

# 2018 Annual Report

## Alliance Chairperson Letter

### Change Offers New Opportunities

The past year was another productive one for the Missouri Alliance to Curb Problem Gambling. Major developments from the previous year include the continued implementation of the 1-888-BETSOFF helpline, another successful Midwest Conference on Problem Gambling and Substance Abuse, the inclusion of problem gambling questions in the 2019 Behavioral Risk Factor Surveillance Survey, and the rollout of the redesigned [888betsoff.org](http://888betsoff.org) website.

Not resting on our laurels, the Alliance is primed to continue growing during 2019. With the expansion of legal forms of gambling looming in uncertain territory, we are challenged to improve our efforts to better serve the citizens of Missouri. Through their own respective efforts focused on prevention, awareness, treatment and recovery, each member contributes a vital service to maintain the Alliance's three-part mission:

1. Educate Missourians on the potential characteristics and dangers of problem and compulsive gambling.
2. Refer compulsive gamblers and their family and friends to free treatment through a toll-free helpline.
3. Prevent underage play and promote responsible gaming.

The late Stephen Hawking once said, "Intelligence is the ability to adapt to change." As time passes by year after year, we as individuals are challenged to acclimate ourselves to the persistent changes that surround us. The same can be said about organizational culture and the need to adjust strategies to meet demands both within and outside its control.

Looking ahead, I am eager to work with the Alliance and its stakeholders to identify areas of improvement that address the needs of Missourians while improving the foundational programs the Alliance was founded upon.

### Mark Rembecki

Director of Gambling Disorder Treatment Programs  
Missouri Department of Mental Health Division of Behavioral Health  
2019 Interim Missouri Alliance to Curb Problem Gambling Chairperson



## An Overview of the Alliance

Created in 1997, the Missouri Alliance to Curb Problem Gambling was the nation's first partnership of its kind. This unique partnership of

public, private and nonprofit organizations recognizes the need to address the social problems and costs created when individuals, regardless of their number, have problems handling the product or service that the state and gaming industry provide.

# MACPG

Missouri Alliance to Curb Problem Gambling

## Missouri Alliance Membership and Contributions



**Missouri Department of Mental Health's Division of Behavioral Health** provides free compulsive gambling treatment services to compulsive gamblers and their family members by contracting with certified gambling counselors across the state. Funding for treatment, prevention and education services is appropriated from the Compulsive Gambler's Fund.

**Missouri Gaming Association** provides funding for the 1-888-BETSOFF (1-888-238-7633) crisis and treatment referral helpline. St. Louis-based Provident, Inc., Life Crisis Services administers the helpline. The Association also provides the annual "Project 21" scholarship, which addresses underage gambling.



**Missouri Gaming Commission** administers a statewide self-exclusion program for problem and pathological gamblers, known as the List of Disassociated Persons (DAP). A portion of the admission fees collected by the Commission is appropriated to the Compulsive Gambler's Fund.

**Missouri Lottery** promotes the availability of free treatment to problem gamblers and their families through statewide TV and radio public service announcements (PSAs) and billboard advertisements. In addition to maintaining the [888betsoff.org](http://888betsoff.org) website, the Lottery also supports a Self-Exclusion Program (SEP).



**Port Authority of Kansas City, Missouri**, assists in planning the annual Midwest Conference on Problem Gambling and Substance Abuse.

## 16th Annual Midwest Conference Registration Is Now Open

*'Reflections and Destinations'*

This year's Midwest Conference on Problem Gambling and Substance Abuse will take place June 19-21 at the Hilton Kansas City Airport in Kansas City, Missouri. This year's conference will once again offer Continuing Education Units with industry-leading problem gambling-related presentations, including:

- Historical analysis of problem gambling prevention strategies
- Comparison of state-funded problem gambling programs
- Evaluation of the personal impact of problem and disordered gambling
- Prevention of professional burnout using creative mindfulness
- Identify the differences between gambling and gaming



Conference registration is now open! Check your email and [mcpgsa.org](http://mcpgsa.org) for more information.

