

# 2019 Annual Report

## Alliance Advances Awareness of BetsOff Services

The Missouri Alliance continues its dedication to its three-part mission of educating Missourians on the potential characteristics and dangers of problem and compulsive gambling, referring compulsive gamblers and their family and friends to free treatment through a toll-free helpline, and preventing underage play and promoting responsible gaming.

This past year the Alliance increased its efforts to bring awareness to the free Bets Off helpline. The Alliance produced a new public service announcement (PSA) for the Bets Off “Don’t Let Gambling Break You” campaign. The new PSA utilizes the “Lie-Bet” tool used by clinicians and counselors to screen individuals for potential gambling problems. The “Lie-Bet” tool consists of two questions that serve as the best predictors of pathological gambling.

The new simple and sleek PSA animation aired during March’s National Problem Gambling Awareness Month. The PSA can be seen on televisions across Missouri, and radio listeners can listen to the “Lie-Bet” tool broadcast on the Show Me State’s airways.



The Alliance is already planning awareness and education expansions for the upcoming year. Technology advances have exploded in recent years, bringing new ways for Missouri’s youth to access gambling. Similarly, illicit substances are increasingly more available to children and teens. Staying true to its mission to prevent underage play, the Alliance is in the process of updating and expanding its youth substance abuse and gambling prevention kits: “Beat

Addiction: Choose the Right Path.” The Alliance will work to identify new trends in youth substance abuse and gaming and create a prevention kit that effectively promotes and educates adolescent responsible play and healthy lifestyles.

On behalf of the Alliance, I would like to thank everyone for their enduring efforts to bring awareness to problem gambling treatment options and responsible gaming practices. I am confident that we will continue to broaden our knowledge of problem gambling and find new ways to advance treatment awareness in the realm of problem gambling.

### Mark Rembecki

*Director of Gambling Disorder Treatment Programs  
Missouri Department of Mental Health Division of Behavioral Health  
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 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.



## Alliance Member-Funded Service Highlights

### Problem Gambling Helpline: 1-888-BETSOFF (1-888-238-7633) – 2,452 Calls in 2019

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 – 225 referrals through helpline in 2019

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 – 762 referrals through helpline in 2019

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.

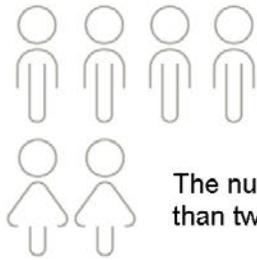
### Lottery Self-Exclusion Program (SEP) – 37 referrals through helpline in 2019

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>
2019	2,452	225	762	37

# BETSOFF 2019 Annual Gambling Report

In 2019, we answered 2,452 gambling calls.   
It is a 64% increase compared to the previous year.

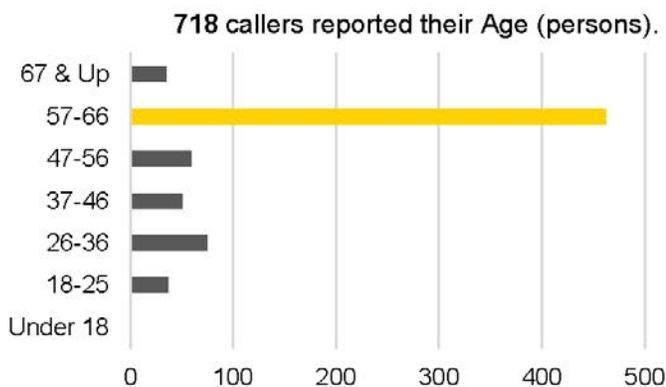


377 callers were assessed for suicidality. Similar to last year, 83.8% of them were NOT at risk for suicide. For callers at risk:

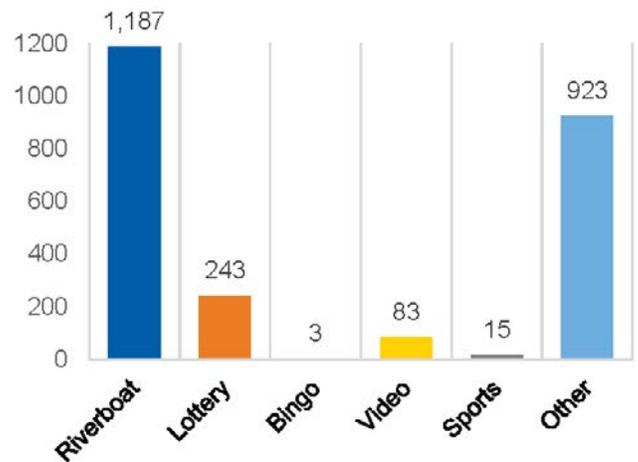


516 callers reported their Race, 92.1% callers are Caucasians; 4.8% are Black/African Americans; 1.4% are Asians; 0.2% are Hispanic/Latino; and 1.6% are Other Race/Ethnicity. 

