

The CALGETS Story: The Impact of 5 Years of State-Funded Treatment

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Goals and Objectives

- Review CalGETS history and current treatment components
- Understand treatment outcomes of CalGETS clients
- Know demographic trends of CalGETS clients who engage and quit

California Gambling Education and Treatment Services (CalGETS) problemgambling.ca.gov



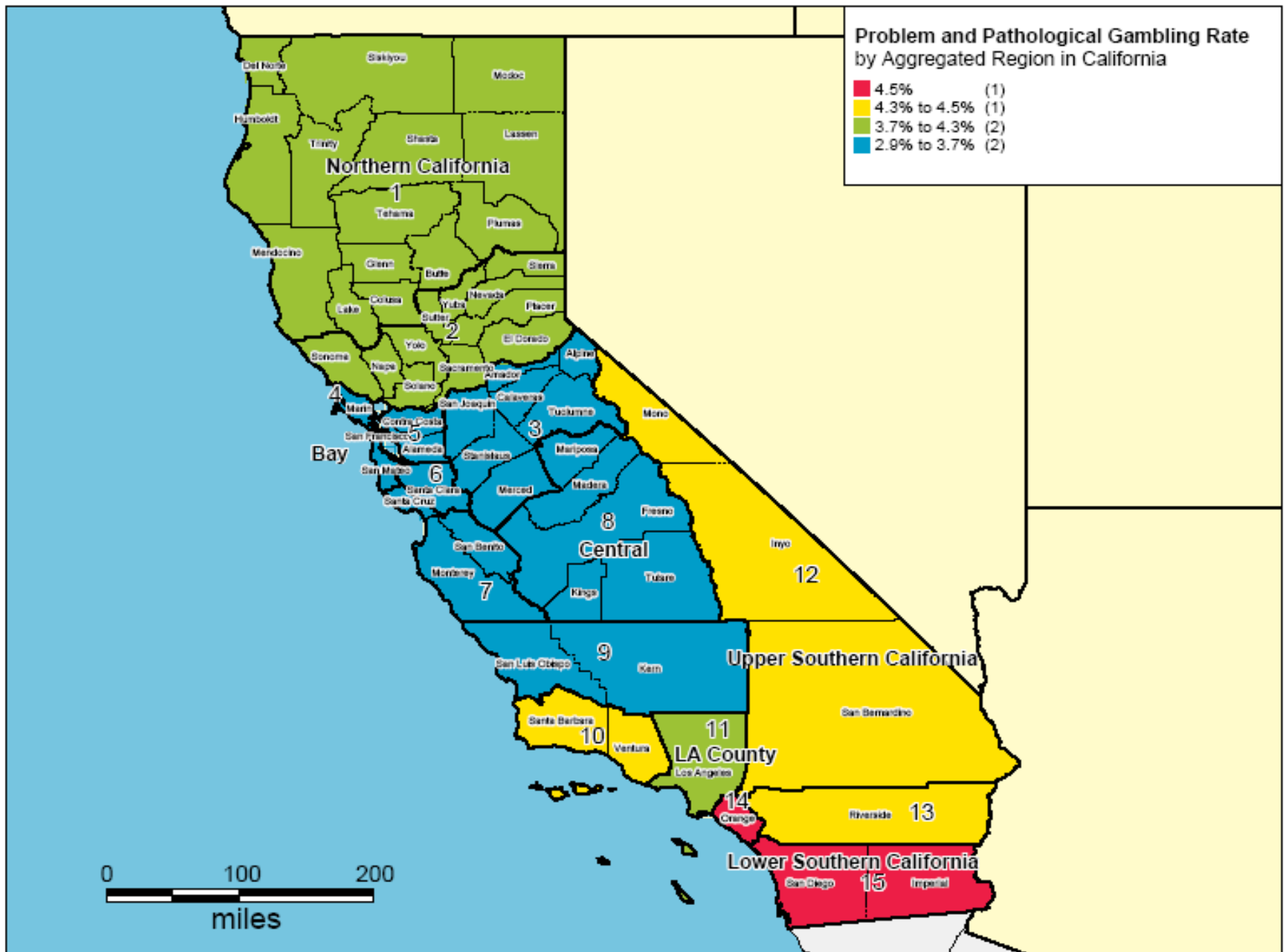
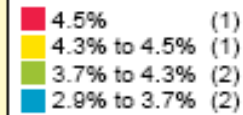
Pre-Office of Problem Gambling

- 1958: Gambler's Anonymous founded in Los Angeles
- 1980s: Private residential programs
- 1986: CCPG Founded
- 1990- Certified gambling providers
- 2003 Office of Problem Gambling established (ADP)

California Prevalence Study (2005)

- n = 7,121; 18 years and older
- Problem gambling: 2.2%
- Pathological gambling: 1.5%
- ~ 1,000,000 cases
- ~ 9,000 – 14,000 would seek treatment
- Highest Risk:
 - African-Americans
 - Disabled
 - Unemployed

