

# 2020 Annual Report

## Persistence Through Challenging Times

Reflecting on this past year, the COVID-19 pandemic has deeply affected so many individuals, and for several, it will likely have a lasting impact. Throughout 2020's challenges, Missourians in need could still count on the Alliance's unwavering support through the 1-888-BETSOFF helpline and 888betsoff.org website.

With casinos and entertainment venues largely shut down for a portion of the year, some of our most vulnerable populations were in the greatest need of the Alliance's prevention, awareness, treatment and recovery services. The Bets Off helpline fielded over 1,800 calls from those struggling with problem gambling in 2020, and there were more than 14,000 sessions on the 888betsoff.org website.

Our achievements in addressing Missourians' problem gambling needs, as highlighted in the following pages, would not be a success without you. I want to thank each and every one of you for your continued partnership.

Looking forward, the Alliance is collaborating with Provident Behavioral Health to offer their Feeling Kinda Blue (FKB) service on our 888betsoff.org website. FKB is an online service that provides chat rooms, forums and mental health resources to individuals going through a crisis. As part of this partnership and to better support our players, Provident will offer website visitors a survey option specific to problem gambling.

During the coming year, the Midwest Conference on Problem Gambling and Substance Abuse plans to meet virtually from June 16-17, 2021. This year's theme, "Celebrating Inclusivity and Hope: Recovery in Uncertain Times," seems to be a fitting message as we begin to round this corner of an unprecedented moment in time. I hope everyone is able to attend.

### Mark Rembecki

*Director of Gambling Disorder Treatment Programs  
Missouri Department of Mental Health Division of Behavioral Health  
Missouri Alliance to Curb Problem Gambling Chairperson*



## An Overview of the Alliance

Created in 1997, the Missouri Alliance to Curb Problem Gambling was the nation's first partnership of its kind. This unique partnership of public, private and nonprofit organizations recognizes the need to address the social problems and costs created when individuals have problems handling the product or service that the state and gaming industry provide.

# MACPG

Missouri Alliance to Curb Problem Gambling

## Missouri Alliance Membership and Contributions

### Missouri Department of Mental Health's Division Behavioral Health

provides free compulsive gambling treatment services to compulsive gamblers and their family members by contracting with certified gambling counselors across the state. Funding for treatment, prevention and education services is appropriated from the Compulsive Gambler's Fund.



### Missouri Gaming Association

provides funding for the 1-888-BETSOFF (1-888-238-7633) crisis and treatment referral helpline. St. Louis-based Provident, Inc., Life Crisis Services administers the helpline. The Association also provides the annual "Project 21" scholarship, which addresses underage gambling.

### Missouri Gaming Commission

administers a statewide self-exclusion program for problem and pathological gamblers, known as the List of Disassociated Persons (DAP). A portion of the admission fees collected by the Commission is appropriated to the Compulsive Gambler's Fund.



### Missouri Lottery

promotes the availability of free treatment to problem gamblers and their families through statewide TV and radio public service announcements (PSAs) and billboard advertisements. In addition to maintaining the [888betsoff.org](http://888betsoff.org) website, the Lottery also supports a Self-Exclusion Program (SEP).

### Port Authority of Kansas City, Missouri

assists in planning the annual Midwest Conference on Problem Gambling and Substance Abuse.



## Alliance Member-Funded Service Highlights

### **Problem Gambling Helpline: 1-888-BETSOFF (1-888-238-7633) – 1,817 calls in 2020**

Life Crisis Services operates a 24-hour helpline service for callers seeking help for a gambling problem. When contacted, Life Crisis Services provides counseling, assessment and referrals to callers while attempting to collect various socio-economic and gambling behavior information. A breakdown of this information can be found on the following pages.

### **Free Compulsive Gambling Treatment Services – 51 referrals through helpline in 2020**

By appropriating money from the Compulsive Gambler's Fund, the Department of Mental Health is able to contract with certified outpatient treatment programs to provide treatment services, including individual and group counseling, family therapy, financial planning, remediation, and referrals for legal assistance.

