

## **Problem Gambling Service Components** **Brief Descriptions**

### **Prevention**

*Description:* Comprehensive problem gambling prevention includes: (a) primary prevention, i.e., services that seek to reduce the incidence of problem gambling, (b) secondary prevention, i.e., activities aimed at early detection, thereby increasing opportunities to prevent low-level problem gambling from progressing into pathological gambling, and (c) tertiary prevention, i.e., activities designed to identify and alleviate pathological gambling intensity or duration, in order to reduce gambling related harm.

*Strategic Planning Questions:* What programs/services need to be developed to accomplish these goals? What are the prevention priorities today and how should they change over time? What organizations, systems and professional groups should be partnered with to accomplish goals?

### **Research and Evaluation**

*Description:* Due to the technical nature of conducting research and program evaluation, this service component is complex yet priorities need to be set about what type of research to fund and along what timeline. Surveillance research may involve repeated prevalence studies of gambling behaviors or longitudinal studies to assess the incidence of problem gambling. Program evaluation may focus on service level processes and/or outcomes, system level processes and/or outcome or some combination.

*Strategic Planning Questions:* What kinds of research studies should the state fund and for what purpose? How should the federal outcome measures (Substance Abuse Mental Health Services Administration) be adopted for this population and how should the outcomes be different? What existing MIS/data systems can be used to obtain needed data? What are critical data needs for problem gambling research and system outcome and performance measurement?

### **Crisis Intervention and Helpline Services**

*Description:* Crisis intervention refers to the activities employed to aid persons experiencing high levels of emotional distress related to a gambling problem. Crisis intervention objectives include de-escalating situations, preventing harm to self or others, referral and placement into appropriate level of care. Programs or systems designed to respond to emotional crisis may include help lines, mental health centers, casino based interventions, employee assistance programs, and others.

*Strategic Planning Questions:* What are appropriate “front doors” for problem gamblers or affected others seeking services? Should a helpline provide crisis intervention, information and referral services only, or include brief interventions? What are the standards for an effective helpline? How can mental health/substance abuse consumers with co-occurring problem gambling issues access appropriate services? What other social service systems need to be engaged in the problem gambling system to provide appropriate identification and referral for problem gambling services?

## **Treatment Services**

*Description:* Treatment Services are professionally delivered interventions aimed at improving health, functioning, and quality of life for problem gamblers and their concerned others. Types of treatment services may include individual counseling, couples/family counseling, group counseling, financial management counseling, and/or medication management.

*Strategic Planning Questions:* What levels of care are essential for this population? What should the eligibility criteria be for consumers, both identified problem gamblers and those affected by problem gambling? What are the requirements for clinicians and facilities/agencies to provide problem gambling services? What are the essential elements of an accountable reimbursement system that also supports access, quality, and efficiency for consumers? What managed care or utilization review processes need to be in place?

## **Workforce Development**

*Description:* Workforce development has emerged as a term to describe a relatively wide range of activities, policies, and programs. These may include (a) development of workshops and information for professional groups that come in contact with problem gamblers; (b) development and implementation of a training program for persons in the health and social services sector to proficiently provide prevention or treatment services to address problem gambling; (c) development of programs to encourage growth in the number of professionals specializing in the field of problem gambling research, treatment, or prevention.

*Strategic Planning Questions:* What are the training needs for existing prevention and treatment professionals? Who should conduct the training? Where should training occur? Is use of remote training (i.e., videoconferencing or internet based) appropriate and available? What existing systems can be partners in the effort (i.e., Mid-America Addiction Technology Transfer Center or universities/colleges)? What are the unique barriers to providing services in urban, rural and frontier areas and how will these barriers be overcome?

## **Public Awareness & Marketing**

*Description:* This section refers to the activities, policies, and programs designed to raise the consciousness of individuals, groups, or organizations to any or all of the following: (a) the risks associated with gambling, (b) the availability of treatment, (c) signs and symptoms of a gambling problem, (d) responsible gambling guidelines, (e) gambling policies or laws, (f) consumer education, e.g., game odds, randomness, and (g) gambling helpline or other help and information resources.

*Strategic Planning Questions:* What will the focus of public awareness be – helpline, problem gambling warning signs, resources for help, responsible gambling guidelines? What types of marketing should be utilized? What sub-populations should be targeted?