


FOCUS ON THE FUTURE
2008 SEATTLE WASHINGTON

EVERGREEN
Council on Problem Gambling
www.evergreencpg.org

Presenter: Keith Whyte

**Focus on the Future:
State of the Nation**

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**Focus on the Future:
State of the Nation**

2008 Western Regional Conference on
Problem Gambling Awareness


April 29-30, 2008

Keith Whyte, Executive Director
National Council on Problem Gambling

About NCPG


The national advocate for programs and services to assist problem gamblers and their families.

- NEUTRAL on legalized gambling.
- Founded in 1972.
- National grassroots non-profit with chapters in 36 of 50 states (incl. WA)
- Work with government, gaming industry & community.

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Core Programs

- Helpline Number (800.522.4700) & Network
- Nat'l Problem Gambling Awareness Week
- Annual Conference on Problem Gambling Prevention, Treatment, Research & Recovery (June 26-28, Long Beach, CA)
- Public Awareness & Media
- Certification Administration
- **ADVOCACY!**

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Key Questions

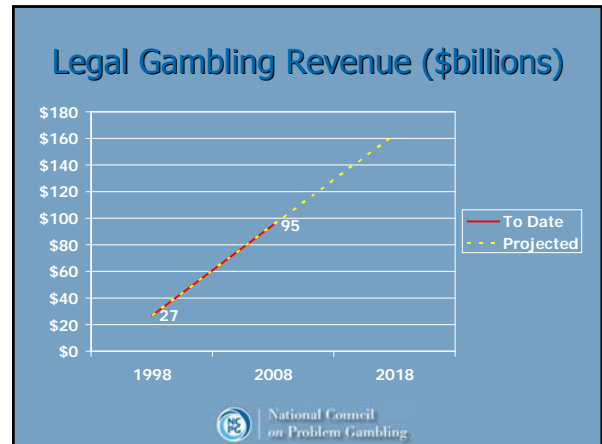
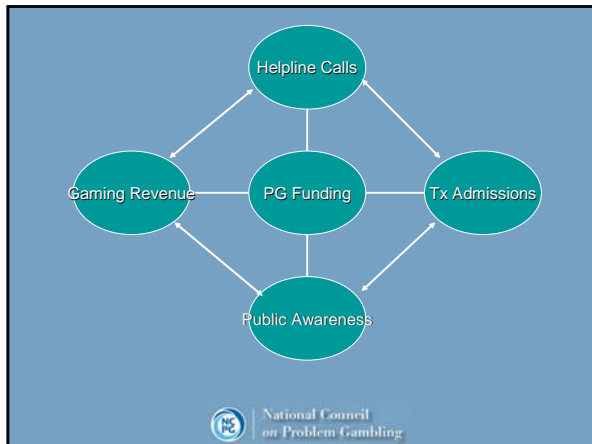
- What will gambling and PG look like in the future?
- What are the trends in gambling and PG?
- How can we shape these trends?
- What is the goal?
- What is the strategy to achieve this goal?

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Some Key Metrics

- Prevalence
- Problem Gambling Funding
- Treatment Admissions
- Helpline Calls
- Gaming Revenue

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- ### Which is NOT available now?
1. A slot machine that directly accepts credit or ATM card?
 2. A cel phone that allows realtime account wagering on sports?
 3. An ATM that includes a slot machine?
 4. A \$100 lottery ticket?
- Answer: 4 (Texas has a \$50 ticket)
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- ### NEXT 10 Years Will Be Revolutionary For PG Field If We...
1. Embrace Public/Private Partnership Paradigm
 2. Determine Benchmarks & Standards
 3. Maximize Positive and Minimize Negative Impacts of Technology
 4. Increase Public Awareness
 5. Change How We Think About Gambling
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- ### Trends...
1. Embrace Public/Private Partnerships
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Trend 1: Public/Private Partnerships

- Past decade has been a **mostly** positive revolution in SSA participation
- All primary stake holders coming together (leadership of the council)
- Hollow state model (NGO/private sector can do it better, faster, cheaper)
- As advocates, able to press for funding and attention to this issue that state agencies cannot.



Important Role of Councils

- ONLY advocates for problem gamblers & their families.
- Independent perspective, unaffected by money or morality.
- Provide innovative services better, faster & cheaper.
- Work across the many boundaries, including:
 - State (MSA's, gambling on borders)
 - Tribal
 - Types of gambling (different regulatory agencies)
 - With illegal or gray market operators (truckstops & internet)



National Level Partnerships

In the future the Federal Government WILL play a greater role in problem gambling:

- Health Services & Research: NIH/HHS/SAMHSA
- Advertising (FTC, FCC)
- Financial Services (UIGEA & Al Capone)
- International & cross border issues
- Native American trust relationships

Will they be more like FEMA or more like CDC?

