



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.

INTRODUCTION

OREGON PROBLEM GAMBLING PREVENTION SERVICES TECHNICAL ASSISTANCE 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 contract 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@dhsosha.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!



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	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vision: is problem gambling compatible	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Organizational chart: Includes PG Prevention Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IB. Policy Congruency					
Agency/or prevention program gambling policy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Info on PG services on agency website that reflects problem gambling prevention services available and OPRG link for resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IC. Service Integration					
All agency clients screened for PG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PG education integrated into other agency programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Education about PG provided to agency staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

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Benchmarks	0 = Not currently being addressed	1 = Progress is being made	2= Meets	3 = Exceeds	Not Applicable
IA. Supervisor					
Program staff have access to a supervisor with prevention background or consultant	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supervisor receives education on PG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IIB. Program Staff					
PG Prevention Coordinator with at least 50% of time devoted to PGS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Peer supports from other PG Prevention programs accessed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Problem Gambling Prevention Coordinator is a Certified Prevention Specialist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Problem Gambling Prevention Coordinator has completed PG Prevention Training Series	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IIC. Training					
Agency supports continued PG education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Notes (Explain all Not Applicable selections):

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

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IIIA. Engagement					
Engage in community coalitions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Serve as ambassadors of PGS to community and service partners	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IIIB. Outreach & Education					
Actively engage in community outreach to promote problem gambling and responsible gambling messaging	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Utilize relationships and partnerships from agency programs to develop outreach efforts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Offer PG education to community across the lifespan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IIIC. Coordination					
Agency staff collaborate with local PG treatment providers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Engage treatment professionals, such as medical professionals or behavioral health professionals, to provide education on PG and PG resources.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Refer clients to applicable community resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IIID. Integration					
Problem gambling prevention is integrated into other risky behavior prevention strategies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Notes (explain all Not Applicable selections):

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

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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

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IVA. Engagement					
Program identifies stakeholders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Program engages stakeholders in all aspects of the assessment process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Program shares assessment findings with stakeholders and other community members	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IVB. Community Needs Assessment					
Program has established an assessment work group to oversee and conduct the needs and capacity assessment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Program/work group has identified intervening variables and contributing factors that influence gambling behaviors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Program/ work group uses local information to fill gaps to complete community needs assessment (focus groups, interviews, environmental scans, or local media coverage)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Culturally sensitive and responsive to needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IVC. Capacity Assessment					
Program assesses the current capacity to implement prevention activities (human, technical, organizational, financial)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Notes (explain all Not Applicable selections):

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:

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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	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Program/planning team prioritize risk and protective factors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Program/planning team has developed a vision statement and problem statement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Program/planning team has identified goals and measureable objectives and target population(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Program/ planning team considers when selecting strategies whether the strategy is appropriate for target population and intervening variables and contributing factors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
VB. Identifying Strategies					
Program ensures that strategies selected are appropriate for target population and the intervening variables and contributing factors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Strategies are culturally sensitive and responsive to needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Program utilizes best practice strategies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
VC. Capacity					
Program ensures that the community has the infrastructure and resources to put the strategies into place	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Program ensures that the community's overall capacity and level of readiness is in line with the selected strategies or reflects capacity building steps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
VD. Implementation					
Program has a clear biennial implementation plan (action plan) that includes the following: goal(s); objectives; prevention and capacity building activities, timeline, who is responsible, and measures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Program has developed a sustainability plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Program is tracking strategies and reporting quarterly progress	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Program has developed a library of resources utilized in program implementation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Notes (explain all Not Applicable selections):

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

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VIA. Evaluation Process					
Program utilizes specific tools to measure the effectiveness of implemented strategies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Program utilizes data gathered from evaluation process to adjust strategies and biennial plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Program measures short term outcomes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Program measures long term outcomes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Program analyzes data to evaluate strategy effectiveness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Program submits annual report that details progress toward short and long term goals, successes, challenges and technical assistance needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Notes (explain all Not Applicable selections):

PROBLEM GAMBLING PREVENTION PROGRAM IMPROVEMENT PLAN

PROGRAM

Agency Name		Review Date	
Program Name		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	Improvement Plan	Outcome
		Target Completion Date: Follow-up Plan:

NOTES

STAFFING RATING:

Needs	Improvement Plan	Outcome
		Target Completion Date: Follow-up Plan:

NOTES

COMMUNITY ENGAGEMENT RATING:

Needs	Improvement Plan	Outcome
		Target Completion Date: Follow-up Plan:

NOTES

ASSESSMENT		RATING:
Needs	Improvement Plan	Outcome
		Target Completion Date: Follow-up Plan:
NOTES		

PROGRAM DEVELOPMENT & IMPLEMENTATION		RATING:
Needs	Improvement Plan	Outcome
		Target Completion Date: Follow-up Plan:
NOTES		

EVALUATION		RATING:
Needs	Improvement Plan	Outcome
		Target Completion Date: Follow-up Plan:
NOTES		

SUMMARY	RATING: