



# SOLUTIONS

A Quarterly Newsletter from CCPG... for our supporters! Spring 2008

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## OUR MISSION

The Council is a nonprofit organization dedicated to assisting problem gamblers and their families and to promote awareness, education, research, prevention and treatment for problem gambling. The Council currently provides a Problem Gambling Helpline, literature distribution, speakers bureau, clinical training, employee awareness training, and a casino full certification program.

Check out our website!  
[www.calproblemgambling.org](http://www.calproblemgambling.org)

## 2008 NATIONAL CONFERENCE UPDATE

- **Only 22 Days Left!**
- **Last day to reserve a Hotel Room at the Discount Rate is TODAY!**

The world's oldest and largest conference on problem gambling and responsible gaming finally comes to California! The Hyatt Regency in Long Beach is THE place to meet and hear leaders in the field from across the country and around the world. This three-day event features over 100 presenters in six plenary, 55 breakout and six poster sessions on:

- Problem gambling prevention, treatment, research and recovery,
- Advanced clinical training and supervision,
- Responsible gaming,
- Criminal justice, regulatory and legal issues,
- Government and public policy,
- Community Day on Saturday includes sessions on recovery and three community issues. A special one-day fee will allow the public to attend these sessions.

*Registration includes breakfast, lunch and breaks each day, as well as the opening reception and Town Hall forum.*

We particularly urge state legislators to be represented. This conference will enable you to make informed choices about current and future problem gambling legislation.

You do need to act quickly. The final date for online registration is June 12th. Sponsors need to reply by June 5th to assure they receive proper recognition in the event program. The hotel room block is 90% sold and rooms at the special conference rate can only be guaranteed until **Wednesday, June 4th.**

See you in Long Beach!

The conference is produced by the National Council on Problem Gambling and co-hosted by the California Council on Problem Gambling.

## 22nd National Conference on Problem Gambling from June 26th - 28th

### 22nd National Conference on Problem Gambling



Prevention | Treatment | Responsible Gaming | Research | Recovery

June 26-28, 2008 | Long Beach, California

#### Who Should Attend?

- Counselors
- Researchers
- Gaming Executives
- Regulators
- Healthcare Providers
- Policy Makers
- Recovering Gamblers and Family Members

For more information on the conference, or to register and/or sponsor this event, please visit [www.ncpgambling.org/conference](http://www.ncpgambling.org/conference).

## CALIFORNIA COUNCIL ON PROBLEM GAMBLING

Bruce Roberts, Executive Director  
Tonya Farrugello, Program Manager  
Lindsey Rhein, Office Manager

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## PRESIDENT'S CORNER

This is an exciting time for the California Council. We are the host agency for the National Conference on Problem Gambling, June 26-28, 2008, in beautiful Long Beach, California. It is our hope to showcase the State and the California Council to all that attend.

Bruce Roberts, the Executive Director, has worked hard fostering collaborative partnerships with all gambling stakeholders. While we have always been here to assist those with a compulsive gambling problem, we are also working very hard with the various gambling entities throughout the State to train their employees on responsible gaming, certifying a number of gambling establishments and also supplementing responsible gaming programs, which are already in place.

We have developed excellent working relationships with the Office of Problem Gambling, the California State Lottery, the Department of Justice and the Gambling Control Commission. We place a high value on these partnerships and commend them for becoming an important part of the solution for problem gambling issues.

There is much work to be done. California, the nations largest gaming state, is still without state funded treatment. I am encouraged, however, with two bills that will provide treatment resources that are currently making their way through the legislative process. I urge our senators to recognize the urgent need, in the best interest of the publics' health and welfare, to enact SB1616 and SB1679 into law.

I would like to conclude this message by stating that we all appreciate the support that we receive from our stakeholders and we would like to do more in the future to bring programs to the State of California that will show we do care about helping those in need.

I look forward to working with each of you. Hopefully, we will build even stronger partnerships in the future.

*Sincerely,*

*Tom Marriscolo, President*

*California Council on Problem Gambling*

## EXECUTIVE DIRECTOR'S CORNER

Planning and hosting a National Conference on Problem Gambling is not for the faint of heart. Nearly two years ago, we chose Long Beach in June and thought we had it just right... couldn't ask for a better time and location.

Of course, that was before the largest state budget deficit on record. It appears that a directive from the governor has limited travel and participation to essential government matters only.

So while budget limitations are in effect and the legislators will be debating the budget, the conference will go on, bigger and better than ever.

Despite these barriers, we still expect more than 500 attendees from around the world and we are confident that this edition will be the most successful conference in its 22 year history.

*Sincerely,*

*Bruce Roberts, Executive Director*

*California Council on Problem Gambling*



## 2007 WAS A RECORD YEAR FOR HELPLINE CALLS

Casinos are really stepping up to the plate, with 65.8% of helpline callers stating they were referred to the helpline by casino signs and brochures. 44.6% of the callers were female, reflecting personal changes in the gambling habits of women. The average problem gambler's indebtedness was \$31,607. 43.6% of callers reported that they maxed-out their credit cards, spending an average of \$34,110 per year on gambling.