### **Disassociated Persons (DAP) List – 115 referrals through helpline in 2020**

The first of its kind when implemented in 1996, the Missouri Gaming Commission's DAP List allows problem and compulsive gamblers to enter into a five-year ban from all Missouri riverboat locations and direct marketing lists while invalidating their player's club account and denying check-cashing privileges. Members have a one-time opportunity to take themselves off the DAP List after five years have passed.

### **Lottery Self-Exclusion Program (SEP) – 5 referrals through helpline in 2020**

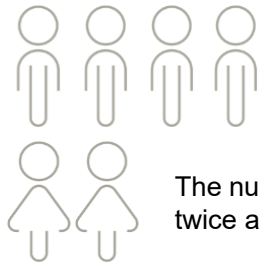
The Missouri Lottery's SEP is a responsible gaming resource that aims to reduce the incentive to play Lottery games for players who classify themselves as problem or compulsive gamblers. By submitting an application, individuals voluntarily enter into a lifetime ban from claiming Lottery prizes of more than \$600, accessing their loyalty club account, and receiving email and text message communications.

Helpline and Referral Information				
Calendar Year	Calls Placed to Helpline	Free Treatment	Disassociated Persons (DAP)	Self-Exclusion Program (SEP)
1998	871	54	356	N/A
1999	1,034	113	596	N/A
2000	1,738	186	1,093	N/A
2001	2,846	335	1,403	N/A
2002	2,889	373	1,290	N/A
2003	3,339	344	1,367	N/A
2004	3,527	377	1,506	N/A
2005	2,593	360	1,696	N/A
2006	1,834	370	1,553	N/A
2007	1,682	358	1,412	N/A
2008	1,915	332	1,279	N/A
2009	2,263	343	896	N/A
2010	2,740	368	797	N/A
2011	2,093	231	790	N/A
2012	2,454	168	1,023	N/A
2013	2,057	154	961	N/A
2014	2,073	537	778	N/A
2015	1,954	419	663	N/A
2016	1,630	375	657	38
2017	1,497	305	758	27
2018	1,492	217	363	37
2019	2,452	225	762	37
2020	1,817	51	115	5



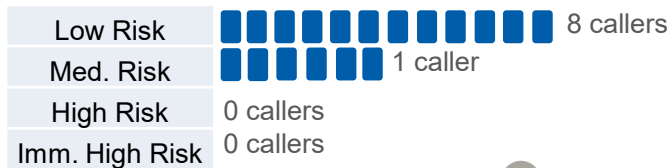
# BETSOFF 2020 Annual Gambling Report

In 2020, we answered **1,817** gambling calls.



**238** callers were assessed for suicidality, among which group 96% of them were NOT at risk for suicide

For callers at risk:

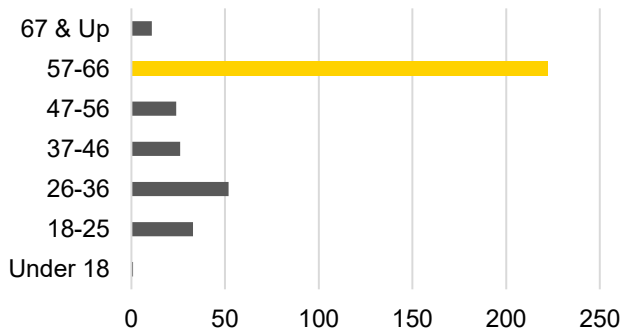


**292** callers reported their Race, the majority (**88.7%**) callers are Caucasians; 8.2% - Black/African Americans; 0.7% - Asians; 0.3% - Hispanic/Latino; and 1.6% - Other Race/Ethnicity.

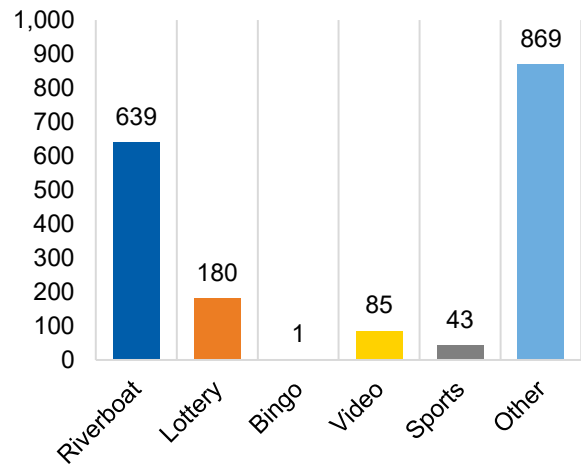
**304** callers reported their Marital Status, 56.6% are Divorced; 21.7% - Married; 20.4% - Single; 0.7% - Widowed; and 0.7% - Separated.



