

# PROBLEM GAMBLING

## Community Readiness Assessment Scoring Webinar

November 1, 2018



PRESENTERS:

**Carisa Dwyer**, *Sunshine Consulting* | **Roxann Jones**, *OHA Problem Gambling Services*

# OBJECTIVES

1

Quick Review of CRA Process

2

Scoring 101

3

Practice! Practice! Practice!

4

Timeline and Next Steps

The purpose of the Community Readiness Model is to provide communities, organizations and social networks with the stages of readiness for the development of appropriate strategies that are more successful and cost effective.

## COMMUNITY READINESS MODEL (CRM)

- A model to mobilize a community, an organization or a social network toward healthy change
- It has six dimension (or aspects) of a “community” and nine stages of readiness
- Each readiness stage has specific interventions that work most effectively for that stage
- Integrates culture into the prevention process

# The Two Phases of the Community Readiness Model

Assessment

Application

# PROCESS OVERVIEW

Identify Issue

Define “Community”

Conduct Key Respondent Interviews

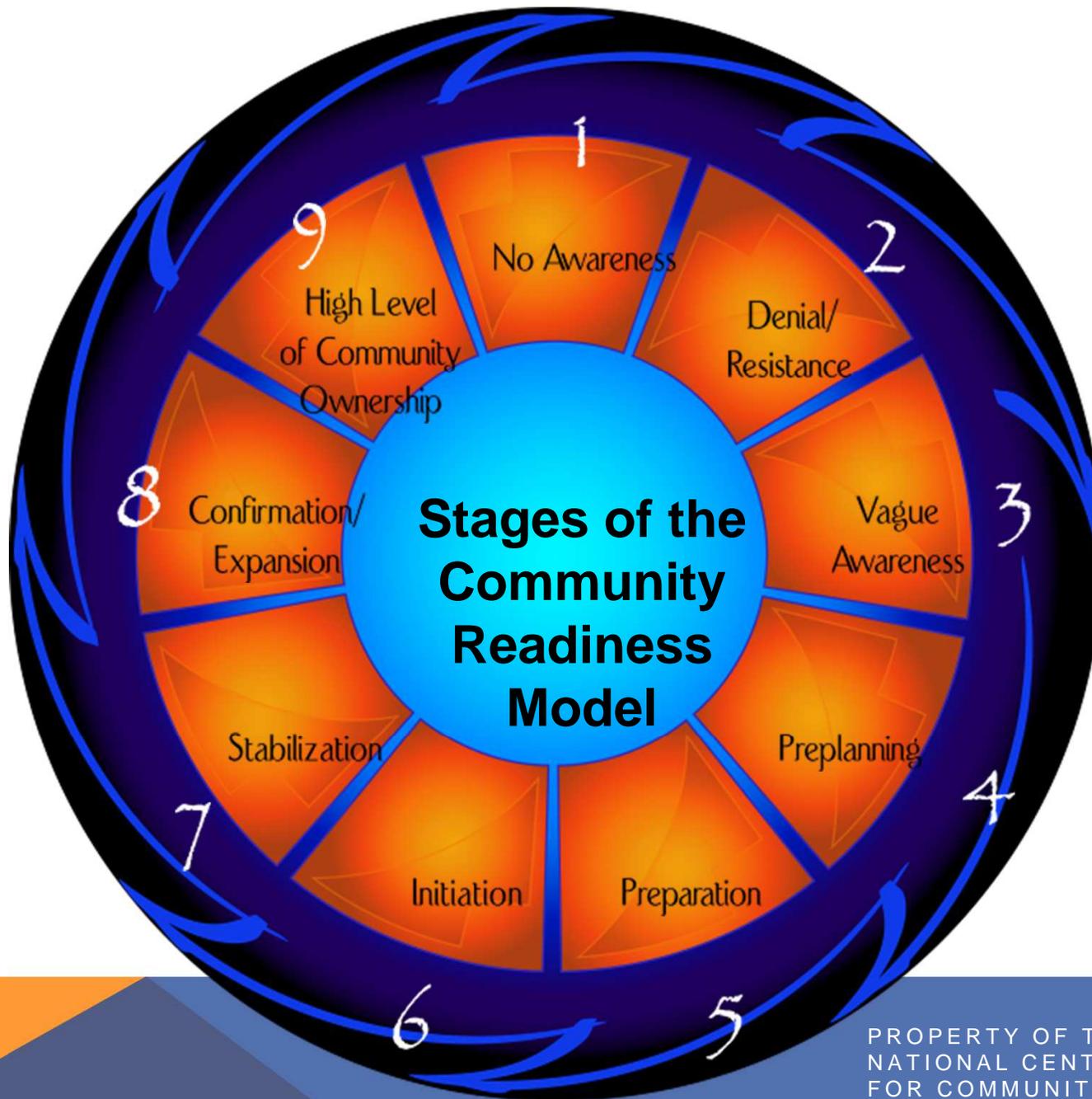
Score to Determine Readiness Stages

Conduct Workshop to Develop Strategies

Implement Action Plan

# DIMENSIONS OF COMMUNITY READINESS

- A. Community Efforts
- B. Community Knowledge of the Efforts
- C. Leadership
- D. Community Climate
- E. Community Knowledge About the Issue
- F. Resources for Prevention Efforts



READINESS STAGE	DESCRIPTION
1. No Awareness	Problem gambling is not generally recognized by the community/ leaders as an issue (or it may truly not be an issue).
2. Denial/Resistance	At least some community members recognize that problem gambling is a concern, but there is little recognition that it might be occurring locally.
3. Vague Awareness	Most feel that there may be a local concern, but there is no immediate motivation to do anything about it.
4. Preplanning	There is clear recognition that something must be done and there may even be a group addressing it. However, efforts are not yet focused or detailed.
5. Preparation	Active leaders begin planning in earnest. The community offers modest support of efforts.
6. Initiation	Enough information is available to justify efforts. Activities are underway.
7. Stabilization	Activities are supported by administrators or community decision makers. Staff are trained and experienced.