In a follow-up survey, 98% of callers said they would recommend the helpline to someone with a gambling problem, and 97% said they were able to speak to a counselor immediately. After 30 days, 47% of those surveyed said that they had not gambled.

Below are the number of intakes in 2006 and 2007. **2007 was another record setting year with 25,312 total calls and 6,807 helpline intake calls.** Intake calls are callers who received counseling service and voluntarily completed a statistical data form.

'07 Helpline Intakes	'06 Helpline Intakes
January.....703	January.....296
February.....719	February.....309
March.....941	March.....442
April.....717	April.....369
May.....631	May.....347
June.....488	June.....279
July.....438	July.....302
August.....376	August.....344
September.....355	September.....524
October.....471	October.....602
November.....498	November.....414
December.....470	December.....490
<b>'07 TOTAL 6,807</b>	<b>'06 TOTAL 4,718</b>

### Helpline Callers Concerns

Callers father has had a chronic gambling addiction. He gambled \$20,000 yesterday. She asked about self-exclusion and was disappointed to learn that the family can't ban him. She said he will never seek help.

Caller is concerned about his girlfriends gambling. She is stealing money from him and running up his credit cards. His girlfriend used to have a problem with drugs and alcohol, but has switched to gambling. She has no job or insurance and he wants to find her some help.

Caller has separated from her husband, who has a serious gambling addiction. She is preparing divorce papers. Her husband has already lost his job due to gambling. They have two children and she is sick of his addiction. She does not understand why he cannot stop. She wants to seek help as well.

**If gambling is causing a problem for you or someone you know, help is available. Call the...**

**Problem Gambling Helpline  
1 - 800 - GAMBLER  
Toll-free, Confidential, 24-hour Assistance.**

## OUR SUPPORTERS 2007 - 2008

### Sustaining Members

San Manuel Band of Mission Indians

### Benefactors

Santa Anita Park

### Corporate Sponsors

Agua Caliente Resort Spa Casino

California State Lottery

Chumash Casino

Harrah's Rincon Casino

Hawaiian Gardens Casino

Hollywood Park Casino

Hustler Casino

La Posta Casino

Morongo Casino

San Manuel Indian Bingo & Casino

Spa Resort Casino

Table Mountain Casino

Viejas Casino

*Thank You!*



# CASINO CERTIFICATION

## 2007 - 2008 Certified Responsible Gaming Establishments



*San Manuel Indian Bingo & Casino is one of the Certified Responsible Gaming Establishments that recently provided*



*Marc Lefkowitz  
Director of  
Training*

### Congratulations To You!

Congratulations to all the Certified Responsible Gaming Establishments completing the California Council on Problem Gambling's Responsible Gaming Full Certification Program!

All Certified Establishments:

- ◆ Agua Caliente Resort
- ◆ Artichoke Joe's Casino\*
- ◆ Casino Morongo
- ◆ Hawaiian Gardens
- ◆ Hollywood Park Casino\*
- ◆ Hustler Casino
- ◆ San Manuel Indian Bingo & Casino
- ◆ Spa Resort Casino
- ◆ Table Mountain Casino\*
- ◆ Viejas Casino

\*Certification still in progress

All supervisors/managers have received a detailed overview of problem/compulsive gambling and front-line employees were trained on problem gambling and how to identify and report problem incidents. They also have problem gambling brochures, posters and ATM stickers, information on the 1-800-GAMBLER helpline and have their own voluntary, involuntary or limited exclusion program.

CCPG created the **Responsible Gaming Full Certification Program** for the California gaming industry as a way to indicate to patrons and the general public that your establishment, once certified, has completed a checklist of requirements designed to assist customers who cannot gamble normally.

This program has been warmly received by the gaming industry, which has successfully trained over 15,000 managers and employees to recognize the warning signs and symptoms of problem gambling, learn procedures to report problem incidents, and how to access posters and brochures for the benefit of the customer.

The full certification program provides everything a gaming establishment needs for a complete responsible gaming program, all at a price that would be difficult to duplicate in-house. You may effectively outsource your responsible gaming program to the experts at CCPG, who will establish a program that we guarantee will satisfy the requirements of any compact, memorandum of understanding or state regulations.

Training dates are in strong demand so we encourage you to call today for complete information about certifying your establishment. We promise to exceed all expectations with minimal disruption to your normal schedule of operations.

Thanks to our satisfied customers, shown above, and welcome to those who will be joining us soon. You can be certified in seven days or less. It's quick, easy and effective. Please call Bruce or Marc at 1-888-250-2282 for a personalized quote.



**CCPG gives all certified establishments a certificate with this logo. The logo verifies your responsible**

**gaming commitment to your patrons and the general public. It signifies that you are following the guidelines, established by the CCPG, to create the best possible responsible gaming facility.**



**The CCPG has been in the responsible gaming business for 22 years. The CCPG is funded by voluntary contributions from business and other interested parties, and does not take a position for or against legalized**

**gambling. We are experts in the responsible gaming industry.**

# CLINICAL TRAINING UPDATE

## 2007 - 2008 Clinical Training Status

In August 2003, the State of California's Welfare and Institutions Code was amended to create the Office of Problem Gambling within the Department of Drugs and Alcohol Programs, which will support treatment services for California residents suffering from Problem and Pathological gambling. They needed properly trained counselors in problem gambling whom had a high sense of caring.

