



**THE HEART
OF IT ALL™**

Ohio.org

THE OHIO MODEL: THE STATE'S COLLABORATIVE APPROACH TO PROBLEM GAMBLING

September 19, 2024



**Casino Control
Commission**

**Department of Mental
Health & Addiction Services**

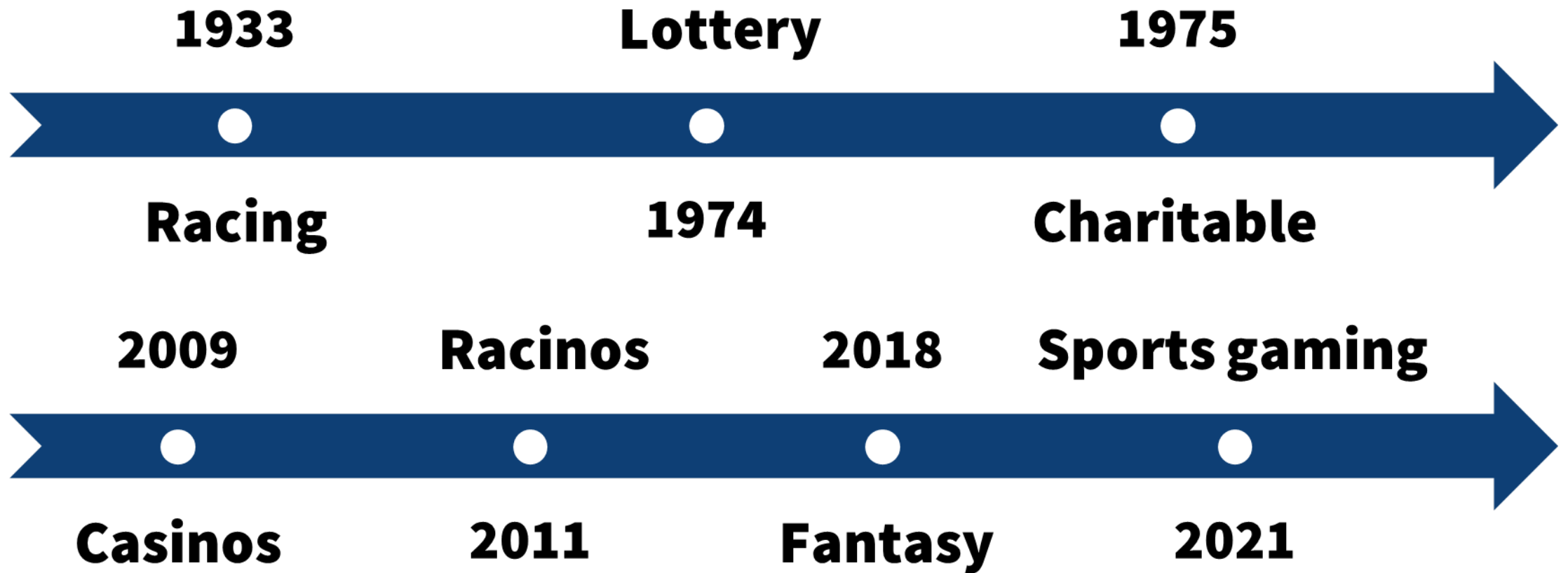
**Ohio Lottery
Commission**

THE OHIO MODEL: THE STATE'S COLLABORATIVE APPROACH TO PROBLEM GAMBLING

Presented by:

- Milan Karna, OCPC, Program Manager of Problem Gambling, OhioMHAS
- Cory Brown, OCPC, Manager of Problem Gambling Services, Ohio Casino Control Commission
- Susan Diamond, Responsible Gambling Program Manager, Ohio Lottery Commission
- Jimmie Hicks III, Deputy Director of Responsible Gambling, Ohio Lottery Commission

HISTORY AND FORMATION OF ORG



OHIO GAMBLING SURVEY

Take the survey at:

[http://go.chrr.osu.edu/
GAMBLING/00XX00](http://go.chrr.osu.edu/GAMBLING/00XX00)

or scan the QR code,

or schedule a phone interview
(additional details on back).



