

FOSTERING PARTNERSHIPS

The Maryland Center of Excellence on PROBLEM GAMBLING

INSPIRING CHANGE



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CONTENTS

4	Executive Summary
6	History and Context
7	Public Awareness
11	Treatment and Intervention Services
17	Peer Recovery Support
18	Training and Education
20	Prevention
22	Public Policy
23	Research
24	Future Directions

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EXECUTIVE SUMMARY

During FY2019, the Maryland Center of Excellence on Problem Gambling (The Center) focused on increasing awareness of, and participation in, “no cost treatment in Maryland” and the expansion of its Peer Recovery Support Specialist (Peer) program. In addition, the Center targeted awareness to active military and veterans by launching an in-depth 30-hour training for on-base clinicians and developing a 25-minute documentary, *Glenn’s Gamble: A Marine’s Battle for Gambling Addiction Recovery*.

PUBLIC AWARENESS

The Center expanded its public awareness and outreach efforts in FY2019 reaching over 8,600 individuals and organizations across all efforts and distributing over 100,000 materials. Over 200 organizations were contacted with awareness messages by prevention, clinical and peer staff in 24 jurisdictions. During March Problem Gambling Awareness Month, the Center engaged in conversation with over 1,100 staff at back-of-house exhibit tables in four Maryland Casinos. The Center, with key stakeholders, participated in 25 community events reaching over 4,600 Maryland residents. A new documentary, focusing on active military and veterans, was developed and released by the Center: *Glenn’s Gamble: A Marine’s Battle for Gambling Addiction Recovery*.

TREATMENT AND INTERVENTION SERVICES

In FY2019, the provision of “no cost treatment” to Maryland residents for problem gambling, regardless of insurance or income status, continued as part of the collaboration between the Behavioral Health Administration (BHA), Beacon Health Options, Inc. (Beacon) and the Center. To further the integration of treatment services, the Center reached out to over 200 agencies, organizations and private practitioners in the behavioral health field as the means to increase the capability for treatment for problem gambling, a 65% increase in outreach this fiscal year. The number of Maryland residents (gamblers/concerned others) in various jurisdictions across the state who took advantage of “no cost treatment” more than quadrupled in FY2019.

PEER RECOVERY SUPPORT

In the second year of the Peer program, the Peers assisted triple the number of individuals with problems due to their gambling activity, 18% of whom were referred to, and participated in, clinical counseling. In addition, referrals to Gamblers Anonymous (GA), financial counseling, and the Maryland Voluntary Exclusion Program (VEP) were offered to all clients. By the conclusion of FY2019, three Peers were employed covering all of Maryland.

TRAINING AND EDUCATION

In FY2019, over 2,000 total participants from every jurisdiction in Maryland attended one or more of the 39 clinical training and education programs conducted by the Center, both in-person and online. The 7th Annual Maryland Conference on Problem Gambling, held on June 14, 2019, drew 385 health care professionals representing 22 Maryland Jurisdictions, with 17 organizations offering problem gambling/responsible gambling resources. A 30-hour, four-day problem gambling clinical training for on-base clinicians working with active military was launched on the Marine Corps Base at Quantico, VA. Online training (on demand and live webinars) exceeded 900 participants.

PREVENTION

In FY2019, the Center's Prevention program focused on capacity building with the goal of providing grants to youth-serving organizations and statewide organizations serving special populations at risk for underage and problem gambling. The total number of people reached through Prevention was 35,436 with 11,622 printed materials distributed. Through small grants of \$1,000-\$2,500, 62 Maryland youth were trained on underage and problem gambling prevention to implement 10 prevention strategies reaching 5,443 youth in Anne Arundel and Prince George's County. Through a \$10,000 grant, The National Alliance on Mental Illness (NAMI) sent six e-newsletter messages to their list serv of 25,000 as well as displayed the Center's materials at 11 community events reaching over 4,230 people. The Maryland Association of Prevention Professionals and Advocates (MAPPA) distributed 4,200 problem gambling prevention materials across the State through the substance abuse prevention coordinators network.

PUBLIC POLICY

The Center, in concert with the Legal Resource Center for Public Health Policy and the Public Health Law Clinic at the University of Maryland Francis King Carey School of Law, actively scanned public policy issues arising in Maryland around responsible and problem gambling. The Legal Resource Center participated in regularly scheduled meetings with behavioral health organizations to stay abreast of current issues and designed and distributed fact sheets to legislators to ensure problem gambling remained in relevant conversations with key stakeholders. The Center engaged with stakeholders through meetings and presentations including the Maryland Lottery and Gaming Control Agency, Behavioral Health Administration, Problem Solving Courts and Casino representative to discuss best and therapeutic practices for gambling in Maryland.

RESEARCH

The Research Program on Gambling continued its collaboration with the Center in analyzing Peer data and other research initiatives. In FY2019, Research assisted the Center's Prevention programs with data collection regarding mental health surveys and processes for focus groups aimed at targeting populations across the state.

HISTORY AND CONTEXT

Fiscal Year 2019 was the seventh year of operation of the Maryland Center of Excellence on Problem Gambling (the Center). The Center is part of the University of Maryland School of Medicine, Department of Psychiatry, with its Research Division located within the Department of Epidemiology and Public Health.

Mission: The Center promotes healthy and informed choices regarding gambling and problem gambling through public awareness, training and education, prevention, technical assistance to the behavioral health care system, peer recovery support, research and public policy. It does so by working closely with appropriate state stakeholders and bringing together experts from a variety of disciplines including psychiatry, medicine, epidemiology, social work, law and others.

The Center began operation on July 1, 2012 to help address the expansion of legal gambling availability within Maryland. Legislation authorizing this expansion also provided for a problem gambling fund to be established and administered by the Maryland Department of Health (MDH; formerly the Maryland Department of Health and Mental Hygiene) Behavioral Health Administration (BHA; formerly Alcohol and Drug Abuse Administration). The fund was designated to provide support for problem gambling research, public awareness, training, helpline services and prevention.

The primary goal of the Center is to minimize the risks and problems associated with gambling in the State of Maryland. In FY2019, ongoing outreach to behavioral health providers and private practitioners to engage in the State's "no cost" treatment program for problem gamblers and their families /significant others continued increasing 65% over FY2018. The Referral list for Providers of no-cost treatment at the end FY2019 totaled 101 providers.

The Center, with support and funding from BHA, continued to build its Gambling Peer Recovery Support Specialist services. In FY2019, the Peer Recovery Support program quadrupled the number of Maryland residents they assisted, 18% of whom entered clinical counseling.

In FY2019, The Center focused on active military and veterans based on the National Defense Authorization Act which specifies the provisions requiring members of the Armed Forces to be screened for gambling disorder. The Center developed an on-base problem gambling clinical training for the Marine Corps base at Quantico VA. In addition, the Center developed a 25-minute documentary *Glenn's Gamble: A Marine's Battle for Gambling Addiction Recovery*.

Prevention expanded its initiatives in FY2019 with key Maryland stakeholders, Maryland Chapter of the National Alliance for Mental illness (NAMI, MD) and Maryland Association of Prevention Professionals and Advocates (MAPPA), and groups in Casino counties for youth-developed problem gambling awareness activities to their peers.

