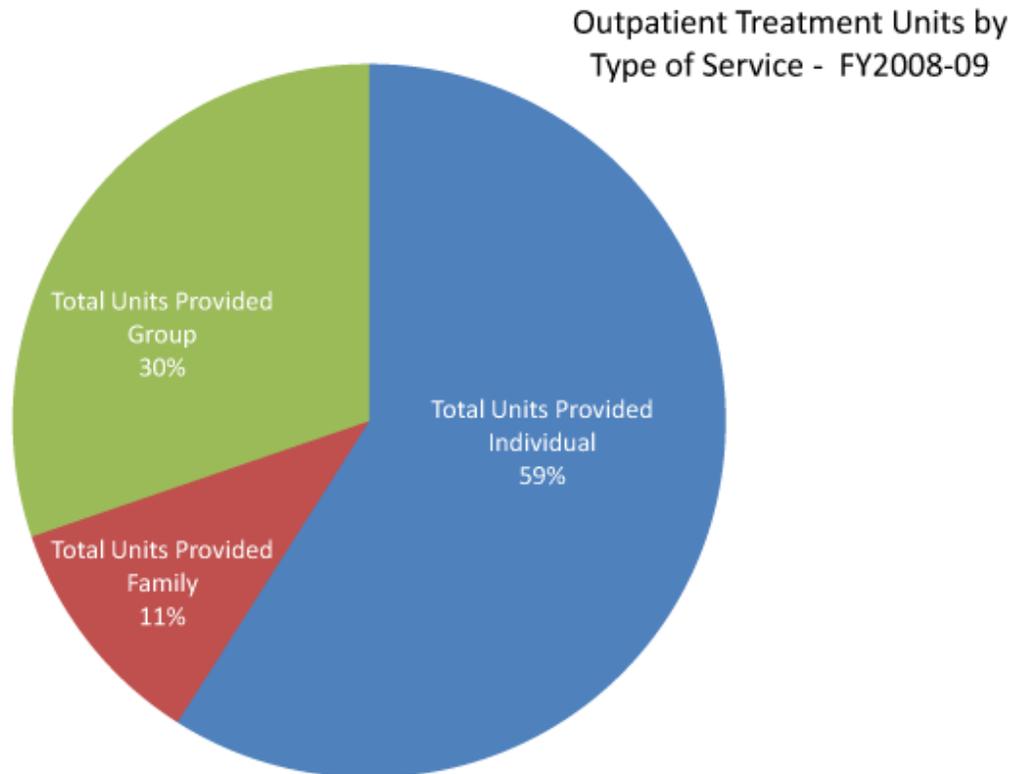
FY2009-10 SERVICES PROVIDED

Treatment Services

In FY2009-10, outpatient treatment services were provided through contracts with five agency providers and nine individual counselors. All six of Nebraska's behavioral health regions were served by agency and/or individual counselors (Please refer to APPENDIX C for a list of FY2009-10 providers and their contact information).

GAP outpatient treatment services were provided to an average of 243 individuals annually with the average cost of ~ \$3000 per consumer. Consumers receiving services had an average age of 43.2 years, with 59.3% being male and 40.7% being female. Data also showed that males who were treated for gambling were significantly younger than females who received treatment. (Males were 41.6 years of age, while females were 45.6 years of age). Just over 60% of all consumers reported having more than 12 years of education, and almost 70% were employed full time. Just under 11% of all consumers reported a race/ethnicity other than Caucasian.

