



# CARTER, INC.

*Center for Addiction Recognition Treatment Education Recovery*

Alcohol/Drugs – Food – Gambling/Gaming – Nicotine – Sex

56 Old Farm Rd. Stowe, VT 05672

Phone: 802-373-2909

Fax: 888-923-3476

cartervermont@gmail.com

**Problem Gambling Vermont**  
**Grant Year 2017-2018**  
**Final Report**

**Year End Executive Summary**

As a resource for addiction information in Vermont, CARTER, Inc. received Problem Gambling Vermont grant for the 3rd consecutive year. The grant has three main goals:

1. Manage Problem Gambling VT hotline for prevention, treatment and recovery.
2. Provide Gambling Disorder education and training for providers and the public.
3. Develop a counselor network for people seeking help with problem gambling.

CARTER, Inc. addressed these goals in the following ways:

1. Hotline calls are directed to a Montpelier, VT-based company All-Ways Answering Service, with live answering 24/7, 365 days/year. All calls generate a text message to CARTER, Inc. immediately for review and follow up if necessary.
2. Total of 3 workshops took place across VT with continuing education hours approved by various licensing boards. Workshops are open to the public.
3. Active updates to counselor referral network online, email and phone contacts.
4. Multiple media efforts to raise public awareness including social media, newspapers, TV advertisements, and radio outreach.
5. Participated in 2 Regional Meetings of stakeholders in neighboring states (ME, NH, MA, NY, CT, RI), attended NY Council on Problem Gambling Annual Conference.
6. Verified that many Vermonters received clinical services for problem gambling or related issues, several as a direct result of Problem Gambling VT efforts.
7. Outreach to local high school to raise awareness of gaming/gambling addictions.
8. Addressed nearly 300 participants at Howard Center annual conference which included legislators, government leaders, organizational leaders, and clinicians.
9. Recent court rulings have paved the way for legalized sportsbetting. Problem Gambling VT has worked with [National Council on Problem Gambling](#) to prepare for what this means for VT.
10. In consultation with national problem gambling councils, CARTER, Inc. researched and prepared a document for problem gambling among lottery agents and employees.

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## Year End Summary of Outcomes

1. See narrative below (Appendix A). Calls from 8/1/16 – 6/30/17 show the following:
  - a. 27 calls for counseling, 10 calls for training or other related info
  - b. 12 calls to check the line, 257 wrong number (lottery)
2. Survey data below is provided for historical reference (Appendix B). New survey data will be collected with future grant cycles. Dr. Barnett presented briefly at Howard Center annual conference to raise awareness of Problem Gambling VT. He met with local high school students to raise awareness of problem gambling.
3. Counselor network remains stable. Several people with gambling issues were treated at agencies and in private practice across the state. A growing number of clinicians are developing interests in gambling disorder. (Appendix C)
4. Year-End 2017-2018 Financial Summary (Appendix D)

## Areas for Improvement

1. Continue to build relationships for Problem Gambling services from prevention to public awareness, recognition to recovery, and from training to treatment for individuals and families. CARTER, Inc. seeks to become an affiliate member and then Board member of the National Council on Problem Gambling and continue to be actively engaged with the New England Regional Symposium on Problem Gambling spearheaded by the Massachusetts Council on Compulsive Gambling.
2. Work closely with the VT Board of Liquor and Lottery, VT 211, Department of Health, and regional partners to raise awareness of problem gambling hotline for support and treatment resources. Focus training efforts on mental health agencies and independent practice clinicians in counties of Addison, Bennington, Windsor, Windham, and Chittenden.
3. Raise awareness of emerging trends associated with gambling including online gaming, e-sports, daily fantasy sports, and the gamification and gambling psychology found within social media, technology, and the coming wave of virtual reality. Consider changing the name of Problem Gambling VT to the Vermont Council for Responsible Gambling and Gaming to recognize these emerging trends. Organize prevention activities aimed at youth and families.

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## APPENDIX A

### Hotline Call Tracking Analysis:

The national hotline received approximately 20-30 calls per month total. Callers often inquired about Vermont Lottery office locations and winning numbers. According to the National Council on Problem Gambling, which manages the routing and tracking on most state hotlines, wrong numbers are very common. The ratio of wrong numbers to calls for help for gambling is about 10:1 or less.