[www.888betsoff.org](http://www.888betsoff.org)

# Alliance Member-Funded Service Highlights

## Problem Gambling Helpline: 1-888-BETSOFF (1-888-238-7633) – 1,492 Calls in 2018

Life Crisis Services operates a 24-hour helpline service for callers seeking help for a gambling problem. When contacted, Life Crisis Services provides counseling, assessment and referrals to callers while attempting to collect various socio-economic and gambling behavior information. A breakdown of this information can be found on the following pages.

## Free Compulsive Gambling Treatment Services

- 217 referrals through helpline in 2018
- 110 individuals accessed service in 2018

By appropriating money from the Compulsive Gambler’s Fund, the Department of Mental Health is able to contract with certified outpatient treatment programs to provide treatment services, including individual and group counseling, family therapy, financial planning, remediation, and referrals for legal assistance.

## Disassociated Persons (DAP) List

- 363 referrals through helpline in 2018
- 685 individuals accessed service in 2018

The first of its kind when implemented in 1996, the Missouri Gaming Commission’s DAP List allows problem and compulsive gamblers to enter into a five-year ban from all Missouri riverboat locations and direct marketing lists while invalidating their player’s club account and denying check-cashing privileges. Members have a one-time opportunity to take themselves off the DAP List after five years have passed.

## Lottery Self-Exclusion Program (SEP)

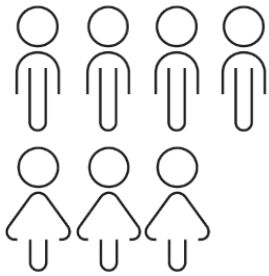
- 37 referrals through helpline in 2018
- Four individuals accessed service in 2018

The Missouri Lottery’s SEP is a responsible gaming resource for players who classify themselves as problem or compulsive gamblers that aims to reduce the incentive to play Lottery games. By submitting an application, individuals voluntarily enter into a lifetime ban from claiming Lottery prizes of more than \$600, accessing their loyalty club account, and receiving email and text message communications.

Helpline and Referral Information				
Calendar Year	Calls Placed to Helpline	Free Treatment	Disassociated Persons (DAP)	Self-Exclusion Program (SEP)
1998	871	54	356	N/A
1999	1,034	113	596	N/A
2000	1,738	186	1,093	N/A
2001	2,846	335	1,403	N/A
2002	2,889	373	1,290	N/A
2003	3,339	344	1,367	N/A
2004	3,527	377	1,506	N/A
2005	2,593	360	1,696	N/A
2006	1,834	370	1,553	N/A
2007	1,682	358	1,412	N/A
2008	1,915	332	1,279	N/A
2009	2,263	343	896	N/A
2010	2,740	368	797	N/A
2011	2,093	231	790	N/A
2012	2,454	168	1,023	N/A
2013	2,057	154	961	N/A
2014	2,073	537	778	N/A
2015	1,954	419	663	N/A
2016	1,630	375	657	38
2017	1,497	305	758	27
<b>2018</b>	<b>1,492</b>	<b>217</b>	<b>363</b>	<b>37</b>

# Analysis of 2018 Helpline Callers

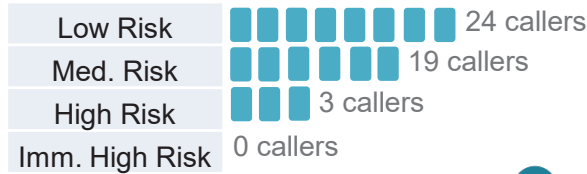
In 2018, we answered **1,492** gambling calls, **22%** of which were third party calls.



More male callers than female callers with a ratio of approximately 4:3

259 callers were assessed for suicidality, **82.2%** of them were NOT at risk for suicide.

For those who were at risk (persons):

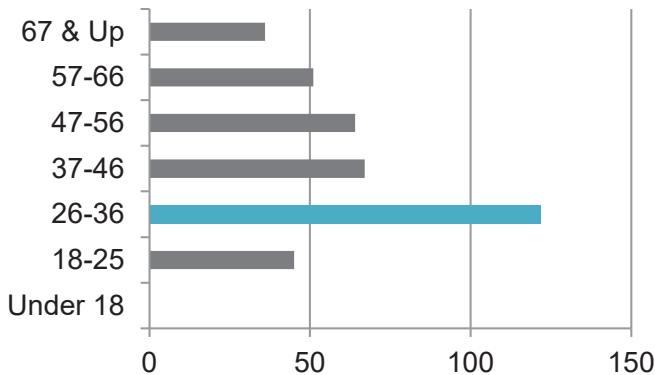


194 callers reported their Race, **67.5%** callers were Caucasians; **29.9%** were Black/African Americans; 1.5% were Asians; and 1% were Hispanic/Latino.

