

FY16 Problem Gambling Grant

The Problem Gambling grant is now administered by the Vermont Lottery Commission, with content review done by Vermont Alcohol & Drug Abuse Advisory Council.

Other than providing the services to those who request them, and training counselors, we are focused on

- learning how many people actually seek these services and use them.
- Having trained counselors in each county, based on our knowledge of service usage.

Last year we did not make much progress with collecting this data. This year we have a very engaged and qualified service provider who has made improvements in meeting the grant requirements.

Call to 24 hour helpline:

- October 2015 – 29 calls (19 were wrong numbers, 2 for counseling and 1 for inquiry)
- November 2015 – 19 calls (14 were wrong numbers, 1 for counseling)
- December 2015 – 12 calls (8 were wrong numbers, 2 for counseling, 2 for website info)

The other calls in Oct & Nov were the Lottery and the CARTER (service provider) calling to check the call answering script and proper connection to Vermont service provider.

Problem Gambling. Vermont.gov

We activated a new website this fall, separating it from the Lottery website, and providing more useful content. Vermonters seeking assistance can now make direct contact with someone in their town or county.

Counselor Training

Our service provider, CARTER, led by Dr. Rick Barnett, is a licensed psychiatrist who speaks the language of social workers and counselors. A recent training was a frank dialogue of what to listen for, how to respond, and other signals to look and listen for. This was a very different approach from sitting through lectures, or having problem gamblers sit up front and tell their story. We look to continue this level of interaction in our training.