8. Confirmation/Expansion	Efforts are in place. Community members feel comfortable using services, and they support expansions. Local data are regularly obtained.
9. High Level of Community Ownership	Detailed and sophisticated knowledge exists about problem gambling's prevalence and consequences. Effective evaluation guides new directions. Model is applied to other issues.

# COMMUNITIES, ORGANIZATIONS AND SOCIAL NETWORKS ARE ALWAYS READY FOR SOMETHING!

It's not an issue of ready or not ready  
but an issue of ready for *what*.

# The Scoring Process

# SCORING THE INTERVIEWS

- Use two scorers for greater accuracy
- It's best if the scorers did not conduct the interviews
- Ideally, the scorers should not have friends or family who were interviewed
- Use the 'Comment' section to record any irregularities or impressions
- All interviewee identifiers should be removed before scoring to avoid personal bias
- The interview content provides the themes that guide you to the correct item in the Anchored Rating Scale.

# SCORING NUGGETS

1. Each dimension has its own anchored rating scale that corresponds with that section of the questionnaire.
2. Each scale begins with no awareness at a score of 1 and builds to the maximum level of readiness with a score of 9.
3. Always begin scoring with the lowest score and only increase as there is language that justifies an increase.
4. While most responses can be found within the set of dimension questions, utilize the entire interview.
5. Always round down. For example, a score of 4.5 is Stage 4: Preplanning

# STEP-BY-STEP PROCESS

1. Read through each interview in its entirety before scoring any of the dimensions.
2. Then read through the anchored rating scale for the dimension being scored.
3. Always starting with the first anchored rating statement and working your way up.
4. Go through each dimension separately and highlight or underline statements that refer to each of the anchored rating statements. If the community exceeds the first statement, the scorer will proceed to the next statement.

# SAMPLE QUESTIONS

## D. COMMUNITY CLIMATE

17. Describe your community. They're really focused on the individual. Whenever there's an issue, it's as if everyone just throws their hands up in the air and say "there's nothing we can do, it's their problem".

18. What is the community's attitude about problem gambling?

Same as every issue. It's like they know there's an issue, but they don't know what to do about it, so they just say it's that persons issue.