In 2017-2018, Problem Gambling Vermont averaged 2-3 callers per month mainly for counseling with several inquiries about training programs. Line checks were performed from CARTER, Inc. and the National Council on Problem Gambling (NCPG). Callers often used the number found on VT Lottery products. Several callers also used the internet to find information and phone contact.

There were 33 calls received for inquiries related to counseling consisting of individuals calling for themselves (20), counselors calling to make referral (4), family members calling for help (3), and information gathering only (6). Referrals were made for counselors in 5 counties including Caledonia, Chittenden, Lamoille, Windsor, and Windham. The Gamblers Anonymous phone meetings and online meeting info (intherooms.com) was given to each caller asking for help. Follow up phone calls showed that 14 individuals either contacted a counselor, made an appointment, and/or received counseling services. Several counseling-related calls were informational only and callers did not request additional services.

The number of phone calls of those seeking help shows that Vermont data is similar to per capita national averages. CARTER, Inc. has been networking with other state gambling councils through the NCPG to improve gambling services efforts from recognition and prevention through training, treatment, and recovery. A report from a national survey is including in this year-end summary.

CARTER, Inc. has focused on developing Problem Gambling Vermont by building a statewide presence and through continuous networking with key stakeholders. The hotline continues to be very important for those seeking help. Reaching people who may need help also includes a text messaging option and building a social media presence. This is an ongoing process.

Vermont has a population of ~625,000 people. It is estimated that up to 10,000 Vermonters may have a problem with gambling which includes a wide-range of gambling activities. A continued presence in Vermont through Problem Gambling VT and CARTER, Inc. is important. Along with continued efforts in networking, education, and training along with public outreach, it is hoped that more people will ask for help.

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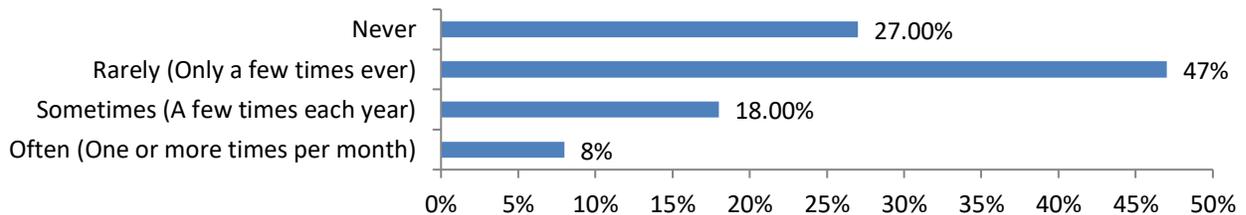
## APPENDIX B

### Problem Gambling Vermont Training Summary and Survey Data

What:	2 brief free workshops (2 CE credits) with a total of 18 people. *1 full day workshop (6 CE credits) on 4/27/18
Topics:	Substance Abuse and Gambling Disorder Gambling Disorder: Addiction with Distinction *CRAVEcon: Addiction, Mindfulness and the Brain, Youth Gaming and Gambling
Audience:	Community agency providers, independent clinicians, ~74% Master's Degree+
Where:	Washington Co. through NASW-VT – Montpelier Lamoille Co. through Green River Guild – Hyde Park *Hotel Vermont, Burlington, VT
Survey:	Survey from 2016-17, 6 training groups – 56 emails, 32 responses = 57% response rate.

#### Question 1:

**As someone who works in the field of counseling and/or human services, how often have you addressed Problem Gambling as a central issue with an individual or family member?**



- 26% of respondents have addressed gambling as a central issue a few times or often each year.
- 47% of respondents have rarely addressed problem gambling as a central issue with clients.
- 27% of respondents have never addressed problem gambling as a central issue with clients.