KEY CENTER ACCOMPLISHMENTS FY2019

- Premiere of new documentary: *Glenn's Gamble: A Marine's Battle for Gambling Addiction*.
- Maryland residents accessing "no cost treatment" quadrupled.
- Gamblers served by Peer Recovery Support Specialists tripled.
- 30-hour/Four-day on-base military clinical training launched at Marine Corps Base, Quantico, VA.
- Implementation of prevention grants to youth peer to peer and statewide partners.
- One-page overview of Sports Betting was developed and distributed to Legislators.
- Analytical supports for Peer and Prevention research initiatives.

PUBLIC AWARENESS

The Center's public awareness efforts remains a key focus on reducing the stigma of problem gambling and informing Marylanders of help and treatment resources that are available to decrease any harm that gambling may be creating in their lives. FY2019 Public Awareness initiatives continued to promote "no cost treatment" within Maryland and the Center's Gambling Peer Recovery Support Program. Outreach and awareness to active Military/veterans also became a focus with the development and premiere of a gambling and military focused documentary. Total FY2019 awareness and outreach efforts of the Center's resources reached over 8,600 individuals and organizations across all efforts (training, presentations, events, etc.). In addition, the Center distributed over 100,000 awareness materials.

GENERAL AWARENESS AND OUTREACH

Outreach to Providers/Organizations

At the end of FY2019, 215 organizations had been engaged in 24 jurisdictions through a prevention, treatment, and/or peer recovery focus. This engagement included the education of problem gambling prevention; integration of problem gambling into treatment protocols, as well as participation in the problem gambling reimbursement program ("no cost treatment"); and information promoting use of gambling peer support in recovery programs. Of these organizations, 65% contacted (n=140) had not been engaged by the Center previously.

Gambling Peer Support Presentations

At the end of FY2019, the Center's Peer Recovery Support Specialists, many who are in recovery of gambling addiction, conducted 39 presentations on problem gambling within treatment and addiction centers reaching 767 individuals, offering resources and support to those that may be struggling with gambling behaviors. In addition, the Center's Peers are active within Gamblers Anonymous expanding their outreach and help.

Prevention Awareness

In FY2019, prevention activities expanded across the full age continuum with 14 awareness presentations, reaching over 2,100 individuals and educators.

Awareness of Treatment Services

Awareness of problem gambling "no cost treatment" for Maryland residents regardless of insurance coverage, financial status, or ability to pay continues to be a key message. Flyers highlight "no cost treatment" were included within all outreach activities/materials, including clinical trainings. Due to this awareness effort, 67% of FY2019 help seeker referrals from the Maryland Helpline were referrals to "no cost" treatment providers.

AWARENESS CAMPAIGNS

March 2019 – Problem Gambling Awareness Month

This annual grassroots public awareness and outreach campaign was created and sponsored by the National Council on Problem Gambling to educate the general public and health care professionals about

the warning signs of problem gambling and to raise awareness about the help and resources available within the state.

In FY2019, awareness during this March campaign was expanded:



- *The Guide for Health Care Professionals* was developed and distributed to over 250 providers for awareness and education.
 - Over 15,000 awareness materials (flyers, brochures, items with helpline number) were distributed in March.
 - E-marketing campaign, including web links, was created and distributed to over 2,500 Maryland behavioral health professionals.
 - Proclamations recognizing March as Problem Gambling Awareness Month in the state of Maryland were received from the Governor's office and the Maryland Senate.
- The Center Staff exhibited "back of house" at four (4) Maryland Casinos (Live! Casino, Horseshoe Casino, Casino at Ocean Downs, MGM National Harbor) and had the conversation about gambling and problem gambling with over 1,100 Casino staff.
 - In partnership with the Maryland Lottery Responsible Gambling Program, public service announcements (PSAs) ran on radio (1,496 PSAs) and local television channels (1,159 PSAs) throughout the state during the month of March. In addition, 407,111 digital billboard spots were placed.

Annual Awareness Campaigns

State and national awareness campaigns are a significant component of the Center's awareness activities, and include specific messaging for web postings, social media messaging, directed email communications and flyers/posters for distribution within communities.

In FY2019, targeted problem gambling awareness around monthly campaigns included, but was not limited to: National Recovery Month (September); Problem Gambling and Domestic Violence (October); Veterans Awareness Month (November); Lottery Holiday Campaign/Don't give scratch off tickets to children (December); Sports Betting (February and March); and general wellness (January, April, May and June).

COMMUNITY EVENTS

Center Sponsored Activities

The Center staff interacted with over 2,500 Marylanders at 16 events in eight jurisdictions, having one-on-one conversations about responsible gambling, gambling peer recovery support, and "no cost treatment" now available for individuals and their families.

Faith-Based Awareness

The Center, in collaboration with the Maryland Council on Problem Gambling (MCPG), continued outreach efforts to faith and spiritual communities as "first time responders" in supporting individuals, families and communities in their understanding of low and high risk gambling; increasing public awareness about problem gambling and the resources for treatment and peer recovery; and expanding awareness to health and wholeness ministries they lead.



In FY2019, MCPG awarded four small awareness grants to faith-based organizations in Casino counties (Allegheny, Anne Arundel, Baltimore City, Prince George's): Kingdom Celebration Center; The Healing

Institute; LaVale United Methodist Church; and True Freedom International Ministries. A total of nine awareness events were held reaching over 2,100 residents.

PRINTED MATERIALS AND GIVEAWAYS

The Center continues to develop and freely distribute flyers, posters, rack cards and brochures. New materials are created around specific topics (such as suicide and problem gambling) and targeted populations (such as veterans). In addition, promotional items are distributed with the Maryland Helpline number (1-800-GAMBLER) and the help seeker website helpmygamblingproblem.org. In FY19, over 100,000 awareness materials were distributed.

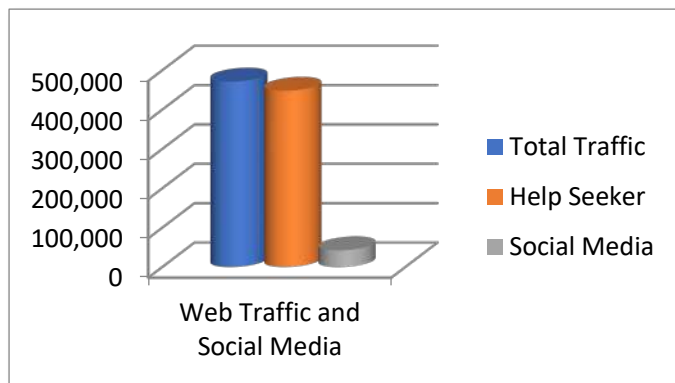


Gambling Peer Support

In collaboration with the Maryland Coalition of Families (MCF), the Center developed a Gambling Peer Support rack card for individuals (Center Peer Support) and families (MCF Peer Support). In addition, the Center worked with the Maryland Lottery and Gaming Control Agency (MLGCA) to include these Peer Support cards within the Maryland Voluntary Exclusion Program packets and be available at responsible gambling offices within Maryland casinos. Over 5,000 Peer Support cards were distributed in FY2019.