**OHIO
GAMBLING
SURVEY**

ohio for responsible
gambling **org**

O
THE OHIO STATE
UNIVERSITY

OHIO GAMBLING SURVEY

- Aimed to reach 15,000 total Ohioans over the age of 18 in 50 ADAMHS Board Areas (~300 in each area)
- Gambling prevalence/behaviors
- Survey instrument adapted by Ohio PGAB
- Surveys conducted by OSU CHRR via postcard invitation (online) & phone calls
- Conducted from October to December 2022*

OHIO GAMBLING SURVEY

	Do Not Gamble	Non-Problem Gambler	Low Risk	Moderate Risk	Problem Gambler
2022 Ohio %	17.2%	63.0%	10.9%	6.1%	2.8%
2022 Ohio Population Estimate	1,573,094	5,758,463	991,513	560,248	254,729
2017 Ohio %	25.1%	64.4%	6.4%	3.0%	0.9%
2012 Ohio %	41.4%	53.0%	4.2%	1.1%	0.4%

Source: Ohio Department of Mental Health and Addiction Services, in partnership with Ohio for Responsible Gambling

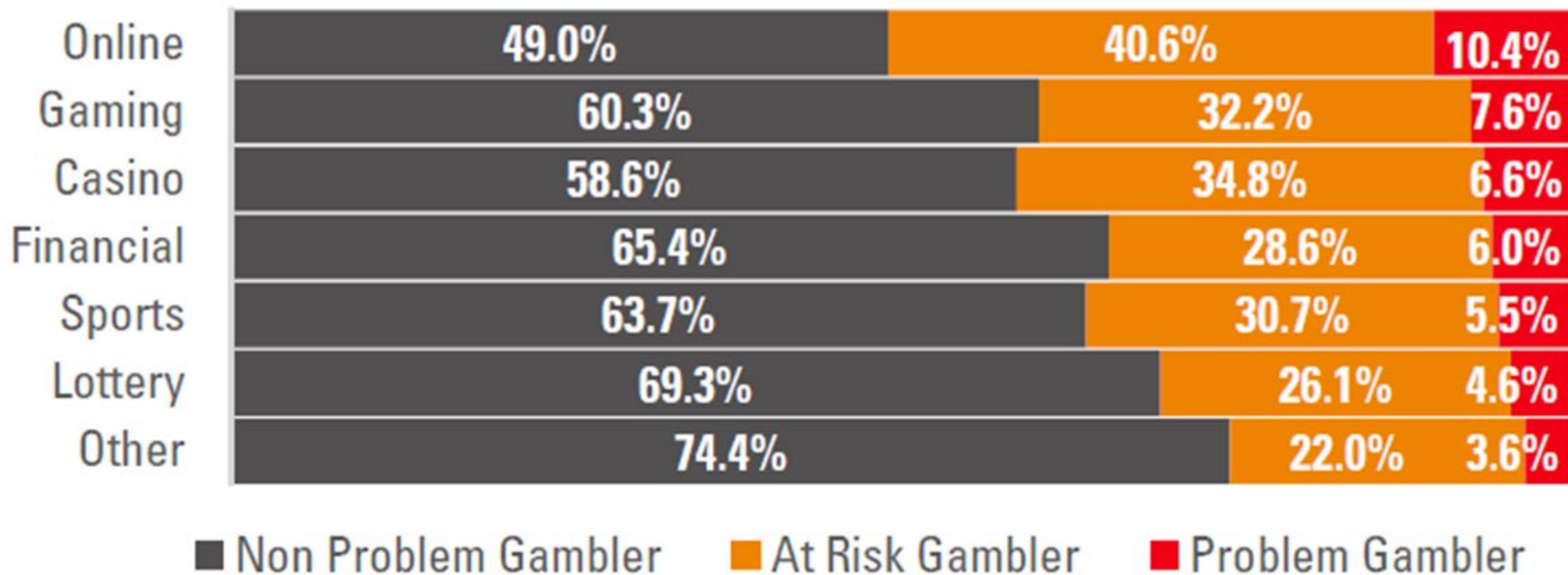
An estimated 1.8 million adult residents in Ohio can be categorized as low-risk, moderate-risk, or problem gamblers (or 19.8% of the general adult population).

An estimated 2.8% of adult Ohioans are considered problem gamblers.