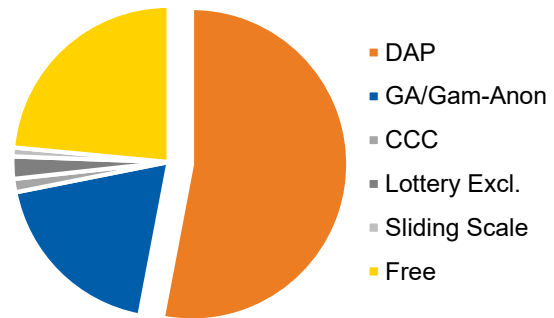
**369** callers reported their Age (persons).



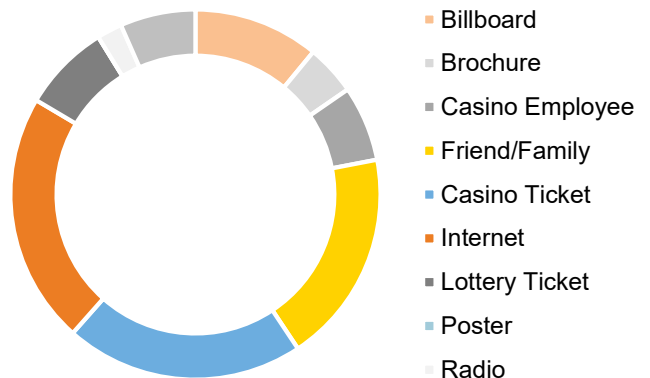
## Type of Gambling Problem (persons)



## Referrals Given



## How caller heard about the line?



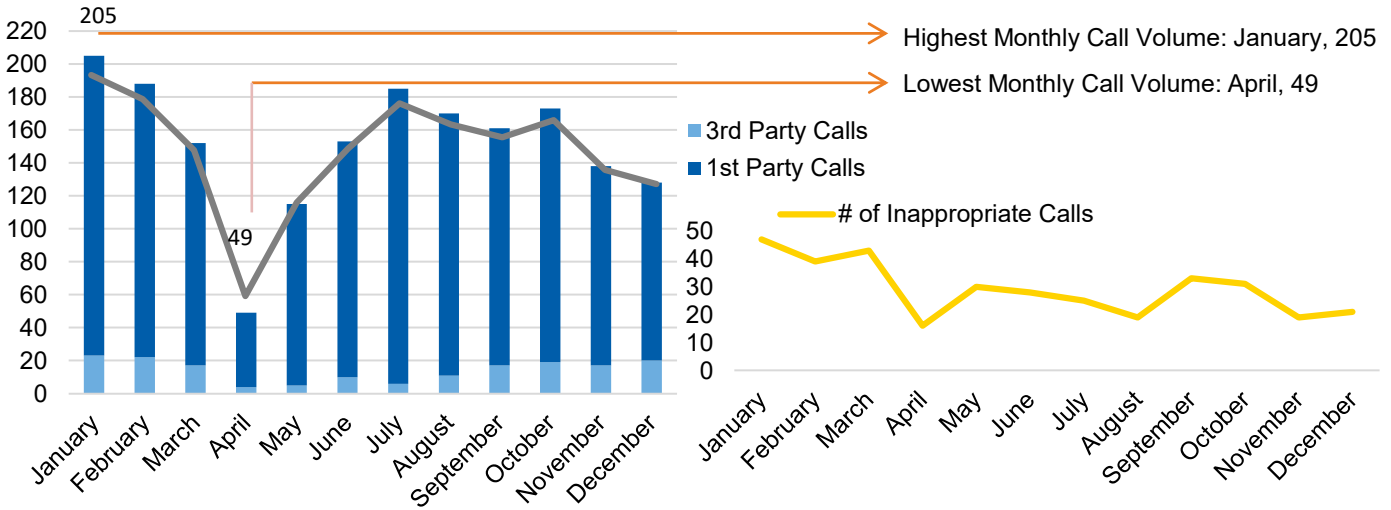
Callers were mostly located in **St. Louis County, Jackson County MO, St. Louis City, and St. Charles.**

