

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

Gregory A. Krausz, MA, CAADC, LPC, PMAC, PECS



Who am I?

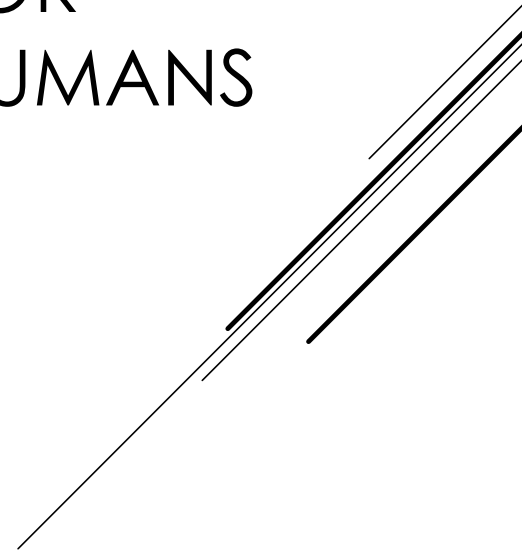


Why am I here?



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. Individuals with gambling problems commonly report high amounts of stress and often engage in unhealthy lifestyle behaviors, such as watching more than 20 hours of television per week, excessive alcohol consumption, smoking, poor nutritional practices, less regular exercise, and poor sleep practices.”

## PHYSICAL HEALTH IMPACTS

- ▶ “These gambling related impacts are believed to contribute to higher rates of heart conditions, high blood pressure, headaches, weight loss, stomach disorders, cardiac arrest, arthritis, indigestion, tachycardia, angina, cirrhosis, and other liver diseases. Notably, individuals with gambling problems had a higher body mass index and were 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>

- ▶ “The legalization of sports betting has far-reaching consequences for household financial health. It increases credit card balances, reduces available credit, increases lottery play, and decreases net investments in financial markets. These effects are particularly pronounced among financially constrained households. Our findings suggest that while online sports betting may offer states a new source of revenue, it also exposes local residents — especially those already facing financial difficulties — to significant financial risks.”

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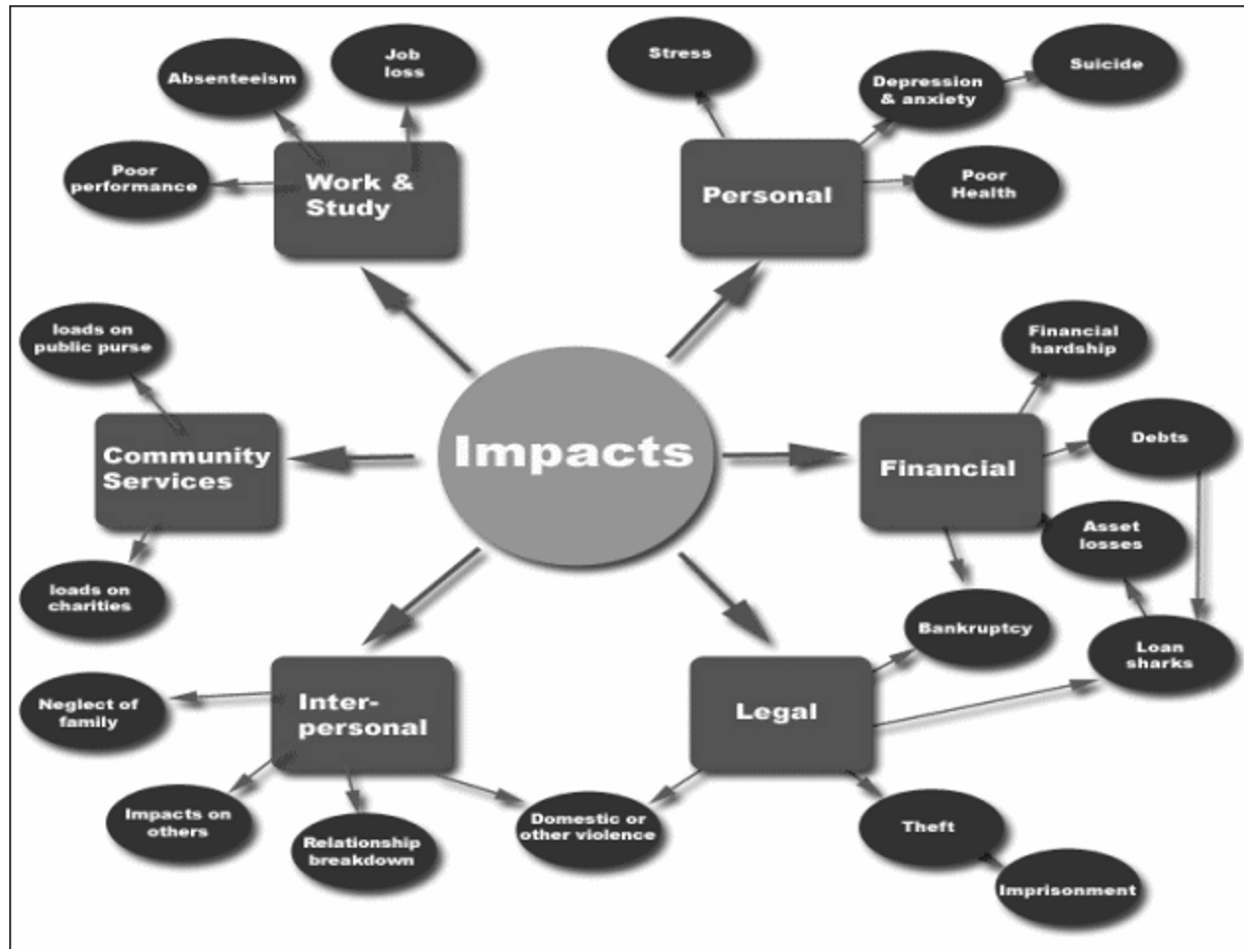