INTERNET ONLINE

Total web traffic in FY2019 increased 20% over FY2018 recording over 471,000 visits. Of this total traffic, 95% was reported on the help seeker website helpmygamblingproblem.org, a 23% increase over FY2018. The main repository for the Center's resources, mdproblemgambling.com, also reported a slight increase in traffic.



Social Media (includes Google Ads on Facebook, Twitter and Instagram) recorded over 42,000 views/clicks in FY2019.

The Center also supports an additional six websites, developed with targeted messaging around specific public awareness campaigns to special populations, including dedicated website *militarygamblesafe.org* designed for military and veterans. This website was launched in June 2019, to support the premier of the new documentary *Glenn's Gamble*.

PUBLIC SERVICE ANNOUNCEMENTS (PSAs) and DOCUMENTARIES

The Center maintains a library of over 55 PSAs that encompass a variety of awareness messaging focused on topic, age group, special population, and/or lottery/scratch-off play. Many of these PSAs have been enhanced to include “no cost counseling now available” messaging. In FY2019, YouTube recorded over 700,000 views on the Center’s channel.

The Center maintains two (2) documentaries: *Understanding Joy: The Devastation of Gambling Addiction* and *The Gambling Connection to Opiate Use: Personal Experiences*. In FY2019, the Center, in collaboration with MedSchool Maryland Productions, funded a third documentary to focus on active military and veterans in support of the National Defense Authorization Act.

Glenn's Gamble: A Marine's Battle for Gambling Addiction Recovery follows a decorated and dedicated Marine deployed in middle-east danger zones whose life is spiraling out of control when he develops a gambling problem and starts engaging in illegal activities to get money for gambling. This 25-minute documentary follows Glenn as he channels his forceful Marine determination and strength toward treatment and recovery. *Glenn's Gamble* premiered to over 380 people on June 14, 2019, during the Center’s 7th Annual Maryland Conference on Problem Gambling. Over 500 DVD copies of *Glenn's Gamble* were distributed to providers and organizations across Maryland in the month of June.



TREATMENT AND INTERVENTION SERVICES

During FY2019, the Center reached out to over 200 agencies, organizations and providers to increase the capability of treatment for problem gambling. Through the efforts of the Center, in collaboration with Beacon Health Options, Inc., and the Behavioral Health Administration, the number of individuals in treatment increased 53%. In addition, the Center's Peer Recovery Support Specialists navigated help seekers to treatment.

IMPROVING THE PROVISION OF NO COST TREATMENT FOR GAMBLING PROBLEMS

Data from Medicaid providers continues to indicate that problem gambling is being addressed within the existing behavioral health programs. In FY2019, 3,470 individuals in treatment for a substance abuse disorder had gambling problems identified and addressed as a co-occurring issue, recording a 53% increase from FY2018 (n=2,242).

In FY2019, the program to reimburse behavioral health providers and private practitioners for provision of "no cost treatment" to Maryland residents for problem gambling, regardless of insurance or income status, continued as part of the collaboration between the Behavioral Health Administration (BHA), Beacon Health Options, Inc. (Beacon) and the Center. This reimbursement continues to include out-patient and residential services for both the gambler and/or concerned others. At the end of FY2019, there were 101 behavioral health providers and private practitioners listed on the Maryland Problem Gambling Provider Referral Network Directory providing "no cost treatment" to their clients. The Center continues its awareness to providers to participate in this reimbursement initiative and to educate Maryland residents on the availability of treatment for their gambling problems at no cost.

As reported by Beacon, providers in the reimbursement program billed for 236 Maryland residents from various jurisdictions across the state. All indicated financial debt as a crucial factor in seeking no-cost treatment: 29% borrowing money from family friends/others; 18% indicating credit card debt; 18% unable to pay bills; and 13% dipping into their savings accounts. In addition, the Center's Peer Recovery Support Specialists referred a total of 157 help seekers in FY2019 to "no cost treatment" providers with 29% (n=45) confirmed to attend at least the first treatment session, 18% (n=29) refused the referral.

INTEGRATED INTERVENTION APPROACHES FOR COMMUNITIES

During FY2019, the Center continued to reach out to agencies, organizations and private practitioners in the behavioral health field as a means to increase the capability to provide no cost treatment for problem gambling and gambling disorder. The Center's clinical staff continued their role to provide technical assistance for addressing and integrating problem gambling awareness, prevention, capacity building, and treatment strategies. The Center continues to provide in-service and clinical training throughout the year (see Training section for details).

RESPONSIBLE GAMBLING COLLABORATION AND VOLUNTARY EXCLUSION PROGRAM (VEP)

The Center continues its participation in the Maryland Alliance for Responsible Gambling (MARG). MARG, a statewide partnership for responsible gambling, sponsored by the Maryland Lottery and Gaming Control Agency (MLGCA), continued to address ways to minimize the potential harm that may arise from gambling behavior and coordinated resources to address problem gambling in Maryland. The Alliance members include representatives from MGLCA, Maryland Department of Health Behavioral Health Administration (BHA), Maryland Department of Public Safety and Correctional Services, Maryland State Senate, Maryland House of Delegates, Maryland Council on Problem Gambling, Maryland's six casinos, and other interested nonprofit organizations serving individuals with gambling addiction. MARG meetings were held throughout FY2019.

The Maryland Voluntary Exclusion Program (VEP), operated by the Maryland Lottery and Gaming Control Agency (MLGCA), is available for individuals who identify gambling as a problem. VEP continues to be an effective self-assessment tool available to those individuals who find themselves at-risk in any of the Maryland gaming venues (six Maryland casinos, six of Maryland's largest Bingo Halls, and the Maryland Lottery) to limit, control or stop their gambling behavior. The Center continues to work collaboratively with the MLGCA to incorporate up-to-date information/materials on resources available to the problem gambler or concerned other during their application process.

Individuals who seek removal from the VEP program, after their initial two years are over, are required to complete a Healthy Lifestyle Choices Workbook, designed as a self-assessment tool. Upon completion of the workbook, the individual seeking removal from the program must meet with a counselor (referral made by the Center) for a review of this self-assessment. In FY2019, 18 counselors in ten (10) jurisdictions (including four of the six casino districts) continue to remain on the referral list. In FY2019, the Center received 119 requests for removal from the VEP list, with 67% (n=80) individuals completing that process.

The VEP is a valuable resource for the help seeker in their first step in harm reduction of gambling behavior. In FY2019, the Center's Peers referred one hundred six (n=106) individuals to VEP and supported them through the application process.

The Center will continue to collaborate with MLGCA and BHA to ensure that VEP continues to be one successful tool for gamblers on the road to recovery.

MARYLAND PROBLEM GAMBLING PROVIDER REFERRAL LIST

A main priority for the Center is to continue to connect help seekers with resources to treatment and recovery within their communities. The Maryland Problem Gambling Provider Referral List (the Providers List) is maintained and updated by the Center and utilized as a referral source for callers to Maryland's Problem Gambling Helpline, 1-800-GAMBLER. In addition, an interactive referral directory is also available on the Center's help seeker website – helpmygamblingproblem.org. (See Figure 00)

In FY2019, a total of 101 providers were listed on the Center's Provider List, representing 19 jurisdictions in Maryland, including the six casino jurisdictions (Allegany, Anne Arundel, Baltimore City, Cecil, Prince George's and Worcester) (see Figure 1). Of these providers, 100% were participating to provide "no cost treatment" to problem gamblers or concerned others.

