



Problem Gambling Services

TECHNICAL ASSISTANCE VISIT

TOOLKIT

Problem Gambling Prevention Program

For information pertaining to Oregon Problem Gambling Services and requesting technical assistance for an Oregon based gambling prevention program please contact: Roxann Jones, Statewide Problem Gambling Prevention & Outreach Specialist, Oregon Health Authority. (503) 947-5548. Roxann.r.jones@dhsoha.state.or.us.

April 3, 2018

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| INTRODUCTION  OREGON PROBLEM GAMBLING PREVENTION SERVICES TECHNICAL ASSISISTANCE VISIT |

Thank you for participating in an Oregon Problem Gambling Prevention Services Technical Assistance (TA) Visit. The following tool was developed to help guide the technical assistance visits to assess the program, identify needs, and develop an improvement plan where necessary.

The tool evaluates 6 program elements that are subdivided into 6 dimensions: Organizational Commitment, Staffing, Community Engagement, Assessment, Program Development and Implementation, and Evaluation. The tool’s dimensions are described by way of the program elements listed within the dimension and by asking a core question which reflects the dimension’s focus. Each program element within the dimensions is represented by a set of benchmarks. Evaluators are asked to rate their program and agency for how well it achieves the provided benchmark using a five-point scale described on the tool.

The TA visit is designed to be inclusive of the contractual obligations including the AD 80 Service Element language. The primary focus of the technical assistance visit is on program development. A component of program development is assuring program staff are aware of the contractual requirements and relevant AD 80 Service Element language within the contact and appropriately taking measures to implement them. Therefore, when the TA reviewer meets with program staff to discuss the 6-program dimension within the tool and reviews materials relevant to each program dimension, they will note if attention to AD 80 SE language needs to be addressed through education and through incorporating concerns within an improvement plan. The intent is that the TA visit is a collaborative process among all involved and constructive in advancing the agency’s involvement and capability in addressing problem gambling prevention efforts within their programs and among the community they serve.

Please complete the tool based on the rating guidelines provided and return the completed form to Roxann Jones at [roxann.r.jones@dhsoha.state.or.us](mailto:roxann.r.jones@dhsoha.state.or.us) prior to your scheduled TA visit. This will allow the reviewers to prepare for the visit by gathering materials that may be helpful in addressing identified improvement areas. Programs should utilize this tool to assess their program elements on an ongoing basis, not just for preparation for TA visit.

We look forward to meeting with you for your scheduled TA visit!

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| PROBLEM GAMBLING PREVENTION | | | | | |
|  | | | | | |
| I. Organizational Commitment  How does your agency demonstrate its commitment to providing problem gambling prevention services? | | | | | |
| Rating Guidelines | | | | | |
| Complete this tool, using the following scale:  Not currently being addressed: Program has not developed the program element  Progress is being made: Program is working toward implementing the program element  Meets: Program has addressed the program element sufficiently  Exceeds: Program is diligent in upholding program element practices, developing innovative ideas, and has ability to demonstrate leadership and share concepts  Not Applicable: Benchmark does not apply to your program, must explain why in notes section | | | | | |
| Benchmarks | 0 = Not currently being addressed | 1 = Progress is being made | 2 = Meets | 3 = Exceeds | Not Applicable |
| IA. Agency Mission & Vision Fit |  |  |  |  |  |
| Mission: is problem gambling compatible |  |  |  |  |  |
| Vision: is problem gambling compatible |  |  |  |  |  |
| Organizational chart: Includes PG Prevention Services |  |  |  |  |  |
| IB. Policy Congruency |  |  |  |  |  |
| **Agency/or prevention program gambling policy** |  |  |  |  |  |
| Info on PG services on agency website that reflects problem gambling prevention services available and OPGR link for resources |  |  |  |  |  |
| IC. Service Integration |  |  |  |  |  |
| Where applicable agency clients screened for PG |  |  |  |  |  |
| PG education integrated into other agency programs |  |  |  |  |  |
| Education about PG provided to agency staff |  |  |  |  |  |

Notes (Explain all Not Applicable selections):

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| II. Staffing  Are staff members adequately trained, resourced, and supported to provide problem gambling prevention services? | | | | | |
| Rating Guidelines | | | | | |
| Complete this tool, using the following scale:  Not currently being addressed: Program has not developed the program element  Progress is being made: Program is working toward implementing the program element  Meets: Program has addressed the program element sufficiently  Exceeds: Program is diligent in upholding program element practices, developing innovative ideas, and has ability to demonstrate leadership and share concepts  Not Applicable: Benchmark does not apply to your program, must explain why in notes section | | | | | |
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| IA. Supervisor |  |  |  |  |  |
| Program staff have access to a supervisor with prevention background or consultant |  |  |  |  |  |
| Supervisor receives education on PG |  |  |  |  |  |
| IIB. Program Staff |  |  |  |  |  |
| PG Prevention Coordinator with at least 50% of time devoted to PGS |  |  |  |  |  |
| Peer supports from other PG Prevention programs accessed |  |  |  |  |  |
| Problem Gambling Prevention Coordinator is a Certified Prevention Specialist |  |  |  |  |  |
| **Problem Gambling Prevention Coordinator has completed PG Prevention Training Series or CPS certified** |  |  |  |  |  |
| IIC. Training |  |  |  |  |  |
| Agency supports continued PG education |  |  |  |  |  |