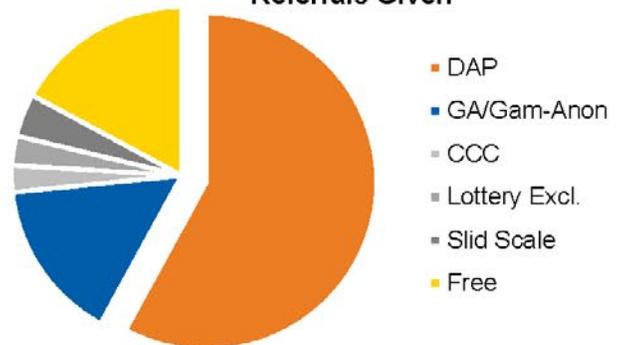
547 callers reported their Marital Status, 61.4% are Divorced; 21.9% are Married; 14.4% are Single; 1.6% are Widowed; 0.5% are Separated. 



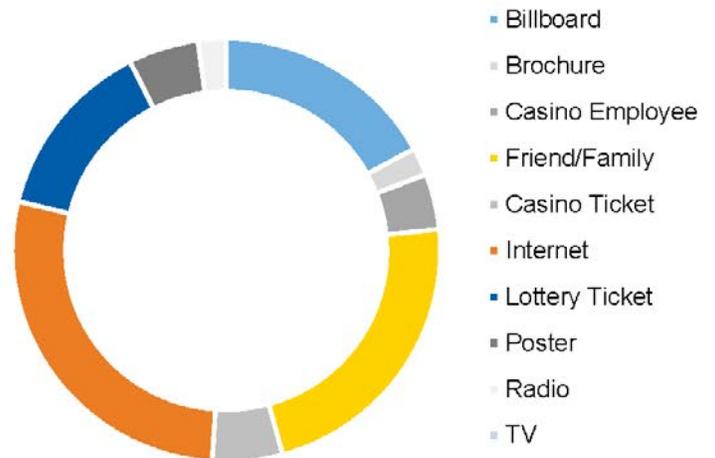
## Type of Gambling Problem (persons)