The Center continues to outreach to organizations and private practitioners to be listed on the Center Network Provider list; expand participation to cover every jurisdiction within the state; provide technical assistance as needed; and encourage participation in the problem gambling reimbursement program.

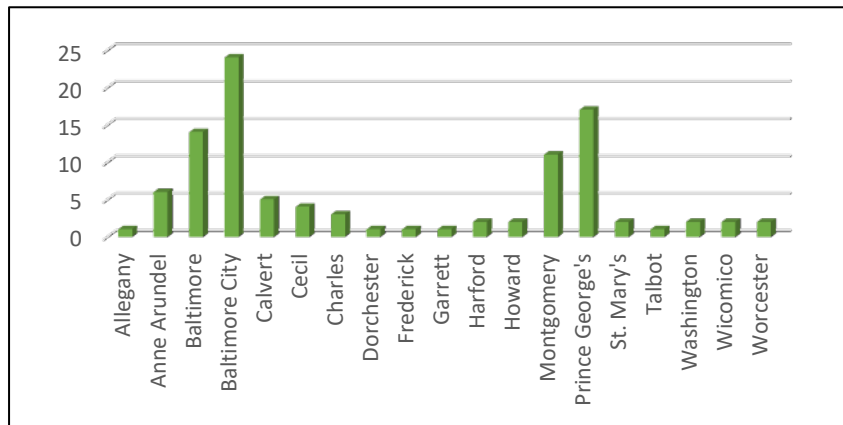


Figure 1: Providers in Referral Network by Jurisdiction

HELPLINE 1.800.GAMBLER

In FY2019, total Help seeker volume (Calls, Text and Chats) totaled 474, a 13% decrease over FY2018 (n=606) (see Figure 2). This decrease in calls may be attributed to alternate ways help seekers are reaching out, specifically through electronic media. This alternate to calls can be supported by the 20% increase in web traffic in FY2019.

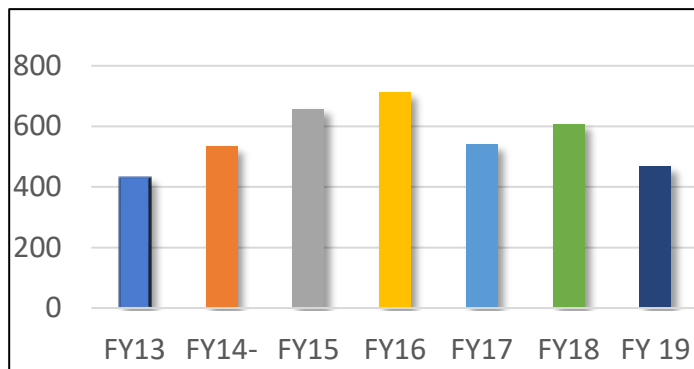


Figure 2: Help Seeker Total Volume (calls, texts, chats)

Helpline Caller Characteristics and Demographics

In FY2019, 53% of Helpline calls originated from the six casino districts in Maryland, remaining steady with the percentages reported in FY2018. Calls in the Eastern region of the state were beginning to increase. Frederick County also doubled the number of calls in FY2019. (See Figure 3)

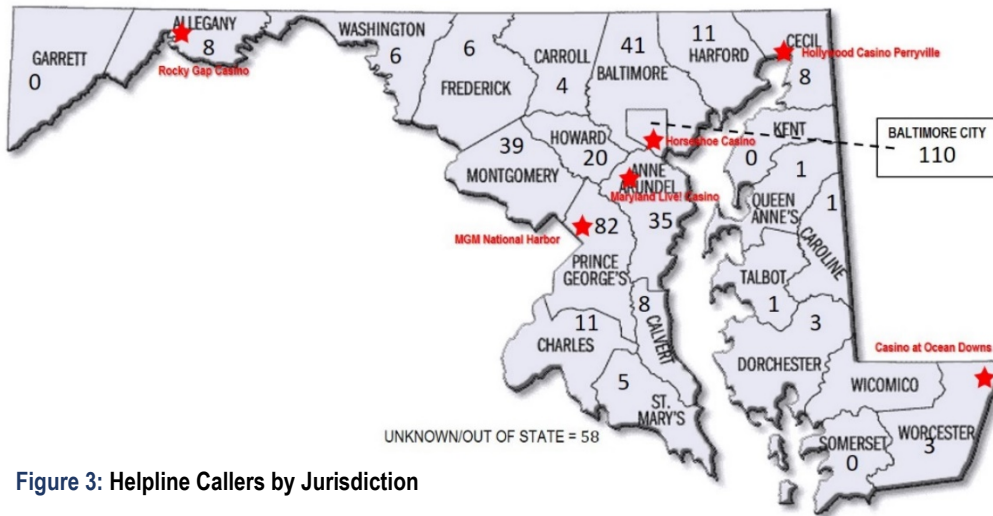


Figure 3: Helpline Callers by Jurisdiction

Caller Age

In FY2019, callers between the ages 35-64 made up 48% (n=225) of the total number of calls to the Helpline, followed by those between the ages of 18-34 at 16% (n=76). In FY2019, one call was recorded from an individual under the age of 12 and two calls from individuals between 13-17 years of age.

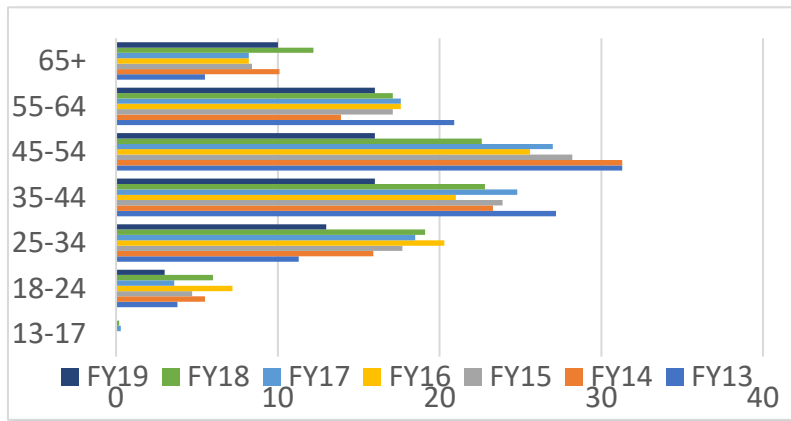


Figure 4: Helpline Callers by Age Group F13-FY19 (Percentage)

Primary Gambling Problem

Casino slots and table games continue to be the primary gambling problem reported by Helpline callers representing 60% of total callers (See Figure 5). Lottery and scratch offs were identified at 9% by help seekers, and 12% chose not to share their choice of gambling activity.

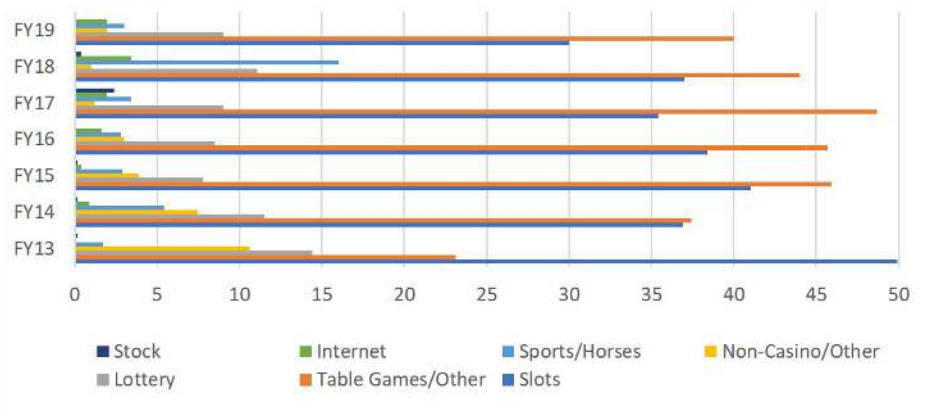


Figure 5: Primary Gambling Problem Reported by Helpline Callers Percentage

Caller Ethnicity

In FY2019, European Americans and African Americans continue to comprise the majority of Helpline callers (87%). However, calls from African Americans, Asian Americans and Latino help seekers increased slightly. (See Figure 6)

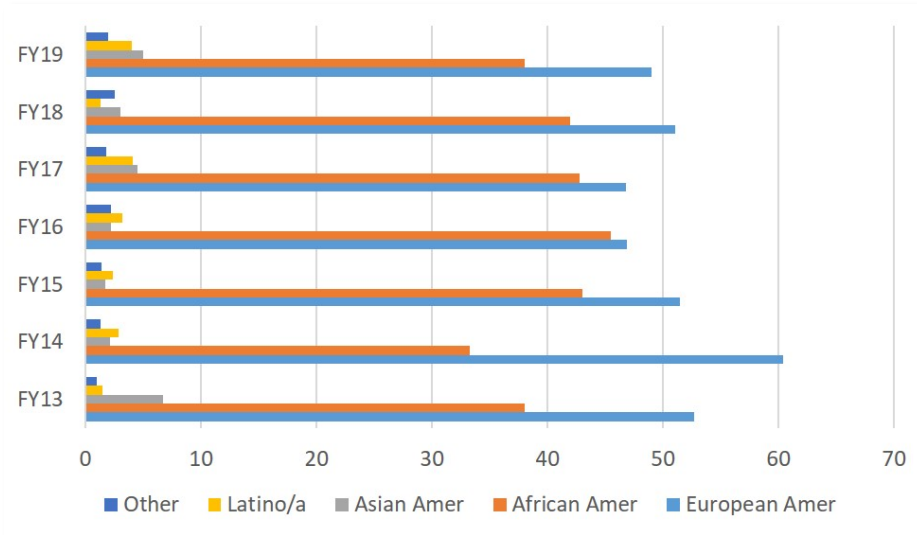


Figure 6: Helpline Callers by Ethnicity

Primary Source of Helpline Number

In FY2019, Electronic media (38%) (internet, TV, radio) continues to be the primary source for connecting Maryland residents to the Helpline, as does casinos (25%). Referrals from family/friends increased slightly over FY2018, due in part to service providers beginning to use the Helpline as a referral source within the community.

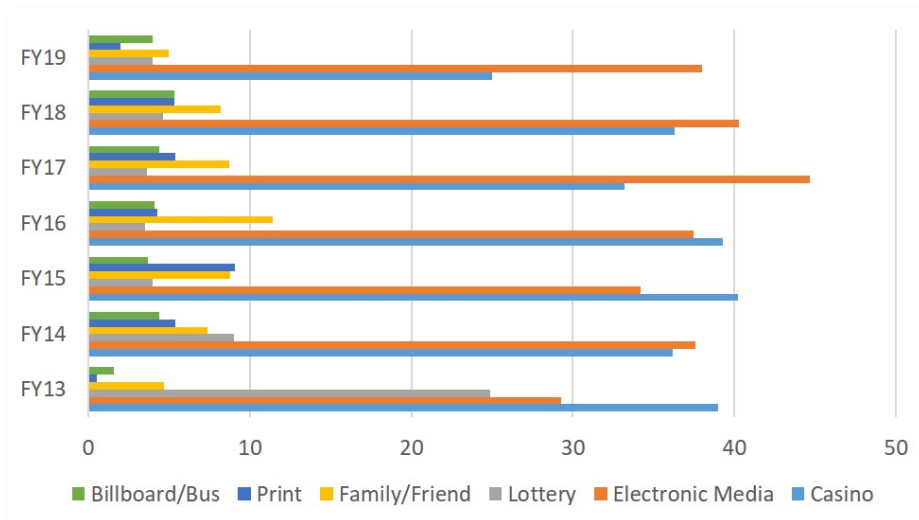


Figure 7: Where Callers Learned of Helpline

Who is Calling

In FY2019, as was the case in FY2018, most calls to the Helpline were gamblers, representing 75% of total help seeker calls. Calls from a parent or child (son or daughter) increased slightly.

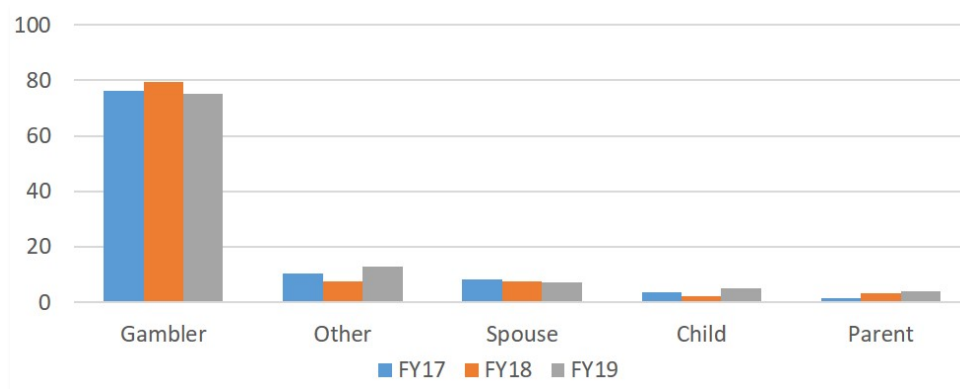


Figure 8: Person Who is Calling

Helpline Caller Referrals

In FY2019, the top three referrals requested by help seekers were: “No Cost” Treatment Provider (67%); Gamblers Anonymous (62%), and Peer Support (58%). Internet resources and Maryland Voluntary Exclusion Program (VEP) have continued to also be frequently requested. Requests for family peer support through Maryland Coalition of Families (MCF) also increased. (See Figure 9)