OGS DEMOGRAPHIC INFORMATION

	% of Pop.	GAMBLING TYPE		
		Non-Gambler	Non-Problem Gambler	At-Risk/Problem Gambler
SEX				
Men	47.6	15.9	63.7	20.4
Women	52.4	17.3	63.5	19.2
RACE				
White	83.9	16.9	64.7	18.4
African American	9.3	16.3	51.6	32.1
Other Race	6.8	18.7	55.9	25.4
ETHNICITY*				
Hispanic	3.6	9.9	60.5	29.6
Non-Hispanic	96.4	17.3	63.1	19.6
AGE				
18 - 24	11.5	19.7	56.1	24.1
25 - 44	39.7	15.1	62.7	22.2
45 - 64	30.9	14.2	66.1	19.7
65+	17.9	25.6	62.8	11.6
VETERAN				
Non-Veteran	93.1	17.0	63.0	20.0
Veteran	6.9	19.0	62.3	18.7

PERCENTAGE OF AT-RISK/PROBLEM GAMBLING BY TYPE



OHIOANS PG RISK LEVEL



OHIO FOR RESPONSIBLE GAMBLING



Ohio for
Responsible
Gambling



**Casino Control
Commission**

Our Mission: The Ohio Casino Control Commission has the responsibility to ensure the integrity of

- Casino gaming
- Sports gaming
- Skill-based amusement machines, and
- Fantasy contests

We achieve this through

- Licensing
- Regulating
- Investigating, and
- Enforcing state laws



**Casino Control
Commission**

Commissioners

Executive Director

Communications

**Regulatory
Compliance**

Enforcement

Investigations

Licensing

Legal

Operations

**Problem
Gambling
Services**



**Casino Control
Commission**

Commissioners

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Compliance**

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Licensing

Legal

Operations

**Problem
Gambling
Services**

Regulatory Responsibilities

Division of Problem Gambling Services

- Disordered and Problem Gambling Plan
 - Review and approve internal controls/required procedures
 - Review and approve supporting documents
 - Review and approve quarterly and annual reports
 - Review incident reports
 - Underage access
 - Time Out Ohio violations
- Advertising and Promotions
 - Conduct rolling audits to ensure compliance



Board of Commissioners

Director

Assistant Director

Sales

Financing

Marketing

**Legal
Services**

**General
Services**

**Responsible
Gambling**

VLT

Security

Comms

**Product
Development**

HR



Our Mission: Lottery supports the Governor's initiative to build strong schools, a great quality of life, and compassion for those who need our help.

We achieve this through

- Supporting education by offering entertaining gaming experiences
- Investing in Ohio's students and communities through gaming innovation
- Protect the integrity of the Ohio Lottery by adhering to all legal and ethical standards of the state of Ohio
- Build strong partnerships with retailers and communities they serve
- Be worthy of the public's trust and respect
- Commit to responsible gambling and community outreach programs

Mike DeWine, *Governor*
LeeAnne Cornyn, *Director*



**Department of
Mental Health &
Addiction Services**



**Department of
Mental Health &
Addiction Services**

Director

Community
Planning &
Collaboration

Financial
Management

Public Affairs

Legal Services

Pharmacy
Services

Medical
Director

Treatment
Services

Hospital
Services

Community &
Family
Resilience

Programming

- Board Allocations
- Best Practice Sites
- Problem Gambling Helpline
- Set aside for OGS Survey
- Workforce Development
- Coalition Support
- Ohio Gambling Telehealth Network
- Treatment Shortfall
- Awareness Campaigns



**Department of
Mental Health &
Addiction Services**



**PROBLEM GAMBLING
NETWORK OF OHIO**

**OHIO WORKFORCE
DEVELOPMENT**

**Stages Training
Series**



**OHIO PROBLEM
GAMBLING CONFERENCE**

**Service Consultation
Problem Gambling**

Stages Training Series

The foundation for providing quality gambling disorder treatment

The Gambling Disorder Stages Training Series consists of three separate courses on Ohio's gambling service support system and how to implement treatment strategies within the community.

Treatment professionals who complete all three courses in their entirety will receive the 30 hours necessary to become qualified in treating gambling disorder. This includes being eligible to apply for a Gambling Endorsement through the Ohio Chemical Dependency Professionals (OCDP) Board, Ohio Counselor, Social Worker, and Marriage and Family Therapist (CSWMFT) Board, or prepare for the International Certified Gambling Counselor (ICGC) Examination.



Stage I

Gambling, Problem Gambling, and Ohio's Service System

Stage II

Applications and Approaches in Treating Gambling Disorder

Stage III

Introduction to the Roles of Family and Finances in Treating Gambling Disorder

— CONNECT —

Contact PGNO

We're here to help!