## Referrals Given



## How caller heard about the line?

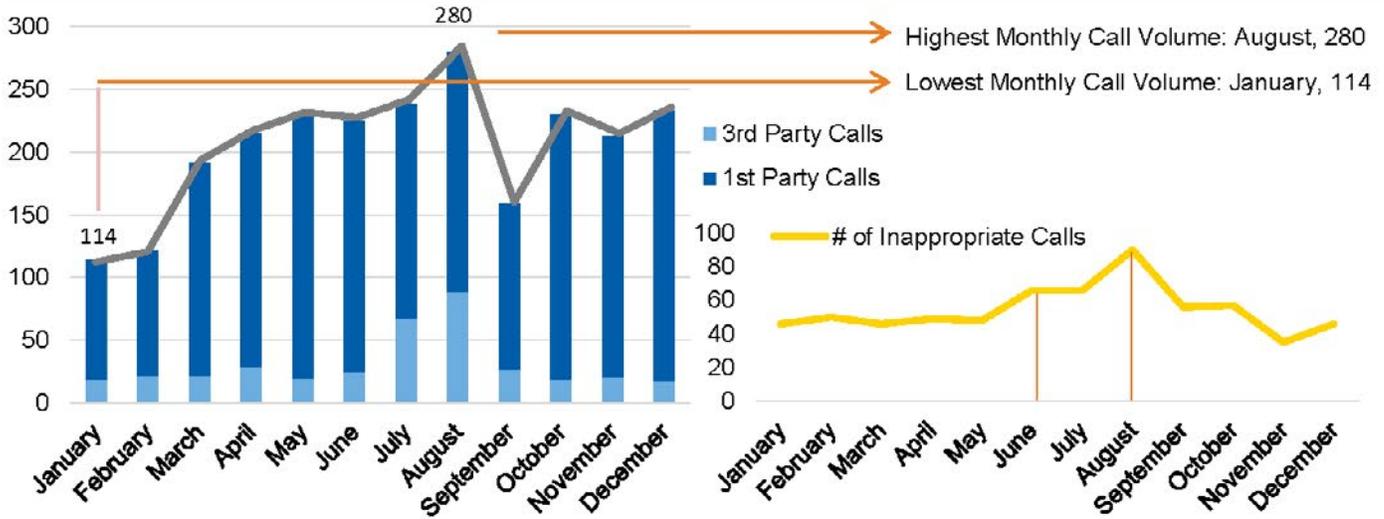


Callers were mostly located in **St. Louis County, Jackson County MO, St. Louis City, and St. Charles.**

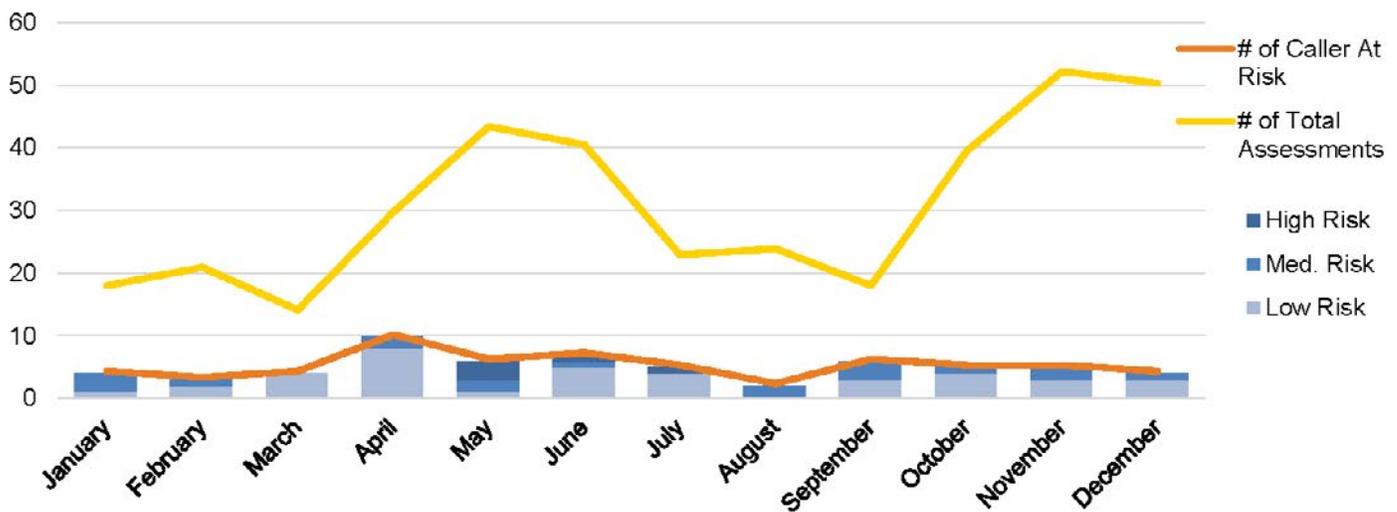
Report Created: 1/14/2020  
Report Created By: Xinyue Zhang, Life Crisis Services