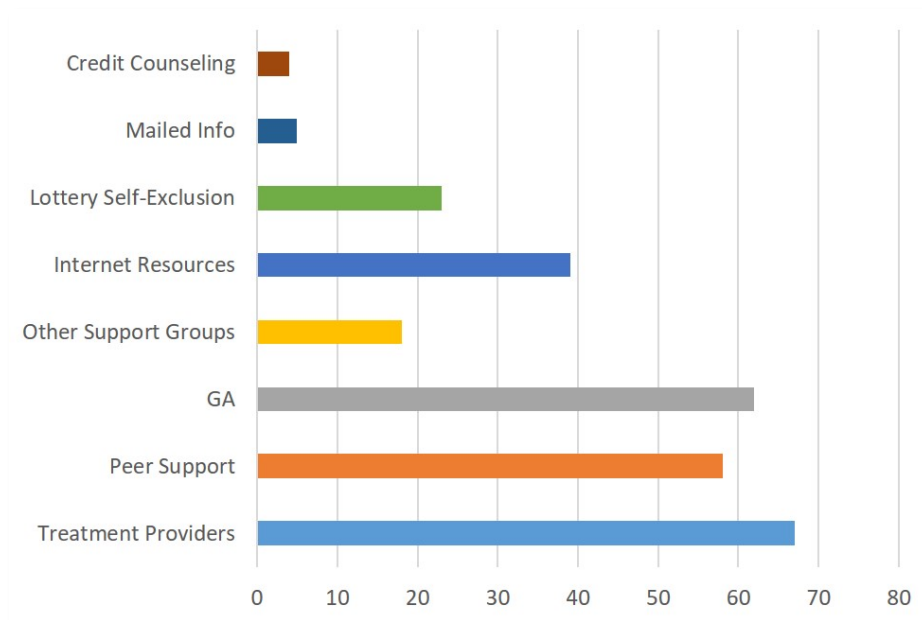


Figure 9: Helpline Caller Referrals

PEER RECOVERY SUPPORT

In FY2019, The Center Peer Recovery Support Program Specialist (Peer) program was in full operation with three Peers. The Center's Peers have lived experience in recovery and are well-trained in assisting those seeking help with gambling behavior. With this experience, the number of help seekers the Peers assisted tripled over the previous fiscal year.

HELP SEEKERS SERVED

Peers receive referrals to individuals seeking support for their gambling problems from the Center's Helpline, community behavioral health providers, and private practitioners. In FY2019, 244 individuals were assisted by the Peers.

Referral data tracked includes referrals to Treatment Providers, Gamblers Anonymous (GA), Maryland VEP, and Financial Counselors. Of the individuals served by Center Peers in FY2019, 157 were referred to "no cost treatment" providers, with 29% (n=45) being confirmed as attending at least the first treatment session.

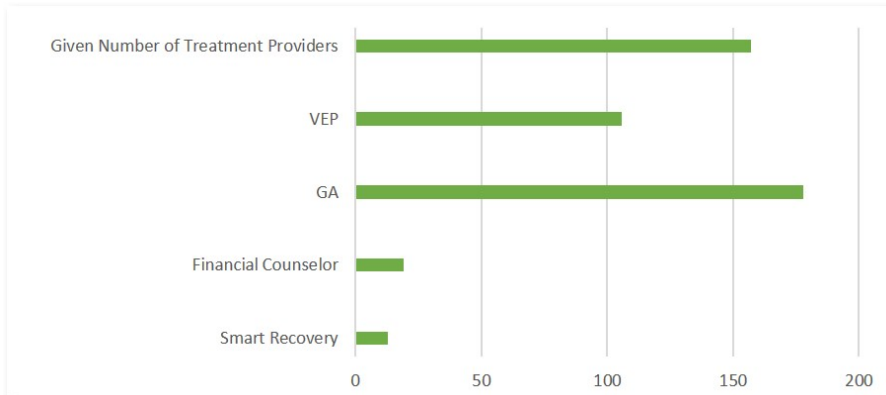


Figure 10: Peer Referrals

PEER AGENCY/COMMUNITY OUTREACH

In FY2019, Peers provided outreach to 158 agencies and organizations across Maryland to provide awareness of the Center and its resources; connect with existing peer support specialists located within their treatment delivery system; offer assistance within their client base and community and provide resources for those identified as having a problem gambling disorder. In addition, Peer staff participated in 74 community events and presentations, interacting with over 2,500 individuals offering information and resources regarding Peer recovery support.

COLLABORATION WITH THE MARYLAND COALITION OF FAMILIES (MCF)

In FY2019, the Center continued its partnership with the Maryland Coalition of Families (MCF) to ensure support for the family members of problem gamblers who are faced with the negative consequences created by the gambler's out of control gambling behavior. This expansion of services to include problem gambling, which began in 2018, builds on MCF's history supporting families with other behavioral health needs. The Maryland Helpline referred 23% (n=98) of help seekers to MCF for family support. The Center Peers also worked collaboratively on a one-on-one basis with the MCF liaison, providing 53 direct referrals of family members. Collaboration between the Center and MCF includes education and co-staffing at community outreach events.

TRAINING AND EDUCATION

Outreach through clinical training and education programs across the state continues to be a key initiative for The Center. These programs build the capacity to address and treat problem gambling among mental health, substance use, other health care, social services and prevention providers. In FY2019, over 2,000 total participants, representing a 16% increase over FY2018 participation, from every jurisdiction in Maryland attended one or more of the 39 clinical training and education programs conducted by the Center, offered in-person and online.

ANNUAL MARYLAND CONFERENCE ON PROBLEM GAMBLING

The 7th Annual Maryland Conference on Problem Gambling, sponsored by the Maryland Department of Health Behavioral Health Administration, was held on June 14, 2019 at the BWI Airport Marriott. This statewide learning forum brought together 385 attendees representing 22 Maryland jurisdictions to better understand and address the impact of gambling and problem gambling on individuals, families and communities.

The theme of the one-day conference, *Creating Connections to Help and Hope* was reflected in three keynote presentations and one panel by local and national experts highlighting collaborative approaches to research, treatment, prevention and recovery. In addition, 17 organizations offering services throughout the state shared their community resources during conference breaks and three research posters engaged the audience with gambling prevalence in Maryland. The highlight of the Conference was the premiere of a new Center documentary: *Glenn's Gamble: A Marine's Battle for Gambling Addiction Recovery*.

AGENCY, REGIONAL AND STATEWIDE CLINICAL IN-PERSON TRAININGS AND PRESENTATIONS

The Center offered a total of 20 in-person clinical problem gambling training programs and presentations across all regions reaching over 640 clinicians and health professionals.

These programs included: Three 12-hour/Two-day Provider Problem Gambling Clinical Trainings, held in Cecil, Howard, and Montgomery counties, to support the capability of providers participating in “no cost treatment” to Maryland residents; Four advanced one-day programs in four jurisdictions (Allegany, Howard, Montgomery and Talbot) covering a variety of topics to increase treatment strategies; Three in-service clinical programs requested by agencies in three jurisdictions (Anne Arundel, Baltimore, and St. Mary's); and Seven presentations to clinicians and staff at agencies and organizations locations in five jurisdictions (Anne Arundel, Baltimore City, Charles, Howard and Prince George's).

MILITARY FOCUSED CLINICAL TRAINING

In FY2019, the Center designed a 30-hour, four-day problem gambling clinical training for on-base clinicians working with active military. The need for the training was prompted by the 2019 Defense Authorization Act, Gambling Disorder Screening Provision. This four-day training program was held on the Marine Corps Base at Quantico, VA, with 19 clinicians attending and completing the training.

FAITH-BASED TRAINING

In collaboration with the Center, the Maryland Council on Problem Gambling (MCPG) conducted two training programs in FY2019, both online and in-person. Held during March Problem Gambling Awareness Month, a webinar entitled *Partners in Recovery-Families and Problem Gambling* drew 31 attendees.

