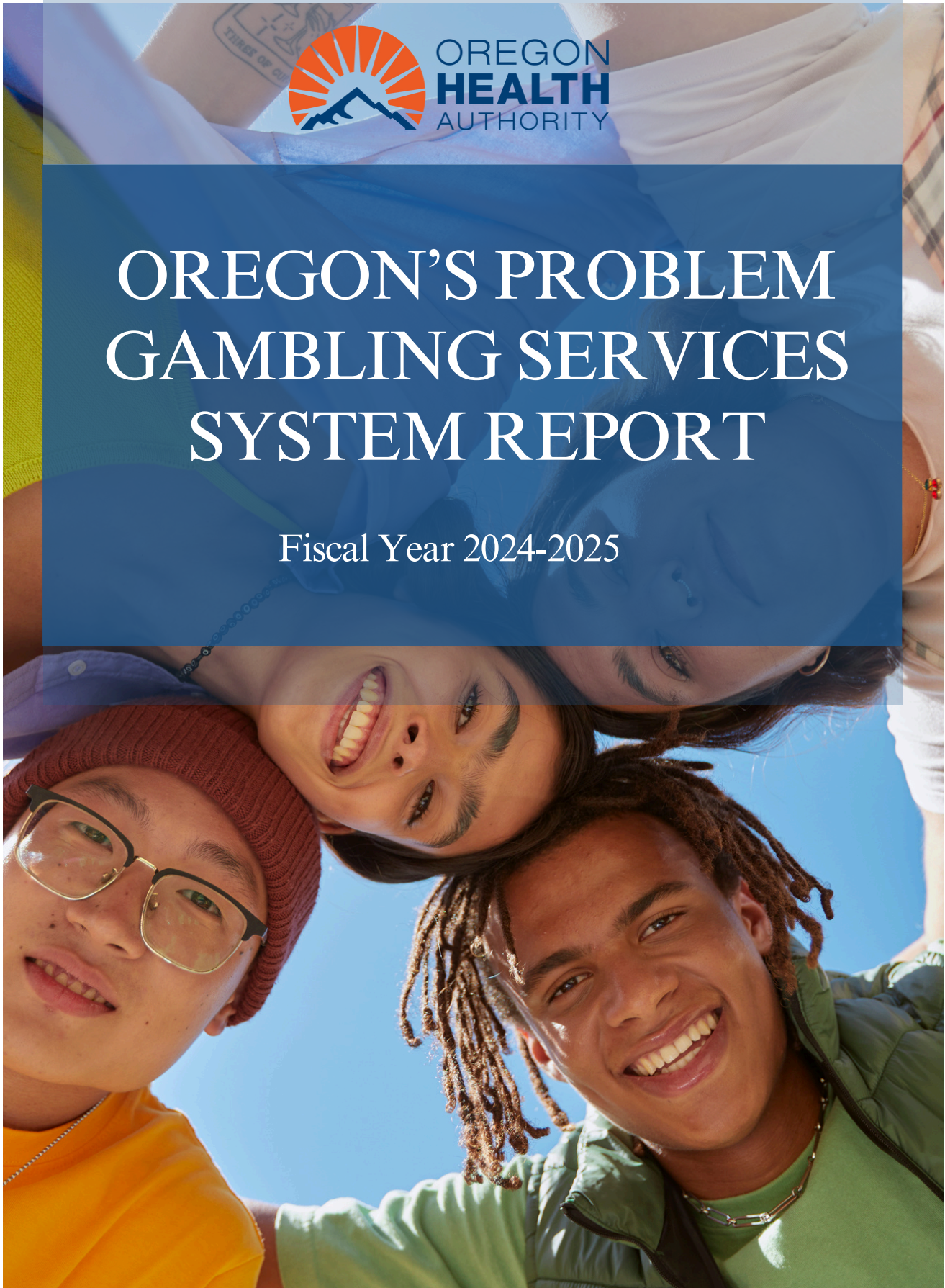




OREGON
HEALTH
AUTHORITY

OREGON'S PROBLEM GAMBLING SERVICES SYSTEM REPORT

Fiscal Year 2024-2025



About This Report

This report highlights the Oregon Health Authority's (OHA) Problem Gambling Services (PGS) efforts to ensure that Oregonians have access to a comprehensive array of services and supports for awareness, prevention, treatment, and recovery related to gambling harm and gambling disorder. OHA PGS also provides support to the professionals who provide these essential services.

Published annually in the fall, the PGS System Report serves as a key accountability tool. It documents the programs, initiatives, and projects implemented during the previous fiscal year, demonstrating OHA's commitment to transparency and progress. This report is intended for system providers, policymakers, leaders, funders, and those involved in strategic planning and oversight. It may reference additional reports and tools that further highlight Oregon's problem gambling services and system performance.

In this report, 'PGS' refers to the Oregon Health Authority's Problem Gambling Services.



Oregon's Commitment to Problem Gambling Services

Oregon's leadership in problem gambling services reflects a deep commitment to collaboration and a person-centered approach. Our approach prioritizes individuals while building a service structure that responds to the evolving needs of individuals, families, and communities. This commitment extends to professionals delivering these vital services. PGS ensures they are supported and equipped through thoughtful policies, effective programming, and access to meaningful resources.

Who We Are

Since 1995, the PGS system has been funded by proceeds from the Oregon State Lottery (OSL). PGS, a part of the Behavioral Health Division of the Oregon Health Authority, coordinates those services.

PGS implements strategies to minimize the negative impacts of gambling while acknowledging its availability, cultural acceptance, and economic appeal. Oregon is nationally recognized as a leader in the field, offering a comprehensive statewide system of prevention, outreach, treatment, and recovery services.

Program Oversight

The PGS program staff oversee the daily operations of the statewide system. When fully staffed, the team consists of 3.0 Full-Time Equivalents (FTE):

- Program Manager (1.0 FTE)
- Problem Gambling Prevention and Education Specialist (1.0 FTE)
- Problem Gambling Treatment and Recovery Specialist (1.0 FTE)

This team supports the strategic planning, technical assistance, monitoring, and evaluation of Oregon's problem gambling service system.

What We Do

PGS administers Oregon's problem gambling prevention, intervention, treatment, and recovery systems. This includes direct client services, community-based services, workforce development for professionals, program and policy development, technical assistance, data collection, evaluation, and research.

Oregon's Problem Gambling Service System is guided by a public health paradigm and approach that accounts for biological, behavioral, economic, cultural, and policy determinants that influence gambling and health. It incorporates prevention, harm reduction, and multiple levels of treatment and recovery by emphasizing quality-of-life issues for those directly impacted by gambling harms, their families, and broader communities. By acknowledging multiple dimensions of gambling, PGS incorporates strategies that minimize gambling's negative impacts while recognizing the reality of gambling's availability, culture of social acceptance, and economic impacts.

Mission

The mission of Oregon Health Authority's Problem Gambling Services is to support equitable, inclusive, and effective prevention, education, treatment, and recovery programs that reduce the impact of gambling-related harms on individuals, families, and communities.



Guiding Principles

Our guiding principles shape program components and reflect a commitment to continuous improvement through collaboration, accountability, and equity.