# BETSOFF 2019 Annual Gambling Report

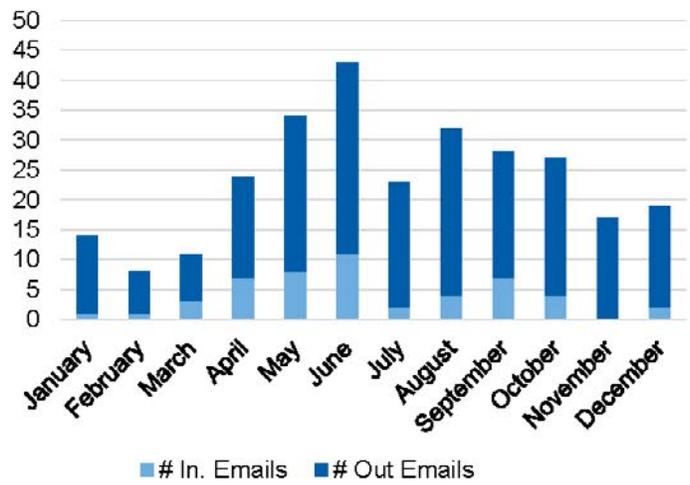
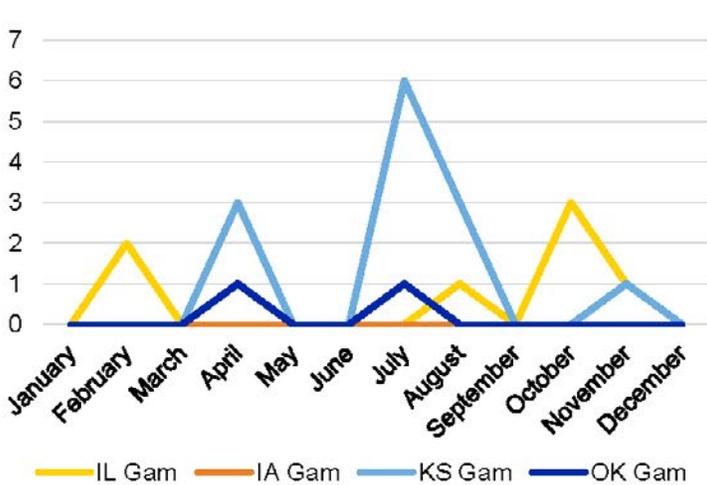