The CCPG created the California Certified Gambling Counselor training program. The CCPG has successfully trained counselors and therapists, which 95% of them passed the national exam. Research has shown that treatment is affective and does help restore problem gamblers and their families to a normal way of thinking and living.

Now with the state budget being cut every year, there is a lack of funds that go to programs related to problem gambling. Many of these great programs have been cut or eliminated. Now, we have a lack of treatment in California. There are currently less than 25 certified counselors in California, who are unable to treat everyone who is seeking help for problem gambling.

Currently, the CCPG has pilot programs in San Diego and the Coachella Valley, trained by Marc Lefkowitz and Dr. Gary Lange. The goal of this program is to train 30 new counselors who will provide up to 3,000 hours of low cost treatment/counseling for problem gamblers and their families residing in the specific geographic areas. The CCPG is training counselors to become certified little or no cost to the counselors. This program is still in the process and will be completing soon. The results will be evaluated and disclosed in our next newsletter. However, until state funded treatment becomes available, county administrators who are interested in replicating this program should contact the CCPG at 1-800-250-2282 for complete information.

## THE CCPG'S NEWSLETTER IS BACK!

Hello!

I hope you are enjoying the new look of the California Council on Problem Gambling's quarterly newsletter. Our goal is to give you an up-to-date of the company's current news and events, project status, new company policies and procedures and any other announcements that you might need to know.

I also would like to introduce myself. My name is Tonya Farrugello. I was recently hired by the California Council on Problem Gambling to be their Program Manager. One of my first tasks was to produce this newsletter. My previous position was at Viejas Casino, located in San Diego, California, in their Internal Communications and Marketing department. I managed and coordinated all their events, rewards and recognition programs and helped with all the internal communication channels that were distributed to over 2,000 employees. I am happy to be here and expect to learn more about CCPG and the excellent work they are doing.

I hope you like what you see in the newsletter. Enjoy!

Thank you very much!

Have a wonderful day!

Sincerely,

*Tonya Farrugello, Program Manager*

*California Council on Problem Gambling*

If you have anything you would like to add to the newsletter, have any suggestions for other items to include, or would like to be part of the newsletter staff, please contact me at [tonya@calproblemgambling.org](mailto:tonya@calproblemgambling.org). Hope to hear from you soon!

## IN-KIND SUPPORTERS 2007 - 2008

*(those who provide non-monetary support to CCPG)*

Agua Caliente Resort  
Bensinger, DuPont & Associates  
California Assoc. of Alcohol and Drug Educators  
California Assoc. of Alcoholism and Drug Abuse Counselors  
California Office of Problem Gambling  
California State Lottery  
Center for Applied Research Solutions  
Del Mar Racetrack  
Desert Samaritans  
Friday Night Live  
Hollywood Park Casino  
Leo and Ivy Chu  
Oceans Eleven  
Pechanga  
Safety Center, Sacramento  
UCLA Gambling Studies Program

*Thank You!*

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[www.calproblemgambling.org](http://www.calproblemgambling.org)

## BECOME A MEMBER

The Council is a 501(c)(3) organization and is funded by voluntary contributions. By becoming a member you and/or your organization support our programs that directly provide help to the problem gamblers and their families here in California. The Council currently provides a Problem Gambling Helpline, literature distribution, speakers bureau, clinical training and employee awareness training. All donations are tax deductible (EIN 95-4106359). Join now and help make a difference within your community!

### MEMBERSHIP OPPORTUNITIES

- |                                  |                              |                                    |  |
|----------------------------------|------------------------------|------------------------------------|--|
| <input type="checkbox"/> \$25    | 1 Year Student Membership    | <input type="checkbox"/> \$5,000   | Silver Corporate Sponsor (1 Year)                                      |
| <input type="checkbox"/> \$100   | 1 Year Individual Membership | <input type="checkbox"/> \$7,500   | Gold Corporate Sponsor (1 Year)  |
| <input type="checkbox"/> \$250   | 3 Year Individual Membership | <input type="checkbox"/> \$10,000+ | Sustaining Member (1 Year)   |
| <input type="checkbox"/> \$150   | 1 Year Family Membership     | <input type="checkbox"/> \$        | Miscellaneous Donation   |
| <input type="checkbox"/> \$350   | 3 Year Family Membership     | <input type="checkbox"/> \$500     | Counselor Certification Training Scholarship<br>(In the name of _____) |
| <input type="checkbox"/> \$1,000 | 1 Year Sponsor               |                                    |  |
| <input type="checkbox"/> \$2,500 | Bronze Corporate Sponsor     |                                    |  |

Name \_\_\_\_\_ Phone \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Fax \_\_\_\_\_ E-Mail Address \_\_\_\_\_

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[www.calproblemgambling.org](http://www.calproblemgambling.org)