Problem and Pathological Gambling Rate by Aggregated Region in California



CalGETS TREATMENT COMPONENTS



Problem Gambling

Telephone Interventions (PGTI)

- 1-800-GAMBLER (English, Spanish, AT&T Translation 200+ Languages)
- 1-888-968-7888 (Asian Languages)
 - Weekly sessions over the phone
 - Staffed by licensed therapists
 - **Goal is to engage and transition to outpatient treatment**
- Gamblers and Affected Individuals
 - Motivational Text Messaging

Outpatient Provider Network

- > 200 authorized providers
 - MFT, LCSW, PhD, PsyD
- Private offices, clinics
 - Ongoing monitoring/support
 - Therapeutic freedom
 - Can run groups
- Access by: helplines or online directory
- Gamblers and Affected Individuals
 - ~1500 clients treated annually

Intensive Outpatient

UPAC (San Diego)



Beit T'Shuvah (LA)



Residential

Residential

San Francisco



Los Angeles



Intensive Outpatient Program

- 3 days/week for 4 weeks (12 days)
- Comprehensive, integrated treatment
- Separate gambling-specific treatment
- Utilizes evidenced-based care
 - Beit T'Shuvah Right Action Program (LA)
 - UPAC (San Diego)
- Gamblers Only

Residential Treatment

- Provide highest level of care for most severely ill
- 30 days of treatment, >15 hrs./week
- Integrated treatment with SUD
- Los Angeles and San Francisco
 - Beit T'Shuvah: 310-204-5200
 - Health Right 360: 415-762-3705
- Gamblers Only

Clinical Innovations (UGSP)

- Self-Help Workbook
- Client and Therapist Manual
- Drug and Alcohol Counselor
- Partners Manual
- Mindfulness Based Intervention
- Culture and Gambling Projects
- Paraprofessional trainings
- And more

Profile of CalGETS Clients and Treatment Outcomes

CalGETS Client Profile

- Average age: ~48.0
- 60% Males
- ~50% Caucasian, 17% Asian
- 30% smokers
- 31% “fair to poor “ health
- 25% treated for depression

Change in NODS Scores for Outpatients

Variable	N	Mean	SD	Paired t Test Value	Pr > t
At Intake	1293	8.16	1.85		
At End of Treatment	1293	6.66	3.1		
Difference	1293	1.5	3	18.02	<.000 1

Trends in CalGETS

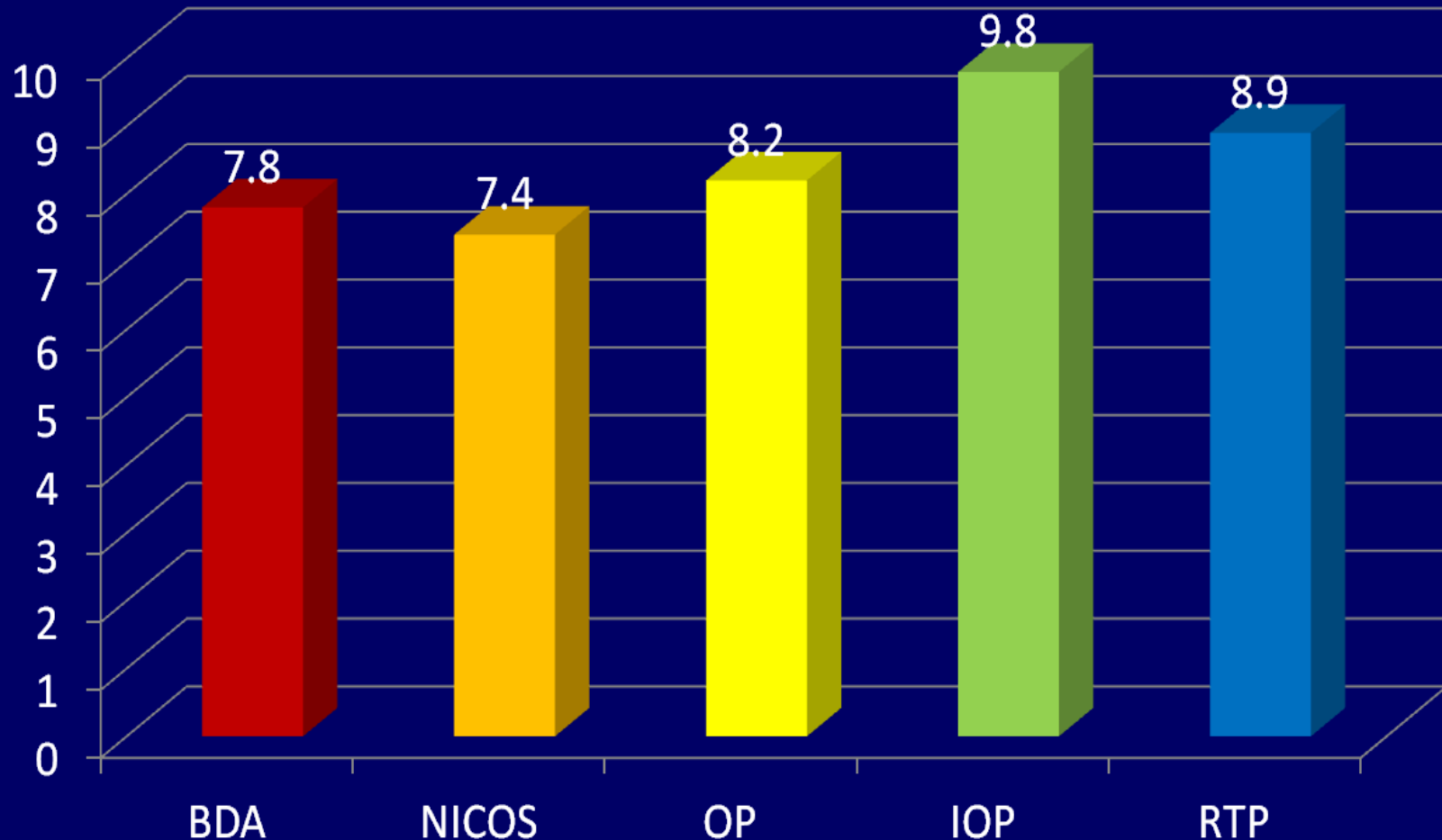
- These trends are consistent throughout all of the treatment components and have been consistent since the opening of CalGETS in 2009.