If you are interested in additional information on our programs or training, need assistance with your gambling treatment credentials, or need help with a gambling problem for yourself or a loved one, we want to hear from you. Members of the media can contact the PGNO team for inquiries at

Media@PGNOhio.org



614-750-9899

Give us a call



info@PGNOhio.org

Send us a message



Columbus, OH 43235

355 E. Campus View Blvd, Suite 285



2024 Conference Highlights



Derek Longmeier, PGNO; LeoAnne Cornyn, OhioMHAS; Michelle Gillcrist, OLC; and Matt Schuler, OCCC

STATE OF THE STATE: OHIO MHAS, OLC, AND OCCC

The Directors of Ohio Department of Mental Health and Addiction Services (OhioMHAS), Ohio Lottery Commission (OLC), and Ohio Casino Control Commission (OCCC) sat on a panel to discuss Ohio's problem gambling service system and how each organization makes an impact.



Director Matt Schuler, OCCC; Director Michelle Gillcrist, OLC; and Director LeoAnne Cornyn, OhioMHAS

PROCLAMATION: PGAM

In early February 2024, Ohio Governor Mike DeWine signed a [proclamation](#) recognizing March as Problem Gambling Awareness Month in Ohio. This accomplishment was celebrated at the 2024 Ohio Problem Gambling Conference.



CALL TO ACTION: STACEY FROHNAPFEL-HASSON

Stacey Frohnafel-Hasson with OhioMHAS closed out the 2024 Ohio Problem Gambling Conference with her presentation titled *Call to Action: The Next Ten Years*. She discussed the current state of Ohio's problem gambling service system and what the next ten years can look like with the support and hard work of agencies like OhioMHAS, OLC, OCCC, PGNO, and the local county mental health boards.

Problem Gambling Service Consultation

Helping agencies integrate gambling disorder throughout their services

2023-2024 Participants



MetroHealth Correctional Medicine

recoveryresources

Partners in health. Partners in hope.
An affiliate of The MetroHealth System

Recovery Resources



Lake-Geauga Recovery Centers



*Centers of Midwest Ohio
Darke ~ Miami ~ Preble County*

Recovery & Wellness Centers of Midwest Ohio

Signature
HEALTH



When you need help now®

Signature Health, Inc.

PREVENT
TREAT
RECOVER
chc
Addiction Services

CHC Addiction Services

University of Cincinnati
CINCINNATI
SCHOOL OF SOCIAL WORK

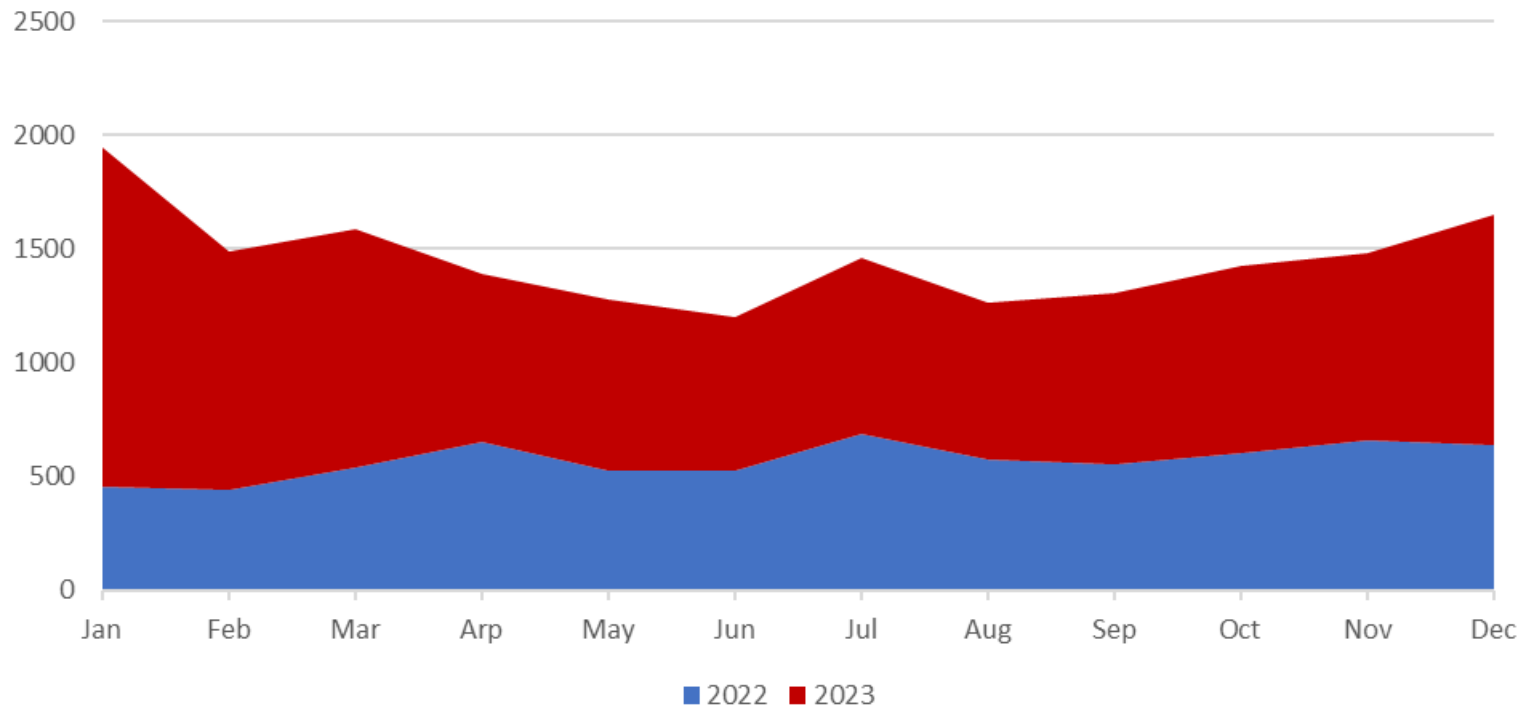
University of Cincinnati School of Social Work