19. How supportive or involved is the community in the prevention of problem gambling? Please explain. They're not.

# ANCHORED RATING SCALE

- 1 The prevailing attitude is that problem gambling is not considered, unnoticed or overlooked within the community. “It’s just not our concern.”
- 2 The prevailing attitude is “There’s nothing we can do,” or “Only ‘those people’ do that,” or “Only ‘those people’ have that.”
- 3 Community climate is neutral, disinterested, or believes that problem gambling does not affect the community as a whole.
- 4 The attitude in the community is now beginning to reflect interest in problem gambling. “We have to do something, but we don’t know what to do.”
- 5 The attitude in the community is “We are concerned about this,” and community members are beginning to reflect modest support for efforts.
- 6 The attitude in the community is “This is our responsibility” and is now beginning to reflect modest involvement in efforts.
- 7 The majority of the community generally supports programs, activities, or policies. “We have taken responsibility.”
- 8 Some community members or groups may challenge specific programs, but the community in general is strongly supportive of the need for efforts. Participation level is high. “We need to keep up on this issue and make sure what we are doing is effective.”
- 9 All major segments of the community are highly supportive, and community members are actively involved in evaluating and improving efforts and demand accountability.

	Int. 1	Int. 2	Int. 3	Int.4	Int. 5	Int. 6	Int. 7	Int. 8
Dimension A								
Dimension B								
Dimension C								
Dimension D								
Dimension E								
Dimension F								

# CONSENSUS SCORING

The goal is to reach consensus on the scores by discussing items or statements that might have been missed by one scorer and which may affect the combined or final score assigned.

*\*\*Remember: different people can have slightly different impressions, and it is important to seek explanation for the decisions made.*

# STEP BY STEP PROCESS

1. Enter your scores for each of the six dimensions for all eight interviews.
2. Meet with the other scorer to reach consensus on the scores by discussing items or statements that may have been missed by one scorer.
3. When there is a difference in scores, refer back to your notes and highlighted section for that dimension and discuss how you arrived at your score.
4. Then work together to determine the most appropriate score.
5. Once consensus is reached, fill in the table labeled **CONSENSUS SCORES**.
6. Then add the scores across each row and divide by eight to determine the total for each dimension.

# INITIATING CHANGE: APPLICATION PHASE

## KEY TAKE HOME MESSAGE

All Interventions *must*  
be Appropriate for the Community's  
Stage of Readiness  
and the  
*Culture* of the Community!

# Let's Practice!

## SCORING

# ACTIVITY: SCORING AN INTERVIEW

Read through the entire interview  
Scoring Process

- 1 No awareness of the need for efforts to address problem gambling.
- 2 No efforts addressing problem gambling.
- 3 A few individuals recognize the need to initiate some type of effort, but there is no immediate motivation to do anything.
- 4 Some members of the community have met and have begun a discussion of developing community efforts.
- 5 Effort (programs/activities) are being planned.
- 6 Efforts (programs/activities) have been implemented.
- 7 Efforts (programs/activities) have been running for four years.
- 8 Several different programs, activities and policies are in place, covering different age groups and reaching a wide range of people. New efforts are being planned.
- 9 Evaluation plans are routinely used to test effectiveness of many different efforts, and the results are being used to make changes and improvements.

- 1 Community has no knowledge of the need for efforts addressing this issue.
- 2 Community has no knowledge about efforts addressing the issue.
- 3 A few members of the community have heard about efforts, but the extent of their knowledge is limited.
- 4 Some members of the community know about local efforts.
- 5 Members of the community have basic knowledge about local efforts (e.g., purpose).
- 6 An increasing number of community members have knowledge of local efforts and are trying to increase the knowledge of the general community about these efforts.
- 7 There is evidence that the community has specific knowledge of local efforts including contact persons, training of staff, clients involved, etc.
- 8 There is considerable community knowledge about different community efforts, as well as the level of program effectiveness.
- 9 Community has knowledge of program evaluation data on how well the different local efforts are working and their benefits and limitations.