CalGETS: Severity

- By the time clients enter treatment, the severity of the gambling addiction is **extremely high**.
- Average severity based on modified NODS score is **8.2** out of a possible 10. (1 = least severe, 10 = most severe).

Severity by Modality

Average Modified NODS Score for Gamblers



Trends in CalGETS: Total Served

- Since CalGETS began operations in 2009, over **5,300** gamblers have completed an intake session.
- In FY 14-15, a total of **1,224** gamblers completed an intake

Clients Served by Modality

	Gamblers	Affected Individuals	Totals by Modality
BDA	154	19	173
NICOS	25	11	36
OP	995	424	1419
IOP	8	-	8
RTP	42	-	42
Total for FY 14-15	1224	454	1678

FY 14-15 Utilization vs. FY 13-14 Utilization

	FY 14-15		FY 13-14	
	Gamblers	Affected Individuals	Gamblers	Affected Individuals
PGTI	140	11	179	30
OP	966	415	995	424
IOP	35	-	8	-
RTP	73	-	42	-
Totals	1214	426	1224	454

Trends in CalGETS: Venue and Games

- Approximately 60% of CalGETS clients report that tribal gaming is their preferred venue.
- The most popular gaming activity is slot machines (70%) followed by blackjack and poker.

Predictors to Complete Five or More Sessions

Odds Ratio:

- 56 years or older: 1.79
- Graduate / Professional Degree 2.97
- Any GA Attendance 1.84

Trends in CalGETS: Client Satisfaction

- 85% of CalGETS clients report high satisfaction with the services they received.
 - Across ALL treatment components

Successes and Surprises

CaIGETS Achievements (Successes)

- In the 5 years since inception we have:
 - Created multidisciplinary network of over 200 licensed therapists
 - Created two residential treatment programs and one intensive outpatient program
 - Served over 5,000 clients; both gamblers and affected individuals
 - Created treatment resources that are used nationally and internationally
 - Shown high satisfaction with treatment among those receiving services

Data Strengths

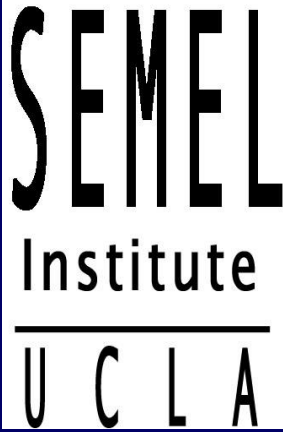
- Very large sample
- Capturing information at point of entry
- Tracking in-treatment information
- Overlapping data points across forms
- Universal forms allow some comparisons across treatment modality
- Broadness of data collection can generate questions for in-depth study

Surprises

1. Invest in quality assurance practices
2. Empower workforce to take ownership
3. Providing ongoing supervision is critical
4. Clients using Internet for main source of information
5. Continually involve stakeholders

Surprises

6. Add 30% time to administrative changes / policies
7. Evaluate outreach techniques
8. Treatment supply and demand fluctuates rapidly
9. Prepare for unexpected events in advance by having flexibility in administration and operations
10. Reduce healthcare bureaucracy



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