## Trend of Call Volume



## Risk for Suicide

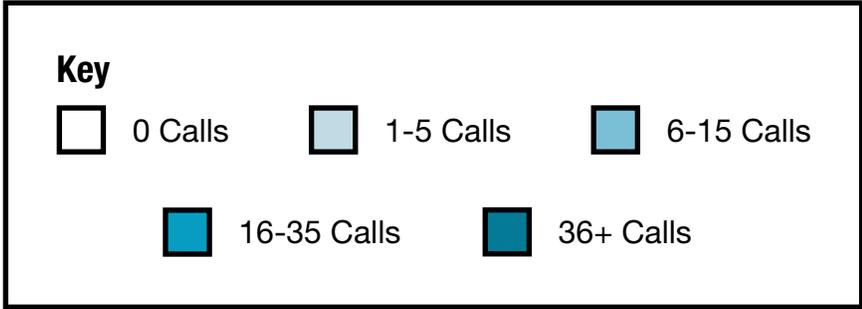
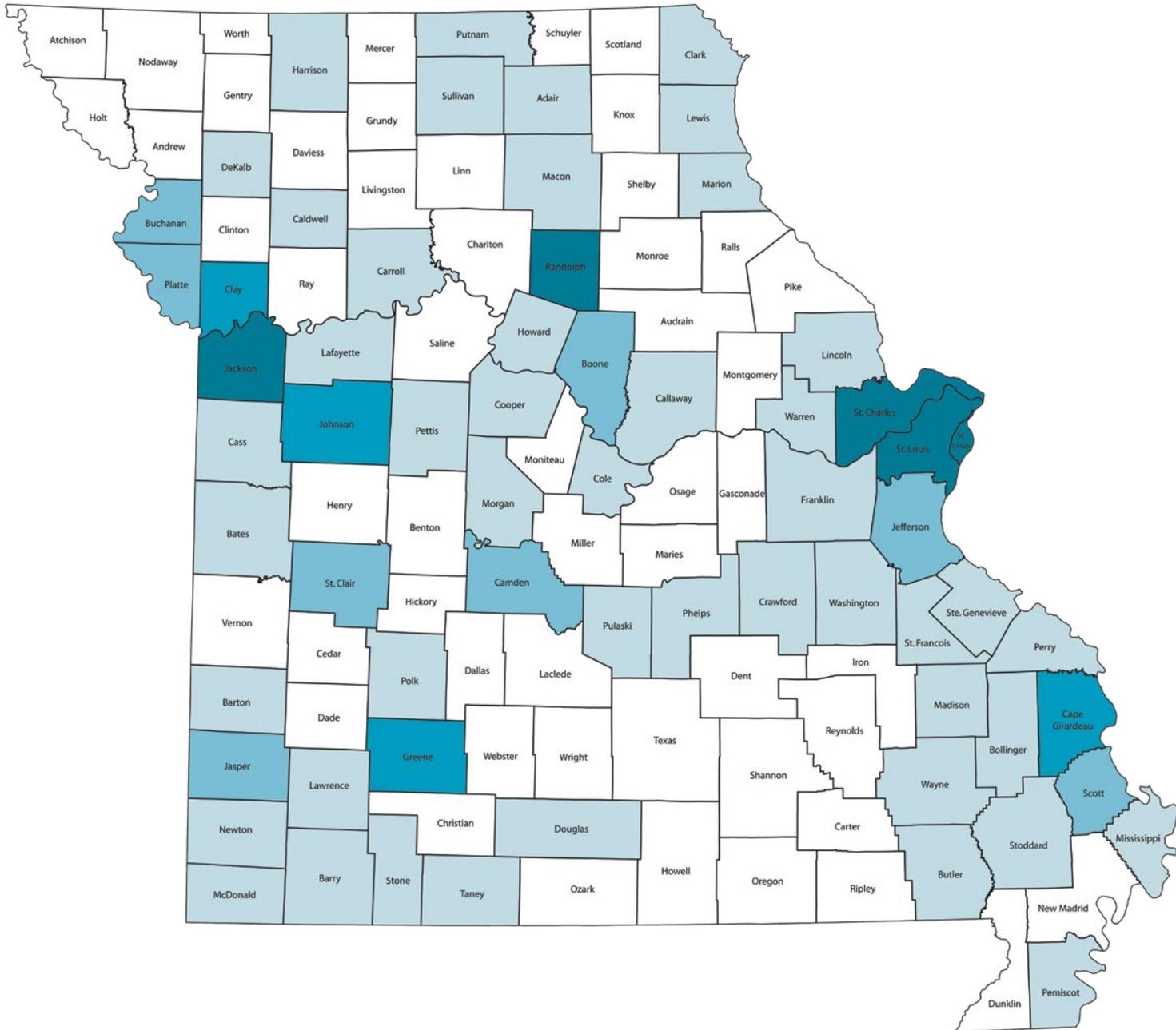