- **Improvement:** Continuously strive to enhance programs, processes, and outcomes to address emerging needs and challenges.



- **Partnerships:** Engage our partners and communities with policymaking and implementation to ensure responsiveness and shared ownership.



- **Accountability:** Serve as responsible stewards of public funds by promoting excellence and demonstrating measurable success.



- **Equity:** Reduce health inequities and increase inclusivity to achieve better care, improved health outcomes, and lower costs.

These principles guide the development and delivery of all PGS programs and services, and align with Oregon's broader public health goals.

Authority, Statute, and Treatment Fund

There is no federal funding specifically designated for problem gambling and gambling disorder services in the United States, nor is there oversight by a national entity. As a result, funding for these services varies widely across states, ranging from approximately \$250,000 to \$20 million annually.

Oregon is recognized as one of the top five states in terms of per capita funding allocation for problem gambling services. All of PGS's efforts are funded through 1 percent of Oregon State Lottery revenues. For the fiscal year 2024-25, this amount is approximately \$8 million.



Oregon's Problem Gambling Services System

Oregon is nationally recognized as a leader in problem gambling services, offering a comprehensive continuum of prevention, outreach, treatment, and recovery programs. In collaboration with its partners, PGS administers a robust system that includes:

- **Prevention and outreach efforts**, both standalone and integrated within suicide prevention, alcohol, tobacco, and other drug prevention systems, aimed at raising awareness that problem gambling is a serious public health concern
- A **24/7 Helpline**, staffed by gambling-informed specialists
- **GEAR**, a minimal intervention program providing phone counseling supplemented with a workbook
- **Outpatient services**, including individual, group, and family therapy, tele-counseling, and culturally specific programs
- **Residential treatment services**, one statewide gambling disorder-specific residential facility
- **Problem gambling recovery peer mentor programs**, incorporated within existing behavioral health programs, and one stand-alone problem gambling peer program in Multnomah County
- **Gambling harm and recovery support services**, examples include the Evive app and GamFin (discussed further later in this report), among others
- **Gambling education and treatment** for incarcerated individuals or adults in custody

Program and Project Development and Implementation

Throughout the fiscal year, PGS invested significant effort and resources into advancing its mission. These efforts are organized into four key focus areas or initiatives:

1. System Change and Expansion
2. Tools and Resources
3. Data and Research
4. Workforce Development

Each focus area represents a critical component of our ongoing work to enhance the effectiveness, reach, and quality of problem gambling prevention, treatment, and recovery services across Oregon.

Note: During this reporting period, the system faced several challenges and changes. The Problem Gambling Treatment Specialist position was vacant for much of this time, reducing service capacity and planning efforts, and requiring other staff to provide extra support. Additionally, this period included sustainability pre-planning efforts, as the system anticipates future financial instability and uncertainty.



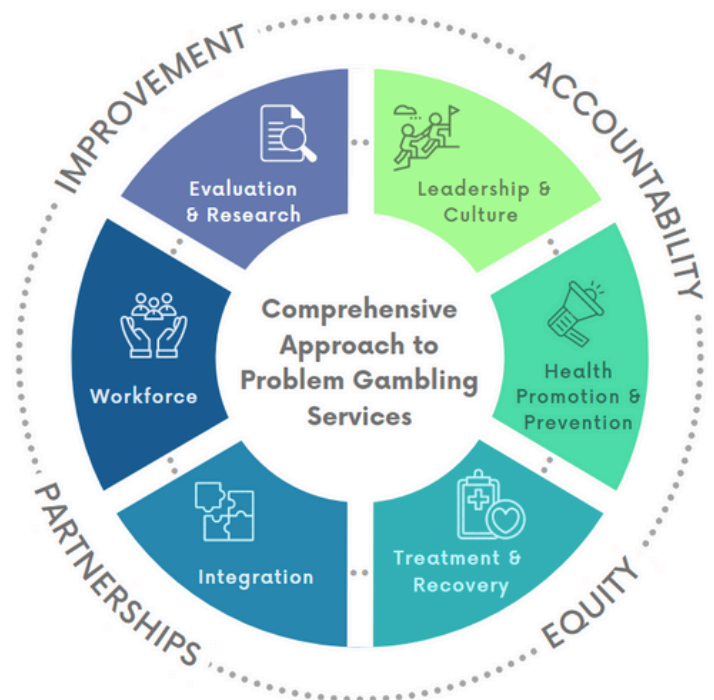
I. System Change and Expansion Initiatives

PGS makes numerous small adjustments to improve the system each year. Occasionally, larger, more significant changes are implemented through careful planning and emerging opportunities. These major system changes and expansions are highlighted and discussed below.

2024-29 PGS Strategic Plan and Operational Plans

In January 2024, PGS published its 5-year strategic plan. Below are the six focus areas and a summary of key initiatives found within the plan.

- **Culture and Leadership:** Equity, cultural responsiveness, leadership development
- **Health Promotion and Prevention:** Awareness, education, community engagement
- **Treatment and Recovery:** Access, recovery support, peer integration
- **Integration:** Coordination, system alignment, cross-sector collaboration
- **Workforce:** Training, well-being, and diverse recruitment
- **Evaluation and Research:** Data, outcomes, research partnerships



During fiscal year 2024-25, PGS staff advanced the strategic plan by creating detailed operational plans for each of the six focus areas. These plans outline specific activities aligned with the initiatives under each focus, ensuring structured and measurable progress. Over the fiscal year, PGS staff implemented and built upon these initiatives. Many of the activities highlighted in this report reflect the tangible success and momentum generated through these efforts.

Every December, staff present updates on the strategic plan's implementation at the PGS All-Provider Quarterly webinar, offering transparency and accountability to stakeholders. The strategic plan and its corresponding operational plans can be found on the [OHA PGS Strategic Plan](#) webpage

Inclusivity, Language, and Stigma Reduction Project

Launched in early 2023, the Inclusivity, Language, and Stigma Reduction Project is a comprehensive, multipronged initiative developed in partnership between PGS and the Oregon State Lottery (OSL). The project originated from collaborative discussions aimed at identifying and reducing stigmatizing language within the problem gambling support system, with initial efforts focused on the [Oregon Problem Gambling Resource \(OPGR\)](#) webpage.

As discussions evolved, the project's scope expanded to encompass a critical analysis of existing messaging strategies. This included a focused assessment of audience reach and identification of groups that were being unintentionally excluded. The evaluation revealed that current messaging efforts were primarily directed toward individuals meeting the highest clinical criteria for gambling disorder—specifically, those actively pursuing traditional counseling services. However, this targeted approach overlooked a significant segment of individuals experiencing milder forms of gambling-related harm. Many in this group may prefer self-guided harm reduction strategies or seek to moderate their gambling behavior without engaging in formal treatment. As a result, messages failed to resonate with or support these individuals, highlighting the need for more inclusive and diversified communication strategies.

To address this gap, OSL conducted targeted research to understand the needs and preferences of individuals across the gambling spectrum. This research explored service appeal, resource accessibility, and effective messaging styles for those seeking moderation rather than abstinence.