Notes (Explain all Not Applicable selections):

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| III. Community Engagement  How does your program engage the community to prevent or reduce gambling related harm and promote problem gambling prevention and treatment resources? | | | | | |
| Rating Guidelines | | | | | |
| Complete this tool, using the following scale:  Not currently being addressed: Program has not developed the program element  Progress is being made: Program is working toward implementing the program element  Meets: Program has addressed the program element sufficiently  Exceeds: Program is diligent in upholding program element practices, developing innovative ideas, and has ability to demonstrate leadership and share concepts  Not Applicable: Benchmark does not apply to your program, must explain why in notes section | | | | | |
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| IIIA. Engagement |  |  |  |  |  |
| Engage in community coalitions |  |  |  |  |  |
| Serve as ambassadors of PGS to community and service partners |  |  |  |  |  |
| IIIB. Outreach & Education |  |  |  |  |  |
| Actively engage in community outreach to promote problem gambling and responsible gambling messaging |  |  |  |  |  |
| Utilize relationships and partnerships from agency programs to develop outreach efforts |  |  |  |  |  |
| **Offer PG education to community across the lifespan** |  |  |  |  |  |
| IIIC. Coordination |  |  |  |  |  |
| Agency staff collaborate with local PG treatment providers |  |  |  |  |  |
| Engage treatment professionals (outside of your PG Tx Providers), such as medical professionals or behavioral health professionals, to provide education on PG and PG resources. |  |  |  |  |  |
| Refer individuals seeking help/resources to applicable community resources |  |  |  |  |  |
| IIID. Integration |  |  |  |  |  |
| Problem gambling prevention is integrated into other risky behavior prevention strategies |  |  |  |  |  |

Notes (explain all Not Applicable selections):

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| III. Assessment  How does your program assess the needs and capacity of your community to develop and implement a plan to prevent or reduce gambling related harm and promote problem gambling prevention and treatment resources? | | | | |  |
| Rating Guidelines | | | | | |
| Complete this tool, using the following scale:  Not currently being addressed: Program has not developed the program element  Progress is being made: Program is working toward implementing the program element  Meets: Program has addressed the program element sufficiently  Exceeds: Program is diligent in upholding program element practices, developing innovative ideas, and has ability to demonstrate leadership and share concepts  Not Applicable: Benchmark does not apply to your program, must explain why in notes section | | | | | |
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| IVA. Engagement |  |  |  |  |  |
| Program identifies stakeholders |  |  |  |  |  |
| Program engages stakeholders in all aspects of the assessment process |  |  |  |  |  |
| Program shares assessment findings with stakeholders and other community members |  |  |  |  |  |
| IVB. Community Needs Assessment |  |  |  |  |  |
| Program has established an assessment work group to oversee and conduct the needs and capacity assessment |  |  |  |  |  |
| **Program conducts the Community Assessment within timelines approved by OHA/PGS** |  |  |  |  |  |
| Program/work group reviews available data for the following: gambling rate; consequences of behavior, pattern among certain grades, age groups, or areas of the community; and how does your community compare to the state and compares to previous data sets |  |  |  |  |  |
| Program/work group has identified intervening variables and contributing factors that influence gambling behaviors |  |  |  |  |  |
| Program/ work group uses local information to fill gaps to complete community needs assessment (focus groups, interviews, environmental scans, or local media coverage) |  |  |  |  |  |
| Culturally sensitive and responsive to needs |  |  |  |  |  |
| IVC. Capacity Assessment |  |  |  |  |  |
| Program assesses the current capacity to implement prevention activities (human, technical, organizational, financial) |  |  |  |  |  |

Notes (explain all Not Applicable selections):