**Narrative: Community mental health providers see thousands of Vermonters each year and over the course of their careers. The fact that over a quarter of providers address problem gambling as a central issue with clients each year suggests that more public awareness and provider training is needed.**

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## **Question 2:**

Based on your experience with the workshop on Problem Gambling, please rate the following:

	Very	Somewhat	Not Very	Not At All
How likely are you to ask your clients about issues related to Gambling?	55%	42%	3%	0
How confident are you that you are able to detect gambling issues and be a resource for those identified with a gambling problem?	29%	67%	4%	0
How much do you believe Problem Gambling is an issue in Vermont?	49%	48%	3%	0

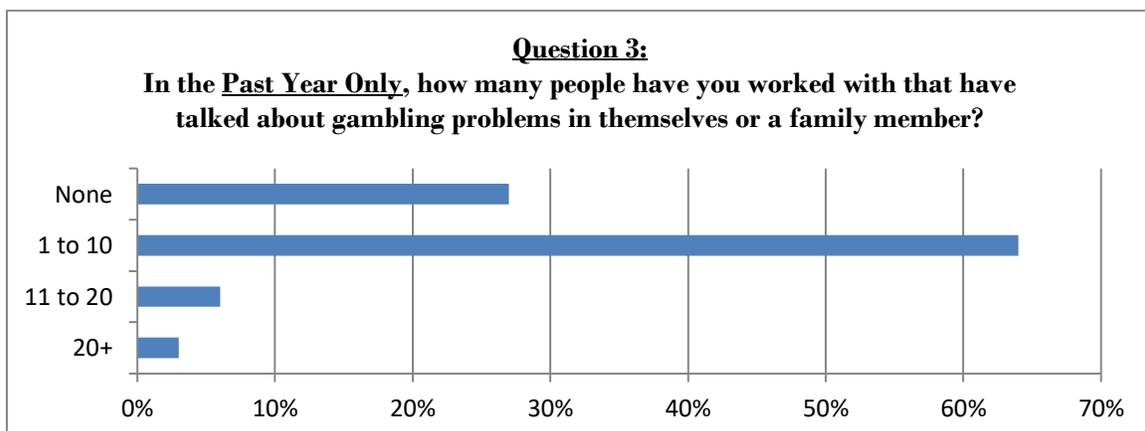
After completing a training on Gambling Disorder:

- 97% said they were “Very” or “Somewhat” likely to ask clients about issues related to gambling;
- 96% said they feel “Very” or “Somewhat” confident about being able to detect and be a resource for problem gambling issues;
- 97% of respondents said they “Very Much/Somewhat” believe problem gambling is an issue in VT.

**Narrative:** Results from these questions suggest that the training is effective in encouraging providers to screen for gambling, that providers are confident about being a resource for problem gamblers, and that the most providers feel problem gambling is at least somewhat, if not very much, an issue in Vermont.

## **Question 3:**

In the Past Year Only, how many people have you worked with that have talked about gambling problems in themselves or a family member?



**In the Past Year Only:**

- 9% report that they have worked with more than 11 individuals or family members who talked about gambling problems.
- 64% report that they have worked with at least one person who talked about gambling problems.
- 27% report that they have haven’t worked with anyone who talked about gambling problems.