As a result, OSL implemented key updates to the OPGR webpage, including the creation of a new section titled [Help with Moderation](#). This dedicated tab offers resources for individuals aiming to reduce their gambling behaviors, emphasizing goal setting, self-awareness, and personal autonomy. The content is designed to support users in developing a healthier relationship with gambling, and the marketing strategy surrounding this update is currently undergoing evaluation to assess its reach and impact

In fiscal year 2024–25, OSL applied a similar research methodology previously used to understand the needs of individuals who gamble, this time focusing on Affected Others—those impacted by someone else's gambling behavior. The goal was to gain deeper insight into this population's experiences and to refine messaging and resources tailored to their unique needs.

Findings from this research revealed that affected others represent a highly diverse group in terms of identity, circumstances, and support needs. A key takeaway was that a single, uniform approach to messaging and services is insufficient. Instead, a range of communication styles, support options, and outreach strategies is necessary to effectively engage and assist this population.

In response, OSL and PGS are actively planning updates to communication strategies, marketing efforts, and system design. These efforts aim to broaden the scope of available services and ensure that all individuals affected by gambling, regardless of background or preferred support pathway, can access meaningful, inclusive, and effective help.

Cleveland House- PG Recovery Housing

In the spring of 2024, PGS provided financial support to Holistic Healing Behavioral Healthcare to complete the final renovations of Cleveland House, a culturally specific recovery residence located in Multnomah County. This collaborative effort focused on expanding housing access for individuals receiving addiction services, with an emphasis on serving clients from BIPOC and LGBTQIA2S+ communities who are experiencing housing instability.

As part of this initiative, four dedicated beds were designed and secured within Cleveland House specifically for problem gambling clients. These beds became officially available in July 2024 and have remained fully occupied throughout the fiscal year. Cleveland House offers long-term recovery housing, with opportunities to stay up to a year, or longer, for residents who continue to meet the house's established guidelines and expectations.

The successful implementation and full utilization of these beds during the first year reflect the critical need for culturally responsive recovery housing. PGS is committed to monitoring outcomes and exploring opportunities to expand similar housing models in the future.

Medicaid Eligible Outpatient Gambling Disorder Treatment



As of January 2023, gambling disorder treatment services became eligible for Medicaid reimbursement in Oregon, marking a significant milestone in expanding access to care. However, initial implementation was slow, as Coordinated Care Organizations (CCOs) required time to integrate these services into eligible agency contracts and workflows.

Throughout the past year, PGS has collaborated with OHA data analysts to develop reporting tools that capture service utilization and demographic trends for Medicaid-funded gambling disorder treatment. These efforts aim to provide a clearer picture of how services are being accessed and by whom.

Within the FY2024-25 Problem Gambling Treatment Evaluation Report, a new section will be introduced to highlight:

- Utilization data for Medicaid-eligible gambling disorder treatment services
- Demographic breakdowns, including gender, age, and geographic location

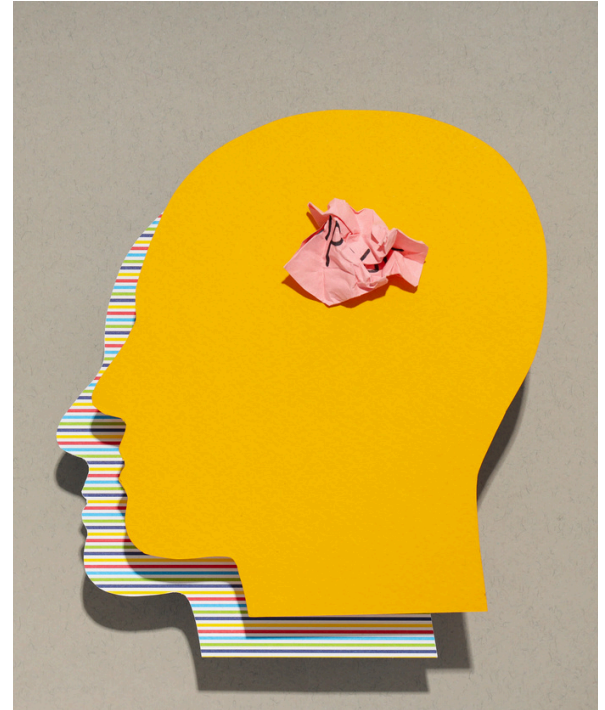
The full Evaluation Report will be published in late 2025 and made available on the [Data and Research](#) web page of the OHA PGS website

Problem Gambling Services within the Integrated Co-Occurring Disorder (ICD) Medicaid Program

In 2023, OHA launched the Integrated Co-Occurring Disorder (ICD) Medicaid program, fulfilling a legislative mandate to improve access to comprehensive, integrated care for individuals with co-occurring behavioral health conditions. Traditionally, co-occurring disorders have focused on mental health and substance use; however, PGS successfully advocated for the inclusion of gambling disorder treatment within this new framework.

As part of the ICD initiative, the system introduced Problem Gambling (PG) Specialists—professionals embedded within ICD programs who are gambling-informed but not certified gambling addiction counselors. PG Specialists are required to complete 15 hours of specialized training and are equipped to treat individuals whose gambling disorder diagnosis is less severe than their primary behavioral health conditions. Currently, the ICD program includes:

- Approximately 53 registered ICD programs
- Around 85 designated PG Specialists and recovery mentors



To support program evaluation and transparency, OHA has partnered with data analysts to develop interactive dashboards that track ICD service delivery, including services provided by PG Specialists. These tools help illuminate the scope and impact of gambling disorder treatment within the broader ICD system.

The FY 2024–25 Problem Gambling Treatment Evaluation Report will feature a new section dedicated to:

- Gambling disorder services delivered by PG Specialists
- Utilization trends among ICD program participants

The full Evaluation Report will be released in late 2025 and accessible via the [Data and Research](#) web page on the OHA PGS website.



Discontinuation of Services

During the reporting period, PGS conducted a comprehensive review of its treatment system, with a focus on service utilization, program capacity, and the feasibility of integrating services into the existing programs. As a result of this evaluation, two services were formally discontinued: the Community Intensive Outpatient Program (C-IOP) and Problem Gambling (PG) Respite Services.

PG Respite Services had been offered for over two decades in Josephine County. While this service provided valuable support to individuals seeking temporary relief and stabilization, data indicated that statewide continuation was no longer sustainable within the current framework due to low utilization trends and system capacity to properly integrate this service into an existing behavioral health respite center.

The Community Intensive Outpatient Program (C-IOP), developed during the COVID-19 pandemic, served as an alternative to residential treatment when facilities were temporarily closed. Offered through Bridgeway Community Health and Santiam House, C-IOP provided a higher level of care while adhering to public health guidelines. With the resumption of residential services and evolving system needs, the program has now been retired.

As the behavioral health system continues to evolve, PGS remains committed to evaluating service gaps and community needs. Should future assessments indicate a renewed demand or capacity for these services, reinstatement may be considered to ensure the delivery of high-quality, accessible care





2. Tools and Resources Initiatives

GamFin GamFin: Financial Counseling for Providers & Clients

In spring 2024, PGS partnered with [GamFin](#), a nationally recognized provider of financial counseling for individuals and families impacted by gambling-related financial challenges. Through this partnership, PGS began offering no-cost financial counseling to clients served by its contracted treatment agencies.