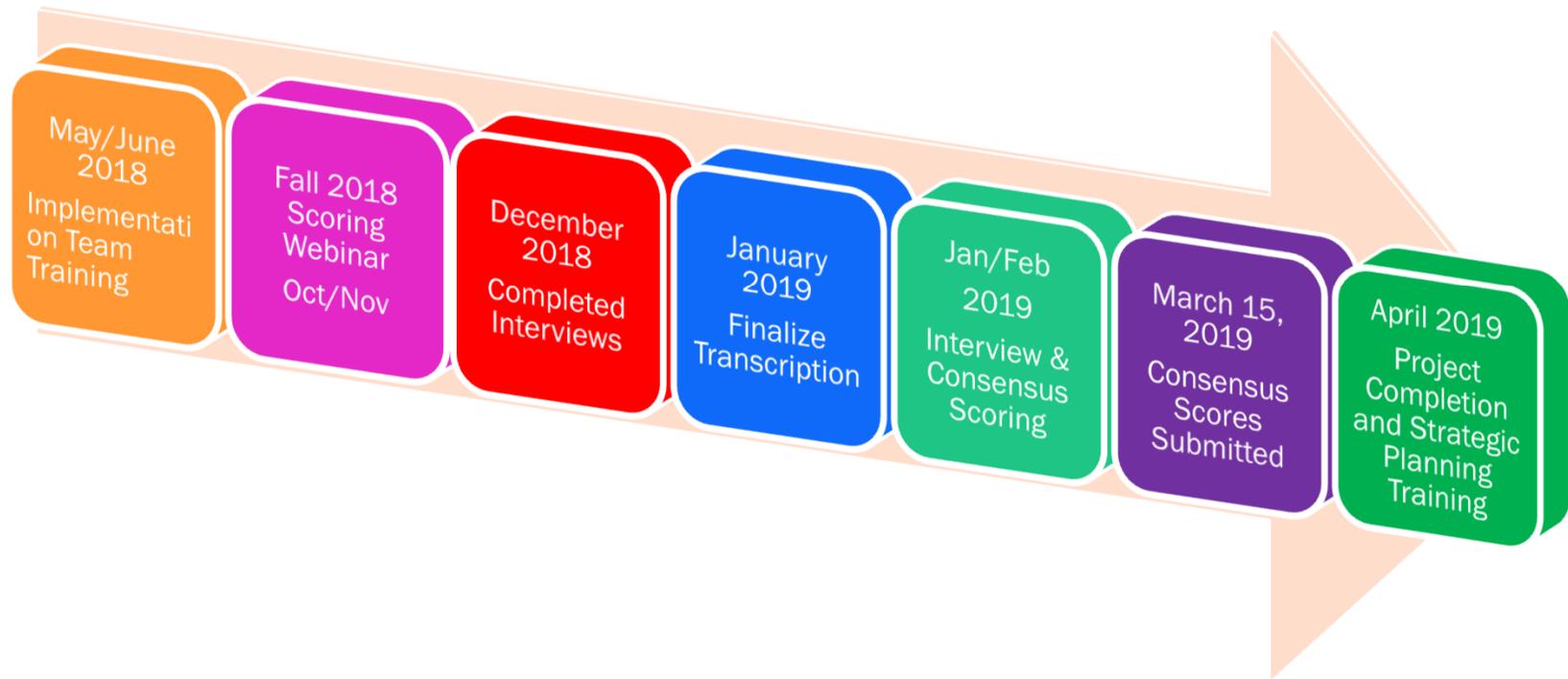
- 1 Leadership has no recognition of problem gambling.
- 2 Leadership believes that problem gambling is not a concern in their community..
- 3 Leader(s) recognize(s) the need to do something regarding problem gambling.
- 4 Leaders(s) is/ae trying to get something started.
- 5 Leaders(s) are part of a committee or group that addresses problem gambling.
- 6 Leader(s) are active and supportive of the implementation efforts.
- 7 Leadership are supportive of continuing basic efforts and are considering resources available for self-sufficiency.
- 8 Leaders are supportive of expanding/improving efforts through active participation in the expansion/improvement.
- 9 Leaders are continually reviewing evaluation results of the efforts and are modifying support accordingly.

# INDIVIDUAL SCORES

Dimensions	Interview #1
Dimension A	
Dimension B	
Dimension C	
Dimension D	
Dimension E	
Dimension F	

# SCORING DISCUSSION

# PROJECT TIMELINE



## **FOLLOW-UP CONFERENCE CALL**

We have scheduled a follow-up Conference Call

Thursday, November 8, 2018

9:00 am – 10:00 am

1-877-336-1828

Participant Code: 907760

# TECHNICAL ASSISTANCE SUPPORT



Carisa Dwyer

541-868-5426

[carisadwyer@gmail.com](mailto:carisadwyer@gmail.com)

[www.sunshineconsulting.org](http://www.sunshineconsulting.org)