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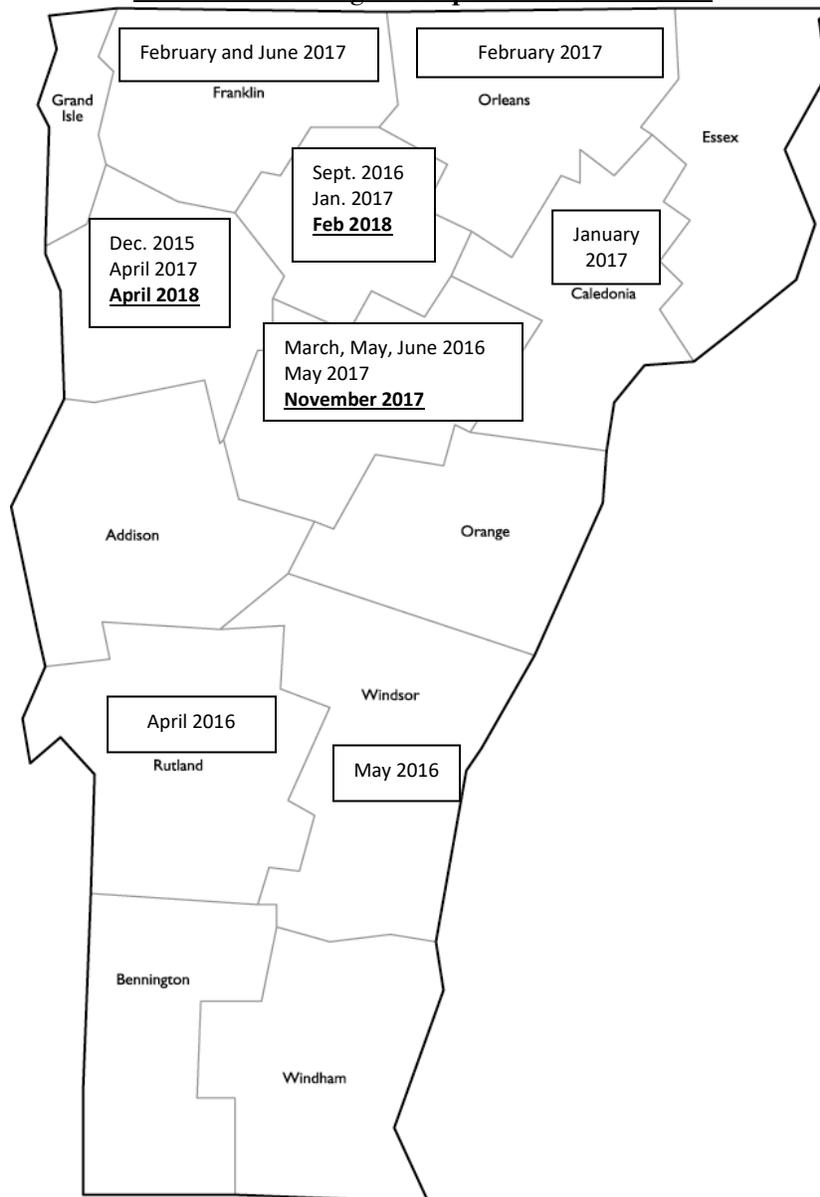
## Appendix C:

Map shows location and number of trainings in each region from Dec. 2015-June 2018

Number of training participants 2015-2016 = 74

Number of training participants 2016-2017 = 106

**Number of training Participants 2017-2018 = 65**



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## APPENDIX D

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Accrual Basis

### **CARTER, INC** **Profit & Loss** July 2017 through June 2018

	<u>Jul '17 - Jun 18</u>
<b>Income</b>	
Gambling Grant Income	150,000.00
Other Inc	4,358.28
<b>Total Income</b>	<u>154,358.28</u>
<b>Expense</b>	
Accounting	650.00
Advertising	2,810.85
Bills & Utilities	
Internet	525.90
Utilities	565.85
Bills & Utilities - Other	121.16
<b>Total Bills &amp; Utilities</b>	<u>1,212.91</u>
CARTER CFO Wages	14,500.02
CARTER ed Wages	14,499.96
CARTER Pres Wages	60,749.94
CARTER Wages	6,499.98
Continuing Education	412.50
Education	
Books & Supplies	522.11
<b>Total Education</b>	<u>522.11</u>
Equipment and Supplies	1,606.64
Food & Dining	
Restaurants	88.98
<b>Total Food &amp; Dining</b>	<u>88.98</u>
Gifts & Donations	
Charity	550.00
<b>Total Gifts &amp; Donations</b>	<u>550.00</u>
Membership Fees	69.99
Phone	
Cell phone	2,544.21
Hotline	1,360.48
<b>Total Phone</b>	<u>3,904.69</u>
Postage	49.00
Prevention	5,440.00
Rent	6,000.00
Tax	
Licenses	50.00
<b>Total Tax</b>	<u>50.00</u>
TAX FICA M	6,697.99
Travel	
Hotel	3,214.37
Travel - Other	54.33
<b>Total Travel</b>	<u>3,268.70</u>
Travel and Conference Fees	13,877.81
Website	5,784.22
Worker Comp Ins.	522.00
<b>Total Expense</b>	<u>149,768.29</u>
<b>Net Income</b>	<u><u>4,589.99</u></u>

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