GamFin's model supports both clients and clinicians. Clients receive direct access to expert financial counselors, while clinicians can consult with GamFin's team for personalized guidance on financial topics that arise during treatment. These topics include budgeting, debt management, restitution planning, and strategies to help clients better understand their relationship with money.

On July 1, 2024, GamFin services were expanded to be available to all Oregonians affected by gambling, including individuals who gamble and those impacted by someone else's gambling behavior. Access to these services is initiated through the Oregon Problem Gambling Helpline, broadening the reach of financial support across the state.

Service Utilization and Outcomes- During the reporting period:

- 51 unique clients from Oregon engaged in GamFin services
- A total of 152 counseling sessions were delivered, averaging 30 sessions per quarter
- 38% of clients reported improvements in anxiety and depression symptoms
- 64% experienced a decrease in financial distress
- 50% saw a reduction in gambling behaviors
- 95% of clients gave a five-star satisfaction rating

These outcomes reflect the value of integrating financial counseling into problem gambling treatment and support services. A more detailed analysis of service utilization and client outcomes will be available in December 2025 within the Fiscal Year 2024–25 PGS Treatment Evaluation Report, located on the OHA PGS [Data and Research](#) webpage

Toward the end of the reporting period, the Oregon State Lottery worked to finalize the design of a new promotional brochure aimed at helping providers more effectively market and distribute information about GamFin services to increase awareness and utilization of this valuable resource.

Evive: Gambling Behavioral Support App

Evive is a behavioral support application designed to assist individuals in navigating their relationship with gambling—whether their goal is to prevent harm, reduce gambling behaviors, or stop gambling altogether. The platform offers a comprehensive suite of features developed in collaboration with experts in psychology, addiction counseling, and mobile technology. Key components include behavioral change tools, a customized toolkit, educational content, and access to a private support community.

In spring 2024, PGS contracted with Evive to offer free access to clients within the state's gambling treatment system. Over the course of the four-month pilot, 20 users engaged with the app.

Building on this initial success, the Oregon State Lottery contracted with Evive in July 2024 to expand access statewide. The app is now available free of charge to all Oregon residents via the [Oregon Problem Gambling Resource](#) webpage and Helpline.

User Engagement and Demographics- During the reporting period:

- 211 users registered for the app
- 55% identified as female, 42% as male, and 3% as other—demographics consistent with those observed in the state's treatment system
- Users ranged in age from 30 to 65, with relatively equal distribution across this span and demographics consistent with those observed in the state's treatment system
- Engagement was observed statewide, aligning with Oregon's population distribution

Evive's platform is organized into four behavioral pathways: Quit, Reduce, Safer, and Manage. Most users engaged with the Quit, Reduce, and Safer pathways, while the Manage pathway saw minimal utilization during this period.

Toward the end of the reporting period, the Oregon State Lottery was finalizing the design of a new promotional brochure to assist providers in marketing and distributing information about Evive. The goal of this effort is to increase awareness and utilization of the app as a valuable resource for individuals seeking support with gambling-related challenges.

A detailed analysis of Evive's implementation and user outcomes will be available in December 2025 within the FY2024-25 PGS Treatment Evaluation Report, located on the PGS [Data and Research](#) webpage.



Short Animated Educational Video

During the reporting period, PGS staff initiated a short animated educational video series to enhance public understanding of problem gambling. These videos are designed to be integrated into presentations or used as standalone resources, offering an engaging and visually appealing way to communicate key messages.

The initiative was inspired by educational animations produced by organizations such as Brain Connections (Canada) and others in the behavioral health space. Animation was selected as the medium due to its broad appeal across age groups, its timeless visual style, and its effectiveness in delivering educational content in a fun and accessible format.

While the project faced initial challenges, including learning scriptwriting and time to search for a contractor capable of meeting high graphic quality standards, PGS completed the first video in July 2025. Titled “[What is Problem Gambling](#)”, the video runs approximately three minutes and serves as the foundation for future installments.

Plans are underway to expand the series, with each new video either contributing to a cohesive narrative or functioning independently while building upon the themes introduced in earlier segments.

Impacts of Problem Gambling on Public Health



In 2021, PGS collaborated with a consultant to develop the Impacts of Problem Gambling on Public Health booklet. This resource was designed to provide accessible, user-friendly information for both the general public and professional communities, highlighting key intersections between problem gambling and broader public health concerns.

The booklet features a series of stand-alone one- to two-page information sheets, each illustrating the relationship between problem gambling and specific public health topics. These briefs serve as valuable tools for education, outreach, and cross-sector collaboration.

During this reporting period, three new topic-specific briefs were developed and incorporated into the booklet. These additions include:

- Cannabis and Gambling
- Gambling and the LGBTQIA2S+ Population
- Gambling and College Students

The [Impacts of Problem Gambling on Public Health booklet](#) is available on the PGS webpage and continues to serve as a foundational resource for raising awareness and promoting integrated public health strategies

Problem Gambling Prevention Hub

With support from a funding expansion grant, Lane County Problem Gambling Prevention successfully secured additional resources to develop and host the Problem Gambling Prevention Resource Hub—a centralized, collaborative platform designed specifically for Problem Gambling Preventionists across Oregon.

The Hub serves as a dynamic online space where prevention professionals can connect, share, and access resources to support their work. Hosted as a Google Site, the Hub features organized subpages covering a wide range of topics, including:

- Research articles
- Media campaigns
- Fact sheets
- PowerPoint presentations
- Social media content
- Project guides
- Website links



Additional features include a message board, a contact directory for colleagues, and a calendar of events to promote statewide coordination and engagement.

The Hub officially launched in July 2024 with new content added regularly. As it continues to grow and evolve, the Hub is expected to become a vital tool for enhancing collaboration, resource sharing, and innovation in problem gambling prevention efforts across Oregon.

Development of the Problem Gambling Prevention Coordinator Getting Started Guide

The [Problem Gambling Prevention Coordinator Getting Started Guide](#) was developed in collaboration with experienced Prevention Coordinators across Oregon. Their insights and lived experience helped shape a resource designed to support new coordinators as they begin their work in local communities.

The guide was not designed as a mandatory checklist, but rather a flexible tool intended to assist coordinators in navigating their new role. It encourages thoughtful planning based on the unique capacity of each program and the specific needs of the community it serves.

Coordinators are encouraged to revisit the guide over time, using it as a living resource to support ongoing growth and development in their role.

