

**PROBLEM GAMBLING  
FALL SUMMIT**

***SETTING THE STAGE  
FOR OUR FUTURE***

**OCTOBER 4-6, 2023  
LINCON CITY, OREGON**

# MEET OUR TEAM



**NICOLE CORBIN**

Addiction Treatment,  
Recovery and Prevention  
Unit Manager



**GRETA COE**

Problem Gambling Services  
Manager



**ROXANN JONES**

Problem Gambling  
Prevention Specialist



**BRANDIE LYDAY**

Problem Gambling  
Treatment Specialist



**DAVID COURSE**

Integrated Co-Occurring  
Disorder Specialist



# PGS 5 Year Strategic Plan: What's it about and why should I care?

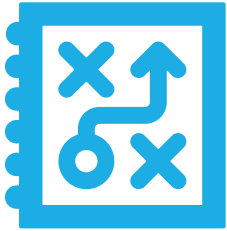
---

*Oregon Problem Gambling Services 2023 Fall Summit. October 5, 2023  
The Inn At Spanish Head Resort Hotel, Lincoln City, Oregon*

# Welcome!

## What's Planned for this session

---



### **Our strategic planning process in review**

Translating your input into a plan

Where we are at and what is next



### **Unveiling of the OPGS 5-Year Strategic Plan**

Utilizing a “Less is More” approach to increase reach and effect

Guiding principles

Service framework

Our 5-year strategic vision

# Strategic Planning Process



Central to creating our plan was gathering input from you and other stakeholders

- Stakeholder survey
- Key informant interviews
- Client surveys
- Strategic planning work sessions
- Public comment



# SWOT Analysis

## OHA Problem Gambling Services

### Strengths

- Data collection and evaluation
- OHA administration
- Comprehensive strategic plan
- Communication
- Engagement
- Program flexibility
- Availability of resources
- Dedicated and knowledgeable providers
- Services across the state
- Well informed state PG helpline
- Prevention services across the lifespan
- Readiness assessments completed in communities across state
- Prevention and treatment core competencies have been developed
- Most PGS providers cross-trained and promote integration
- Workforce supported through training, technical assistance, and tools
- Tiered level funding and implementation plans in system

### Weaknesses

- Geographic gaps of experienced providers within the state
- Too few PG specialty providers
- Few opportunities to connect with colleagues and no file share system
- Insufficient prevention action steps and training for specific populations
- Lacking diverse media materials
- Too few prevention mass media
- Difficult to navigate website
- Not proactive in addressing gamification
- Few clients / poor treatment uptake
- PG Net transition
- Insufficient funding
- County leadership
- Mentor services limited
- Staff turnover and changes of providers/programs
- Lack of PG integration into broader healthcare system
- Lack of acknowledgement within HSD that PG is part of behavioral health system
- Lack of available training, knowledge, and research regarding gaming disorder

### Opportunities

- Integration more widely accepted within broader healthcare system
- Medicaid integration should produce cost-savings
- Increased funding predicted through lottery revenue forecasting
- PGS treatment transformation plan has potential to serve more people in need with successful implementation
  - Service Element 84
  - Problem Gambling Peer Center of Excellence
- Greater engagement with tribal communities
- Integration of gaming disorder into PGS system
- Legislative workgroup looking into gambling regulation
- Telehealth developments
- Research Center through Oregon Council on Problem Gambling
- Agility Grants (NCPG)

### Threats

- Legalized gambling expansion expected to lead to increased prevention and treatment needs
- Over dependency on a single funding source (i.e., no federal funds, no general funds, no gaming tax funds, only fixed 1% lottery allocation)
- Low treatment seeking
- Lack of interest and/or time among behavioral health providers to become PG competent via cross-training
- Workforce crisis across health systems, impacting PG services
- Lack of recognition and support for prevention service
- OHA contracting processes can impede system growth and agility to quickly respond to changing needs
- Changes in OHA contract terms negatively impacts workload and operations (e.g., contracts moving to annual period from biennium period)
- Competing new demands for providers, leading to high burnout
- Very high competition for providers, leading to increased vacancies as people change jobs
- Siloing of problem gambling services

# Oregon Problem Gambling Services

5-YEAR

STRATEGIC PLAN

OCTOBER 2023





# Mission

---

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





# Guiding Principles

Guiding principles encompass our program components. They reflect our commitment to continuous improvement through working with partners, being accountable, and reducing health inequities.



## Improvement

Continuously strive to improve programs, processes, and outcomes to meet emerging needs and challenges.



## Partnerships

Engage our partners and the communities we serve throughout the policymaking and implementation process.



## Accountability

Serve as a responsible steward of public funds, promote excellence, and demonstrate success.



