

FILLING THE GAP: INTEGRATING CASE MANAGEMENT SERVICES FOR THOSE WITH GAMBLING DISORDER

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Who am I?



Why am I here?



What Does it all mean?

CORE
QUESTIONS
FOR
HUMANS

- ▶ large financial debt
- ▶ a loss of time
- ▶ loss of productivity
- ▶ Damaged relationships.

Dr. Timothy Fong, UCLA

COMMON PROBLEMS FOR THOSE WITH GAMBLING PROBLEMS

Problem gambling has been associated with a broad range of negative health correlates:

- high amounts of stress
- watching more than 20 hours of television per week
- excessive alcohol consumption
- smoking
- poor nutritional practices
- less regular exercise
- poor sleep practices

PHYSICAL HEALTH IMPACTS

higher rates of heart conditions

high blood pressure

Headaches

weight loss

stomach disorders

cardiac arrest

Arthritis

Indigestion

tachycardia,

angina,

cirrhosis, and other liver diseases

individuals with gambling
problems: a higher body mass
index

more likely to be classified as
obese.”

PHYSICAL HEALTH IMPACTS

- ▶ Households in states where sports gambling is legal:
- ▶ Significantly Reduced savings
- ▶ Lower investments (ie stocks)
- ▶ Aggregate credit Scores decreased
- ▶ Increased Bankruptcy
- ▶ Scott Baker, Associate Professor Finance Northwestern: “Legalization is no free lunch”

BANKRUPTCY AND SPORTS BETTING

R. Baker, Scott and Balthrop, Justin and Johnson, Mark J. and Kotter, Jason D. and Pisciotta, Kevin, Gambling Away Stability: Sports Betting's Impact on Vulnerable Households (June 30, 2024). Available at SSRN: <https://ssrn.com/abstract=4881086> or <http://dx.doi.org/10.2139/ssrn.4881086>

<https://www.nbcnews.com/business/consumer/online-sports-gambling-bankrupting-households-reducing-savings-rcna167235>

- ▶ Far-reaching consequences for household financial health:
- ▶ Such as impacting:
 - ▶ credit card balances
 - ▶ reduces available credit
 - ▶ increases lottery play

BANKRUPTCY AND SPORTS BETTING

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- ▶ decreases net investments in financial markets.
- ▶ “online sports betting may offer states a new source of revenue, it also exposes local residents to significant financial risks.”