Development of Problem Gambling Treatment Guide and Online Resource Library

In spring 2025, PGS partnered with its consultant, Problem Gambling Solutions Inc., and convened a focused workgroup of Oregon-based problem gambling treatment providers. United by a shared commitment to delivering human-centered, compassionate, and accessible care, the workgroup was tasked with developing two key resources:

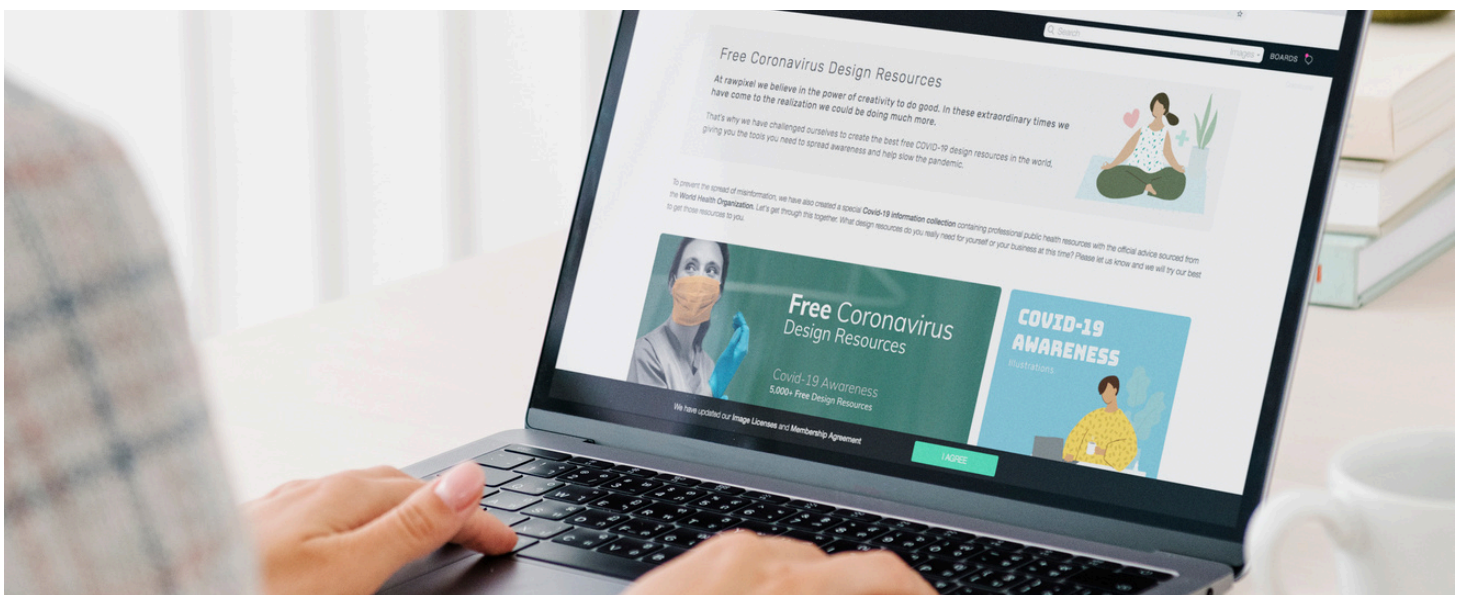
- A flexible 12-week treatment guide/workbook for clinicians and clients
- A digital resource library containing treatment-related materials for clinician reference and use

One of the primary goals of this initiative was to equip new clinicians with a ready-to-use resource to help them confidently begin serving clients. Additionally, the guide is designed to support client retention efforts across the treatment system by offering engaging, relevant, and adaptable content.

As of this report, the guide/workbook is nearing completion. It offers a structured, yet adaptable framework designed to help individuals build essential skills and knowledge for recovery, while promoting personal empowerment and long-term wellness. The workbook begins with foundational lessons focused on stabilization and recovery readiness. It then transitions into a modular, collaborative format, allowing clients and providers to select topic-specific modules tailored to the client's unique goals, experiences, and needs.

A central feature of the guide is an emphasis on practical, everyday tools that extend beyond the clinical setting—ensuring that insights gained during sessions translate into real-world, sustainable change.

The official launch of the workbook is scheduled for October 2025 at the Problem Gambling Summit. The accompanying online resource library is expected to be published and made available by the end of the calendar year.





3. Data and Research Initiatives

Student Health Survey



The Student Health Survey (SHS) is a comprehensive, school-based, anonymous, and voluntary assessment administered to Oregon students in 6th, 8th, and 11th grades. Historically conducted in even-numbered years, the SHS provides valuable insights into youth health behaviors and trends across the state.

Since 2010, PGS has ensured that questions about problem gambling are included in the survey. These questions help monitor gambling behaviors among youth and inform statewide prevention and intervention strategies. Each cycle, PGS reviews and updates the gambling-related items to reflect emerging trends and ensure relevance.

Although SHS will transition to an annual administration schedule, problem gambling questions will continue to be included every other year, continuing the even-year cycle. In preparation for the next survey, PGS will conduct a thorough review of existing questions and propose revisions as needed. Additionally, PGS plans to recommend the inclusion of internet gaming-related questions to the survey development committee, recognizing the growing intersection between gaming and gambling behaviors among youth.

Results from the 2024 SHS are expected to be available in early fall 2025 and will contribute to ongoing efforts to understand and address youth gambling in Oregon

Behavioral Risk Factor Surveillance System

The Behavioral Risk Factor Surveillance System (BRFSS) is the nation's leading health-related telephone survey, designed to collect state-level data from U.S. adult residents on health-related risk behaviors, chronic health conditions, and use of preventive services. This survey is critical for shaping national public health policies and programs.

In 2022, PGS submitted a set of gambling-related questions for inclusion in the 2023 BRFSS survey; this was the first time in several years that gambling behavior was assessed through this platform. The results from the 2023 survey are available in a report published on the [Data and Research](#) web page.

Building on this momentum, gambling-related questions were again included in the 2024 BRFSS survey, with results expected to be released by the end of 2025. For the 2025 survey, which is currently underway, PGS submitted new questions to further explore emerging gambling trends. Findings from the 2025 survey are anticipated to be available by the end of 2026.

Moving forward, PGS adopted an approach to consistently include gambling-related questions in BRFSS surveys conducted during even-numbered years, aligning with the schedule used for the Student Health Survey. This strategy ensures regular, reliable data collection to support problem gambling prevention and response efforts across Oregon.

PG Net



PG Net is Oregon's dedicated data collection system for monitoring individuals who receive free, publicly funded gambling treatment services. It captures comprehensive client demographic information, as well as data on the types, frequency, and cost of services delivered statewide.

This system enables PGS to evaluate service utilization, identify trends, and assess the effectiveness of treatment programs. Data collected during each fiscal year is analyzed and published by the end of the following calendar year, providing valuable insights into the reach and impact of Oregon's problem gambling services.

Annual Treatment Evaluation Reports are available on the [Reports and Data](#) webpage.

Client Follow Up Evaluation Project

To strengthen its understanding of treatment processes and long-term outcomes, PGS launched the Client Follow-Up Evaluation Project in July 2023. The primary goal of this initiative is to identify predictors of treatment dropout and explore client motivations for premature termination, to improve retention and engagement in problem gambling treatment services.

Clients enrolled in treatment are assessed at multiple time points:

- 30 days, 90 days, 6 months, and 1 year from treatment initiation
- 6 months and 1 year following treatment discharge

Data collected includes measures of problem gambling symptoms, co-occurring mental health conditions, social determinants of health, general wellness, and client satisfaction with treatment services.