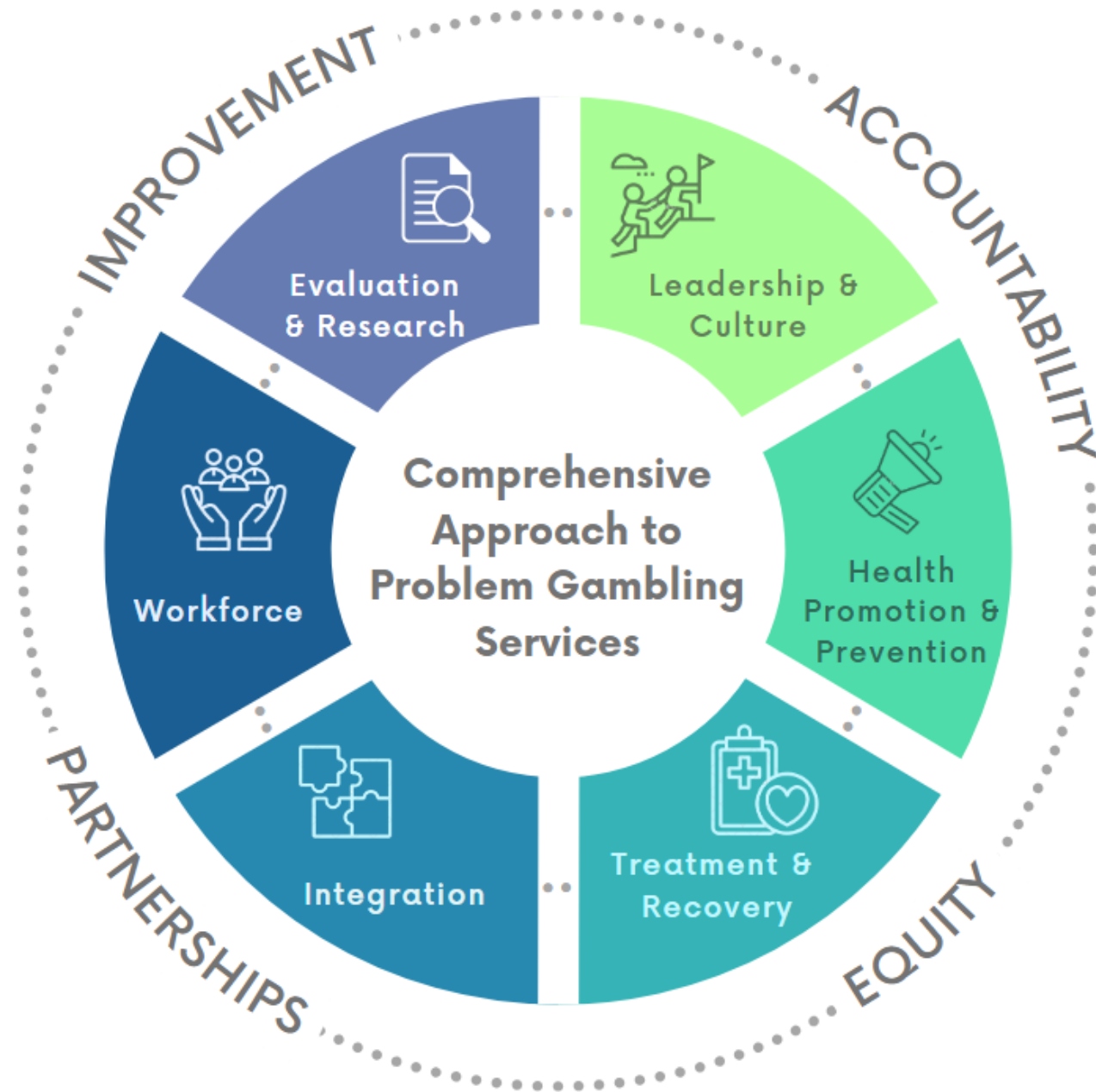
## Equity

Reduce health inequities and increase inclusivity to realize better care, better health and lower costs.

# Oregon Problem Gambling Services

## Framework

OHA Problem Gambling Services' strategic plan sets forth a comprehensive approach to problem gambling services that identifies six program components (Leadership & Culture, Health Promotion & Prevention, Treatment & Recovery, Integration, Workforce, Evaluation & Research). The illustration shows how guiding principles encompass our program components. They reflect our commitment to continuous improvement through working with partners, being accountable, and reducing health inequities.