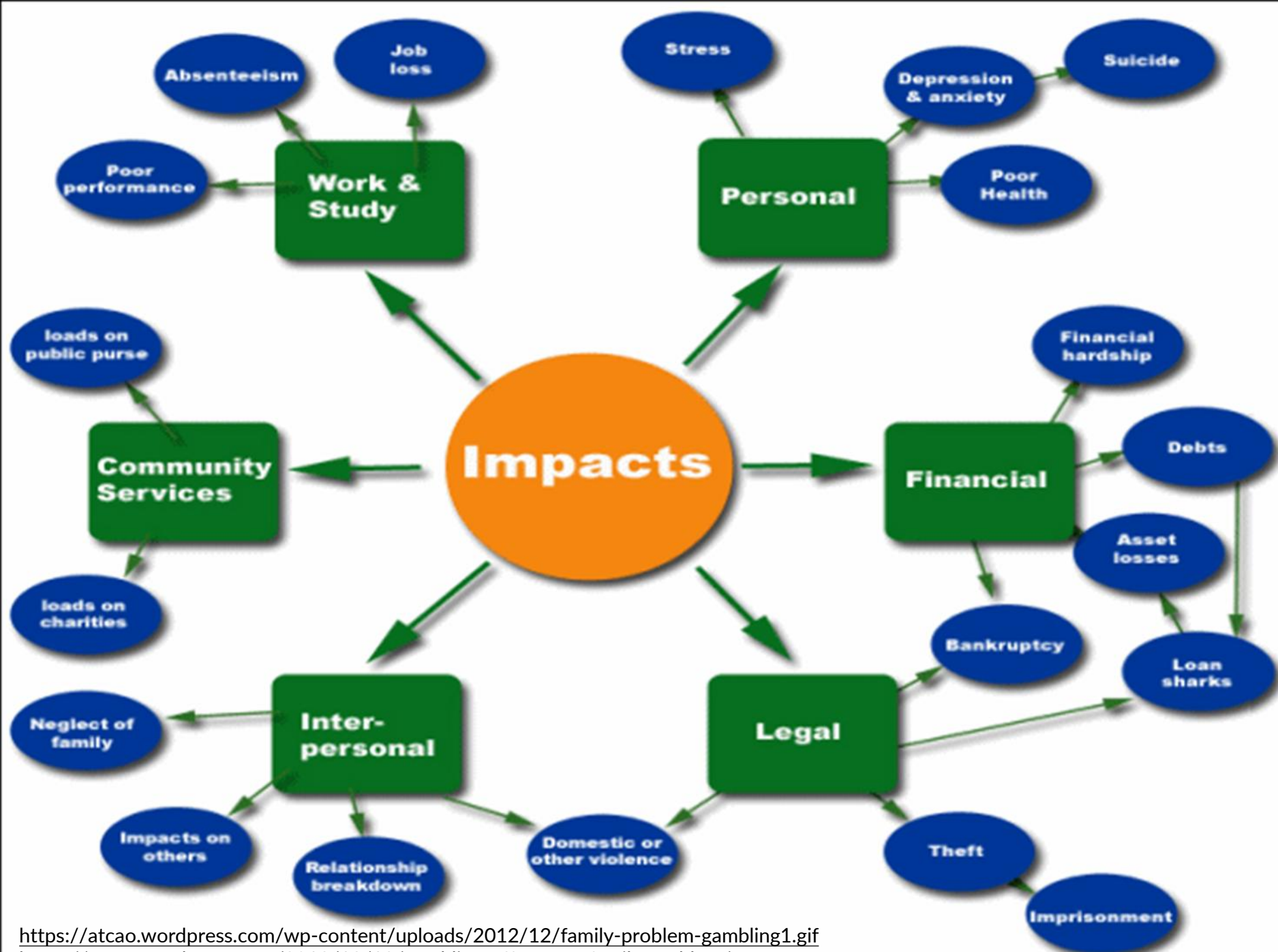
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- ▶ What area of the hierarchy of needs doesn't problem gambling impact in a person's life?

COMMON PROBLEMS FOR THOSE WITH PROBLEM GAMBLING



<https://atcao.wordpress.com/wp-content/uploads/2012/12/family-problem-gambling1.gif>

<https://atcao.wordpress.com/2012/12/12/gambling-effects-on-family-problem/>

DEFINITION CASE MANAGEMENT

- ▶ SAMHSA, TIP 27 (pg. xiii)
- ▶ a coordinated approach to the delivery of health, substance abuse, mental health, and social services, linking clients with appropriate services to address specific needs and achieve stated goals.

- ▶ A coordinated approach implemented by professionals for the delivery of health, substance abuse, mental health, and social services, linking individuals with appropriate services to address specific individual needs and achieve stated goals.

National Association of Case Management (2017),
pg. 5, Case Management Practice Standards

DEFINITION OF CASE MANAGEMENT

- ▶ SAMHSA TIP 27, pg. xiii
- ▶ Provide the client a single point of contact for multiple health and social services systems
- ▶ Advocate for the client
- ▶ Be flexible, community-based, and client-oriented
- ▶ Assist the client with needs generally thought to be outside the realm of treatment

ROLE OF CASE MANAGER

- ▶ Deliver services In community and a persons natural environment
(telehealth is appropriate and necessary for DDAP Gambling CM)
- ▶ Team approach to support consumer and each other
- ▶ Building natural community connections
- ▶ Quality supervision
- ▶ Case load small enough for higher frequency and quality
- ▶ When possible, not time limited
- ▶ Always provide access to crisis response services
- ▶ Self-determination and consumer choice

KEY COMPONENTS OF CASE MANAGEMENT

- ▶ 1) to increase client retention in and completion of treatment in order to move clients toward recovery and self-sufficiency
- ▶ 2) to increase client access to core services such as psychiatric care and secure living environments.