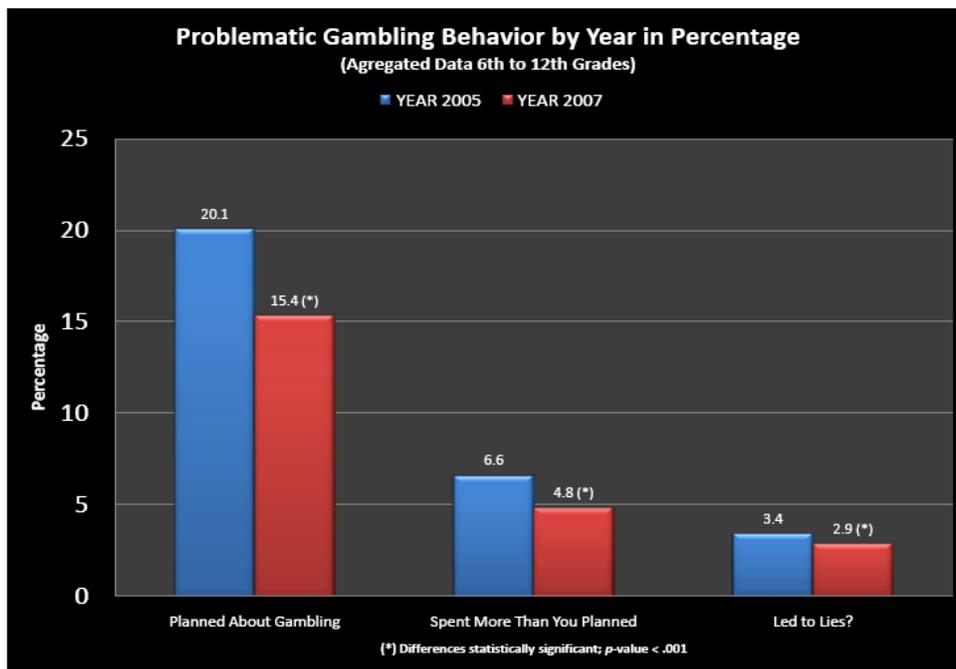
The chart below shows the breakdown, by type, of outpatient treatment units provided during FY2009-10.



Prevention & Educational Program Services

In FY2009-10, prevention programs that were started in 2006 continued in Lancaster, Garfield, Loop and Wheeler Counties. The youth prevention programs have included a Spanish curriculum produced by Lincoln-Lancaster Human Services, an interactive website, the development of a formal curriculum for integration by the Lincoln Public School System in 2011, and a youth problem gambling poster/essay scholarship contest, sponsored by Garfield, Loop and Wheeler County Public Schools.

According to the *Nebraska Risk and Protective Factor Student Survey*, the frequency of problem gambling behaviors decreased between 2005 and 2007. The previously scheduled 2009 survey was postponed until 2010 for the revision of survey content and process.



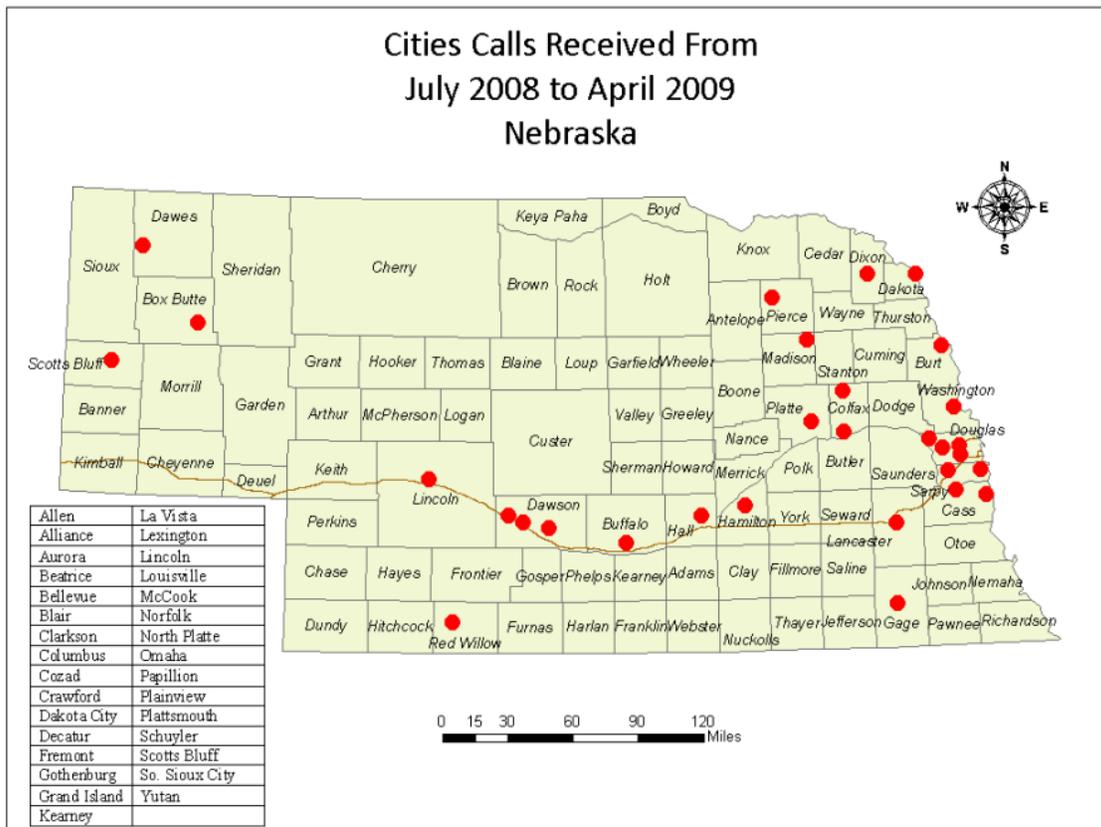
In addition to these prevention services aimed at youth under 18, local treatment providers facilitated over 100 hours of outreach and education aimed at increasing the communities awareness of problem gambling, the risks associated with it, methods to protect oneself from at risk behavior and treatment resources available for individuals and families who are negatively impacted by problem gambling.

Helpline

The Nebraska Council on Compulsive Gambling (NCCG) currently operates a statewide problem gambling helpline. This service is available twenty-four hours per day, seven days per week. The primary purpose of the helpline is to provide crisis response information and referral to available community-based services for individuals negatively impacted by gambling behaviors. The helpline can transfer callers directly to treatment providers in or near the caller's community at the caller's request. This step is seen as "closing the gap" between persons in need of services and the services being provided.

Since the passing of LB 1039 (2006), the NCCG has managed the integration of Iowa's 1-800-BETSOFF helpline in Nebraska. This process has increased multi-state collaboration in the Midwest for those in need for problem gambling services.

In FY2009-10, the helpline handled over two thousand calls. All areas of the state are affected by compulsive gambling, as evidenced by calls received on the helpline originating from areas throughout the state (See map below providing example).



Counselor Training

NCCG is the contractor for statewide training of problem gambling counseling professionals. The NCCG draws on its affiliation with the National Council on Problem Gambling (NCPG) to secure the services of nationally recognized trainers in the field of problem gambling.

Nebraska's counselors and the consumers they serve benefit from the high quality of training that the NCCG provides. For more information about NCCG, and the most recent training events and classes please go to www.nebraskacouncil.com.

The Nebraska Council on Compulsive Gambling provided over 60 hours of training to professionals in Nebraska and contributed at the Midwest Conference on Problem Gambling and Substance Abuse. The training provided counselors with the education required to earn certification, and continuing education to increase the knowledge and utilization of best practices in the field of problem gambling prevention and treatment.

Program Evaluation

The University of Nebraska Public Policy Center (PPC) conducted a formative program evaluation of services funded by the Nebraska Gamblers Assistance Program (GAP) for FY2009-10. The goal of this evaluation is to produce information to help the Department, stakeholders and policy makers enhance the quality of the Gamblers Assistance Program, to improve the prevention and treatment of problem gambling services in Nebraska. The PPC's key objectives were to:

- Establish an ongoing participatory process for evaluation relevant to quality improvement of the prevention and treatment of problem gambling.
- Provide technical assistance for service providers, policy makers, and stakeholders about collection, analysis, and use of evaluation information.

Three sources were used for data collection: the Magellan Data System, the Nebraska Risk and Protective Factor Student Survey (NRPFS, years 2003-07), and the Helpline Data System. Another source of information developed this year is a consumer satisfaction survey. Outcomes from the consumer survey will be utilized to identify perception of care of GAP funded treatment services, general well being of consumers and level of satisfaction of those consumers after receiving treatment services.

Several key statistics noted are:

- Higher percentage of male clients than female, all predominantly Caucasian.
- Over 60% of clients had more than 12 years of education, almost 70% of clients were employed full time.
- Lottery is the preferred gambling activity for females, whereas for men, it is betting on sports. The most frequent gambling activities were Casinos, Lottery, Keno and Sports.
- The rate of divorce and separation among clients has risen from 16.9% to 24.3%.

ADMINISTRATION

The GAP currently operates within the Division of Behavioral Health (Division), Department of Health and Human Services. The program is administered by a program manager, a clinical treatment coordinator and support staff assigned by the Division.

GAP personnel provide five primary administrative services. These services include:

- 1) Contracting with and monitoring problem gambling treatment providers to promote an effective and accessible network of care.
- 2) Overseeing certification and continuous education for counselors, who meet the requirements established by the Department of Health and Human Services.
- 3) Contracting for the operation of a 24/7 live answer helpline and public awareness activities.
- 4) Implementing educational strategies to prevent the on-set of problem gambling behaviors among Nebraskans.
- 5) Coordinating with local and federal health authorities to integrate resources to address problem gambling in Nebraska.