Report Created: 1/25/2021  
Report Created By: Xinyue Zhang, Life Crisis Services

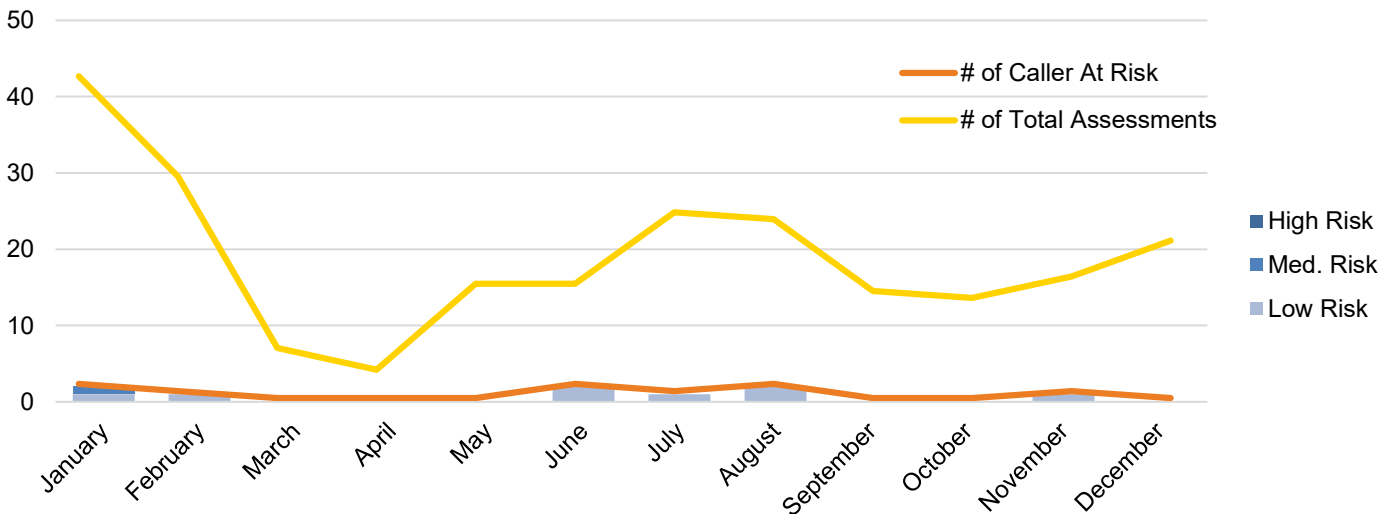


# BETSOFF 2020 Annual Gambling Report

