

CONNECTICUT COUNCIL on
PROBLEM
GAMBLING

2023 Annual Report



Expanding our capabilities to help those affected by gambling related harms.

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Message From Our Executive Director

Dear Friends,

2023 was a pivotal year for the Connecticut Council on Problem Gambling (CCPG) as we expanded our capabilities to help those impacted by gambling-related harm. Following the legalization of online gambling and sports betting in 2021, CCPG experienced a dramatic increase in calls, texts, and chats to our 24/7 Problem Gambling Helpline, reflecting the growing need for accessible support services. To address this, we offered 59 training sessions, reaching 1,709 participants, and launched innovative programs like the College Campus Gambling Prevention Initiative, which reached over 7,700 students and engaged at-risk groups such as athletes and Residence Life communities.

We strengthened partnerships with both legacy operators and new platforms like DraftKings and FanDuel while promoting responsible gambling through the "Responsible Play the CT Way" initiative. Legislative advocacy brought meaningful changes, including new protections for college students against online gambling promotions. Finally, CCPG hosted its annual conference, bringing together diverse professionals and stakeholders to address pressing gambling issues.

As we reflect on 2023, we are proud of our progress in building a safer environment for Connecticut's communities and remain committed to supporting individuals and families affected by gambling related harms. Together, we will continue fostering awareness, prevention, and recovery.

Diana Goode, Executive Director
Connecticut Council on Problem Gambling



About CCPG

The Connecticut Council on Problem Gambling (CCPG) is a non-profit agency dedicated to reducing gambling related harm and helping those who may be negatively impacted by gambling. CCPG does not advocate for or against gambling but is committed to working with all stakeholders to help individuals and families who are experiencing issues. CCPG provides Connecticut's only 24/7 helpline- offering support, resources and referrals through phone, chat and text.

CCPG actively collaborates with behavioral health experts, community stakeholders, the state gambling regulatory agency, the gambling industry and the Connecticut Department of Mental Health and Addictions Services (DMHAS) Problem Gambling Services division to ensure the safety of our community.

For every person with a gambling problem, it's estimated that between 5-10 others are affected, including family members, friends, and colleagues.



Our Team



Staff:

Diana Goode, Executive Director

Kaitlin Brown, Senior Director of Programs & Services

Paul Tarbox, Director of Public Policy & Communications

Mallory Schultz, Prevention Manager

Valerie Tebbetts, Helpline, Training and Recovery Manager

Board of Directors:

David Fleming, President

Tina LaMorte, Vice President

Alex Clausen, Treasurer

Jennifer Leavitt, Secretary

Greg Adams

Willie Coleman

Thomas Hyer

Aaron Jones

Programs & Services

Problem Gambling Helpline: Provides free support, resources and referrals to counseling, 24 hours a day, 7 days a week, to individuals or those impacted by gambling-related harm (available via phone & chat).

Training: in 2023 CCPG offered a total of 59 training courses where 1709 people took the opportunity to increase their knowledge and awareness of problem gambling, as well as ways to integrate these concepts into their work.

Outreach: CCPG staff hosted resource tables at events across Connecticut such as sporting events, resource fairs, veterans' fairs, college campuses, and recovery events.

The College Campus Gambling Prevention Initiative was launched in response to the rising prevalence of gambling among Connecticut's undergraduate population, where 73% of students reported gambling in the past year, with frequent engagement in fantasy sports, sports betting, and internet gambling. To combat gambling-related harms, CCPG partnered with institutions of higher learning and implemented initiatives to educate students, raise awareness, improve campus policies, and host events like screenings and resource tables. Efforts included staff and student training on warning signs and resources, with targeted support for high-risk groups such as Athletes, Greek Life, Residence Life, and LGBTQIA+ communities. In the 2023-2024 grant period, over 7,700 individuals were reached, and surveys of more than 200 student athletes further informed these efforts. The program's success has laid the groundwork for expanding these impactful programs to more colleges in the future.