Since the last reporting period, initial implementation efforts have been compiled and are available in the [FY 2023–24 Problem Gambling Treatment System Evaluation Report](#). Over the past year, PGS and its evaluation coordinator, Problem Gambling Solutions Inc., have worked diligently to analyze data, refine project protocols, and develop resources to support successful implementation. Detailed findings from the most recent fiscal year will be published by the end of the calendar year in the upcoming Treatment System Evaluation Report, also available on the [Data and Research](#) website.

Oregon Gambling Prevalence and Attitudes 2024 Survey

Toward the end of 2024, the Oregon Gambling Research Center (OGRC), an affiliate of the Oregon Council on Problem Gambling (OCPG), commissioned the Oregon Gambling Prevalence and Attitudes 2024 Survey. The purpose of this statewide initiative was to gain a comprehensive understanding of adult Oregonians' gambling behaviors, including:

- Participation in specific gambling activities
- Spending patterns
- Engagement with social gaming
- Attitudes toward gambling-related topics
- Risk of gambling disorder

The survey also explored how these factors intersect with health status, substance use, and demographic characteristics to build a detailed profile of Oregon's gambling population. This data is intended to inform public policy, guide prevention and treatment efforts, and support individuals experiencing gambling-related harm.

This marks the first time such a broad and integrated dataset has been collected in Oregon. While some aspects of gambling behavior have been studied previously, no comprehensive survey of this scope has been conducted in over a decade, during which time the gambling landscape in Oregon has significantly evolved.

The official report on Oregon's Gambling Attitudes, Behaviors, Health, and Risk Survey findings is currently in development and is expected to be published in Fall 2025.

Although the survey methodology did not allow for oversampling of specific populations, discussions held in late 2024 led to the proposal of focus group efforts aimed at collecting qualitative data to complement the survey findings. In early 2025, OHA and OCPG initiated the first focus groups with youth/teens and parents/caregivers, with additional populations under consideration for future data collection. These include:

- LGBTQIA2S+ individuals
- Latine/Spanish-speaking communities
- Black/African American populations
- Native American/Alaska Native communities

These efforts reflect a commitment to ensuring that Oregon's gambling prevention and treatment system is informed by diverse voices and experiences.

Youth and Parent/Caregiver Focus Groups

As part of a broader commitment to understanding gambling behaviors and attitudes, particularly among underrepresented populations, PGS and the Oregon Council on Problem Gambling (OCPG) initiated a series of focus groups with youth and parents/caregivers of youth across Oregon. These efforts were designed to complement existing large-scale survey research, such as the Student Health Survey, by capturing qualitative insights that traditional data sources may overlook.

The focus groups employed a mixed-methods approach, gathering both quantitative and qualitative data to explore awareness, perceptions, and attitudes surrounding gambling and gambling-related harms. This approach allows for a deeper understanding of how gambling is viewed and experienced by young people and their families, and how these views may influence behavior and risk.

Findings from these focus groups will inform future PGS initiatives and policy development aimed at preventing gambling harm among youth. Additionally, the insights will support the OCPG Agility Grant project, which will use the data to develop new educational toolkits for parents and youth. These toolkits will focus on:

- Financial literacy
- Conversation starters about gambling and gaming
- General knowledge related to gambling risks and behaviors

The final report on the Youth and Parent/Caregiver Focus Groups is scheduled for publication in September 2025 and will be made available through the [Data and Research](#) website.



Problematic Gambling Among Oregon Youth Housed in Correctional Facilities

While extensive research has documented high rates of problematic gambling among incarcerated adults, far less is known about gambling behaviors and related consequences among youth housed in secure facilities for criminal offenses. To address this gap, a collaborative survey was conducted by the Oregon Youth Authority (OYA) and PGS, targeting youth residing in OYA correctional housing.

The study findings were organized into three key categories:

1. Profile of Gambling – Types and frequency of gambling activities among youth
2. Problem Gambling Severity – Assessment of gambling disorder symptoms and risk levels
3. Gambling-Related Consequences – Behavioral, legal, and social impacts linked to gambling

These results offer critical insights into the prevalence and severity of gambling-related issues among justice-involved youth and carry significant implications for harm reduction strategies and juvenile justice policy development.

The complete [Study Report](#) is available on the OHA Problem Gambling Services (PGS) webpage.

Preliminary Evaluation of the GRIP Program in the Oregon Department of Corrections

Recent research within the Oregon Department of Corrections (ODOC) indicates that approximately 36% of incarcerated adults experience gambling-related problems, with 24% of those individuals meeting the criteria for a severe gambling disorder. While problem gambling services have been intermittently available in ODOC facilities over the years, these high prevalence rates underscore the urgent need for structured, evidence-informed interventions.

The Gambling Reduction and Recovery for Incarcerated Populations (GRIP) program has been established at two ODOC facilities: Coffee Creek Correctional Facility (CCCCF) and Columbia River Correctional Institution (CRCI). GRIP is a 12-session psychoeducational group specifically tailored for incarcerated adults diagnosed with a gambling disorder. The program aims to reduce gambling-related harm and support recovery through targeted education and skill-building.

This preliminary evaluation report was developed to address three key questions:

1. Who is participating in the GRIP program?
2. Does GRIP participation lead to measurable improvements in gambling-related outcomes for adults in custody?
3. How do participants perceive and rate their experience in the program?

In addition to answering these questions, the report offers recommendations for ODOC leadership to guide future implementation and expansion of gambling disorder services within correctional settings.

The full [Evaluation Report](#) is available on the PGS webpage



4. Workforce Development Initiatives:

Unlike other areas of behavioral health, problem gambling services operate without the support of a national organization dedicated to funding, oversight, or advocacy. This absence has resulted in limited training opportunities, creating challenges for professionals seeking certification or advanced expertise in problem gambling prevention, treatment, and recovery.

To address this gap, the Oregon Health Authority Problem Gambling Services (OHA PGS) has assumed a leadership role in facilitating and supporting training efforts statewide. Each year, OHA PGS delivers a range of high-quality training opportunities aimed at expanding foundational and advanced knowledge, enhancing prevention, clinical, and peer competencies, and supporting professional development across the continuum of care

These trainings are designed to serve practitioners working in prevention, treatment, and recovery, and reflect PGS's commitment to building a skilled, informed, and responsive workforce capable of meeting the evolving needs of individuals and communities affected by problem gambling.

Advanced Career Onsite Resource Network (ACORN) Training Platform

PGS continues to enhance professional development opportunities through its centralized training platform, the Advanced Career Onsite Resource Network ([ACORN](#)). This user-friendly website serves as the primary hub for all online trainings, featuring streamlined registration, course tracking capabilities, and demographic reporting to inform ongoing program development.

Through ACORN, OHA PGS offers a wide array of online trainings and continuing education (CE/CEU) courses aligned with Oregon's gambling certification standards and contractual requirements. These resources include:

- Recorded monthly webinars on current and emerging topics
- Bundled training series tailored for problem gambling providers, behavioral health clinicians, public health professionals, supervisors, family service practitioners, and staff working in integrated co-occurring programs

Training formats are designed to accommodate diverse learning preferences and schedules, including live interactive sessions, asynchronous webinars, and self-paced courses

This flexible approach ensures that professionals across disciplines can access high-quality education to support their work in problem gambling prevention, treatment, and recovery. The following section outlines the available training titles, descriptions, and utilization metrics.

