

Problem Gambling Services Strategic Plan: 2017-2019

V. Goals, Activities, Enhancements, & Phases

Improving DHHS Funded Problem Gambling Services

This strategic plan follows the problem gambling system needs assessment that was completed in 2016. Information gathered during the needs assessment and solution finding phases were categorized into five domains that correspond with the DHHS Problem Gambling Services system's historical conceptualization of program components, funding designation categories, and service procurement categories. These domains are:

- A. Administrative Operations
- B. Information Management
- C. Prevention and Health Promotion
- D. Treatment
- E. Workforce Development

Each of the above problem gambling service components is accompanied with a goal followed by a list of enhancement activities intended to achieve the stated goal. The goals and enhancement activities outlined below conform to the ACPG's vision and mission, and the Plan's framework and guiding principles previously described.

In addition to compartmentalizing enhancement activities by service component, they are divided into two phases, reflecting the sequence in which they will begin:

Phase 1 enhancement activities are those to take place during SFY 2017, the second year of a two-year grant award cycle where service providers and work plans are largely in place. As one of the guiding principles of this strategic plan is to "enhance existing infrastructure whenever possible, rather than creating something new," many of these activities will continue and expand into Phase 2.

Phase 2 enhancement activities are those designated to take place during the SFY 2018 and 2019 grant cycle. Many of these enhancement activities are contingent on funding availability with some possible if funding remains relatively stable and others only being possible with additional dollars invested in DHHS Problem Gambling Services.

The following enhancements include only those contingent on funding availability significantly above SFY 2018 levels.

Service Enhancements Achievable with Program Funding Significantly Above SFY2018 Levels

Information Management

Goal:

To have access to valid and reliable data on the population being served, utilization of services, program performance, and the outcomes produced. The information management system will support and enhance data-driven program and policy decisions.

Enhancement Activities Planned with Funding Increase:

- Implement improvements on the type and quality of data collected by DHHS OCPG from grantees and data reported to grantees.
 - Development of family client specific forms and information tracking.
 - Explore methods to seamlessly transfer data between clinics' electronic records management systems and the problem gambling treatment information management system.
- Explore and implement if feasible a series of general population surveys and surveys of high risk groups to (a) better understand problem gambling prevalence rates, (b) track population changes over time, and (c) gather data to inform programs and policies.

Prevention & Health Promotion

Goal:

Support effective problem gambling prevention and health promotion programs to reduce the occurrence and impact of problem gambling on individuals, families, and communities.

Enhancement Activities Planned with Funding Increase:

- Develop the infrastructure of problem gambling prevention efforts in Nevada. Explore and implement if feasible the following actions:
 - Add a Problem Gambling Prevention Coordinator position within DHHS.
 - Develop and implement a data system to monitor and track problem gambling prevention activities.
 - Provide training opportunities and technical assistance on SAMHSA endorsed practices for effective prevention service development and implementation.

- Collect and track a greater number of health indicators related to problem gambling behavior.
- Conduct gambling attitudes and behavior surveys with adult and youth to better understand (a) problem gambling prevalence rates, (b) gambling behaviors and attitudes, and (c) knowledge and perceptions regarding problem gambling and programs to address problem gambling.
- Identify state-level changes and improvements that will impact the problem gambling prevention system.
- Increase the readiness and capacity of prevention professionals in related fields (substance abuse, violence, suicide) to address problem gambling. Explore and implement if feasible the following actions:
 - Incorporate problem gambling into DHHS funded substance abuse prevention coalitions' scopes of work.
 - Provide technical assistance and written guides to support the incorporation of problem gambling content into coalitions' work.
 - Educate the prevention workforce about comorbidities, overlapping risk, and protective factors between substance misuse, suicide, and problem gambling.
- Design and disseminate messaging and campaigns specifically for high-risk populations. Explore and implement if feasible:
 - The use of social media and new technologies to promote problem gambling prevention and treatment.
 - Develop and expand peer delivered services through the creation of a speaker's bureau.
 - Enhance prevention activities and client finding outreach to underserved populations (e.g. older adults, culturally specific, veterans).
- Increase collaborative partnerships to help increase efficiency and efforts to address problem gambling.
 - Support and participate in workgroups tasked with further developing problem gambling prevention services.
 - Support meeting and webinar opportunities for providers to network, to form partnerships, and to share successes.
 - Reach out to representatives of state agencies and explore opportunities to partner on common ground initiatives where addressing problem gambling supports fellow state agencies' goals.

D: Treatment System

Goals:

- (a) Support effective and efficient problem gambling treatment programs to reduce the occurrence and impact of problem gambling on individuals, families, and communities.
- (b) Increase problem gambling treatment enrollments by no less than 10% each year.
- (c) 100% of gambling treatment grantees meet defined performance standards.

Enhancement Activities Planned with Funding Increase:

- Explore development of a residential problem gambling treatment program located in Southern Nevada that follows mainstream models for providing residential gambling treatment.
- Utilize the ACPG to inform the development and implementation of innovative interventions targeting high risk populations/groups.
- Conduct a problem gambling treatment needs assessment. Utilizing data collected, develop a procurement strategy that will result in the purchasing of services for SFY 2020 and 2021 to meet identified needs and objectives.

E. Workforce Development

Goal:

Offer training, education programs, and networking opportunities designed to develop provider competencies and foster a supportive and collegial workforce made up of sufficient numbers.

Enhancement Activities Planned with Funding Increase:

- Devise training and education programs to develop provider competencies. Explore the following initiatives and implement if and when feasible:
 - Establish standards for student placements and internships focused on developing competence in problem gambling prevention, early intervention and treatment services.
 - Utilize training models that emphasize coaching and on-site implementation support.
 - Offer regional problem gambling training opportunities.
- Assess workforce development needs and implement programmatic changes based on needs.

- Survey workforce to assess training needs and satisfaction with training offered.
- Utilize workforce survey results to continue to improve workforce development efforts.
- Expand efforts to educate the broader mental health and addictions community about problem gambling including links between problem gambling and other behavioral health issues, problem gambling treatment availability and evaluation outcomes, and problem gambling screening and referral. Explore the following strategies and implement if feasible:
 - Partner with colleges and institutions to offer specialty education and training in the knowledge, skills and attitudes essential to provide effective gambling disorder prevention and treatment services.
 - Expand web accessible resources for problem gambling service providers through the creation of a new provider specific website for problem gambling service providers.
 - Improve and make available continuing education events on a regular basis throughout the state that enhance the knowledge and skills of problem gambling service providers at all levels, including allied providers in the fields of behavioral health, physical health, and public health.
 - Maintain an ongoing annual schedule of continuing education events for a variety of professionals.
 - Actively seek out and arrange for presentation opportunities at conferences within Nevada attended largely by health care service providers including behavioral health, physical health, and public health.
 - Collaborate with professional credentialing/licensing bodies to require a minimum number of problem gambling education hours for certification and licensing of behavioral health professionals.
 - Meet with behavioral health and education associations to explore where and how the topic of problem gambling can be incorporated into trainings, curricula, testing and certifications.