The Problem Gambling Certification Training Series, a partnership between CCPG, DMHAS, and the CT Women's Consortium, was designed to educate Connecticut residents and clinicians about problem gambling. It included nine virtual training sessions covering topics such as gambling as a co-occurring disorder, screening and assessment, gender differences, cultural humility, counseling interventions, ethics, harm reduction, convergence of gambling and gaming, recovery supports, and financial management.

The Fox61 Student News Program provided training and scholarships to students submitting news stories in the category of "Not A Game" discussing Gambling as a co-occurring disorder and potential risks to youth.

CCPG was proud to partner with the Capitol Region Education Council (CREC), and DMHAS Problem Gambling Services (PGS) on the Gambling Awareness Youth Media Project which provided training to middle and high school students including types of gambling, warning signs, risk factors and resources. Students utilize the information learned to create campaigns to educate their peers and communities.

The Powered-Up Program provided information about gaming to parents and young people across the state. Through the Powered Up Professional Program, CCPG trained Prevention Specialists and Behavioral Health Providers around the topics of healthy gaming. CCPG staff provided support in facilitating conversations to educate communities they serve about healthy gaming, boundaries and the convergence between gaming and gambling.

Advocacy



In the 2023 legislative session, the Connecticut Council on Problem Gambling (CCPG) worked diligently to advocate for the interests of individuals and families impacted by problem gambling. CCPG engaged with legislators across multiple committees—including Children, Public Health, Banking, Insurance, Higher Education, and General Law—to address critical issues affecting the gambling harm community. Through meetings and testimonies, CCPG presented legislative priorities focused on creating a safer, more supportive environment for those affected by gambling disorders.



WRITTEN STATEMENT OF DIANA GOODE

EXECUTIVE DIRECTOR

CONNECTICUT COUNCIL ON PROBLEM GAMBLING

PUBLIC HEALTH COMMITTEE

Wednesday, February 22, 2023

H.B. No. 6600 (RAISED) AN ACT CONCERNING FUNDING FOR REGIONAL BEHAVIORAL HEALTH ACTION ORGANIZATIONS.

Sen. Anwar, Rep. McCarthy Vahey, and Members of the Committee: Thank you for the opportunity to testify on this bill concerning funding for the Regional Behavioral Health Action Organizations. My name is Diana Goode, Executive Director of the Connecticut Council on Problem Gambling (CCPG). Our organization wholeheartedly supports this bill. The RHBAO's have been an essential partner in our mission of connecting those impacted by gambling related harms to services and resources that can help those individuals and their families.

Some of CCPG's key legislative priorities included addressing funding disparities for Regional Behavioral Health Action Organizations and mandating insurance coverage for gambling disorder treatment. Other significant initiatives focused on pausing debt obligations for individuals in treatment, implementing mandatory age verification for lottery purchases, and allowing those aged 16 and older to seek treatment for gambling-related harms without parental consent. Additionally, CCPG aimed to reduce predatory advertising practices within the gambling industry. A notable outcome from this session was the passage of Public Act 23-68, which prohibits public higher education institutions from profiting by allowing companies to solicit enrolled students to gamble online. This act, passed by both the House and Senate and signed by the Governor, marks a crucial step in protecting students from gambling-related harm.

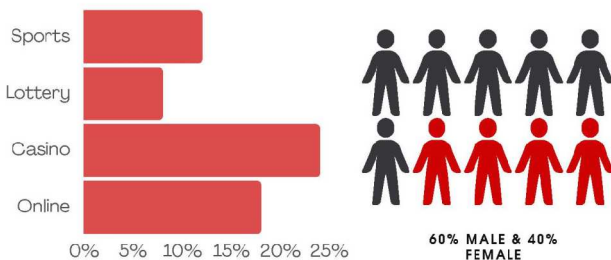
Helpline

CONNECTICUT COUNCIL on
**PROBLEM
GAMBLING**

HELPLINE DATA 2023



Approximately 70% of helpline callers were referred to the Better Choice Gambling Specific Treatment Program and/or Peer Recovery Support Services