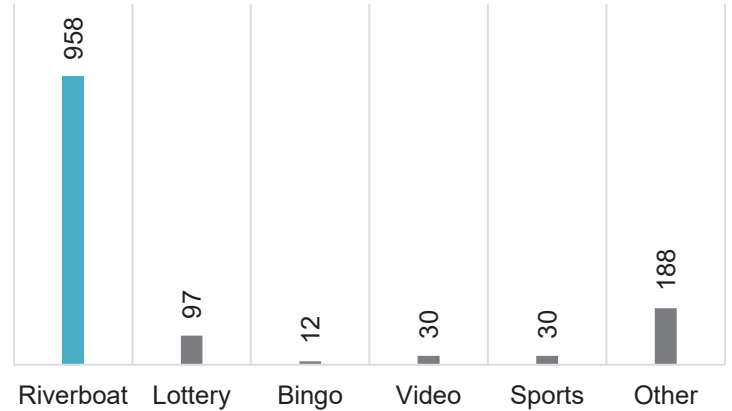
268 callers reported their Marital Status, **54.5%** were Married; **29.5%** were Single; 4.5% were Separated; and 4.5% were Widowed.



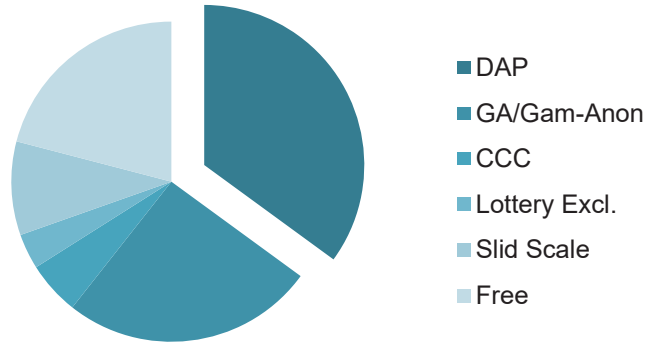
**385** callers reported their Age (persons).



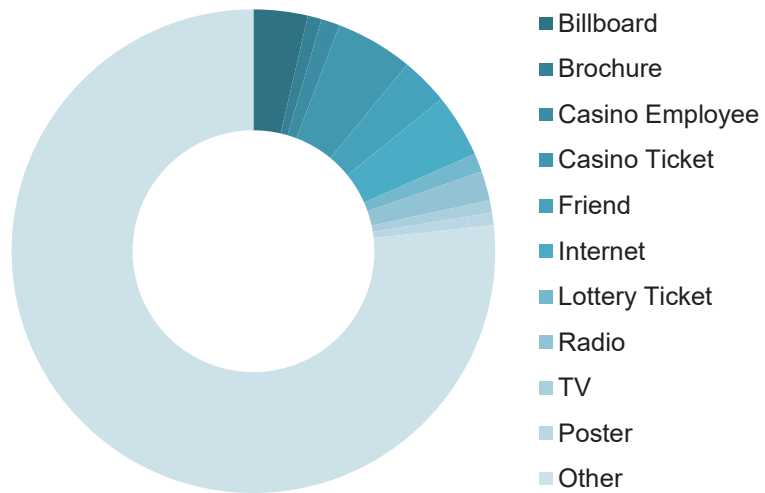
## Type of Gambling Problem (persons)



