

# 2016 Annual Report

## A Message From the Alliance Chair

'20 Years Later and the Alliance is Still Innovating'

December 17, 2017, will mark 20 years since the Missouri Alliance to Curb Problem Gambling was formed. At the time, we were the only statewide coalition focusing on problem gambling and responsible gaming. However, our efforts back then would serve as the launching point for a nationwide movement to create similar organizations in dozens of states over the next 20 years. In that time, we have made significant strides in every goal that was established at the time of our founding.



**Referring problem gamblers and their loved ones to free treatment through the 1-888-BETSOFF service** remains a top priority for the Alliance and its members. Thanks to the contributions from the Missouri Gaming Association, Life Crisis Services has assisted more than 38,000 callers through the 1-888-BETSOFF service and referred them to free treatment through the Missouri Department of Mental Health, services that are funded by the Missouri Gaming Commission.

Because of the Alliance's efforts to **promote responsible gaming**, the state of Missouri now recognizes August as its Responsible Gaming Education Month, complete with three gubernatorial proclamations. Due in part to the various marketing endeavors overseen by the Missouri Lottery, including dozens of television and radio public service announcements, Missouri citizens are more aware than ever of responsible gaming and the help available.

We continue to succeed in preventing underage play through various contributions from Alliance members. One major contribution is the Missouri Gaming Association's Project 21 scholarship. In the 21 years the scholarship has been available, more than \$147,000 in scholarships have been awarded to Missouri students who demonstrate why underage play is not permissible and how such activity can carry lifelong consequences. The "Beat Addiction: Choose the Right Path" youth addiction prevention program has developed from a traveling school assembly program to a free DVD kit focusing on preventing addiction.

Finally, **educating Missourians on the characteristics and dangers of problem gambling** remains a hallmark of our lasting legacy. The 14th annual Midwest Conference on Problem Gambling and Substance Abuse will take place June 21-23 in Kansas City. The conference succeeds through generous donations of time, talent and funding from the Midwest Consortium's member states, but especially from contributions from Alliance members, including sponsorships from the Kansas City Port Authority.

When I consider all of the strides the Missouri Alliance has made in the past 20 years, I see our efforts evolving and innovating at a significant rate. Twenty years later, and the Alliance is still innovating, and I look forward to seeing the progress we make in the coming years.

Jennifer Wilbers  
Missouri Alliance Chair

## An Overview of the Alliance

Created in 1997, the Missouri Alliance to Curb Problem Gambling is a partnership between the Missouri Council on Problem Gambling Concerns Inc., the Missouri Department of Mental Health's Division of Alcohol and Drug Abuse, the Missouri Gaming Association, the Missouri Gaming Commission, the Missouri Lottery, the Port Authority of Kansas City and a recovery community representative.



*Missouri Alliance to Curb Problem Gambling*

The purpose of the Alliance is to educate Missourians on the potential characteristics and dangers of problem and compulsive gambling, to refer compulsive gamblers and their families and friends to free treatment through a toll-free help line, to prevent underage play and to promote responsible gaming.

To learn more about the Alliance, visit [888betsoff.org](http://888betsoff.org).

## Service Highlights

### Problem Gambling Help Line: 1-888-BETSOFF (1-888-238-7633) – 1,630 Calls in 2016

Life Crisis Services (LCS) operates a 24-hour help line service for callers seeking help for a gambling problem. The Missouri Gaming Association provides the funding for the help line.

### Free Compulsive Gambling Treatment Services – 375 Referrals in 2016

The Missouri Department of Mental Health's Division of Alcohol and Drug Abuse contracts with certified compulsive gambling counselors to provide free treatment services to compulsive gamblers and their family members. The treatment services are made possible through funding provided by the Missouri Gaming Commission. Family members can access services regardless of whether the problem gambler enters treatment. Individuals seeking referral to a counselor in a specific area can call the help line at 1-888-BETSOFF (1-888-238-7633).

### Bets Off Website: [888betsoff.org](http://888betsoff.org)

The Bets Off website features a list of Missouri certified compulsive gambling counselors, information about problem gambling, the Voluntary Exclusion Program, the Missouri Alliance to Curb Problem Gambling, the Midwest Conference on Problem Gambling and Substance Abuse and more.