- What area of the hierarchy of needs doesn't problem gambling impact in a person's life?

COMMON PROBLEMS  
FOR THOSE WITH  
PROBLEM GAMBLING

<https://educationlibrary.org/maslows-hierarchy-of-needs-in-education/>





<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

Case management includes:

screening

LOCA

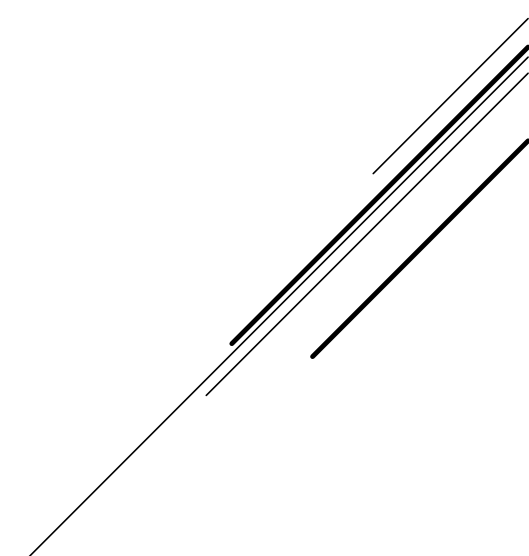
assessment of treatment related needs

coordination of services

continued stay reviews

Ongoing management of an individual's needs throughout treatment and recovery

[https://www.pa.gov/content/dam/copapwp-pagov/en/ddap/documents/professionals/documents/sca-manuals-and-incorporated-documents/2023-manual-updates/case\\_mgt\\_and\\_clinical\\_srvcs%202020-2025.pdf](https://www.pa.gov/content/dam/copapwp-pagov/en/ddap/documents/professionals/documents/sca-manuals-and-incorporated-documents/2023-manual-updates/case_mgt_and_clinical_srvcs%202020-2025.pdf)



# 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.

- ▶ 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 substance abuse treatment

## ROLE OF CASE MANAGER

- ▶ 1) to increase client retention in and completion of drug and alcohol 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