## Referrals Given



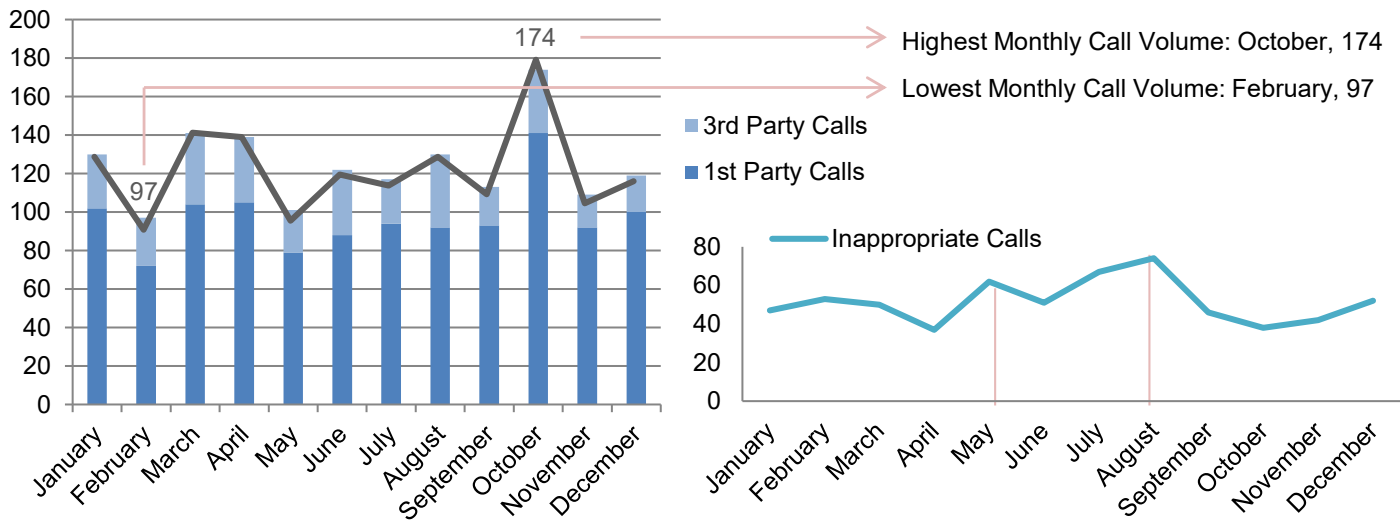
## How caller heard about the line?



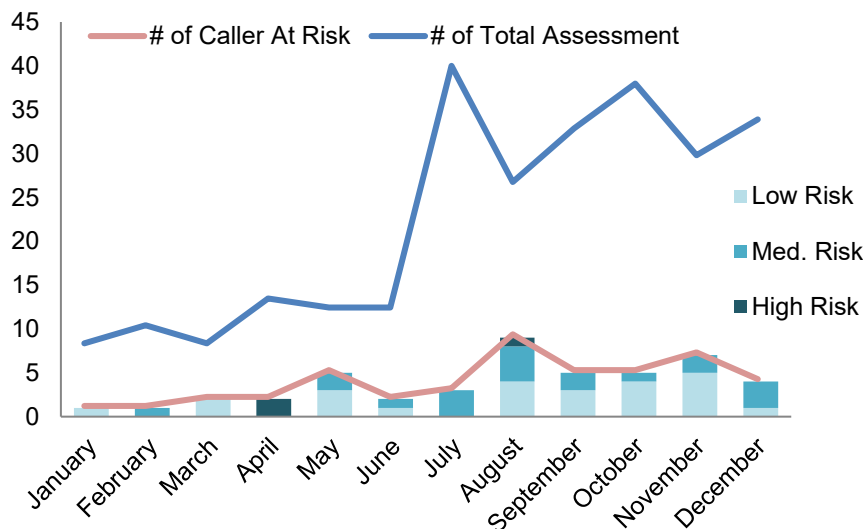
Callers were mostly located in **Jackson County MO**, **St. Louis City**, and **St. Louis County**.

# 2018 Helpline Callers Trend Analysis

## Trend of Call Volume



## Risk for Suicide

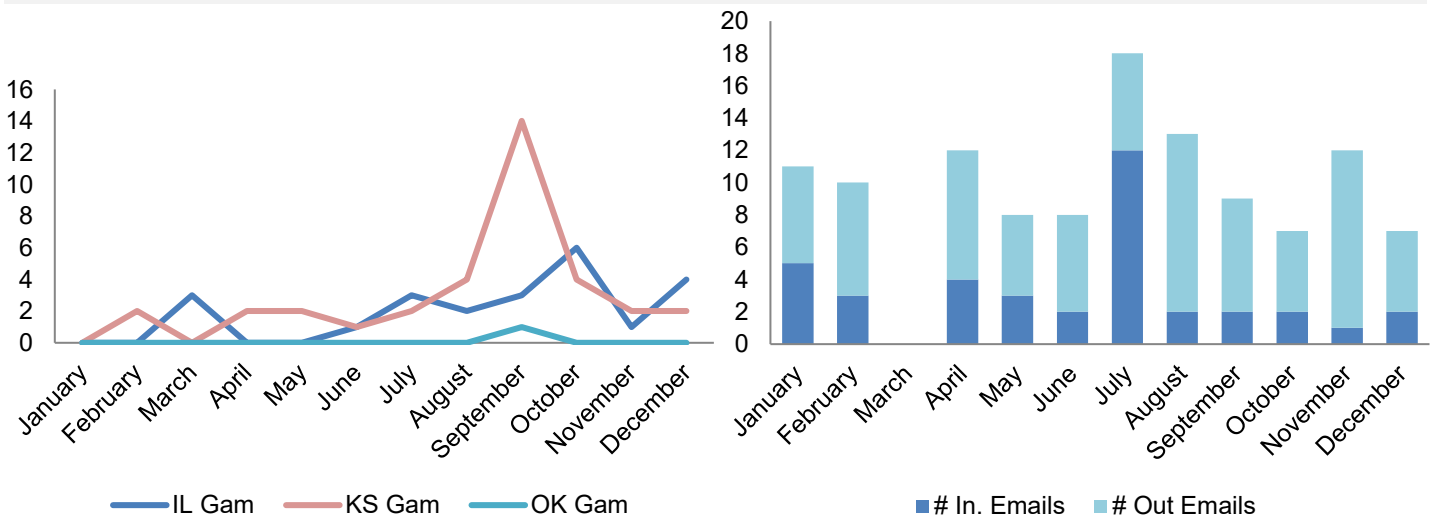


The two curves seem to contain a negative correlation.

This could mean that the percentage of callers at risk (low, medium, high) for suicide is actually lower when more callers are being assessed.