Problem Gambling Counselor Precertification Training

The Problem Gambling Counselor Precertification course is a synchronous online training designed to fulfill the 30-hour educational requirement for certification as a Certified Gambling Addictions Counselor (CGAC) in Oregon. Grounded in the Problem Gambling Treatment Provider Core Competencies, the course blends live, instructor-led sessions with self-paced learning modules to provide a comprehensive and flexible training experience.

This course is offered twice annually to support workforce development in the field of problem gambling treatment. During Fiscal Year 2024-25, the precertification training was delivered in two cohorts, with a total of 14 participants completing the program.

Advanced Problem Gambling Counselor Training

The Advanced Problem Gambling Counselor Training is a hybrid course bundle designed to meet the 30-hour educational requirement for the Certified Gambling Addictions Counselor II (CGAC II) credential in Oregon. The training integrates live online instruction, self-paced modules, and on-demand content, offering a flexible and comprehensive learning experience for advanced practitioners.

This course is offered annually to support professional advancement within the problem gambling treatment workforce. In Fiscal Year 2024-25, a total of six participants completed the training, strengthening the pool of qualified CGAC II professionals across the state.

Working with Families in Problem Gambling Treatment Training

To enhance support for families and concerned others impacted by problem gambling, PGS collaborated with marriage and family therapy professionals to develop a comprehensive resource package. This includes a practical guidance manual and a 30-hour self-paced online training tailored for providers working with affected family members.

The training offers a structured, evidence-informed approach to counseling families and concerned others, complementing the manual's hands-on strategies for engagement and support. This resource equips practitioners with the tools needed to address the relational and emotional complexities associated with problem gambling.

In Fiscal Year 2024-25, a total of nine individuals completed the full 30-hour training, contributing to a more family-centered approach within Oregon's problem gambling treatment system. PGS will prioritize increasing awareness and utilization of this valuable resource in the coming year.



Self-Paced Online Trainings in Problem Gambling Treatment

The ACORN platform offers an extensive selection of self-paced online courses focused on problem gambling-related treatment. These trainings serve a diverse audience of behavioral health professionals and gambling treatment specialists, both within Oregon and beyond. Notably, in the last fiscal year, 25% of participants originated from other U.S. states and 12% joined from international locations, highlighting ACORN's growing reach and relevance. The table below provides a summary of the courses offered, along with enrollment figures and completion rates for Fiscal Year 2024-25.

Course	Enrolled	Completed
Sociocultural Attunement	500	487
Problem Gambling Overview	278	253
Problem Gambling and Money	235	205
Risk Assessment and Suicide Prevention	251	222
Cognitive Behavioral Interventions in Problem Gambling Treatment	233	228
Problem Gambling Assessment and Treatment Planning	195	184
Gambling and Co-occurring Disorder	143	137
Diversity, Social Equity, and Problem Gambling	157	143
Family Treatment for Problem Gambling	144	137
Gambling and the Brain	182	171
Values, Mindfulness, and Emotion in Problem Gambling Treatment	155	149
Initial Engagement in Problem Gambling Treatment	169	155
Problem Gambling Treatment Psychoeducation	121	114
Socioculturally Attuned Supervision of Problem Gambling Treatment	58	58
Supervising Problem Gambling Treatment Part One	55	54
Supervising Problem Gambling Treatment Part Two	49	46
Core Competencies in Problem Gambling Consultation & Supervision	66	59
Problem Gambling Treatment Consultation	47	44
Administrative Supervision in Problem Gambling Treatment	51	50

OHA PGS Contractually Required Online Courses

In addition to its broader training offerings, PGS developed a series of self-paced, online trainings specifically for prevention and treatment providers. These courses are referenced in contractual agreements and serve as foundational learning for professionals working within Oregon's problem gambling service system.

All essential trainings are accessible through the ACORN platform, ensuring easy access and consistent delivery. The table below outlines the courses offered, along with enrollment and completion data for Fiscal Year 2024-25.

Prevention Course	Enrolled	Completed
Introduction to Prevention Ethics	96	90
Problem Gambling Prevention 101: Module 1	57	49
Problem Gambling Prevention 101: Module 2	42	40
Prevention Foundation Training	68	63
Problem Gambling Prevention Planning Framework and Reporting	34	33
Problem Gambling Prevention Supervisor Training	27	26
Responsible Gaming Approach with Oregon Lottery Retailers	28	27

Treatment Course	Enrolled	Completed
Problem Gambling Training for Social Service: Module 1	59	55
Problem Gambling Training for Social Service: Module 2	47	45

In-Person or Hybrid Training Offerings

While the majority of PGS trainings are self-paced, online modules or webinars delivered through ACORN, select trainings are offered in-person or hybrid each year to enhance engagement and accommodate the demanding schedules of providers. These specialized offerings provide opportunities for interactive skill-building, peer connection, and deeper exploration of complex topics.

Details of the in-person and hybrid trainings conducted during Fiscal Year 2024-25 are outlined below.



ANNUAL OLDER ADULT, PROBLEM GAMBLING AND VETERAN SUMMIT

For four years, a dedicated internal workgroup within the Behavioral Health Division has organized the Annual Older Adult, Problem Gambling, and Veteran Summit. Originally launched during the late stages of the COVID-19 pandemic, the summit began as a virtual event (1st Annual), transitioned to an in-person format (2nd Annual), and evolved into a hybrid model for the 3rd Annual Summit, held in October 2024.

The summit was designed to foster learning, collaboration, and innovation around serving three intersecting and at-risk populations within Oregon's behavioral health system, including (1) older adults, (2) service members, veterans, and their families, and (3) individuals impacted by or at risk for problem gambling

Participants included professionals working directly with these populations in prevention, treatment, and support services. The summit focused on breaking down barriers, building partnerships, and sharing strategies to improve outcomes across systems of care. 44 participants attended live, and an additional 52 online.

Despite strong engagement and continued interest, the workgroup concluded at the end of 2024 that funding and capacity constraints would prevent continuation of the large-scale summit format. In response, the group committed to a new approach to maintain connection and resource sharing among past participants and stakeholders. This includes:

- A semiannual email newsletter featuring curated resources and updates
- Two webinars per year—one in the spring and one in the fall—focused on the intersection of aging, veteran services, and problem gambling prevention and treatment.

This revised strategy ensures ongoing engagement and support for professionals working at the nexus of these critical behavioral health issues.

WEBINAR: THE INTERSECTION OF PEER SUPPORT AND OLDER ADULT POPULATIONS

In response to the conclusion of the Annual Older Adult, Problem Gambling, and Veteran Summit, the Behavioral Health Division launched its new engagement strategy in the spring of 2025- an inaugural webinar titled "The Intersection of Peer Support and Older Adult Populations."