## Gambling Enhancement Program

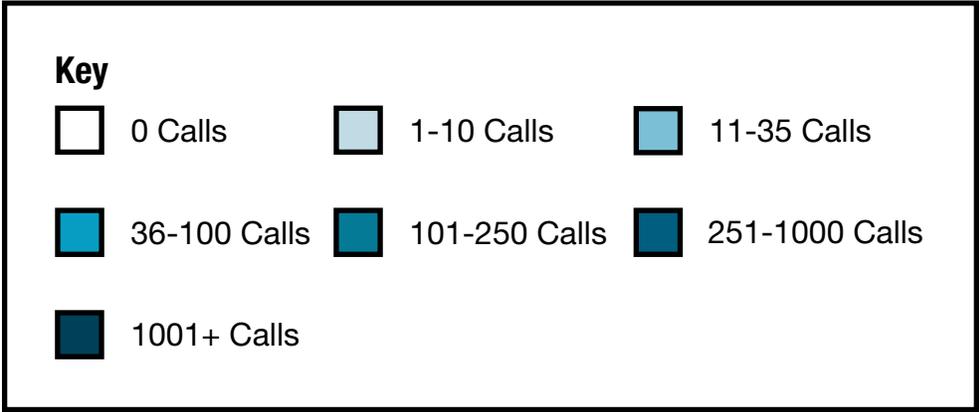
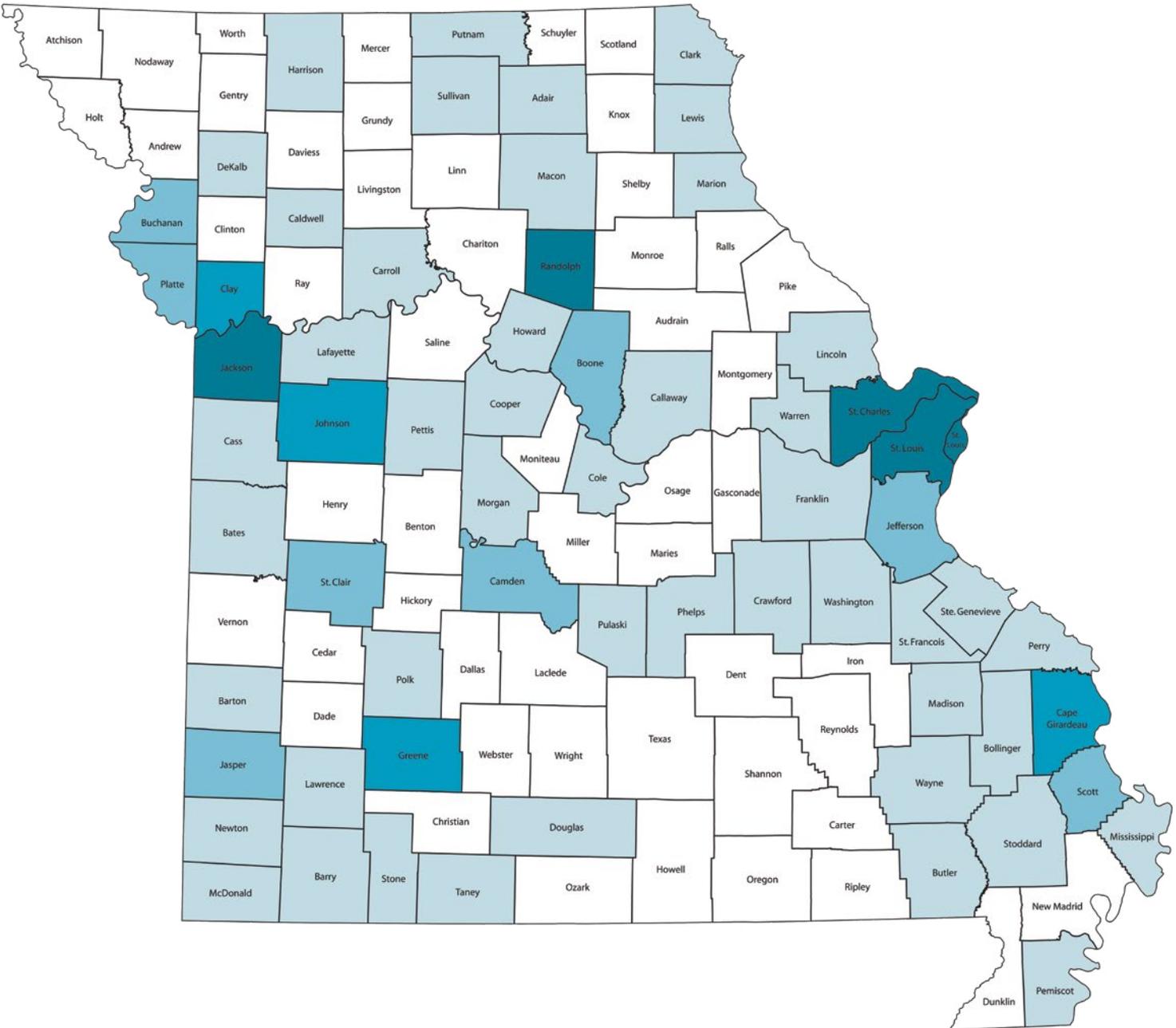


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# 2019 Helpline Callers By County



# Historical Helpline Callers By County



# 17<sup>th</sup> Annual Midwest Conference Registration Is Now Open *'Building Hope in Recovery'*

This year's Midwest Conference on Problem Gambling and Substance Abuse will take place June 17-19 at the Hilton Kansas City Airport in Kansas City, Missouri.



A scholarship opportunity is available to those new to the field of disordered gambling and who exhibits commitment, service and potential success as a professional within this field. This scholarship is named after Joanna Franklin in recognition and appreciation of her contributions to the field. Application materials are due by April 17 at 5p.m. Application links can be found on the MCPGSA website at [mcpgsa.org](http://mcpgsa.org).

Conference registration will open April 1 and hotel registration is now open! Keynote speakers and breakout sessions schedules are completed, and more information will be forthcoming. Check your email and [mcpgsa.org](http://mcpgsa.org) for more information.



## 2020 CALENDAR

### June 17-29

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

### July 22-25

34<sup>th</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 23<sup>rd</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: Adelle DuSold, responsible gaming coordinator for the Missouri Lottery

# MACPG

Missouri Alliance to Curb Problem Gambling

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.

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