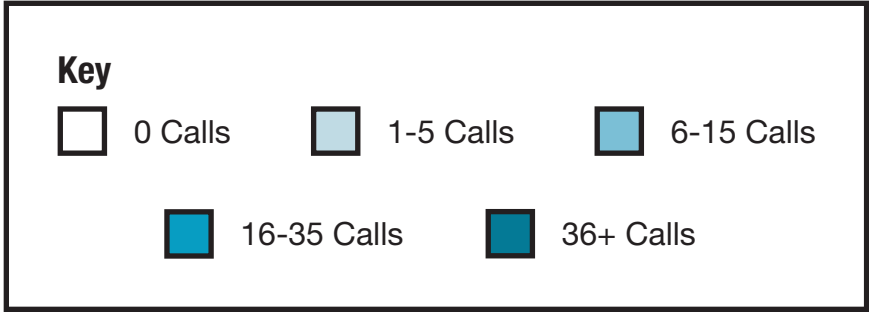
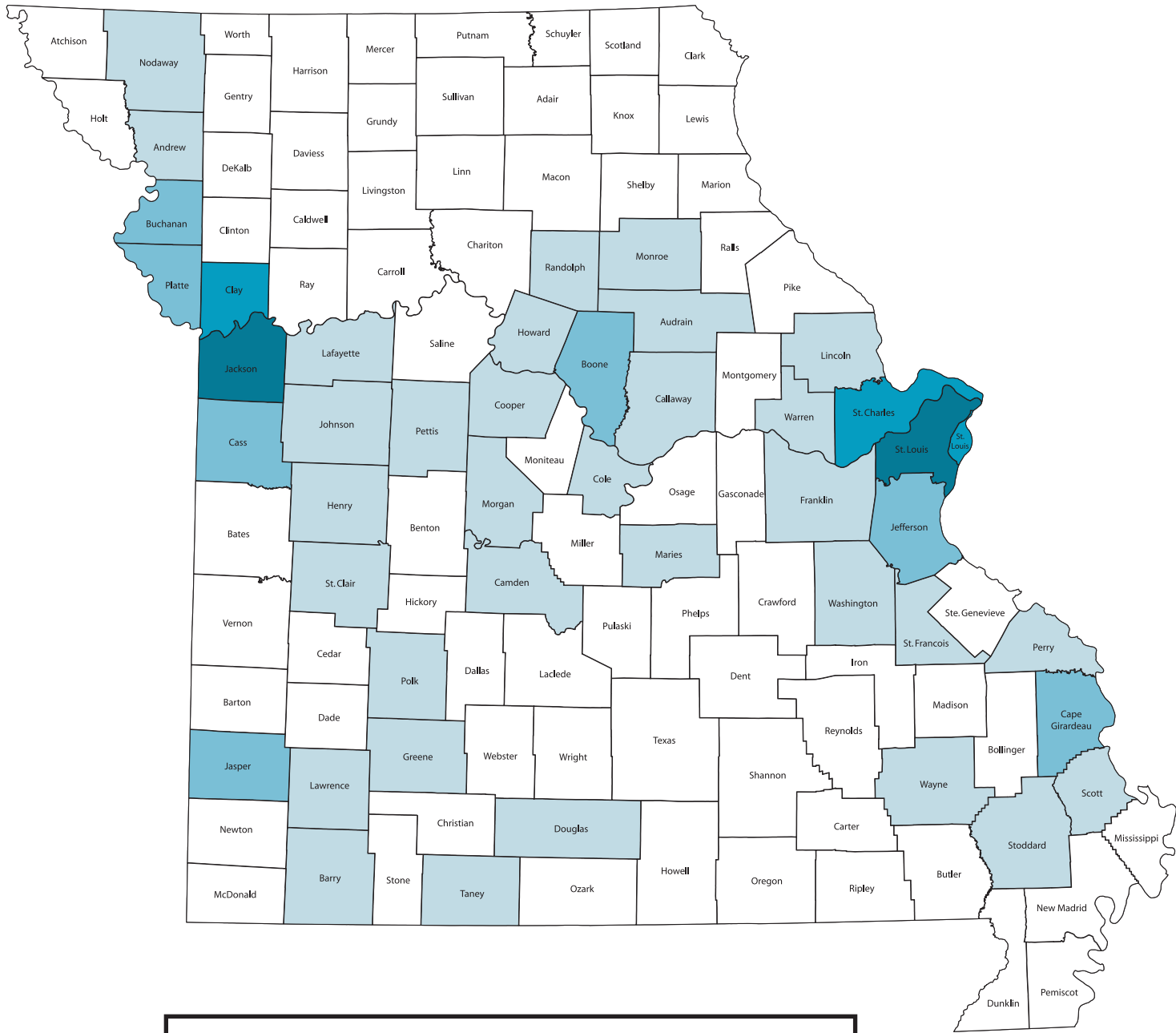
The importance of conducting more Suicide Risk Assessments is highlighted – it could expand our data sample size and help us to obtain a more accurate estimate on the suicide risk of the community.

## Gambling Enhancement Program



Report Edited: 4/7/2019  
 Report Created By: Xinyue Zhang  
 Provident Behavioral Health