Counselor certification is administered by GAP staff, with input from the Compulsive Gambling Counselor Certification Advisory Board. GAP has awarded certification to an additional seven treatment providers, and many more professionals are at various stages in the certification process. During FY2009-10, the GAP participated in a Credentialing Review Program, which is designed to assess the status of state regulation of problem gambling counseling professionals. The potential result is the change in regulated status from a certification to a full licensure status for problem gambling counselors in Nebraska. (Please refer to APPENDIX D for a listing of the Compulsive Gambling Counselor Certification Advisory members and current certified counselors).

In addition to the duties described above, GAP staff benefit from opportunities to learn about and participate in problem gambling activities with national and international organizations. In partnership with the University of Nebraska Public Policy Center, the GAP is collaborating with multiple states to consider the development of National Outcomes Measures applicable to the prevention and treatment of problem gambling. GAP staff participates in the Association of Problem Gambling Service Administrators and with the Midwest Consortium on Problem Gambling and Substance Abuse.

FY2009-10 KEY ACCOMPLISHMENTS

- Implemented the requirements of LB1058 (2008) to establish the new roles and responsibilities of the State Committee on Problem Gambling.
- Participated in the 7th Annual National Problem Gambling Awareness Week (NPGAW). Public awareness efforts include a state proclamation, signed by Governor Heineman, declaring March as Problem Gambling Awareness Month; proclamations signed by local officials; and a policy briefing for state senators and their staff.
- Continued work with Magellan on outpatient treatment data collection and reporting, to be used as the basis for improving GAP services. Revised data reporting requirements to reflect trends in services and analyze potential standards for problem gambling assistance programs.
- Provided treatment services to approximately 250 individuals.
- Continued operation of the Statewide Helpline, serving almost 200 people.
- Provided over 1000 hours of direct education to communities about problem gambling.

FY2010-11 GOALS AND ACTIVITIES

- Complete a Strategic Planning process resulting in the adoption of a new Strategic Plan for the problem gambling prevention and treatment efforts in Nebraska to be continually implemented by the Gamblers Assistance Program and its providers with oversight by the State Committee on Problem Gambling.
- Continue collaboration with Iowa, Kansas and Missouri to host the 2010 and plan for the 2011 Midwest Conference on Problem Gambling and Substance Abuse.
- Participate in the development of National Outcome Measures for problem gambling,
- Provide information and support for the Comprehensive Problem Gambling Act (House Resolution (HR) 2906) introduced in Congress. HR 2906 authorizes SAMHSA to address problem gambling and appropriates \$71 million over five years for grants to state health agencies, tribes, universities and non-profits to support problem gambling prevention, treatment and research programs.
- Increase public awareness of problem gambling services that are available to affected persons through the helpline and public awareness and advertising activities.
- Integrate quality measures of effectiveness and assurance within the Division of Behavioral Health to address community concerns and treatment needs.

APPENDIX A

FY 2009 State Committee on Problem Gambling

- Steve Jung, Chairperson - Lincoln
- Sherrie Geier, Vice Chairperson - Lincoln
- Dennis McNeilly, Secretary - Omaha
- John Bekins - Omaha
- Carol Berglund - Lincoln
- Dennis Buckley - Lincoln
- Carmen Engelhardt - Hastings
- Janet French - Omaha
- John Hill - Omaha
- Edward Hoffman - Lincoln
- Steve Sloup - Lincoln
- Kenneth Timmerman - Omaha

APPENDIX B

Problem Gambling Resources

Nebraska Gamblers Assistance Program

www.dhhs.ne.gov/beh/gam/gam.htm

- Eric Hunsberger, Program Manager
eric.hunsberger@nebraska.gov
402-471-7822
- Maya Chilese, Clinical Treatment Coordinator
maya.chilese@nebraska.gov
402-471-7792

Nebraska Council on Compulsive Gambling

www.nebraskacouncil.com

- Jerry Bauerkemper, Executive Director
Exnccgjb@aol.com
402-292-0061
Helpline: 1-800-522-4700

The Odds Are - Youth Gambling Prevention Project

www.theoddsare.org

- Kit Boesch, Lancaster Human Services
Project Director
402-441-6868

Network of Care – a web based Behavioral Health Resource site

www.dhhs.ne.gov/networkofcare

National Council on Problem Gambling

www.ncpgambling.org

- Keith Whyte, Executive Director
ncpg@ncpgambling.org
202-547-9204

Association of Problem Gambling Service Administrators

www.apgsa.org

- Information on publicly funded programs in the United States.

