



Ohio's Warm Transfer Line

Michael A. Buzzelli

Associate Director

Problem Gambling Network of Ohio

MBuzzelli@PGNOhio.org

614.750.9899 x102

About PGNO

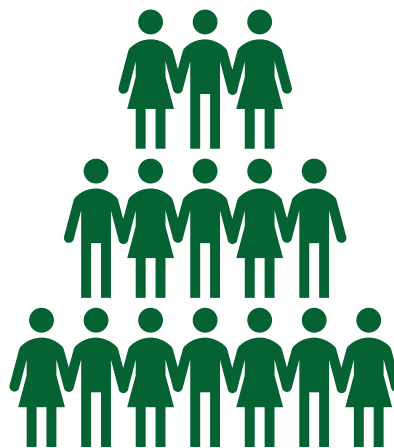
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Ohio Affiliate to NCPG

Membership-based (PGNOhio.org/Connect)



Who We Serve



PGNO's Approach



Get Connected – PGNOhio.org



[Facebook.com/PGNOhio](https://www.facebook.com/PGNOhio)



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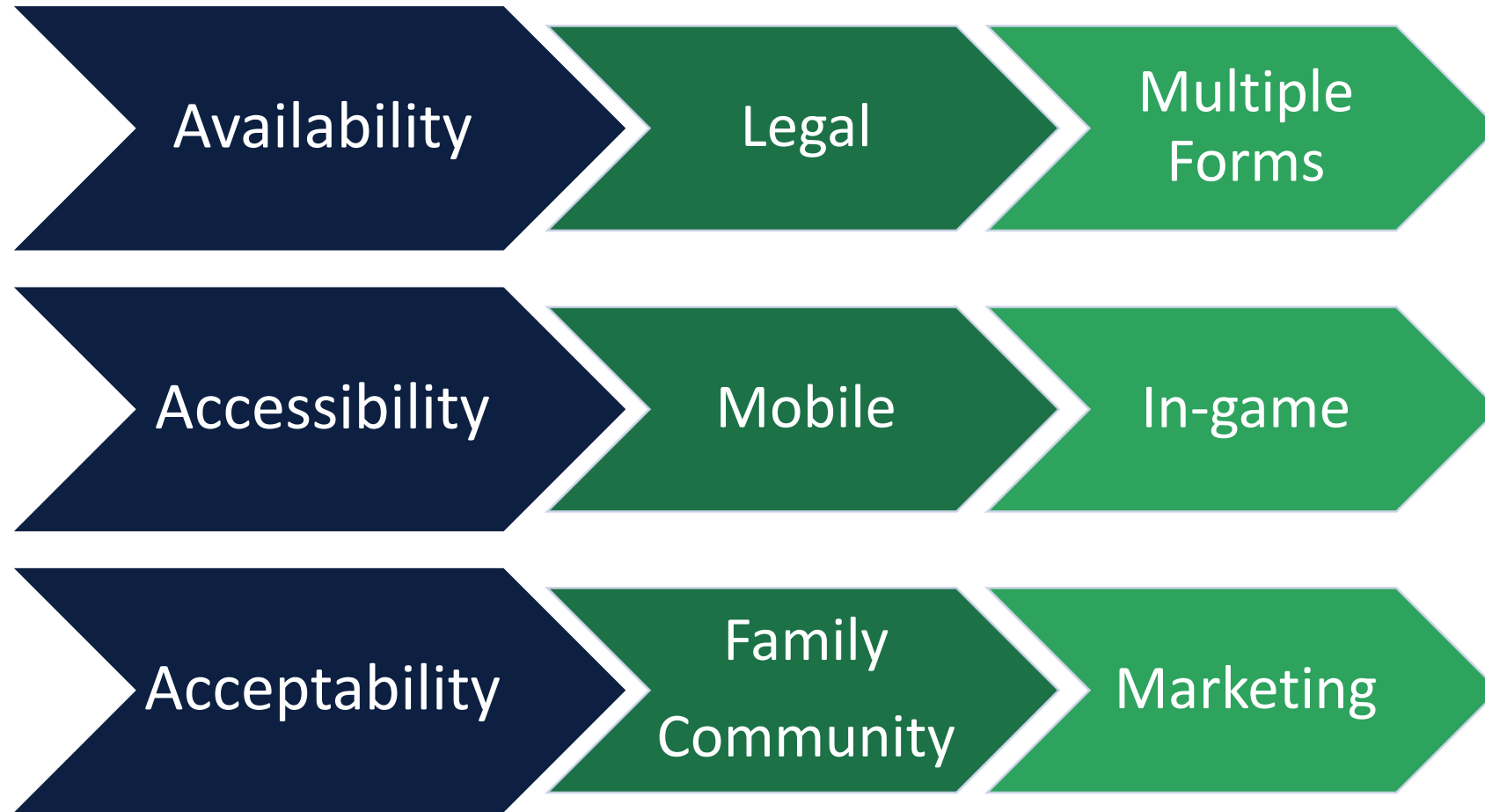
[LinkedIn.com/Company/PGNOhio](https://www.linkedin.com/company/pgnohio)