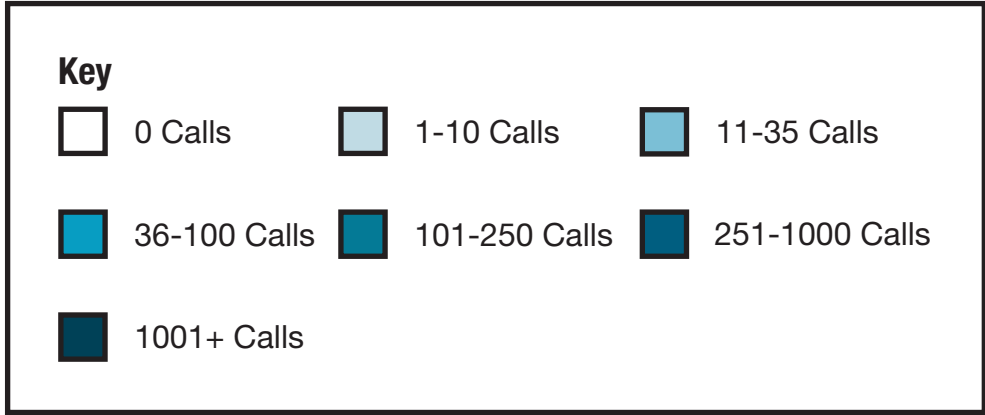
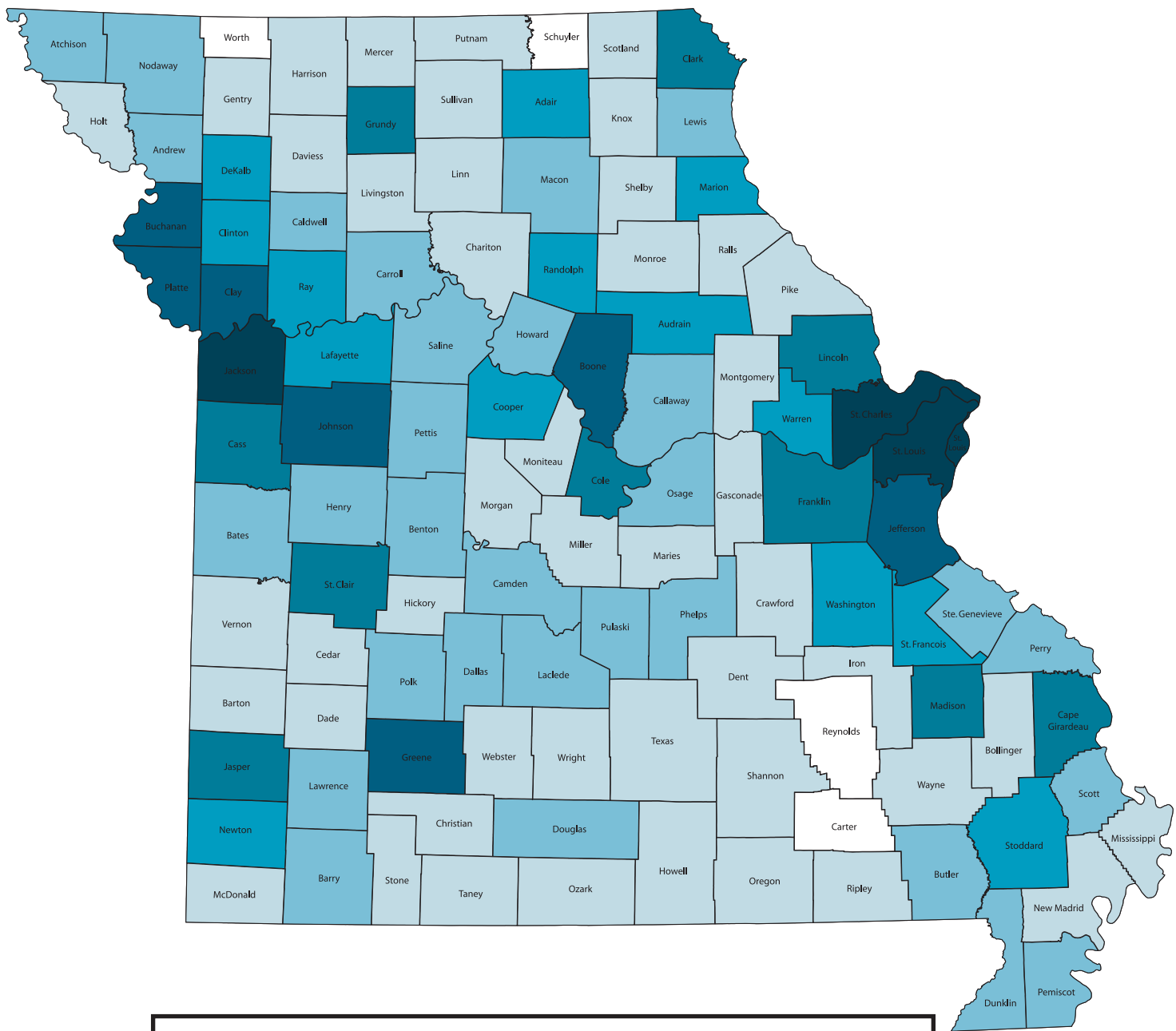
# 2018 Helpline Callers By County



Report Created: 3/27/2019  
 Report Created By: Connor Stiefferman  
 Missouri Lottery



# Historical Helpline Callers By County (2001-2018)



# New Bets Off Website Unveiled

The anticipated update of the official Bets Off program website, [888betsoff.org](http://888betsoff.org), is now active.