### Voluntary Exclusion List – 657 Referrals in 2016

The Missouri Gaming Commission administers a statewide self-exclusion program for casino patrons who identify as problem and pathological gamblers. The voluntary exclusion list is also known as the List of Disassociated Persons (DAP). Individuals have the option of choosing to be placed on DAP for a lifetime or temporary exclusion. Additional details can be found at [mgc.dps.mo.gov](http://mgc.dps.mo.gov).

### Missouri Lottery Self-Exclusion Program – 38 Referrals in 2016

The Missouri Lottery's voluntary Self-Exclusion Program (SEP) is a responsible gaming resource for players who classify themselves as problem or pathological gamblers to reduce the incentive to play Lottery games. SEP allows players to enter into voluntary lifetime self-ban agreements with the Lottery, prohibiting those individuals from claiming prizes of more than \$600 and accessing the *My Lottery*® Players Club. SEP agreements can be downloaded at [MOLottery.com](http://MOLottery.com), obtained at any Lottery office or sent through the mail. Forms must be completed entirely and notarized.

## Problem Gambling Service Statistics and Referrals

Calendar Year	Bets Off Help Line	Voluntary Exclusion (DAP)	Free Treatment	SEP
1998	871	356	54	N/A
1999	1,034	596	113	N/A
2000	1,738	1,093	186	N/A
2001	2,846	1,403	335	N/A
2002	2,889	1,290	373	N/A
2003	3,339	1,367	344	N/A
2004	3,527	1,506	377	N/A
2005	2,593	1,696	360	N/A
2006	1,834	1,553	370	N/A
2007	1,682	1,412	358	N/A
2008	1,915	1,279	332	N/A
2009	2,263	896	343	N/A
2010	2,740	797	368	N/A
2011	2,093	790	231	N/A
2012	2,454	1,023	168	N/A
2013	2,057	961	154	N/A
2014	2,073	778	537	N/A
2015	1,954	663	419	N/A
<b>2016</b>	<b>1,630</b>	<b>657</b>	<b>375</b>	<b>38</b>

## Applications Being Accepted for Annual Alliance Awards

Applications for the Alliance's annual awards are currently being accepted. Consider nominating someone who has made a lasting impact within the problem gambling field for one of the two awards offered by the Alliance. Applications are accepted until May 31.

### 2017 Outstanding Contributor Award

Awarded to an individual, group, organization or company outside of the Missouri Alliance to Curb Problem Gambling's voting membership, who has demonstrated superior achievement in addressing issues of problem and pathological gambling.

### 2017 Service Award

Awarded to an individual or representative of a member organization – voting or participating – who has contributed to the Missouri Alliance to Curb Problem Gambling in an extraordinary manner.



## Alliance Recognizes Lottery Employee With Service Award

At the 2016 Midwest Conference on Problem Gambling and Substance Abuse, Connor Stieferman was awarded the Alliance's 2016 Service Award. As the responsible gaming coordinator for the Missouri Lottery, Stieferman oversees the Lottery's responsible gaming program, which includes serving as the Alliance secretary and program chair for the 2017-2018 Midwest Conference, among other duties.

Connor Stieferman and Keith Spare

## 2015 Annual Report Receives National Recognition

The Alliance's 2015 "Annual Report" was recognized by the National Council on Problem Gambling (NCPG) with the "2016 Newsletter Award." The award, as voted on by National Council members, was acknowledged as the most "outstanding problem gambling-related newsletter issue in the past year."



Connor Stieferman and Wiley Harwell

## 2017 CALENDAR

### March

National Problem Gambling Awareness Month

### April 6-8

Partners in Prevention "Meeting of the Minds" Conference, Kansas City, [pip.missouri.edu](http://pip.missouri.edu)

### April 21-23

Missouri Addiction Counselors Association (MACA) Conference, Lake Ozark, Missouri, [missouriaddictioncounselors.org](http://missouriaddictioncounselors.org)

### May 31

Missouri Alliance Award nominations due

### June 21-23

14<sup>th</sup> Annual Midwest Conference on Problem Gambling and Substance Abuse, Kansas City, [mcpgsa.org](http://mcpgsa.org)