This webinar explored the evolution of peer support services for older adults, highlighting the past, present, and future of this work through the lens of the Mental Health and Addiction Association of Oregon (MHA AO), which has been actively supporting older adult populations since 2015. Presenters addressed the unique and growing needs of older adults and discussed how the peer support community is adapting to better serve this diverse demographic.

48 participants attended live, marking a successful beginning to the division's semiannual webinar series, and reinforcing its commitment to ongoing education and collaboration around older adults, veterans, and problem gambling prevention.

Problem Gambling Prevention: Community Readiness Assessment Preparation

To support the implementation of the Community Readiness Assessment (CRA), to be conducted during fiscal year 2025-26, the Oregon Health Authority's Problem Gambling Services (OHA PGS) hosted three foundational training sessions for contracted problem gambling programs and providers:

- PG CRA Kickoff
- How to Conduct the CRA
- Overview of CRA Scoring

These sessions introduced the Community Readiness Model for Community Change, developed by the Tri-Ethnic Center at Colorado State University. OHA PGS is utilizing this model for community prevention programs to assess their community's readiness to address problem gambling and align strategies accordingly.

The CRA serves as the primary outcome measurement for all Problem Gambling Prevention programs in Oregon. It supports data-informed planning and ensures that interventions are tailored to each community's stage of readiness.

Each training included practical guidance, implementation steps, and a dedicated Q&A segment to support participant understanding and local planning efforts.



Certification and Certification Support Services

CERTIFICATION CONSULTANT PROGRAM

Launched in 2022, the Certification Consultant Program, facilitated by PGS, supports individuals within the system who are pursuing certification in gambling counseling. The program aims to improve access to consultant hours and streamline the certification process.

A comprehensive program guide outlines the requirements, procedures, and expectations for both participants and consultants.

During Fiscal Year 2024-25, the program maintained steady engagement:

- 16 active participants received support through the program
- Eight certification consultants provided guidance, including one new consultant who joined during the reporting period
- Nine participants completed their required hours and earned their gambling counseling certification

The program continues to serve as a valuable resource in strengthening Oregon's certified gambling counseling workforce.

CERTIFICATION EXTERNSHIP AND OBSERVATION PROGRAM (CEOP)

In 2023, PGS collaborated with a strategic partner to develop and launch a new clinical externship program aimed at supporting providers, particularly those in rural and frontier regions, in obtaining the required clinical experience hours for certification in treating individuals with gambling disorder.

Following the initial concept development, the program officially began in fall 2023. During the reporting period:

- Two applicants were accepted into the program
- One participant temporarily withdrew due to conflicting obligations
- The other participant successfully completed the externship

A comprehensive program guide is available on the PGS website, providing details on eligibility, structure, and expectations.

In June 2025, recruitment for the 2025-2026 cohort was launched, resulting in five applications. All five applicants have been accepted and will be placed for the upcoming program year, reflecting growing interest and expanding access to specialized training in gambling disorder treatment.

Problem Gambling Peer Recovery Trainings and Initiatives

Voices of Problem Gambling Recovery (VPGR) is a nonprofit advocacy organization dedicated to representing individuals affected by problem gambling through education, advocacy, and the promotion of recovery. Together, PGS and VPGR developed a Peer Training Pathways document to outline clear and distinct routes for individuals pursuing roles such as Certified Gambling Recovery Mentors (CGRMs), Gambling-Informed Peer Support Specialists, and other peer-specific training tracks deemed essential for effective peer support work.

VPGR has designed and implemented a comprehensive suite of trainings, including:

- 40-hour Certified Gambling Recovery Mentor (CGRM) Training
- 16-hour Peer 101 Training
- Ethics for Gambling Peers and Counselors
- Peer Skills Practice Training
- Train-the-Trainer Program

In Fiscal Year 2024-25:

- 28 individuals completed the CGRM training
- 37 individuals completed the Peer 101 training
- 25 individuals completed the Ethics course
- 4 individuals completed the Peer Skills Practice training
- 7 individuals participated in the Train-the-Trainer program

These efforts reflect a continued commitment to building a qualified, informed, and empowered peer workforce to support recovery from problem gambling across Oregon.



Culturally Specific Gambling Disorder Trainings

In Fiscal Year 2024-25, PGS launched a three-pronged initiative to expand culturally specific training opportunities for problem gambling counselors and peer support specialists. This strategic investment aims to enhance cultural responsiveness and improve service delivery across diverse communities impacted by gambling disorder.

The initiative resulted in the development of training curricula for the following training programs:

- 8-hour Culturally Specific Gambling Disorder Training for clinical professionals
- 16-hour Culturally Specific Problem Gambling 101 for Peers
- 40-hour Culturally Specific Gambling Disorder Peer Mentor Training

These training curricula were designed to equip providers and peers with culturally informed knowledge and skills, fostering more inclusive and effective care environments. Next steps include:

- Launching trainings for the upcoming fiscal year
- Determining the modality or location of in-person trainings
- Evaluating outcomes and impact to inform future program development

This effort reflects PGS's ongoing commitment to equity, cultural humility, and tailored support for Oregon's diverse populations.

Training and Certification Scholarships

PGS continues to support professional development across the provider system by offering training and certification scholarships. These scholarships are funded through designated resources intended to assist individuals and agencies that may face financial barriers to accessing training opportunities that are not directly offered by PGS.

In Fiscal Year 2024-25, PGS provided scholarship support to:

- Six individuals participating in the PGS Precertification Course
- One individual attending the Evergreen Council on Problem Gambling (ECPG) Four Directions Conference
- Recipients of a matched scholarship opportunity for the ECPG Focus on the Future Conference
- Two individuals receiving subsidies for certification or recertification fees

These investments help ensure that Oregon's problem gambling workforce remains skilled, credentialed, and well-supported, regardless of financial constraints.

Looking Ahead

Over the next five years, PGS will remain focused on collaborating with community partners, implementing the Strategic Plan, and executing the initiatives outlined in the accompanying Operational Plans. These efforts aim to strengthen service delivery, enhance workforce development, and improve outcomes for individuals and communities impacted by problem gambling.

Key priorities for Fiscal Year 2025–26 include:

- **PGS Summit in Newport (October 2025):** A dedicated gathering for Oregon's Problem Gambling Service providers to foster collaboration, share innovations, and strengthen statewide efforts.
- **Focus on the Future Conference (April 2026):** Continued partnership with the Evergreen Council on Problem Gambling to support professional development and regional coordination, hosted in Vancouver, WA.
- **Ethics Trainings:** Delivery of ethics-focused training sessions for system providers and others seeking credentialing support.
- **Community Readiness Assessment:** Implementation across all counties via prevention programs to evaluate public awareness of problem gambling and inform future planning strategies.
- **Payment Model Transition:** Preparing the treatment system for the rollout of a new payment model effective July 1, 2026, aimed at improving sustainability and service access.
- **LGBTQIA2S+ Data Collection Project:** Launching a follow-up study to better understand the needs and experiences of unrepresented populations related to gambling attitudes, behaviors, and risks.

We look forward to sharing the outcomes, insights, and successes from Fiscal Year 2025–26 in our next Annual OHA PGS System Report, continuing our commitment to transparency, innovation, and community impact.