Envision Partnerships

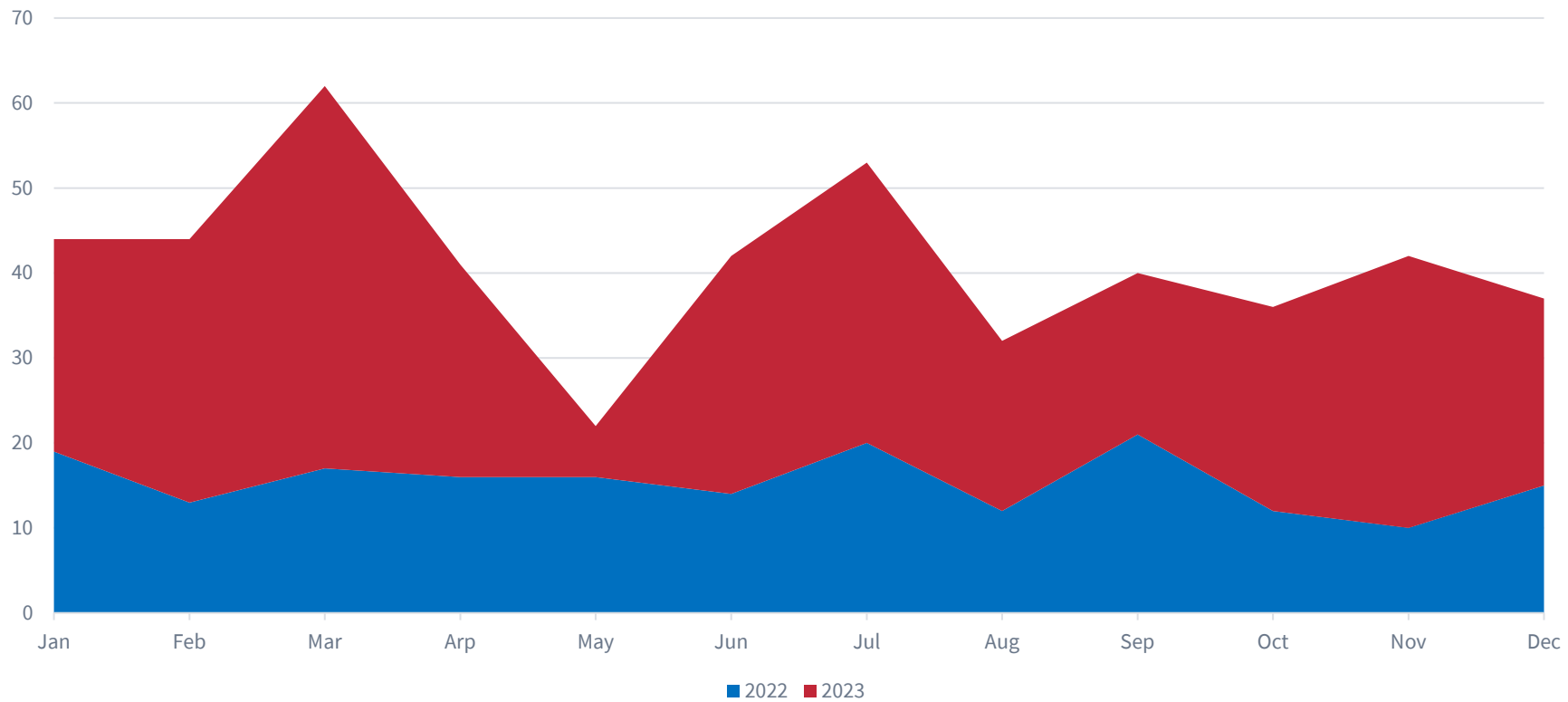
PG HELPLINE

Number of PG Helpline Calls Per Month



PG HELPLINE

PG Helpline Warm Transfers Per Month



OHIO

GAMBLING TELEHEALTH NETWORK



GAMBLING PROBLEM?
WE ALL HAVE THE POWER TO CHANGE.