The Need



Normalization of Gambling



The run down...

- 2010 – Ohio legalizes casino gambling
- 2010-2012 – statewide prevalence survey = 4.7% PGR
- 2012-2013 – 11 venues open (16 month period)
- 2016-2017 – second statewide prevalence survey = 10.3% PGR
- 2017-2022 – increases in Three A's
 - Cashless lottery purchases
 - Play-at-pump
 - Daily Fantasy Sports
 - Skilled Gaming
 - Patio Play
 - Multiple Bills supporting i-lottery, e-bingo, sports betting
- 2022 – third statewide prevalence survey = ???



Estimated Prevalence

Prevalence of Gambling: Ohio						
	Do not gamble	Non-problem gambler	Low risk	Moderate risk	Problem gambler	Total
Ohio	25.1%	64.6%	6.4%	3.0%	0.9%	100.0%
Number (est.)	2,256,346	5,805,227	571,106	271,677	76,379	8,980,735

- Of the 8.98 million residents 18 and older, an estimated 6.72 million (74.9%) gamble and an estimated 2.26 million (25.1%) do not gamble.
- Of those who gamble, an estimated 5.81 million (64.6% of adult population) gamble but do not display risk factors for at-risk/problem gambling.
- An estimated 919,162 residents can be categorized as low-risk, moderate-risk, or problem gamblers; **10.3% of the general adult population.**
- The prevalence of problem gambling is 0.9%, which equates to an estimated 76,379 individuals in the target population of 8.98 million (18 years and older).



OHIO SPORTS BETTING TIMELINE

December 8,
2021



HB29 passed
by Legislature

December 22,
2021



HB29 signed by
Governor Mike DeWine

5-6 Months

Ohio Casino Control Commission
creates rules, forms, and processes
necessary to implement sports
betting.

Summer/Fall
2022



Application for
sports gaming
license opens

January 1,
2023



License holders
to begin
accepting wagers



TYPE A:

Online Sports Gaming

- Online sportsbook through computers & mobile applications
- Maximum Number: 25
- May partner with 1-2 mobile skins or sportsbooks
- Must also hold a Type B license or have an operational place of business in the state

TYPE B:

Brick-and-Mortar Sportsbook

- Brick-and-mortar facilities with betting windows and terminals
- Maximum Number: 40
- May partner with 1 mobile skin or sportsbook
- Located according to county population limits and economic activity

TYPE C:

Sports Gaming Lottery Product

- Self-service terminals in establishments with Type D liquor permits
- Maximum Number: 20
- Proprietors may place kiosks at an unlimited amount of Type C Gaming Hosts
- Limits on bet types, number of kiosks, weekly betting amounts



Gambling is a problem when it disrupts or damages your:



Health

- Physical
- Mental
- Emotional, Social, Spiritual



Responsibilities

- Employment
- Education
- Finances



Relationships

- Family
- Friends
- Reputation

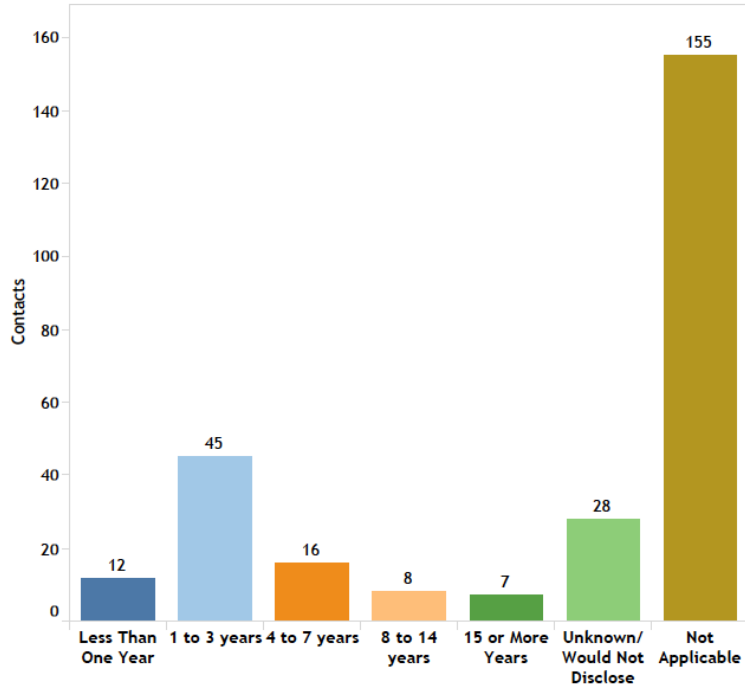


Ohio Problem Gambling Helpline Report

September 2022
Total Contacts: 550

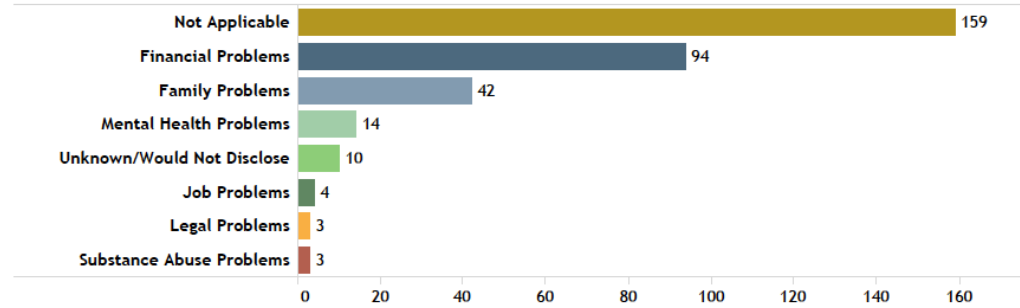
Chats: 77

Length of gambling problem*

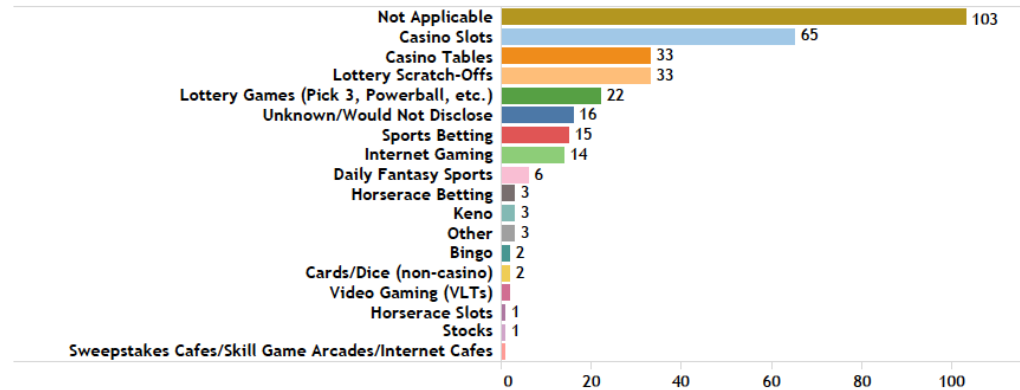


*Not Applicable reflects completed contacts unrelated to gambling addiction. Values not listed are contacts that could not be included due to insufficient data.