# Strategic Goals

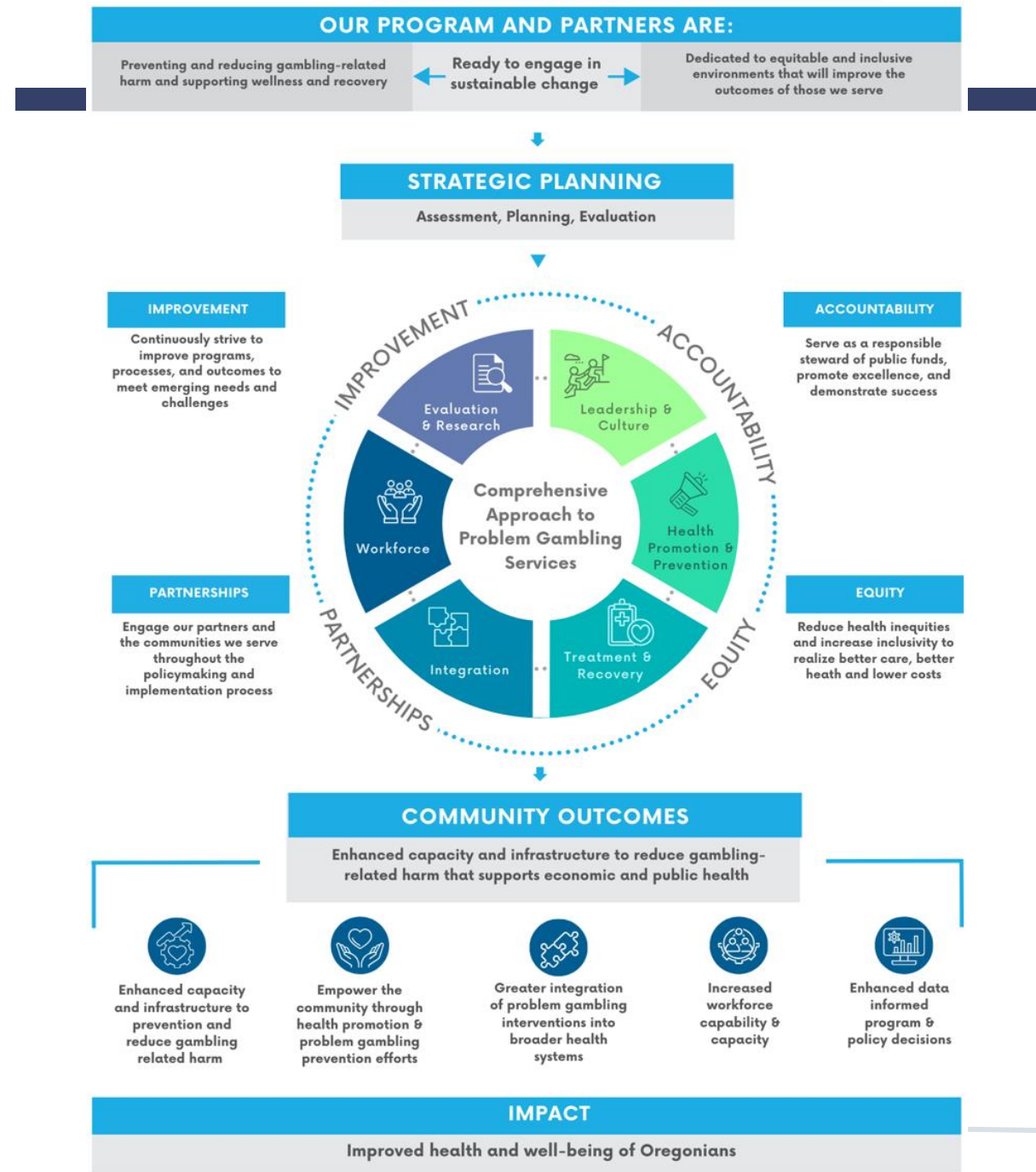
Leadership & Culture	Health Promotion & Prevention	Treatment & Recovery	Integration	Workforce	Evaluation & Research
<p>Promote the success and growth of Oregon Problem Gambling Services through mission driven actions, defining, educating, monitoring, and rewarding a culture of collaboration, inclusivity, equity, and caring.</p>	<p>Support health promotion and effective problem gambling prevention to reduce the impact of problem gambling on individuals, families, and communities.</p>	<p>Strive to deliver top quality services that fulfill the needs of the community we serve informed by best practices, evidence-based and innovative models.</p>	<p>Foster integration of problem gambling into core elements of behavioral health, social support, and prevention systems.</p>	<p>Build a behavioral healthcare workforce capable of addressing problem gambling while increasing the diversity, capability, and capacity of problem gambling providers.</p>	<p>Utilize information gathered through evaluation of services and problem gambling surveillance research to support and enhance data-driven program and policy decisions.</p>





# Oregon Problem Gambling Services

## 5-Year Strategic Vision



# 1. Leadership & Culture

## Objectives

---

### 1.1: Promote a culture that advances collaboration, inclusivity, equity, and caring

- Lift community voice, building on foundations established through equity-focused engagements
- Work in partnership with providers to address disparities within the PGS system

### 1.2: Expand and increase awareness of the intersection of problem gambling with other public health issues and concerns

- Utilize data to increase awareness of how gambling behaviors impact individuals, families, and communities
- Develop partnerships with state agencies and public health programs to infuse problem gambling education, screening, education, and referral into their efforts

### 1.3: Continue to cultivate and advance relationships among state, provider networks and communities to inform of disorder, impacts and services

- Promote Develop data systems availability and utilization
- Continuously improve materials, processes, and tools to communicate with problem gambling service stakeholders and the public at-large
- Systematically engage in improvement processes to assess system needs and respond to emerging needs





# Vetting the Plan and Next Steps

---

- Internal Finalization (October)
- External Review and Feedback (November)
- Finalize Plan (December)
- Development of Operational Plans by OHA PGS Staff (October- December)
- Share Operational Plans with System (January 2024)
- Begin Implementation Efforts (January 2024)
- Annually Update System on Progress and Continuous Updating of Operational Plans.