GOALS OF CASE MANAGEMENT

CORE COMPETENCIES FOR GAMBLING COUNSELORS

CORE COMPETENCIES IN SUBDOMAIN 4.1 (DOMAIN 4: CASE MANAGEMENT AND ETHICAL PERSPECTIVE)

- 4.1.1. Oversee the continuum of care (e.g., medical needs, crisis intervention, relapse prevention).
- 4.1.2. Refer to other providers and resources as needed (e.g., financial planners, attorneys, peer mentors).
- 4.1.3. Coordinate treatment with all other care providers (e.g., other counselors, physicians).
- 4.1.4. Maintain working relationship with residential treatment centers and coordinate referrals.
- 4.1.5. Demonstrate professional case administrative skills (e.g., case notes, professional reports).
- 4.1.6. Adhere to codes of ethics and state laws for problem gambling treatment.
- 4.1.7. Observe rules for confidentiality when sharing information with outside systems (includes limits on sharing information and exceptions for mandated reporting).
- 4.1.8. Engage in continuing professional education on problem gambling treatment

<https://naadgs.org/a-guide-to-core-competencies-for-problem-gambling-treatment-providers/>

- ▶ Screening
- ▶ Engagement and development of a helpful, trusting relationship/partnership
- ▶ Assessment based on determining strengths, needs, preferences, and resources
- ▶ Outcome-focused service planning and implementation (care coordination)
- ▶ Crisis prevention, intervention, and management
- ▶ Referral and linkage with chosen services
- ▶ Obtaining basic and other supports as necessary and/or helpful
- ▶ Monitoring, coordinating, and adjusting service delivery
- ▶ Advocacy
- ▶ Evaluation

FUNDAMENTAL FUNCTIONS OF CASE MANAGEMENT

Social Determinants of Health



Social Determinants of Health
Copyright-free

 Healthy People 2030

- ▶ Education: Access and Quality
- ▶ Health Care Access and Quality
- ▶ Neighborhood and Built Environment
- ▶ Social and Community Context
- ▶ Economic Stability

SOCIAL DETERMINANTS OF HEALTH

CASE MANAGEMENT SKILLS AND GAMBLING

A google search of how do people change:

Can people really change?

Do people ever really change?

From your personal experience, can people change? Why?

Can people change or, or do they just lie?

CASE MANAGEMENT SKILLS AND GAMBLING

Chatgpt (3/8/26):

A powerful experience

Repeated small choices

New Environments

Self-reflection

Pain or Dissatisfaction

Gradual maturation

Psychology Today:

- ▶ Incentives
- ▶ Empathy
- ▶ Understand origins of problematic behavior
- ▶ Conscious community
- ▶ Exposure: new experiences, lenses, and perspectives
- ▶ “supervised skill practice”

CHANGE

CHANGE SOME CONCEPTS FROM MOTIVATIONAL INTERVIEWING

- ▶ Confidence
- ▶ Importance
- ▶ Ambivalence
- ▶ Collaboration
- ▶ Autonomy
- ▶ Discrepancy: Values
- ▶ Ask Offer Ask

KNOW YOUR RESOURCES

- ▶ A significant part of Case Management is building connections and rapport with resources to assist those with problem gambling.
- ▶ Using individual's skills and autonomy to connect them with the right resources.
- ▶ “pressure relief” from the life areas impacted by gambling

“When I'm hungry, I can't think of anything but food. I'll sit down to do my algebra donut, but my x's will turn into broccolis and my y's will turn into cupcakes! I spaghetti would like to stop thinking about food all of the cake, but I guess I'm just tofu distracted by my stomach.”

-Dino 11/6/14, Descriptionari.com



1-800-GAMBLER®

Pacouncil.com

Ncpgambling.org

RESOURCES

DDAP Providers



<https://www.pa.gov/agencies/ddap>



<https://www.gamfin.org/>

<https://gamban.com/>

<https://gamblersanonymous.org/>

<https://smartrecovery.org/gambling-addiction>

RESOURCES

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