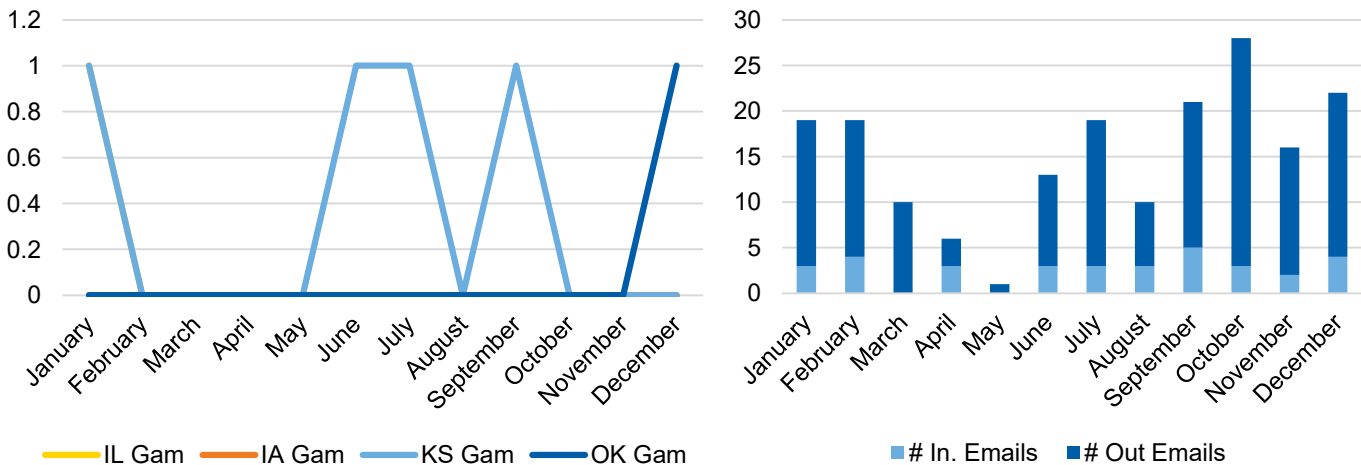
## Trend of Call Volume



## Risk for Suicide

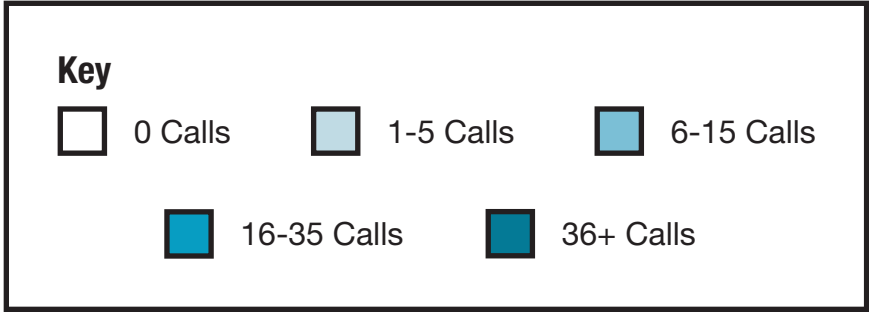
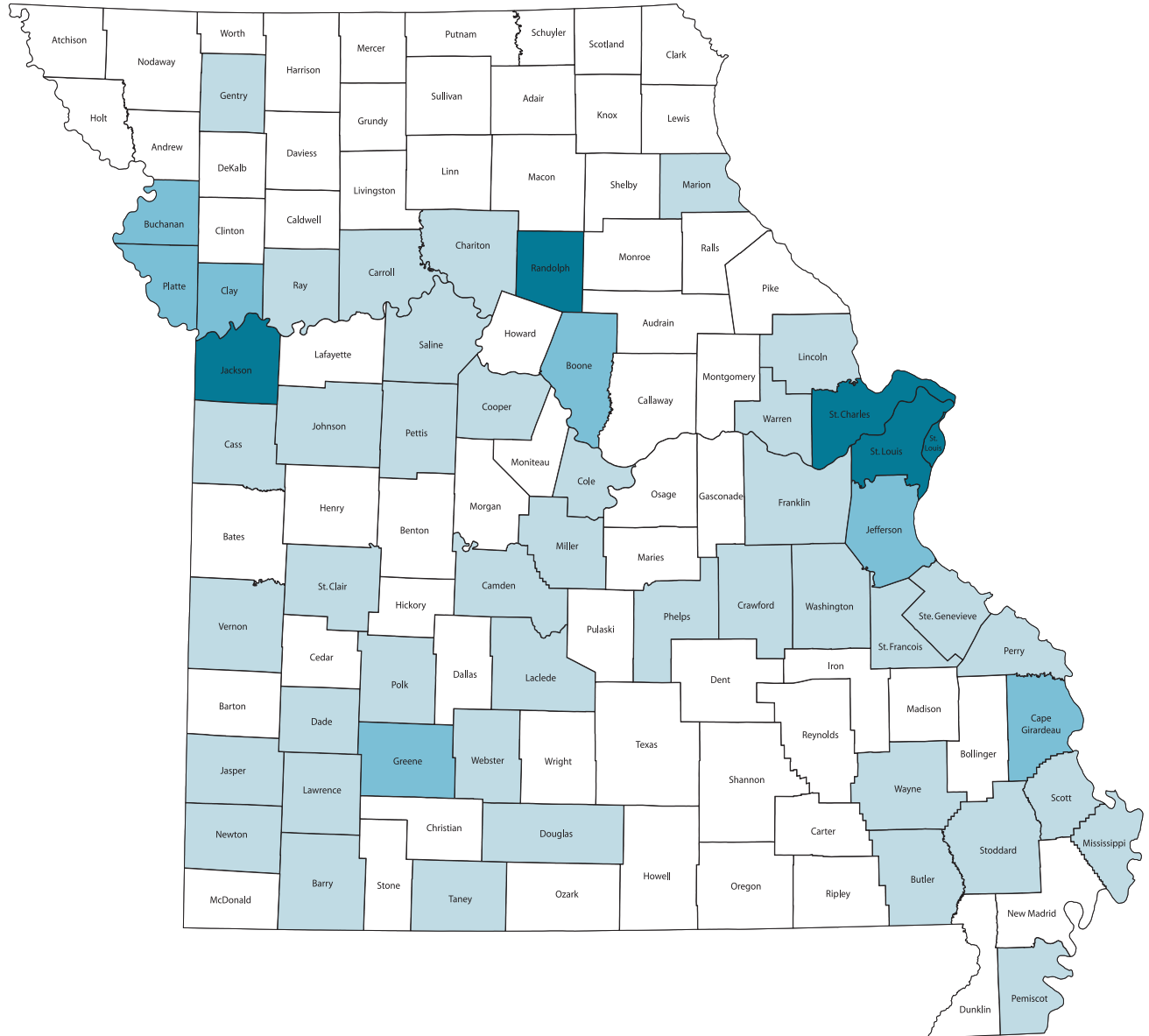