MAKE THE CALL

1-800-589-9966
Make the call to the confidential, 24/7 Problem Gambling Helpline. Talk to trained specialists in your area and receive free help or resources with no commitment or strings attached.

NOW OFFERING VIRTUAL SUPPORT
If local help is unavailable, the Ohio Gambling Telehealth Network will provide you with virtual support at no cost.

 Ohio Gambling Telehealth Network

[GamblingHelpOhio.org](https://www.GamblingHelpOhio.org)

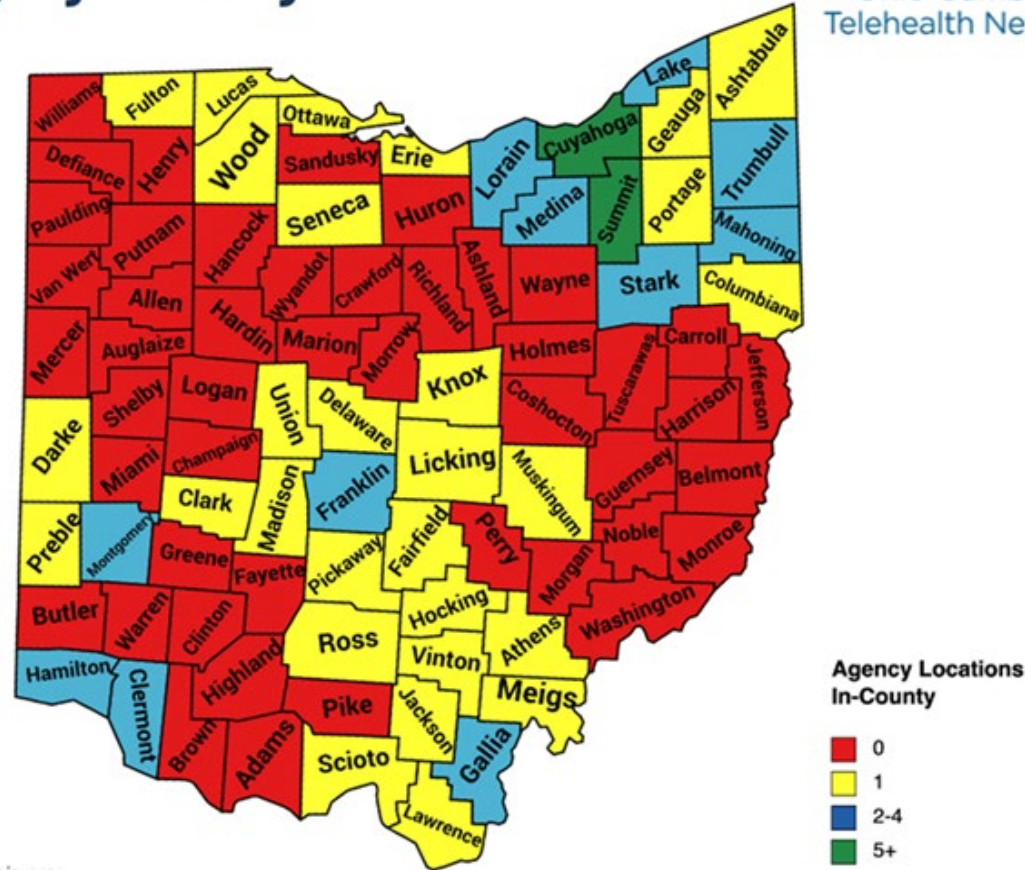
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OHIO GAMBLING TELEHEALTH NETWORK