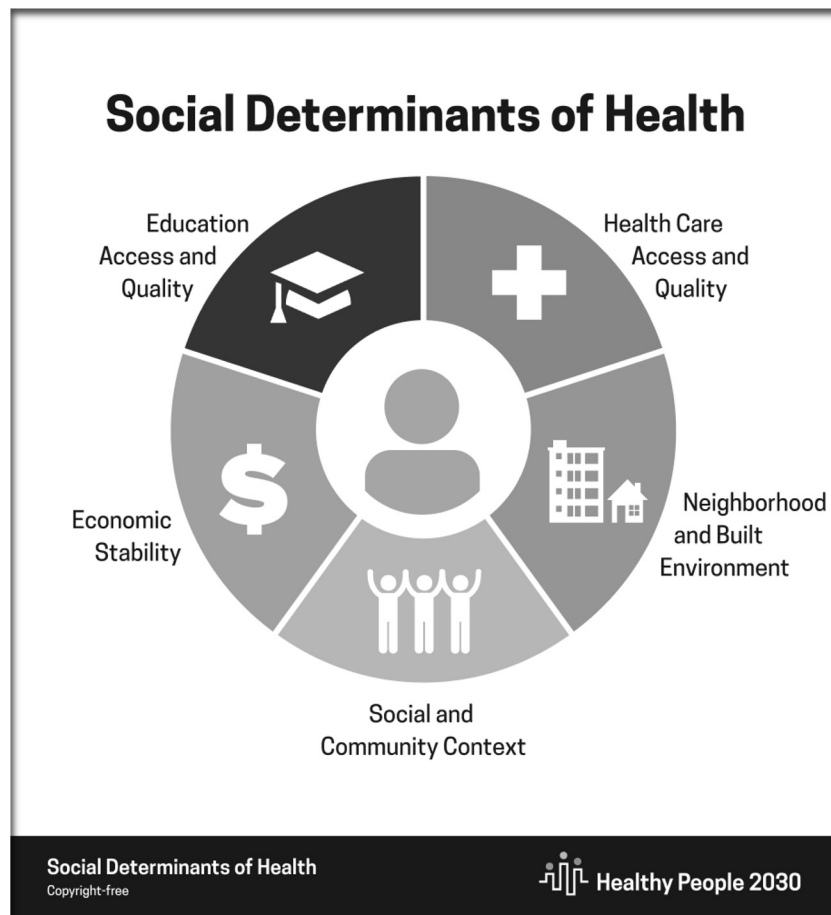
<https://www.lehighcounty.org/departments/human-services/drug-alcohol/case-management>

# 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/>



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

SOCIAL  
DETERMINANTS OF  
HEALTH

<https://odphp.health.gov/healthypeople/priority-areas/social-determinants-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?

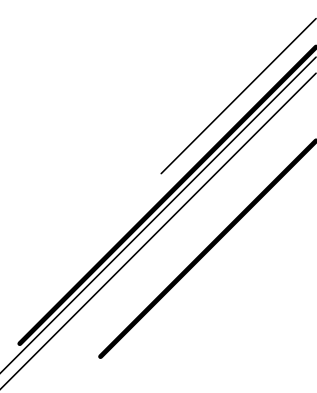
Can people change or, or do they just lie?



- ▶ Lead by example
- ▶ Suggest goals
- ▶ Give the right feedback
- ▶ Support good habits
- ▶ Take advantage of laziness
- ▶ Develop support networks

# CHANGE

[https://greatergood.berkeley.edu/article/item/six\\_ways\\_to\\_help\\_people\\_change](https://greatergood.berkeley.edu/article/item/six_ways_to_help_people_change)



# CHANGE

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

<https://www.psychologytoday.com/us/blog/rethink-your-way-to-the-good-life/202201/how-do-people-change>

# CHANGE SOME CONCEPTS FROM MOTIVATIONAL INTERVIEWING

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

# 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

<https://www.pa.gov/agencies/ddap/treatment-and-support/compulsive-and-problem-gambling-treatment.html>

## RESOURCES





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

<https://gamban.com/>

<https://gamblersanonymous.org/>

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

## RESOURCES



# BIBLIOGRAPHY

- ▶ <https://www.psychologytoday.com/us/blog/rethink-your-way-to-the-good-life/202201/how-do-people-change>
- ▶ [https://greatergood.berkeley.edu/article/item/six ways to help people change](https://greatergood.berkeley.edu/article/item/six_ways_to_help_people_change)
- ▶ <https://odphp.health.gov/healthypeople/priority-areas/social-determinants-health>
- ▶ <https://naadgs.org/a-guide-to-core-competencies-for-problem-gambling-treatment-providers>
- ▶ <https://www.lehighcounty.org/departments/human-services/drug-alcohol/case-management>

## BIBLIOGRAPHY

- ▶ SAMHSA TIP 27
- ▶ DDAP Case Management and Clinical Services Manual
- ▶ <https://atcao.wordpress.com/2012/12/12/gambling-effects-on-family-problem/>
- ▶ <https://educationlibrary.org/maslows-hierarchy-of-needs-in-education/>



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- ▶ <https://www.nbcnews.com/business/consumer/online-sports-gambling-bankrupting-households-reducing-savings-rcna167235>
- ▶ <https://www.oregon.gov/oha/HSD/Problem-Gambling/Documents/Resource-Booklet.pdf>