



October 2, 2025

WHY CLIENT SEEK & LEAVE TREATMENT

New Tools, Resources, & Discoveries to Inform
Gambling Treatment

Improving treatment retention by exploring what brings people in and what causes them to leave.

DATA SOURCES



Treatment Follow-up
Evaluation Project



PGNet



2025 Provider Survey



Oregon Gambling Attitudes,
Behaviors, Health, & Risk
Survey



Why do people seek treatment?

1. Loss of control
2. Spending too much money
3. Self-identified as having a problem
4. Impacting finances
5. Impacting family
6. Realizing they needed more help
7. Affecting mental health
8. Got to a breaking point
9. Impacting housing stability
10. Someone else brought it up
11. Criminal behavior

Source: Treatment follow-up evaluation



What delays treatment-seeking?

29% of Oregon adults delayed help-seeking because they did not believe the issue was serious enough.

Delayed help-seeking due to a lack of trust in healthcare providers is related to the highest gambling rates.

Other causes of delay include:

- Cost concerns
- Lack of time
- Fear or anxiety about treatment
- Difficulty accessing healthcare services

49% of clients felt that they may have sought help sooner if there was:

Increased awareness of resources

Including PGS and community recovery groups. Some knew a little about the help available, while others knew nothing.

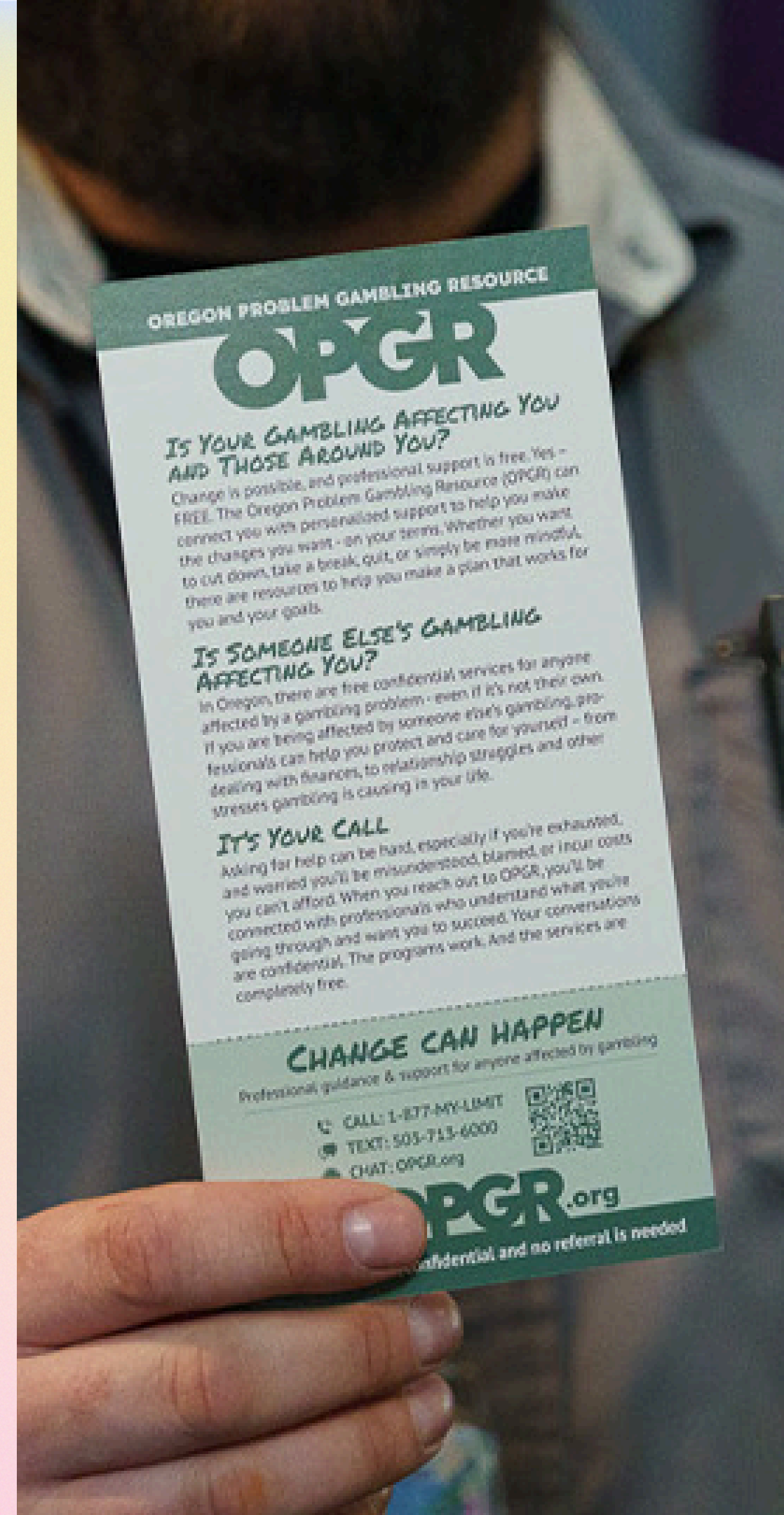
More social support

Loneliness and shame got in the way of reaching out.

Quick connection with services

Wait time was discouraging, or felt like their urgency/crisis was not seen.

Source: Treatment follow-up evaluation





Why do people leave treatment?

Problem gambling client dropout is an issue for 90% of providers and peers.

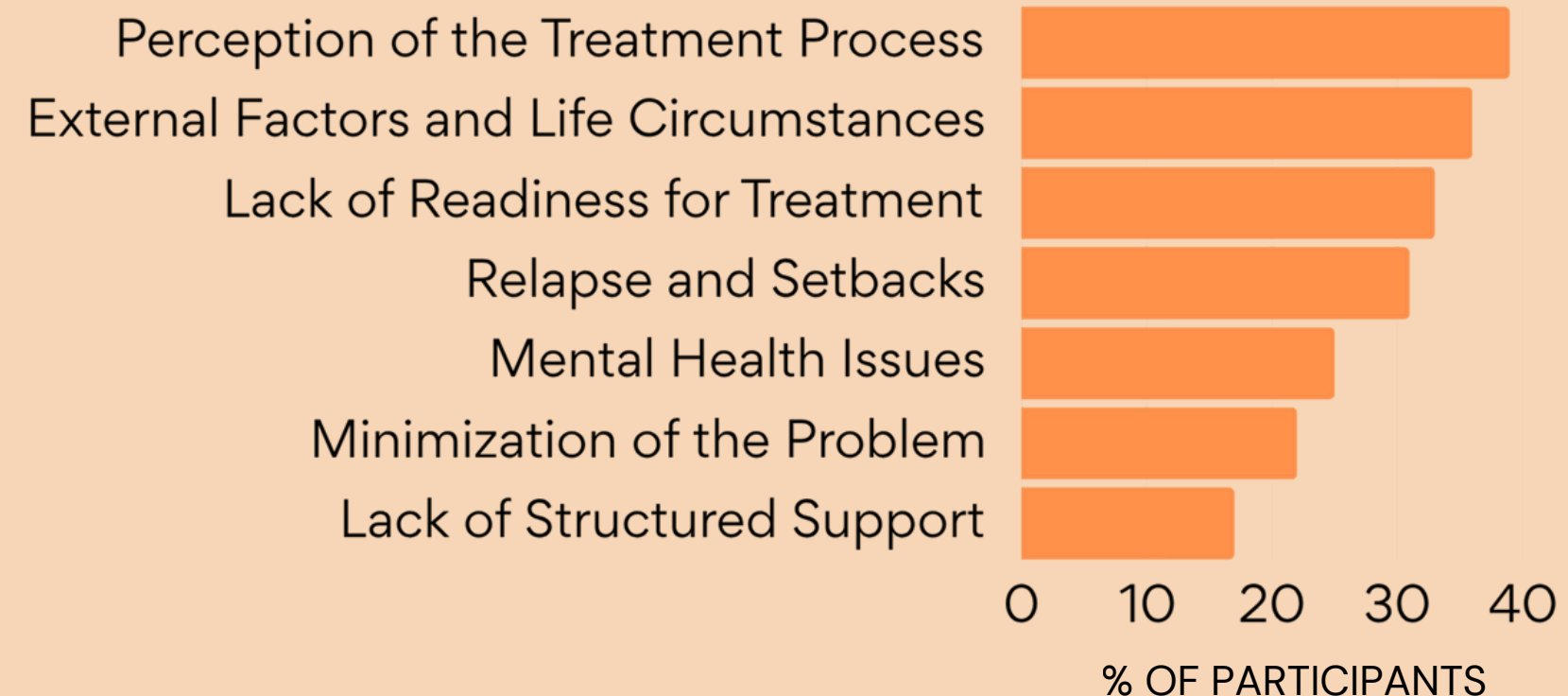
57% of providers and peers reported that problem gambling clients discontinue services before they would recommend (1).

In fact, between July 2023 and June 2024, 45% of clients stopped attending treatment against the advice of their counselor (2).

Why do people leave treatment?

Discharge reason	%
Stopped coming (against counselor's advice)	44.9
Successful completion	37.9
Further treatment not appropriate	4.4
Moved	4.4
Refused further treatment	3.1
Administratively closed	1.1
Non-compliance with rules and regulations	1.1
Illness	1.1
Evaluation Only	0.8
Scheduling conflict	0.4
Deceased	0.4
Incarcerated	0.4

PROVIDER REPORT OF WHY CLIENTS LEAVE TREATMENT EARLY (N = 38)



Sources: (1) Provider survey, (2) PGNet

Why do people leave treatment?

54% of clients interviewed at their exit from treatment wanted more help (check-ins, counseling, something else).

All surveyed clients expressed a goal to abstain from gambling; 61% felt they were meeting that goal.

CLIENT REPORT OF WHY THEY LEFT TREATMENT (N = 24)