APPENDIX C

FY2009-10 Treatment Service Providers

| Agency / Name | Service Area | Contact Information |
|--|--------------------------|--|
| CrossRoads Resources, LLC ➤ Joan Yekel | Chadron | 651 West 4th Street - P.O. Box 1299 Chadron, NE 68508 308 432-3920 |
| Renew Counseling, P.C. ➤ Richard Landrigan | Scottsbluff | 710 Grey Street Scottsbluff, NE 69361 308-632-2525 |
| ➤ Sue Huebner | North Platte / McCook | 120 East 12 th Street North Platte, NE 69101 308-532-0587 |
| ➤ Rebecca Green | Hastings | 1604 Road E Bradshaw, NE 68319 402-736-4713 |
| Hampton Behavioral Health & Family Services ➤ Betty Hampton | O'Neill | 316 E. Douglas Street O'Neill, NE 68763 402-336-3200 |
| Reflections ➤ Lisa Johnson | York | 520 N. Ohio Ave York NE 68467 402-362-7985 |
| First Step Recovery & Wellness Center, Inc. ➤ Rick McNeese, Ph.D. ➤ Jolene John-Beckstrom ➤ Thomas Booth ➤ Erica Sullivan | Lincoln | 210 Gateway Greentree Court #342 Lincoln, NE 68505 402-434-3966 |
| Choices Treatment Center ➤ Deb Hammond ➤ Janet Johnson ➤ Gary Cornish ➤ Becky Eder ➤ Lori Crowther ➤ Jeremy Eberly | Lincoln | 2737 N. 49th St, Suite #1 Lincoln, NE 68504 402-476-2300 |
| Changes ➤ Wanda Swanson | Lincoln/ Lancaster | 4535 Valley Road Lincoln, NE 68504 402-476-6207 |
| Mike Sullivan Counseling ➤ Mike Sullivan | Norfolk | 125 S. 4th St., Suite 217-P.O. Box 1815 Norfolk, NE 68702 402-750-6453 |

| Agency / Name | Service Area | Contact Information |
|--|--------------|--|
| Addiction & Mental Health Counseling ➤ Rob Walton | Norfolk | 125 South 4 th , Suite 212 Norfolk, NE 68701 402-841-3791 |
| Spence Counseling Center ➤ Carl Spence ➤ Charles Spence ➤ Mark Miller ➤ Megan Dreyer | Omaha | 12035 Q Street Omaha, NE 68137 402-991-0611 |
| Peace & Power Counseling ➤ Gina Fricke | Omaha | 6901 Dodge Street – Suite 1 Omaha, NE 68132 402-515-7412 |
| Heartland Family Service ➤ Harlan Vogel ➤ Janelle Holt ➤ Tanya J. Gorman ➤ Camilia Mendoza | Omaha | 2101 South 42 nd Omaha NE 68105 402-325-5605 |

FY2009-10 Service Contracts

| Agency / Name | Service Type | Contact Information |
|--|---|--|
| Nebraska Council on Compulsive Gambling ➤ Jerry Bauerkemper | Counselor Training & Helpline Services Statewide | 119 West Mission Avenue, Ste G Bellevue, NE 68005 402-292-0061 Office 1-800-522-4700 Helpline |
| UNL Public Policy Center ➤ Dr. Mark DeKraai ➤ Dr. Juan Ramirez | Evaluation of Problem Gambling Services in Nebraska | University of Nebraska PPC 215 Centennial Mall South, Ste 401 Lincoln, NE 68588-0228 (402) 472-0195 |
| Lancaster County ➤ Kit Boesch | Youth Prevention Services | Lincoln-Lancaster Human Services 1115 K Street, Ste100 Lincoln, NE 68508 (402) 441-6868 |
| GLW Children's Council, Inc ➤ Trisha Crandall | Youth Prevention Services | 250 S. 8 th Avenue Burwell, NE 68823-0638 (308) 346-4284 |
| Ayres Kahler ➤ Karen Brokaw | Prevention Services-Billboards | 5341 Pony Hill Court Lincoln, NE 68516 (402) 330-4764 |
| NE Radio Network/Learfield ➤ Mitch Herring | Prevention Services-Radio | 6800 Normal Blvd. Lincoln, NE 68506 (402) 330.4764 |

APPENDIX D

Compulsive Gambling Counselor Certification Advisory Board

Purpose

The Compulsive Gambling Counselor Certification Advisory Board meets at least twice a year to review the applications from individuals seeking to become Certified Compulsive Gambling Counselors. The Board reviews applications to determine if the applicant meets the current regulatory requirements. The Board also meets to review issues of certification and to make recommendations to the Division about changes in the certification process/procedures. Members of the Board are appointed by the Director of the Division of Behavioral Health.

Authority

Authority for the Board can be found in Title 201 NAC Chapter 6, Section 1.

Membership

| Name | Credentials | City |
|------------------|---|--------------|
| Michael Sullivan | Licensed Clinical Social Worker (LCSW), Certified Compulsive Gambling Counselor (CCGC) | Norfolk |
| Debra Hammond | Certified Compulsive Gambling Counselor (CCGC) | Lincoln |
| Harlan Vogel | Licensed Mental Health Practitioner (LMHP), Licensed Professional Counselor (LPC), National Compulsive Gambling Counselor II (NCGC), Certified Compulsive Gambling Counselor (CCGC) | Omaha |
| Sue Huebner | Licensed Mental Health Practitioner (LMHP), Certified Compulsive Gambling Counselor (CCGC) | North Platte |
| Cora Berry | Licensed Mental Health Practitioner (LMHP), Licensed Professional Counselor (LPC), Licensed Alcohol, Drug Counselor (LADC) | McCook |
| Betty Hampton | Certified Compulsive Gambling Counselor (CCGC), Licensed Independent Mental Health Practitioner (LIMHP), Licensed Alcohol and Drug Counselor (LADC) | O'Neil |

APPENDIX E

Testimonials

- I would like to thank you for the help I am getting. You see, if it weren't for the gambler's assistance fund, I would still be in a heap of trouble financially and be a mess with my mental state of well-being.
- I was broke not only financial[ly] but mentally and emotional[ly]. I thought there was no hope for me. I had been gambling for ten years. I had been hospitalized in California and Oklahoma for depression due to gambling. In Oklahoma while I was in a treatment program, I began gambling again and was moved out of the halfway house to the streets. I managed after two months to get a job and obtain housing. I decided to move closer to my family in Kansas and get away from the casino. Well guess what, I found casino's in Kansas. I lost my job in Kansas and move[d] to Grand Island, NE in April 2003. I thought this was to be a new beginning, one more time. It lasted only on month and I spent 3 days at the boats in Council Bluffs. When I got back my family, told me this was it. They were done!

I don't know where I would be today if I didn't have assistance from the Gambler's Assistance Program. I had a job but had a large debt load and no health insurance. If I had been turned away one more time I know I would not be here today.

It is not just existing but learning how to live on life's term, with serenity and peace. I will be forever grateful for the Nebraska Gamblers Assistance Program. I am not making excuses but there are not a lot of therapists or assistance for the compulsive gamblers. I should know I moved from CA, OK, KS and finally found help in NE. My biggest problem was not having the funds to be able to take the time that I needed for recovery. Recovery is not a quick fix, it takes time and a lot of hard work. I hope that I can help just one other person to find the road to recovery.

Thank you for saving my life.

- Having gone through two 30 day in-patient treatment programs that had little lasting effect, I have come to realize the value of ongoing therapy for problem gamblers. There are many more out there like me who have not had an opportunity to discover how wonderful life can be free of the oppressive yoke of gambling addiction.
- The care I received far exceeds any care I have received in the past. I had been to numerous counselors with no success. What also impresses me is the time they commit to community outreach. They bring awareness to the issues of compulsive gambling and the effect it has on families. I am very grateful that they were there in my time of need.
- We listened to six other people with gambling problems, and learned from them that our loved one was not any different than other compulsive gamblers. Without [that], we would have been very naïve, uneducated and alone. [It] gave us a place to go to cope and talk about the problem. There is no other way to say it: they saved our family.
- Our state should have resources available to help those unable to help themselves, similar to cancer patients or anyone with a disease. The costs involved will be minimal compared to the loss of quality of life, should they not be funded.
- I had a very hard time with stopping gambling suffering several relapses the first year I was in treatment. [She] never gave up on me. She was always there when I would call and in fact she would go out of her way just to make sure I was going to be okay. I owe my life to her and the treatment center.
- I am now over a year clean from gambling and feeling stronger than I had for a very long time. I am getting my life back under control and my family is becoming more and more strong as well.