OGTN

Disordered Gambling Treatment Availability by County



Ohio Gambling
Telehealth Network



Data provided by GamblingHelpOhio.org
Updated June 2024

Ohio Athlete Wellness App



**Ohio for
Responsible
Gambling**

MORE
THAN A BET

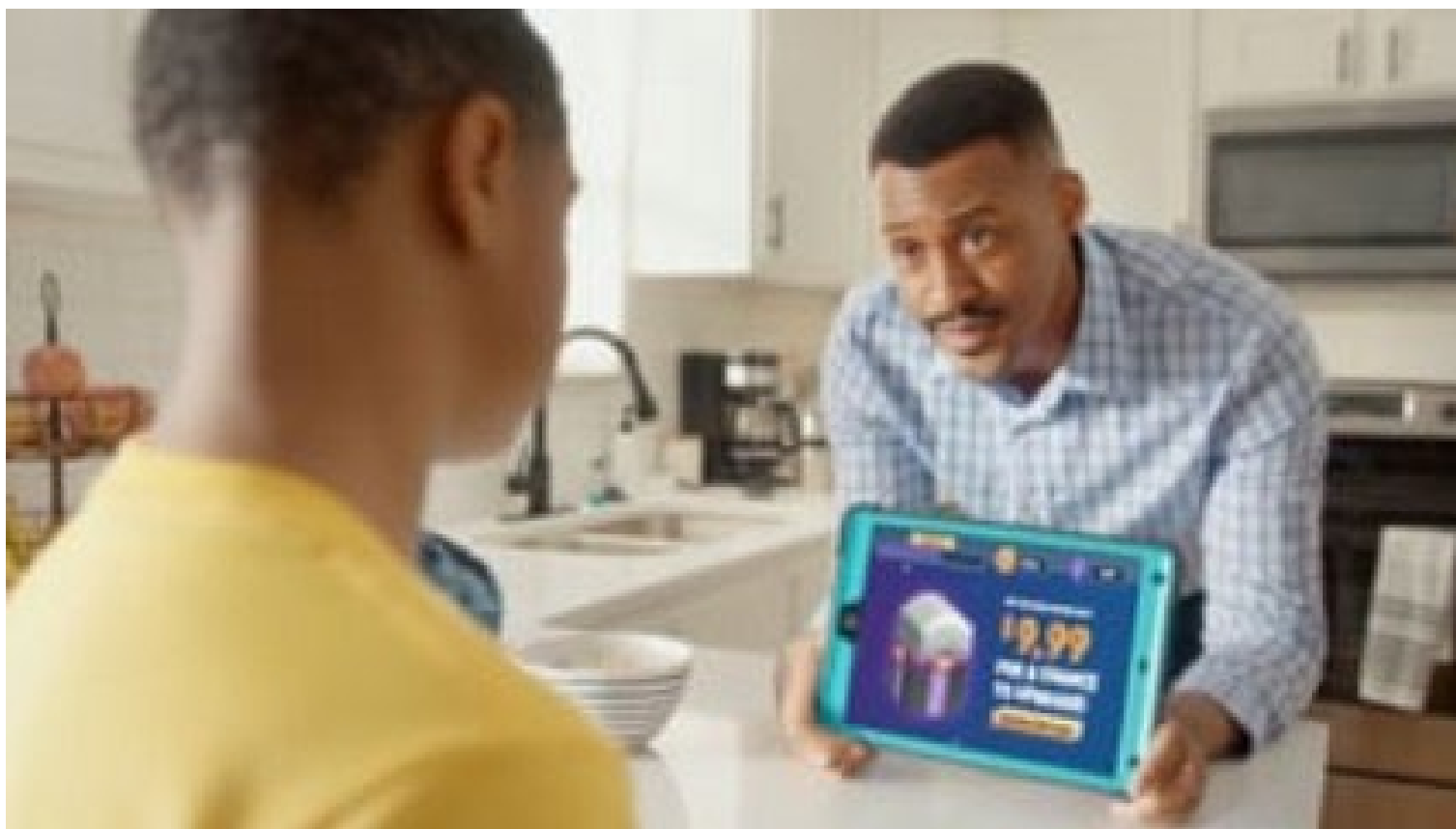
CAMPAIGNS



PAUSE BEFORE YOU PLAY



CHANGE THE GAME OHIO





Casino Control
Commission



GamBan



RECOVERME

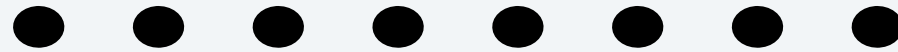
GamFin



TIME  **OUT** **OHIO**



Program Details



→ Includes:

- ✓ 4 Ohio casinos
- ✓ 7 Ohio racinos
- ✓ Sports gaming

→ Term lengths:

- ✓ 1 year
- ✓ 5 years
- ✓ Lifetime

→ Consequences:

- ✓ Surrendering of funds
- ✓ Criminal trespass

→ Core principles:

- ✓ Voluntary
- ✓ Understanding
- ✓ Ready
- ✓ Confidential





Application Process



Enrollment Process

- ➔ Locations
 - ✔ 4 Ohio casinos
 - ✔ 7 Ohio racinos
 - ✔ OCCC Central Office
 - ✔ Online

- ➔ Resources

Removal Process

- ➔ After serving at least minimum duration of selected term length

- ➔ Locations
 - ✔ 4 Ohio casinos
 - ✔ 7 Ohio racinos
 - ✔ OCCC Central Office
 - ✔ Via USPS
 - ✔ Online

- ➔ Resources



Enrollment Process

Participant Profile Record

Complete the information below to complete your enrollment.

Full Legal Name Participant ID

Prefix: Suffix:

First Name: MI: Last Name:

First Name: MI: Last Name:

Residential Address

Address 1:

Address 2 or Apt #:

City: State/Prov: County:

Country: Zip/Postal Code:

Contact Information

Primary Phone Number: Alternative Phone Number:

Primary Email Address: Alternative Email Address:

Personal Information

Date of Birth: Sex:

Weight: Hair Color: Eye Color: Complexion:

Complexion: Ethnicity: Other Ethnicity:

National Origin: Country of Citizenship: Passport Number: Alien Registration Number:

The disclosure of a VCP applicant's Social Security Number is required for identity verification for those seeking to apply via the online portal. However, the disclosure of a VCP applicant's Social Security number is not required to join the VCP, if an applicant seeks to apply to the VCP without a Social Security Number or without providing a Social Security Number, you must complete identity verification by scheduling a virtual appointment through email at VCP@ohio.gov or by visiting the nearest casino or racino location. Please bring valid government issued identification. If you wish to validate your SSN, please bring supporting documentation. For questions, please email VCP@ohio.gov or call (614) 367-6654 or (216) 774-5738.

Social Security Number: Social Security Number:

Employment Information


Employer: Job Title: Locations at Which Entry is/ May Be Needed:

Employer: Job Title: Locations at Which Entry is/ May Be Needed:

Referral By: Referred By Other:

Getting started

We need some information to help us confirm your identity.




By clicking the button below, you consent to Persona, our vendor, collecting, using, and utilizing their service providers to process your biometric information to verify your identity, identify fraud, and improve Persona's platform in accordance with its [Privacy Policy](#). Your biometric information will be stored for no more than 3 years.

English

Processing ID

Please wait as we process your uploads. This may take a few seconds.



English

Upload a photo ID

We require a photo of a government ID to verify your identity.

Choose 1 of the following options


- Driver License
- State ID
- Passport
- Passport Card
- Permanent Resident Card
- Non-Citizen Travel Document



Enrollment Process

Let's make sure you're you

Position yourself in the center of the camera and then move your face left and right to show both sides. Please remove your glasses before the capture.




Get started

Continue on another device

By continuing, I acknowledge that Persona analyzes my facial biometrics for the purposes of identity verification and immediately deletes the biometric data after processing.

Look slightly right



Get started

Continue on another device





Overall Program Data



Enrollment from Mar 1, 2012-August 5, 2024

- Applications completed: 10,419
- Total participants: 8,657
- Active participants: 5,237
- States included: 37 + international
- Multiple enrollments: 1,290
- Remain enrolled past expiration: 1,662





Gamban





Gamban Data



Gamban

Period	Visitors	Licenses	Time Out	Act/Vis	Act/TO
May-Jun 2023	83	20	106	24%	19%
Jul 2023- Jun 2024	384	181	1294	50%	14%
Jul 2024	30	17	105	57%	16%
Aug 2024	31	18	99	58%	18%
TOTAL	528	236	1604	45%	15%





GamFin





GamFin Data

GamFin

Period	Type	Hours Used
CY 2024	Referred by Clinician	22
CY 2024	Client/Family Member Only	6
TOTAL		28





RECOVERME





RecoverMe Data



Period	Users	Check-Ins
Jun-Aug 2024	46	248

THANK YOU



**THE HEART
OF IT ALL™**

Ohio.org

OHIO.ORG

CONTINUE THE CONVERSATION

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Susan Diamond

susan.diamond@ohio.lottery.gov

Cory Brown, OCPC

cory.brown@casinocontrol.ohio.gov

Jimmie Hicks III

jimmie.hicks@ohio.lottery.gov



**Ohio for
Responsible
Gambling**