What prompted you to seek help?*



Types of gambling activities*



Contact Counts by Month

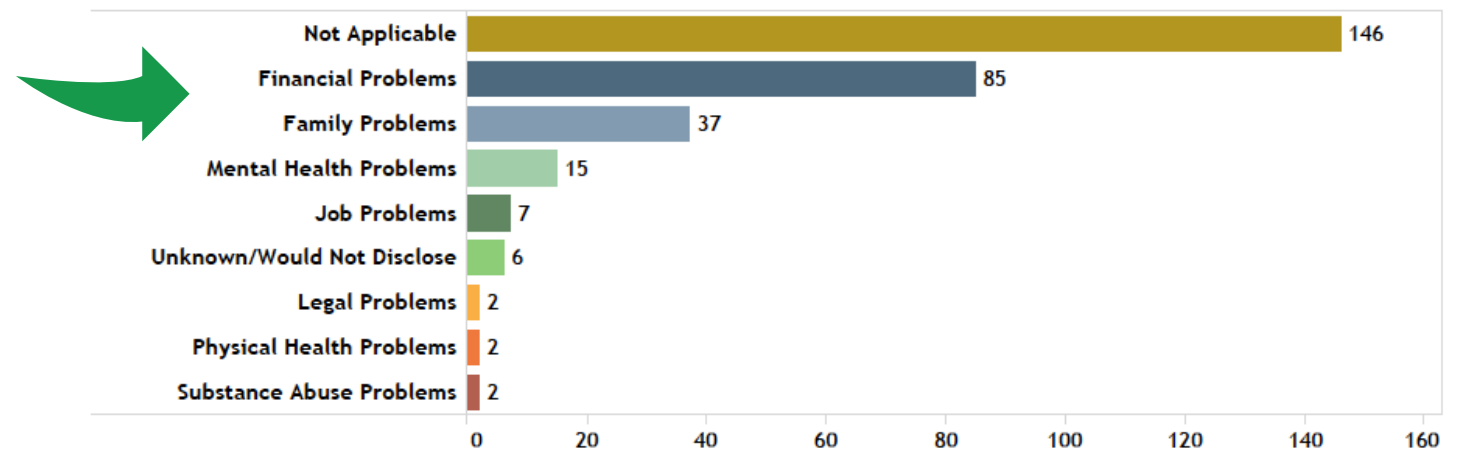
September 20..	October 2021	November 2021	December 2021	January 2022	February 2022	March 2022	April 2022	May 2022	June 2022	July 2022	August 2022	September 20..
414	421	377	431	456	444	541	652	523	522	685	571	526



Helpline & Warm Transfer

- 2 main reasons for calling: Finances and Family
- Data shows SI correlates with debt and family issues and Gambling Disorder
- Rise in sports betting may exacerbate this – money can be bet and an alarming rate
- All calls to the Helpline receive a Lethality assessment

What prompted you to seek help?*





Warm Transfer

Goals

Operations

Outcomes



Goals



Expedite callers to resources



Provide info, expertise and answers



Provide support in time of need



Decrease barriers to treatment



Strengthen Workforce



The Team

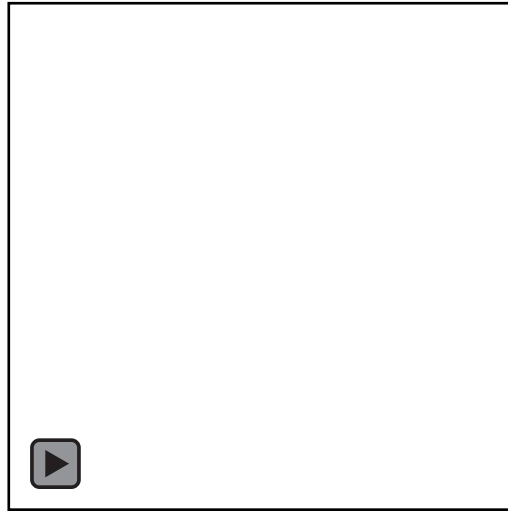
- United Way of Greater Cleveland 2-1-1
- 8 contracted clinicians “specialists”
 - Gambling Disorder Treatment-qualified
 - Alumni of the Ohio Gambling Treatment Fellowship Program
- 4 teams of 2
- Shift is Monday 5pm – following Monday 9am
- Payment:
 - monthly retainer
 - pay per call
 - Monthly meeting



The Timeframes

- Non-business hours (**On-call**)
 - After 211 operations, ask caller if they would like to be transferred to a problem gambling specialist for further conversation. If (Yes) transfer to the WT line, provide on-call specialist with caller information and make warm transfer connection.
- Business hours (**Daytime**)
 - After 211 operations, ask caller if they would like a voicemail to be left on the Warm Transfer line. Navigator will leave the voicemail to provide all necessary information and desired call back time.