MCPG continues to promote the Clergy/Lay Ministers Problem Gambling Credential Training program. In FY2019, MCPG held four different training modules in eight different programs with a total of 34 lay/clergy attending the programs.

TRAINING FOR FAMILY SUPPORT, MARYLAND COALITION OF FAMILIES (MCF)

The Center partners with MCF to provide gambling peer support for families (MCF Peers) and individuals (the Center Peers). To that end, the Center provides problem gambling training for MCF staff to increase their capability of providing support when needed. In FY2019, the Center conducted three online, live webinars with a total attendance of 66 peers. Topics included: Suicide and Gambling; youth and Problem Gambling; and Working with Families Living with Gambling Disorder.

ONLINE TRAINING

In FY2019, participation exceeded 900 for the Center's online training programs, both the monthly live webinars and its two-part clinical on-demand programs hosted on the Center's main website.

Live Webinars

The Center continued its presenter-led, one-hour Clinical Problem Gambling Webinar Series. A total of 563 participants attended the nine webinars, which covered topics of prevention, treatment and recovery.

On Demand

The Center's two on-demand training programs (launched in FY2016), *Integrating Problem Gambling into Substance Abuse Disorder and Mental Health Treatment, Part One and Two*, hosted on mdproblemgambling.com, are designed for staff at any level within state health departments/organizations. These programs further expand the commitment to integrate gambling counseling within existing behavioral health programs. At the end of FY2019, over 350 unique individuals had completed the on-demand training.

CASE CONSULTATION CALLS

The Center continues to provide Case Consultation Calls four times a month to enhance the skills and competence of treatment providers to address the needs of clients with gambling problems and provide additional supervision support for national gambling counseling accreditation requirements. A total of 25 unique individual counselors from 11 jurisdictions participated in the calls in FY2019.

NATIONAL TRAINING

The Center staff attended the 32nd National Conference on Problem Gambling in Cleveland, OH, to further their education and networking on problem gambling and responsible gambling. The Center received the "Best Public Awareness Campaign" award for the FY2018 Statewide Multimedia Campaign. In addition, the Center also presented a workshop at the Conference on Problem Gambling Peer Support with 35 participants.

PREVENTION

The goal of the Center’s Prevention program is to prevent underage and problem gambling in Maryland by using the public health model, including needs assessment, capacity building, strategic planning, implementation, and evaluation. The Center’s prevention efforts in FY 2019 focused on capacity building to work with community organizations and schools collaboratively through special populations and youth grants to address underage and problem gambling prevention. In FY 2019, there were two special population grants, one interagency grant, and four youth grants. Through the grant program twenty-two projects were completed, reaching at least 34,673 people with 7,622 printed materials distributed and six e-newsletter messages distributed reaching 25,000 people. The total number of people reached through the Prevention program in FY 2019 was 35,436 with 11,622 printed materials distributed.

SPECIAL POPULATION GRANTS

National Alliance on Mental Illness (NAMI), Maryland

In FY 2019, the Center established a collaborative grant agreement with NAMI, a National non-profit organization with the mission of raising awareness and providing support to those affected by mental illness. Research shows those with mental illnesses are more likely to be problem gamblers, so the Center provided a \$10,000 grant to NAMI, Maryland to integrate problem gambling prevention into existing programming. In FY 2019, the collaboration was established, deliverables were determined, and progress was monitored. A survey for mental health providers was developed and approved through the IRB for use in June 2019. A decision tree was designed for NAMI helpline staff to use when they receive a call from a problem gambler or family member. NAMI incorporated the peer support specialist map in outreach and with helpline calls. The Center’s materials were displayed through 11 NAMI community exhibits reaching over 4,230 people. Six e-newsletter messages on problem gambling prevention were sent out on NAMI’s list serv including over 25,000 contacts.

Maryland Association of Prevention Professionals and Advocates (MAPPA)

In FY 2019, the Center established a collaborative grant agreement with MAPPA, the Maryland Association of Prevention Professionals and Advocates, a Statewide organization promoting the field of prevention by assisting with certification of prevention professionals, providing forums and networking events for the prevention community, and hosting an annual conference. MAPPA is open to all state prevention coordinators but focuses on substance abuse prevention. The Center provided a \$10,000 grant to MAPPA to increase the integration of problem gambling prevention with substance abuse prevention programming statewide. In FY 2019, meetings were held to discuss establishing a collaboration, determining the deliverables, and monitoring progress. MAPPA completed the Spanish translation of the Center’s three rack cards and one brochure on problem gambling. In addition, twenty-four substance abuse prevention coordinators across the state were provided 4,200 materials for distribution across the State.

University of Maryland, Baltimore, School of Medicine, National Center on School Mental Health (NCSMH)

In FY2019, the Center continued an interagency collaborative agreement with National Center on School Mental Health (NCSCH). The mission of NCSMH is to strengthen policies and programs in school mental health to improve learning and promote success for America's youth. The Center provided \$16,000 to NCSCH to develop youth-focused activities, PowerPoint presentations, and a fact sheet on underage and youth problem gambling prevention. Meetings were held to establish the deliverables and monitor progress. Eight short activities to use during youth presentations, five power point presentations for youth audiences, and a fact sheet on underage and youth problem gambling were created by NCSMH.

YOUTH GRANTS

During FY2019, the Center provided four youth grants to three school Students Against Destructive Decisions (SADD) chapters in Anne Arundel County and one youth organization, First Impressions, in Prince George's County, reaching 5,443 youth. The goal of youth grants is for youth groups to implement underage and problem gambling prevention strategies among their peers. Grants between \$1,000-\$2,500 were provided to grantees in FY2019. Meetings were held with grantees to discuss the collaboration and identify the youth projects for the year. Sixty-two youth leaders received training on underage and problem gambling prevention, educating their peers using ten prevention strategies.

One school provided presentations on underage and problem gambling to the health classes. Three groups displayed materials in the school cafeteria or at other community events. Two groups provided presentations to parents on underage and problem gambling prevention. In addition, one school hosted a poster contest on the topic of underage and problem gambling. Other strategies included morning announcements, a hallway monitor slide, a peer to peer wellness presentation, on-line Jeopardy game, and social media posts all around the topic of underage and problem gambling prevention.

COLLABORATIONS WITH LOCAL SUBSTANCE ABUSE PREVENTION OFFICES

The Prevention program continued to collaborate with county substance abuse prevention coordinators to discuss implementation of underage and problem gambling prevention strategies in local jurisdictions as well as make connections for special populations and youth grants. A total of 15 meetings were held with prevention coordinators, seven in-person and eight by phone. 700 materials were provided to coordinators for distribution in their jurisdiction.

OTHER PREVENTION ACCOMPLISHMENTS

Other accomplishments for FY2019 included meetings with the Research Program on Gambling for assistance with the Institutional Review Board (IRB) process for the NAMI survey and upcoming MAPPA focus groups and key interviews. Collaboration with the School of Law to discuss the addition of questions on gambling on the Youth Risk Behavior Survey.