## Gambling Enhancement Program

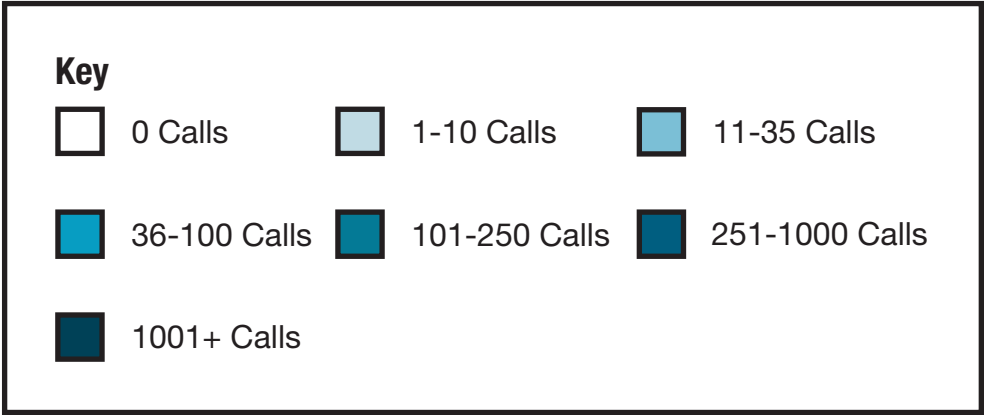
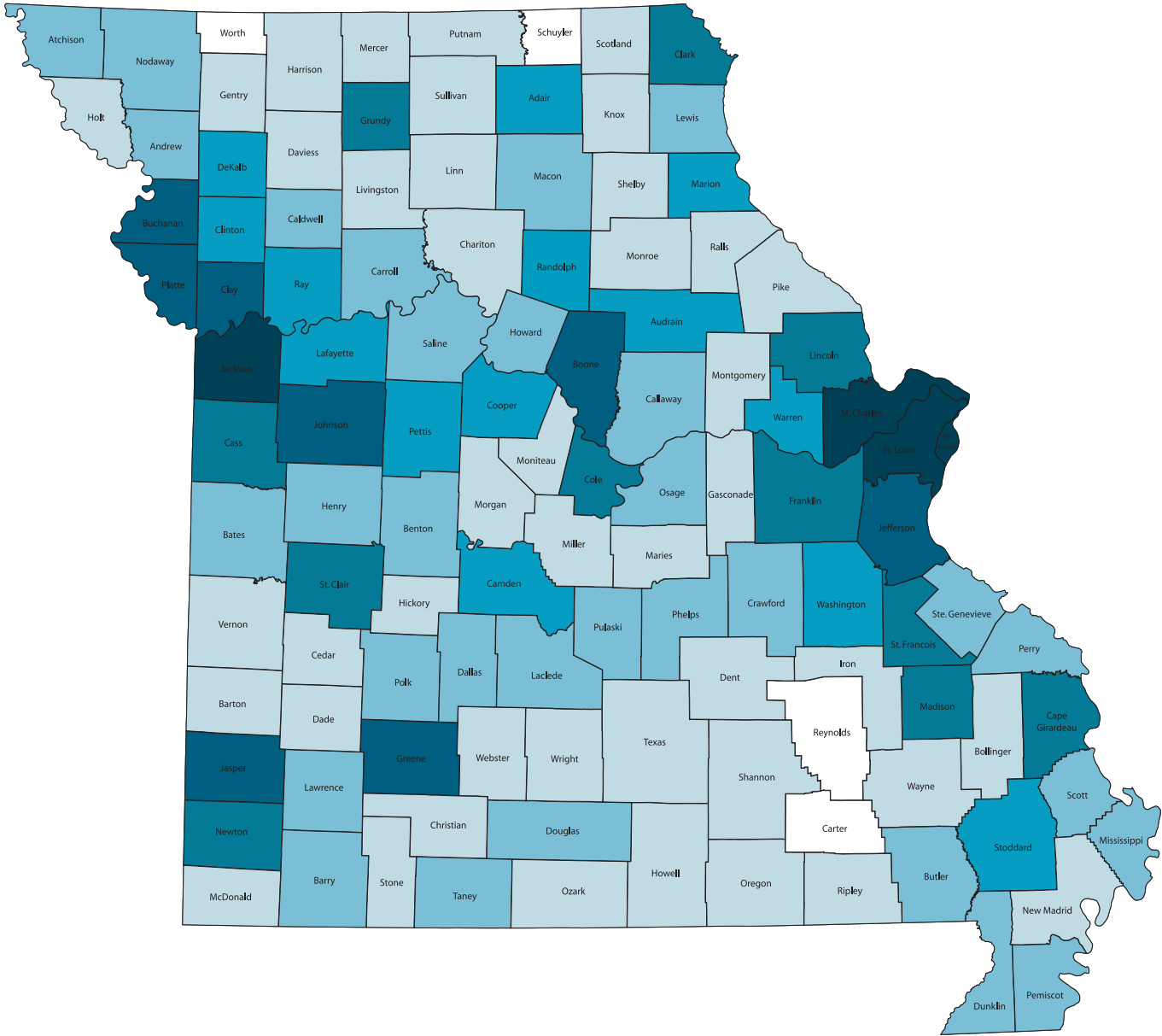


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# 2020 Helpline Callers By County



# Historical Helpline Callers By County



# 18<sup>th</sup> Annual Midwest Conference Registration Is Now Open

*'Celebrating Inclusivity and Hope: Recovery in Uncertain Times'*

This year's Midwest Conference on Problem Gambling and Substance Abuse will take place virtually from June 16-17.

A scholarship opportunity is available every year to those new to the field of disordered gambling and who exhibit commitment, service and potential success as a professional within this field. This scholarship is named after Joanna Franklin in recognition and appreciation of her contributions to the field. Application materials were due by April 15. Scholarship recipients will be notified on April 30.

Conference registration is open. Keynote speakers and breakout session schedules are completed, and more information will be forthcoming.

Check your email and [mcpgsa.org](http://mcpgsa.org) for more information.



## 2021 CALENDAR

### June 16-17

18<sup>th</sup> Midwest Conference on Problem Gambling and Substance Abuse, Virtual, [mcpgsa.org](http://mcpgsa.org)

### July 14-15 & 21-22

35<sup>th</sup> National Conference on Problem Gambling, Denver, Colorado, [ncpgambling.org](http://ncpgambling.org)

### August

Missouri's Responsible Gaming Education Month

### December 17

Missouri Alliance's 25<sup>th</sup> Anniversary

# 1-888-BETSOFF

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Editor: Brittney Mormann, 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 helpline and treatment.

[www.888betsoff.org](http://www.888betsoff.org)