### July 21-22

31<sup>st</sup> National Conference on Problem Gambling, Portland, Oregon, [ncpgambling.org](http://ncpgambling.org)

### August

Missouri's Responsible Gaming Education Month

### December 17

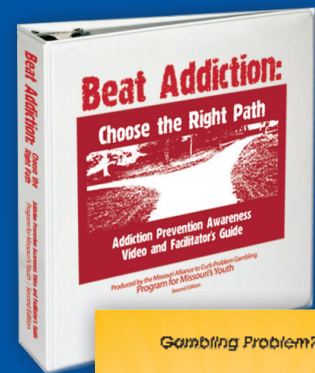
Missouri Alliance's 20<sup>th</sup> Anniversary

## The Missouri Alliance is Available to Exhibit

The Alliance's exhibit has been busy traveling around the state during the past year exhibiting at conferences relevant to the Alliance's main goals. The Alliance, Bets Off service, and "Beat Addiction: Choose the Right Path" youth prevention DVD kit were present at the following events:

- Midwest Conference on Problem Gambling and Substance Abuse;
- Missouri School Counselor Association's fall conference; and
- Petroleum and Convenience Store Exposition (PACE) of Mid-America.

The exhibit is available all year for additional event opportunities. Contact Connor Stieferman at (573) 526-7467 or [connor.stieferman@molottery.com](mailto:connor.stieferman@molottery.com) to make arrangements.



# Save the Date for the 14<sup>th</sup> Annual Midwest Conference "Evolution Through Innovation"

This June, the Midwest Consortium invites you to attend the 2017 Midwest Conference on Problem Gambling and Substance Abuse. Taking place June 21-23 at the Hilton Kansas City Airport, this year's conference will once again feature some of the problem gambling field's most influential experts, including:

- Jim Wueffing and Arthur Woodard;
- Don Feeney; and
- Dr. Loreen Rugle;
- Dr. Jon Grant, among others.



Conference registration is now open! Check your email and [www.mcpgsa.org](http://www.mcpgsa.org) often for more information.



## Missouri Continues Support of National Grassroots Campaign

Since the very first National Problem Gambling Awareness Week in 2003, the Missouri Alliance and its members have coordinated efforts to coincide with the National Council on Problem Gambling's (NCPG) annual awareness campaign. Now celebrated during the entire month of March and in its 14th year, the Alliance has continued its support of National Problem Gambling Awareness Month here in Missouri.

The national effort serves as a grassroots campaign geared toward educating the general public about the reality of gambling disorder, how problem gambling can be addressed, and about the help that is available.

"Our goal in supporting National Problem Gambling Awareness Month, and in everything the Alliance does, is to further educate Missouri citizens about the free help available to them through the Bets Off service and encourage anyone affected by problem gambling to 'Have the Conversation,'" said Jennifer Wilbers, chair of the Missouri Alliance.

According to results from the past four Behavioral Risk Factor Surveillance Surveys (BRFSS) that the Alliance has participated in, less than 1 percent of Missourians who gamble are considered problem gamblers. While the number of problem gamblers in Missouri is less than the national average, anyone affected by problem gambling needs to know that free help is available.

"Because of the 1-888-BETSOFF program, Missouri residents and their loved ones have access to free help and treatment within their home state," continued Wilbers.

In support of the national campaign, multiple Alliance members coordinated social media posts and employee trainings within their organizations. A news release was also sent out and a series of TV and radio public service announcements (PSAs) aired across the state throughout the month.

# 1-888-BETSOFF

BETSOFF BULLETIN is produced by the Missouri Lottery for the Missouri Alliance to Curb Problem Gambling.  
Designer: Sonja Bechel, multimedia designer for the Missouri Lottery  
Editor: Connor Stiefeman, responsible gaming coordinator for the Missouri Lottery



# MACPG

Missouri Alliance to Curb Problem Gambling

The Missouri Alliance to Curb Problem Gambling's mission is to heighten public awareness for the dangers of problem gambling; develop prevention and education programs for gamblers of all ages; and direct problem gamblers and their families to the 1-888-BETSOFF help line and treatment.