PUBLIC POLICY

The Center, in concert with the Legal Resource Center for Public Health Policy (LRC) and the Public Health Law Clinic at the University of Maryland Francis King Carey School of Law (Law School), actively monitored public policy issues arising in Maryland and around the country impacting responsible and problem gambling.

MARYLAND GAMBLING INITIATIVES

The LRC continued to produce weekly monitoring of proposed gambling legislation in Maryland during the Maryland Legislative period, January-April. In the 2019 legislative session, a total of 43 bills that referenced gambling were tracked within the House and Senate. Of special note was HB739/SB470 on Sports Wagering that did not pass and HB48 authorizing organizations to offer prize money for eSports competitions which did pass. The Center continues to track and monitor all potential gambling legislation to ensure that responsible gambling practices are adhered to and potential harms from gambling are minimized and addressed.

A one-page overview of Sports Betting was edited and distributed to legislators and stakeholders, highlighting the definition, proposed national legislation, and potential impact to Maryland legislation. A 50-state survey of Sports Betting and another on Voluntary Exclusion Programs were created that highlight standards in other states and can begin to shape policy discussions in Maryland and the community at large.

PARTICIPATION IN POLICY FORUMS

The Center and LRC participated in regular meetings with behavioral health organizations to stay abreast of current issues and to ensure problem gambling remained in relevant conversations with key stakeholders. The Center and the LRC also engaged with stakeholders including the Maryland Lottery and Gaming Control Agency, Behavioral Health Administration, Problem Solving Courts and Casino representatives to discuss best and therapeutic practices for gambling in Maryland.

NATIONAL LEGISLATIVE MONITORING

To inform decision-making in the state, the LRC prepared detailed summaries of laws across the country, recent policy changes and court decisions at the federal level, and potential/proposed legislation on topics such as sports betting, online wagering, and voluntary exclusion programs. Summaries and researched topics included changes to federal regulation of gambling; expansions to gambling policies in Maryland and surrounding states; legalization and regulation of fantasy sports and sports betting; consumer protections; decriminalization of petty gambling offenses; voluntary exclusion programs; and problem gambling funding.

RESEARCH

The Center's Research Division continued to conduct different studies and projects to uphold the goals and mission of the center through increasing the understanding of gambling behaviors, impacts of gambling on the population, and identification of evidence-based approaches to mitigate harmful impacts of gambling. The findings of the 2017 Statewide Gambling Prevalence in Maryland Survey were released in FY2019. A recommendation was made that future Prevalence studies be conducted every two years to better record the social impact of gambling activity here in Maryland.

FY2019 RESEARCH ACTIVITIES

1. SAGE Open published a scientific paper titled: The Iowa Gambling Task: A Review of the Historical Evolution, Scientific Basis, and Use in Functional Neuroimaging. July-September 2019: 1-12
2. A Poster was presented at the annual June conference on problem gambling: Evaluating Racial Differences Between Income and Problem Gambling Behavior
3. A Poster was presented at the annual June conference on problem gambling: Differences in the Association of Problem Drinking and Gambling Disorder by Sex
4. A news brief was presented at the annual June conference on problem gambling: Utilization of Gambling Related Treatment in Maryland
5. The PEGASUS study continued with 1,155 participant visits in FY2019
6. Analysis of CODES data from the Free State Data Warehouse continued with a focus on Prince Georges County around the MGM Casino
7. Monitoring and Evaluation continued on; Maryland helpline data, effectiveness of peer support programs, Maryland Coalition of Families, and the Faith Based Gambling Initiative

RESEARCH ONLINE

For Information on more research projects,
visit <https://www.medschool.umaryland.edu/MD-Gambling/Projects/>

FUTURE DIRECTIONS

PUBLIC AWARENESS

- Design additional awareness materials to target the full age continuum and special populations (youth, parents, Latino community, military, older adults).
- Create additional campaigns and PSAs for targeted audiences.
- Continue to update the Center's help seeker website – *helpmygamblingproblem.org* - with additional interactive content to facilitate awareness and assist with engaging individuals with resources for help within their communities.
- Expand Social Media efforts using the latest technology for further outreach.

TREATMENT AND INTERVENTION SERVICES

- Continue communication with Maryland behavioral health providers, organizational and private practice, to become part of Maryland's no cost treatment network to better serve problem gamblers and/or concerned others of the gambler who reside in Maryland.
- Continue to strengthen the Center's ability to provide clinical and technical assistance to organizations and/or private practitioners in the Maryland behavioral health system of care, as an effective means for incorporating problem gambling screening and assessment into their existing work.
- Continue to provide support to the Center's Peer program, as the peer program has been one of the most effective means for helping problem gamblers and/or concerned others into treatment.
- Continue to strengthen the Center's relationship with Maryland's Gaming Industry to ensure collaboration on incorporation of responsible gambling practices within the industry.
- Continue the Helpline visibility through increased public awareness of the Helpline number through a variety of outlets such as, social media, radio, web, television, etc.
- To better serve Maryland residents research further the translation of printed materials in other languages, as well as investigating access to a language line for use by Center staff.

PEER RECOVERY SUPPORT

- Continue to build relationships with behavioral health providers and private practitioners across the state, educating them on problem gambling addiction and the availability of "no cost" treatment for the problem gambler and/or their significant others.
- Continue to connect with other peer groups within behavioral health organizations and within the community to ensure awareness of problem gambling peer support available through the Center.
- Continue to serve and support individuals who have sought guidance as they begin the recovery process for gambling addiction.

TRAINING AND EDUCATION

- Develop new online, on-demand clinical training for a broader outreach to providers.
- Working with substance use and mental health organizations throughout the state, continue to develop and present specific training programs as needed to ensure the capability of providers to offer no cost treatment counseling.
- Continue to offer regional and statewide basic and advanced clinical training as well as in service training as needed by health departments and organizations.

- Continue to develop the Annual Maryland Conference on Problem Gambling as a premiere event on gambling prevention, treatment, research and recovery.

PREVENTION

- Compile a problem gambling prevention needs assessment, including compilation of quantitative and qualitative data on problem gambling prevalence, trends, and negative outcomes for adults and youth.
- Develop a comprehensive problem gambling prevention strategic plan.
- Continue to implement and expand special population problem gambling prevention grants to organizations that reach populations statewide and develop evaluation tools.
- Continue to implement and expand youth grants in casino jurisdictions to empower youth to reach their peers with messages and strategies promoting underage and problem gambling prevention.
- Collaborate with Research to expand local surveys on underage and problem gambling to observe trends, beliefs, and behaviors.

PUBLIC POLICY

- Continue to track gambling-related legislation and policy with particular attention to newly created sports betting laws across the country.
- Prepare ongoing summaries of Gaming laws nationally, policy changes, and court decisions relating to gambling activity at the federal level, and potential legislation for expansion of gambling venues in Maryland and adjoining states.
- Research and develop new fact sheets and policy papers on special populations including veterans, firefighters, and the prison population.
- Keep conversations around problem gambling funding and best practices of the Center going through presentations at national and Maryland conferences.

RESEARCH

- Continue analysis of Peer data and evaluation.
- Assist in developing the new prevention research project regarding focus groups of targeted populations across the state.
- Continue collaboration with the Center and Johns Hopkins Bloomberg School of Public Health regarding MDS3 Data collection.

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