Perfect WT Voicemail



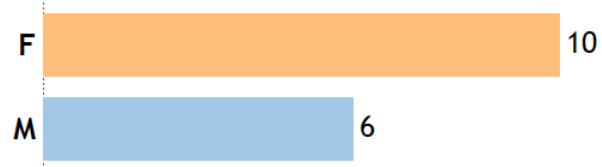


Warm Transfer Program Report - After Hours

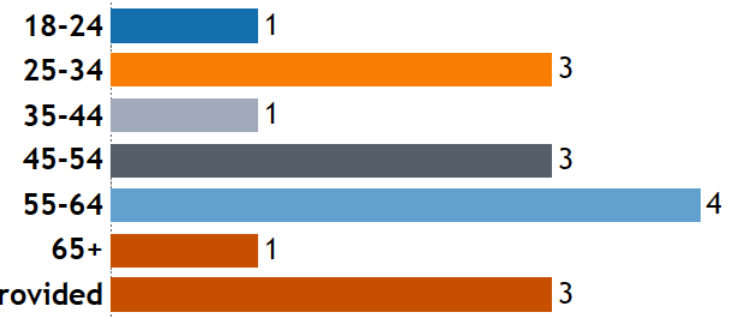
Number of Warm Transfers After Hours This Month

16

Warm Transfers by Gender



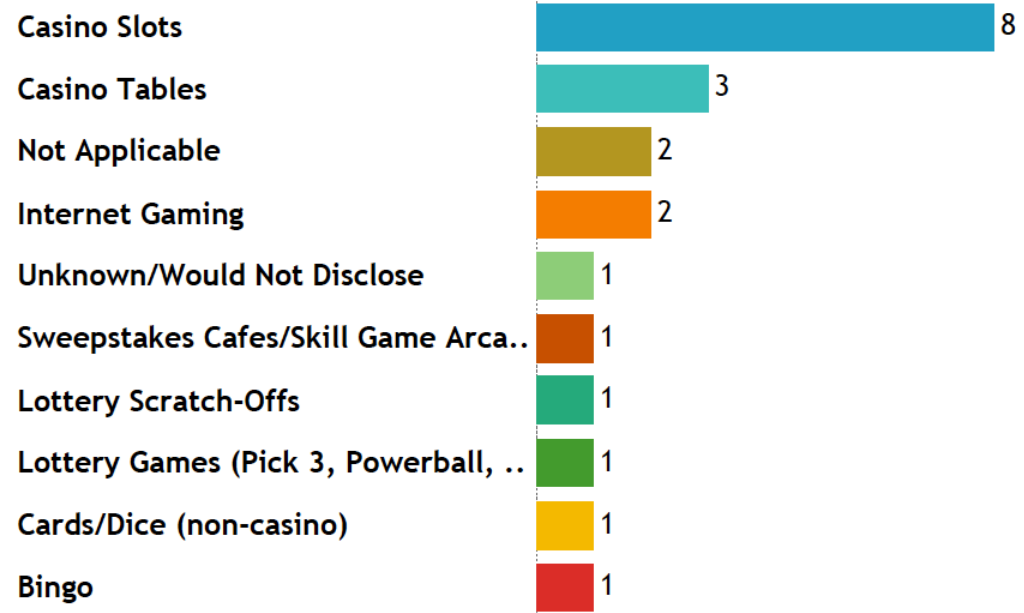
Warm Transfers by Age Group



Warm Transfers by County and City

County	City	Number of Transfers
Null	Null	1
Butler	Fairfield	2
Cuyahoga	Cleveland	2
	East Cleveland	1
	Westlake	1
Hamilton	Cincinnati	3
Jefferson	Steubenville	1
Lake	Eastlake	1
	Mentor	1
Lorain	Elyria	1
Lucas	Waterville	1
Medina	Medina City	1

Gambling Activities Cited by Those Transferred



Keys to Unlocking Warm Transfer

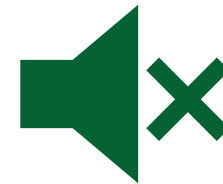
- Anyone can be transferred:
 - Individual/gambler, family member, professional, etc.
- Language
 - “Would you like to be transferred to a ***specialist*** that can provide more information and resources in your area, can discuss what to expect from the treatment process and answer any other questions you may have?”
- Timeframe
 - If **Yes** to leaving a voicemail during daytime hours, the voicemail will be returned at **callers requested time after 5:00pm**