- **Up to us as advocates to determine!**



Comprehensive Awareness of Problem Gambling Act

- \$200,000 per year for public awareness
- \$4,000,000 per year for research
- \$10,000,000 per year for prevention & tx
- Total: \$71,000,000 over 5 years
- Must be reintroduced this year.
- Grassroots support is crucial.



To Shape the Future Will You...?

- Join your State Council?
- Join the National Council?
- Participate in National Problem Gambling Awareness Week?
- Send a letter to your Congressional representative?



Looking Towards 2018

- NCPG goal to have 50 state councils by 2014.
- NCPG goal to have dedicated Federal funding by 2014.
- **Q1: What is the appropriate partnership between advocates, industry & state?**



Trends...

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PETER Today

	Consensus	Benchmarks	Standards	Best Practice
Prev				
Edu				
Tx	√			
Enf				
Res	√*	√*	√*	

* Everything Changes with DSM V

Moving Forward

- Unacceptable that we (still!) know so little about our field.
- NCPG has projects underway on each of the chart topics. Most are consensus & benchmarking (counting) but will be the first of their kind and provide vital information to move forward.
- Working together, we can fill in this chart in the next 5-10 years.

Services Policy Considerations

- **Then & Now** "model" is poverty/triage:
 - Extremely limited resources
 - Oriented to those "hitting bottom"
 - Least effective/most costly
- Most jurisdictions without strategy for gambling or problem gambling
- **Next** is comprehensive strategy for problem gambling (PETER)

Where Are Responsible Gaming Standards Developing?

- Netherlands: 100% ID at entry
- Switzerland: public access to data
- Nova Scotia: voluntary player cards with budgeting tools
- Australia: Testing structural characteristics of slot machines
- Manitoba: Responsible Gaming Information Centers on-site

Looking Towards 2018

- National standards for treatment & prevention need participation & data from grassroots, not just research.
- Three approaches to develop best practices for state funding and industry RG: legislation, regulation or litigation.
- **Q2: Who will translate research and develop strategic plans for comprehensive systems of care?**

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Trend 3: Impact of Technology

- Technology has always driven & been driven by gambling.
- Technology will change every aspect of gambling, particularly the most traditional forms perceived (and regulated) as “least dangerous”
- New tech may provide more information.
- **HOW** we use this information is critical
 - Public access to data?
 - RG machine modifications?
 - Helplines?



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Public Access to Data

- Swiss model: As condition of license certain data must be made available to qualified researchers
- Redacted to eliminate ID
- Pooled to mask individual property of origin
- Potentially great tool to better understanding of gambling behavior



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RG Machine Modifications

- Based on Research & Player Data
- What operational modification most likely to be effective—for reducing PG?—for encouraging RG?
 - Limiting bill acceptors?
 - **No impact for either**
 - Capping max bet size?
 - **Likely helpful for PG**
 - Slowing speed of play?
 - **Likely harmful for PG!!!!**



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Tech Outside the Box: Helplines

- National Helpline Network currently uses same technology as 9-1-1 system to ensure single national point of access.
- Add calendaring & instant appointments.
- Text, chat?
- Direct therapy, online workbooks, anonymous self help tools.



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Looking Towards 2018

- 2010 projected Global Internet Gaming Revenue: \$24.5 billion, half from mobile phones.
- **Q3: How does the PG field stay abreast of technological developments and work with industry and government to maximize positive and minimize negative aspects?**



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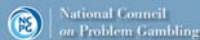
Trend 4: Increased Public Awareness

- Most will know someone with a problem, will have seen a PSA, etc...
- If not careful, perception will be like FAVOR, recovery means still struggling
- Shift to targeted & evaluated messages
- **Then:** Harm. **Now & Next:** Hope and Help
- We must define PG & RG!



Public Perspectives: MA Survey

- 22% personally know someone with a gambling problem.
- 46% think PG is either very or somewhat serious problem.
- 78% agree that "as long as the state derives revenue from legal gambling, it should continue to fund PG programs."
- 80% agree that PG has significant social & economic cost.