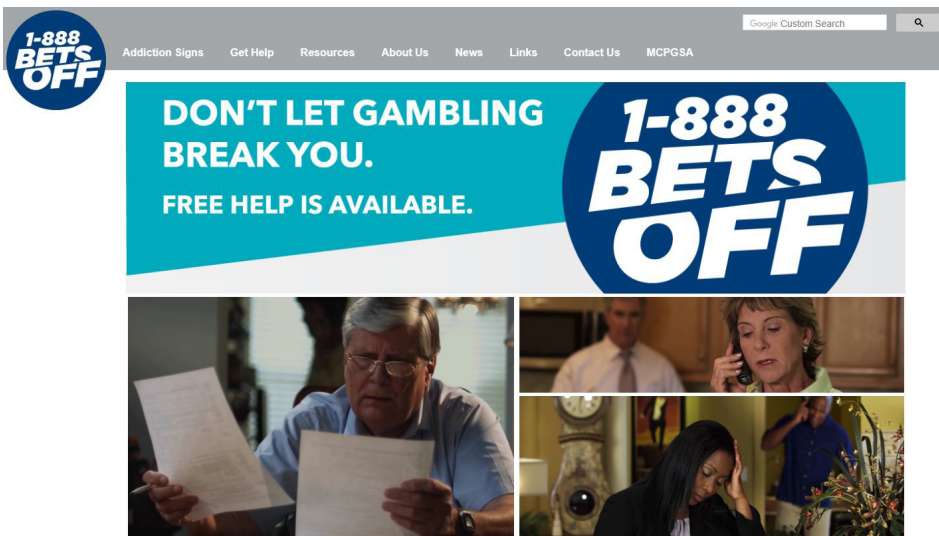
Visitors of the new website will notice that the Bets Off logo and supporting “Don’t Let Gambling Break You” campaign influenced the redesign effort. While relevant information from the old website was transferred over to the new version, the navigation to those resources has been reworked for user ease. This information includes, among other resources:

- Common signs of a gambling addiction
- A current list of counseling providers and other available treatment options
- Awareness and education resources provided by the Missouri Alliance
- The Midwest Conference on Problem Gambling and Substance Abuse

Through the “Contact Us” section of the website, visitors can also directly reach Missouri Alliance members with their questions and concerns, including anyone who would like more information about the free treatment options available. So far in 2019, more than a dozen

individuals have used this option to inquire about problem gambling treatment options.

If you would like to suggest additional information and resources to be added to the website, please contact Wendy Baker at [Wendy.Baker@molottery.com](mailto:Wendy.Baker@molottery.com).



## 2019 CALENDAR

### June 19-21

16<sup>th</sup> Midwest Conference on Problem Gambling and Substance Abuse, Kansas City, [mcpgsa.org](http://mcpgsa.org)

### July 19-20

33<sup>rd</sup> National Conference on Problem Gambling, Denver, Colorado, [ncpgambling.org](http://ncpgambling.org)

### August

Missouri’s Responsible Gaming Education Month

### December 17

Missouri Alliance’s 22<sup>nd</sup> Anniversary

# 1-888-BETSOFF

*ANNUAL REPORT* is produced by the Missouri Lottery for the Missouri Alliance to Curb Problem Gambling.  
Designer: Sonja Bechel, multimedia designer for the Missouri Lottery  
Editor: Connor Stieferman, responsible gaming coordinator for the Missouri Lottery



The Missouri Alliance to Curb Problem Gambling’s mission is to heighten public awareness for the dangers of problem gambling; develop prevention and education programs for gamblers of all ages; and direct problem gamblers and their families to the 1-888-BETSOFF helpline and treatment.