The Conversations

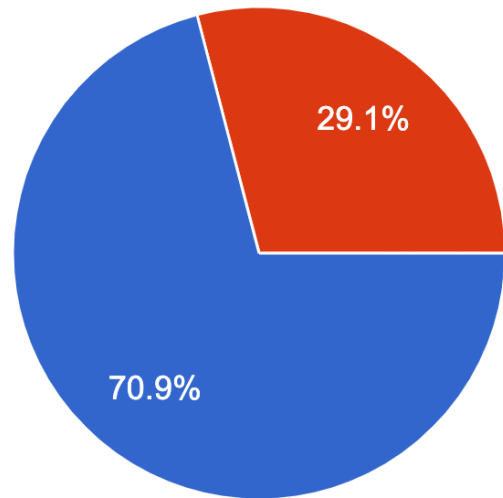
Average 25 mins (up to 1 hour)

- Conversational
- Build Rapport
- Discuss Expectations
- Contact Form/follow-up
- Not Clinical
- Not Crisis
- No Advice
- No verbal abuse



Agree to follow-up

Caller would like to be contacted (within 7 days) as a followup.



- Yes (schedule time for follow-up call, let caller know that the call will originate from a 614 phone number).
- No



“Make The Call” Campaign



**IF YOU HANG—
GET SET
BEFORE
YOU BET**

GAMBLING NO LONGER FUN?

GAMBLING PROBLEM?
1-800-589-9966

That could be a sign that it's time to talk to someone who understands. Call the free, confidential problem gambling helpline today.

**MAKE
THE CALL**

org **BEFOREYOUBET.ORG**
Ohio for responsible gambling





SUPPORT
WITH NO JUDGMENT
OR STRINGS ATTACHED.

GAMBLING PROBLEM?
1-800-589-9966

Talk with trained specialists and receive free, confidential support whenever you need it.

MAKE
THE **CALL**

BEFOREYOUSET.ORG



PGNOhio.org



MAKE THE CALL TODAY FOR A LOVED ONE WITH PROBLEM GAMBLING

WHAT IS PROBLEM GAMBLING?

Gambling disorder is considered a diagnosable and treatable disorder. While problem gambling has its own set of criteria for diagnosis and treatment, many do not seek help for this potentially life-threatening condition. If someone you know is struggling with gambling, you're not alone and help is always available. Make the call at 1-800-589-9966.

ALARMING TO NOTE

Approximately 1 in 5 individuals who struggle with problem gambling contemplate suicide, the highest rate amongst all known addictive disorders. Make the call today.

CALL THE HELPLINE

- Free consultation, with no commitments
- Trained, non-judgmental specialists
- Confidential support, 24/7

RECOGNIZE THE WARNING SIGNS

The signs of a person struggling with gambling are not always easy to see. A few signs to look for include:

- Spending a lot of time gambling
- Gambling more often or with more money
- Withdrawing from relationships
- Hiding gambling behavior from friends and family
- Borrowing money for gambling

HOW DO YOU KNOW IF SOMEONE IS AT-RISK?


If you or someone you care about is at-risk of problem gambling, visit BeforeYouBet.org.

- **Take the quiz** to see if you're at-risk for problem gambling
- **Find free resources** for responsible gambling
- **Get help** from free and accessible locations