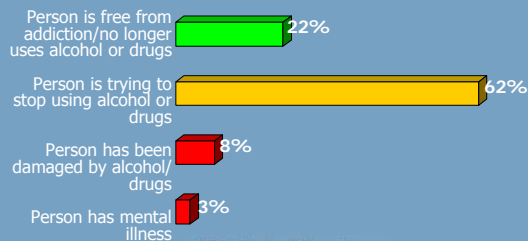
Public Perception: MN Survey

- What % of MN adults have a gambling addiction:
 - 4%=1% or less
 - 18%=2-5%
 - 14%=6-10%
 - 13%=11-20%
 - 21%=more than 20%
 - 31%=don't know



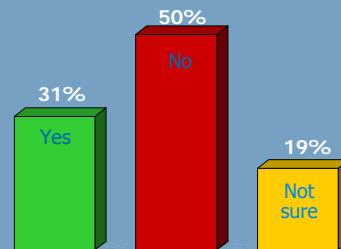
Public Perception Of "Recovery"

When you hear the word "recovery," as in "This person is in recovery from an addiction," what does "recovery" mean?



Public View Of Treatment

Do the majority of those who seek treatment for addiction to alcohol or drugs achieve life-long recovery?



Looking Towards 2018

- Messages need to be targeted & evaluated: "Help for Today, Hope for Tomorrow"
- **Q4: Who will define *problem gambling and responsible gaming*?**

Trends...

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Trend 5: Change Our Thinking— About Definitions & Questions

- Distinctions between different types or "hard" and "soft" forms of gambling are no longer useful
- Debate and define the Duty of Care for operators
- Develop needs assessment for how much \$ or services are needed to:
 - Reduce the prevalence or incidence
 - Ensure treatment on demand

Additional Big Questions

- When will gaming participation and revenues peak? Is there a saturation point?
- Has poker peaked for youth?
- What will prevalence be in 2018? Trending up, down or plateau?
- Are we doing enough to develop the workforce?
- Will there be an effective pharmacological intervention?

Change is (Almost) Guaranteed

- **DSM V will change criteria for problem gambling when published in 2011**
- Possible changes:
 - Split into two categories: pathological & problem
 - Subtypes
 - Action & Escape
 - Pathways Model (Normal, Psychological, Biological)
 - Impulsive v. Compulsive

NEXT: Looking Towards 2018

- We have a new definition of pathological gambling (and problem gambling?) in DSM V and will need new screening tools.
- **Q5: What thinking do we need to change to prepare for the future?**

"The future enters into us, in order to transform itself in us, long before it happens."

Rainer Maria Rilke, 1875-1926



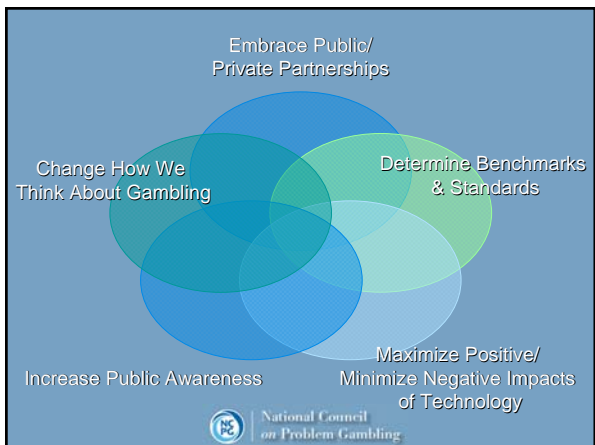
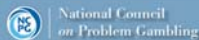
NCPG (And Evergreen) Will Lead The Way

- The single national point of access for problem gambling information and help
- Advocates for programs and services to assist problem gamblers and their families
- Policy, planning, accountability, standards
- Services delivered at the local level within a nationwide network, strong grassroots



How?

- Get involved in advocacy at the local, state and national level: Demand a seat at the table, contribute as an equal partner, lead politely but persistently!
- Learn lessons from MH/SA
 - Focus on the solution, not the problem
 - Evaluation & cost benefit is critical
 - Public/private may be better, cheaper, faster
 - Push the envelope, especially with technology



"We should all be concerned about the future because we will spend the rest of our lives there."

Charles Franklin Kettering, 1876-1958



Key Questions

- What will gambling and PG look like in the future?
- What are the trends in gambling and PG?
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Implications

- These five major trends are interlinked and interdependent.
- How we answer the ten questions will determine whether the trends are positive or negative.
- Advocacy is our unique role.
- If we don't set goals we will never have effective advocacy.
- Opportunity to change problem gambling:
 - **Then & Now: Stigma, shame, indifference, rare services, more likely to fail**
 - **Next: Acceptance, support, broad & deep services, more likely to succeed, recovery!**



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