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| --- | --- | --- | --- | --- | --- |
| V. Program Development and Implementation  How does your program develop and implement a comprehensive, logical and data-driven plan to prevent or address gambling related harm and promote problem gambling prevention and treatment resources? | | | | | |
| Rating Guidelines | | | | | |
| Complete this tool, using the following scale:  Not currently being addressed: Program has not developed the program element  Progress is being made: Program is working toward implementing the program element  Meets: Program has addressed the program element sufficiently  Exceeds: Program is diligent in upholding program element practices, developing innovative ideas, and has ability to demonstrate leadership and share concepts  Not Applicable: Benchmark does not apply to your program, must explain why in notes section | | | | | |
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| VA. Strategic Planning |  |  |  |  |  |
| Program has a planning team that reviews the needs and capacity assessment including the intervening variables and contributing factors that reflects key  stakeholders and community members input |  |  |  |  |  |
| Program/planning team prioritize risk and  protective factors |  |  |  |  |  |
| Program/planning team has developed a vision statement and problem statement |  |  |  |  |  |
| Program/planning team has identified goals and measurable objectives and foucspopulation(s) |  |  |  |  |  |
| Program/ planning team considers when selecting strategies whether the strategy is appropriate for  focus population and intervening variables and contributing factors |  |  |  |  |  |
| VB. Identifying Strategies |  |  |  |  |  |
| Program ensures that strategies selected are  appropriate for focus population and the intervening variables and contributing factors |  |  |  |  |  |
| Strategies are culturally sensitive and responsive to needs |  |  |  |  |  |
| Program utilizes best practice strategies |  |  |  |  |  |
| VC. Capacity |  |  |  |  |  |
| Program ensures that the community has the infrastructure and resources to put the strategies into place |  |  |  |  |  |
| Program ensures that the community’s overall  capacity and level of readiness is in line with the selected strategies or reflects capacity building steps |  |  |  |  |  |
| VD. Implementation |  |  |  |  |  |
| **Program has a clear implementation plan (action plan) that includes the following: goal(s); objectives; prevention and capacity building activities, timeline, who is responsible, and measures** |  |  |  |  |  |
| Program has developed a sustainability plan |  |  |  |  |  |
| **Program is tracking strategies and reporting quarterly progress** |  |  |  |  |  |
| Program has developed a library of resources utilized in program implementation |  |  |  |  |  |

Notes (explain all Not Applicable selections):

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| Notes for V. Program Development and Implementation |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| I. Evaluation  How does your program evaluate how well the strategies were implemented and the effectiveness of strategies implemented to prevent or address gambling related harm and promote problem gambling prevention and treatment resources? | | | | | |
| Rating Guidelines | | | | | |
| Complete this tool, using the following scale:  Not currently being addressed: Program has not developed the program element  Progress is being made: Program is working toward implementing the program element  Meets: Program has addressed the program element sufficiently  Exceeds: Program is diligent in upholding program element practices, developing innovative ideas, and has ability to demonstrate leadership and share concepts  Not Applicable: Benchmark does not apply to your program, must explain why in notes section | | | | | |
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| VIA. Evaluation Process |  |  |  |  |  |
| Program utilizes specific tools to measure the effectiveness of implemented strategies |  |  |  |  |  |
| Program utilizes data gathered from evaluation process to adjust strategies and implementation plan |  |  |  |  |  |
| Program measures short term outcomes |  |  |  |  |  |
| Program measures long term outcomes |  |  |  |  |  |
| Program analyzes data to evaluate strategy effectiveness |  |  |  |  |  |
| **Program quarterly reports detailed progress toward short- and long-term goals, successes, challenges and technical assistance needs** |  |  |  |  |  |

Notes (explain all Not Applicable selections):



Problem Gambling Services

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| Problem Gambling Prevention Program improvement plan |
|  |

program

| Agency Name |  | Review Date |  |
| --- | --- | --- | --- |
| Prevention Coordinator |  | Manager |  |
| Reviewer Name |  | Date Plan Written |  |
| RATING INSTRUCTIONS: For each dimension add all items rated then divide by the number of items assessed. A dimension rating of less than 3 suggests attention should be provided to developing the service dimension. | | | |

organizational Commitment Rating:

|  |  |  |
| --- | --- | --- |
| Needs | Strategies | Outcome |
|  |  | Target Completion Date:  Follow-up Plan: |
| Notes | | |

staffing Rating:

|  |  |  |
| --- | --- | --- |
| Needs | Strategies | Outcome |
|  |  | Target Completion Date:  Follow-up Plan: |
| Notes | | |

community engagement Rating:

|  |  |  |
| --- | --- | --- |
| Needs | Strategies | Outcome |
|  |  | Target Completion Date:  Follow-up Plan: |
| Notes | | |

Assesment Rating:

|  |  |  |
| --- | --- | --- |
| Needs | Strategies | Outcome |
|  |  | Target Completion Date:  Follow-up Plan: |
| Notes | | |

Program Development & Implemntation Rating:

|  |  |  |
| --- | --- | --- |
| Needs | Strategies | Outcome |
|  |  | Target Completion Date:  Follow-up Plan: |
| Notes | | |

Evaluation Rating:

|  |  |  |
| --- | --- | --- |
| Needs | Improvement Plan | Outcome |
|  |  | Target Completion Date:  Follow-up Plan: |
| Notes | | |
| summary Rating: | | |
|  | | |