SUGGESTIONS ON RESPONSIBLE GAMBLING

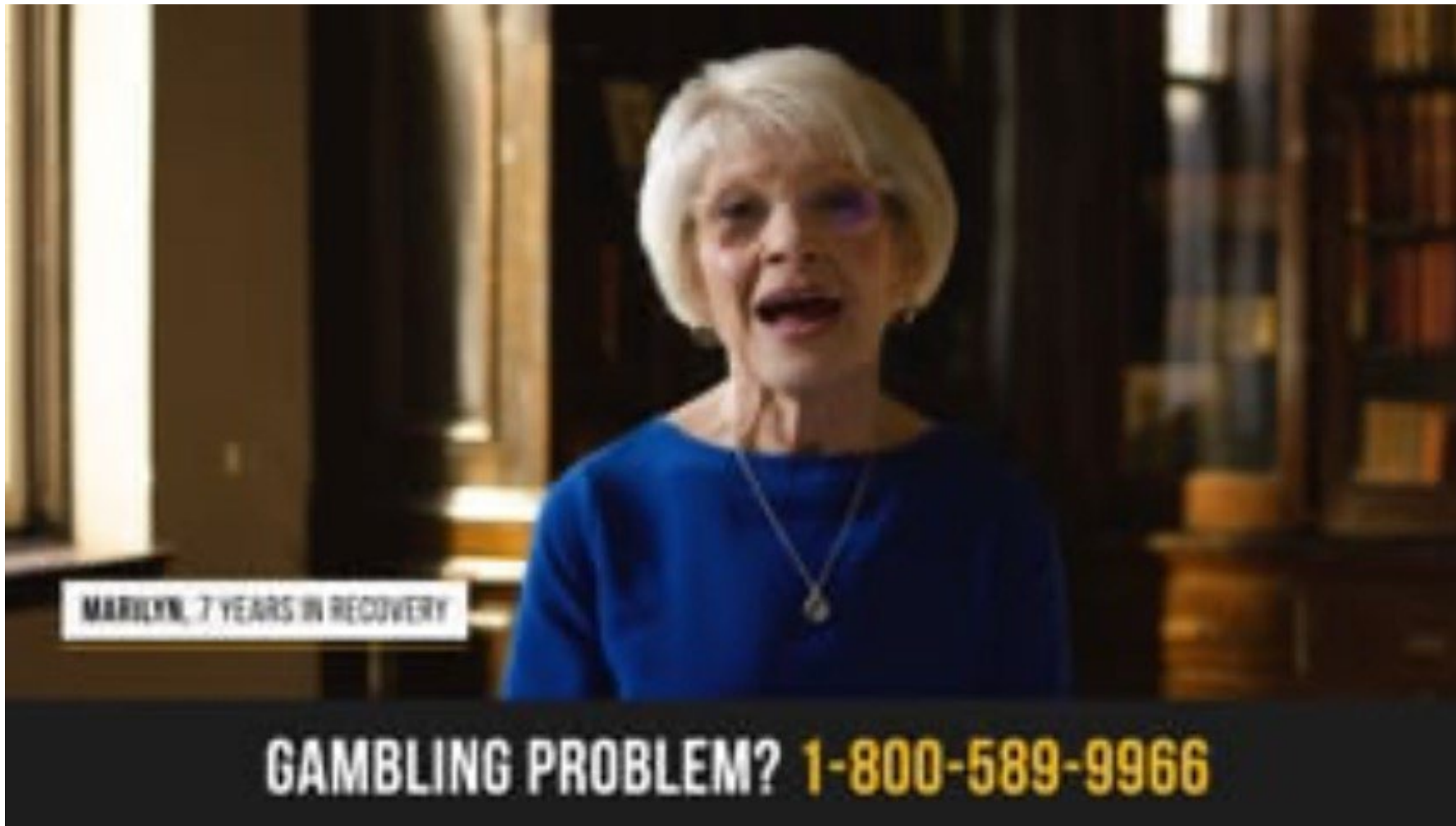
- Know the risks before you bet
- Set limits on how much you bet
- Pay your bills before gambling

GAMBLING PROBLEM? 1-800-589-9966

 BEFOREYOUBET.ORG

MAKE THE CALL



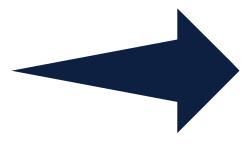
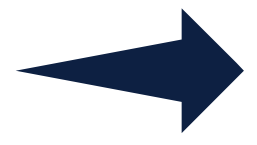


MARILYN, 7 YEARS IN RECOVERY

GAMBLING PROBLEM? 1-800-589-9966







Industry Referral



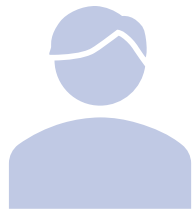
From our Specialists...



Katrina - "Being a part of the warm transfer project has been a special experience. Knowing I am a part of something that is setting the stage for increasing availability for help for an underrepresented treatment population is very exciting!"



Katie - "As an Outpatient Counselor, I typically speak to my clients with gambling use disorders, several hours or days after their last gambling episode, while the Warm Transfer Project gives us a chance to provide hope to the caller in that moment of need."



Ken - "Problem gambling is often overlooked in mental health and substance use practice, the Warm Transfer Project has been instrumental in promoting access to care and increasing awareness for this need."



Moving Forward

24/7

Peer Line

Telehealth



Quality Assurance

- Ohio Problem Gambling Helpline
 - Resources, support, Lethality
- Statewide Providers
 - Intake/assessment, counselors, payment, other
- 988
 - Problem gambling awareness, lethality, resources



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