UNDER THE AGE OF 35



REFERRED TO GAMBLERS ANONYMOUS OR GAM-ANON



INFO ON SELF EXCLUSION



CALLING FOR THEMSELVES



REPORT CO-OCCURRING CONCERNS



CALL FOR HELP VS. CHAT OR TEXT

www.ccpq.org
January 1, 2023 - December 31, 2023

PROBLEM GAMBLING HELPLINE

24/7

1-888-789-7777

www.ccpq.org/chat



Total Increases in Calls/Texts/Chats

1%

Increase of Calls/Texts/Chats from 2022 to 2023

93%

Increase of Calls/Texts/Chats from 2021 to 2023

8%

Increase of Helpline Calls from 2022 to 2023

90%

Increase of Helpline Calls from 2021 to 2023

-18%

Increase of Helpline Chats from 2022 to 2023

487%

Increase of Helpline Chats from 2021 to 2023

CT legalized online gambling and sports betting in October of 2021.

Training

Topics Covered

59
Trainings Offered By CCPG
1709
People Trained

- TTASC Part 3 "Making Gambling Prevention a Priority" Training
- PGAM Kick Off Event
- PGS/CCPG Gambling Overview for Colleges
- Overview of Problem Gambling and Current Trends
- Overview of Problem Gambling and Current Trends
- Responsible Gaming Overview
- Session 1: Overview of Gambling, Screening & CT Landscape
- Session 2: Gambling as a Co-Occurring Disorder, Pathways Model, DSM V/ICD 11, Gender Differences & Brain Biology
- Overview of Problem Gambling and Current Trends
- Session 3: Cultural Humility, DEI & Special Populations
- Session 4: Counseling Practices & Interventions
- Overview of Problem Gambling and Current Trends
- Session 5: Working with Families & Persons Affected
- Session 6: Ethics, Legal Considerations & Harm Reduction Strategies
- Overview of Problem Gambling and Current Trends
- Overview of Problem Gambling
- Session 7: Convergence between Gambling & Gaming
- MCCA Fundraiser- Current Trends in Gambling- CT
- Gambling as a Co-Occurring Disorder
- Session 8: Recovery Supports, Financial Management & Self-Help Groups
- CSSD Training
- Session 9: Overview of Certification, Review of Study Guide & Exam Prep
- Understanding Sports Betting in Today's World
- GPP Youth Conference
- Fox61 Lunch & Learn- CAP Training
- NCPG Prevention Showcase
- NCPG Helpline Symposium
- Session 1: Overview of Gambling, Screening & CT Landscape
- Session 2: Gambling as a Co-Occurring Disorder, Pathways Model, DSM V/ICD 11, Gender Differences & Brain Biology
- Powered Up Information Session
- College Campus Gambling Prevention Initiative Information Session
- Session 3: Cultural Humility, DEI & Special Populations
- Session 4: Counseling Practices & Interventions
- Session 5: Working with Families & Persons Affected
- Session 6: Ethics, Legal Considerations & Harm Reduction Strategies
- Sacred Heart University
- Gambling Recovery Peer Support Training RNP
- Session 7: Convergence between Gambling & Gaming
- University of St. Joseph Overview of Gambling & Current Trends
- Session 8: Recovery Supports, Financial Management & Self-Help Groups
- Wilton Presentation
- Session 9: Overview of Certification, Review of Study Guide & Exam Prep
- CT Council on Problem Gambling Annual Conference
- Persons Affected Training for AU
- Overview of Problem Gambling and Current Trends- Newington VA
- Overview of Problem Gambling and Current Trends
- Gambling from a Public Health Perspective
- Overview of Gambling & Current Trends- Wesleyan University
- TTASC Part 1 "Overview of Problem Gambling in CT"
- CAP Train the Trainer Presentation
- Youth Gambling Overview of DMHAS Youth Media Project
- Naugatuck Community College Overview of Problem Gambling & Current Trends Training
- Overview of Problem Gambling and Current Trends- Rushford
- Optimizing the Health of Individuals with Gambling Disorder- RNP
- TTASC Part 2 "Gambling as a Co-Occurring Disorder & Current Data"
- College Campus Gambling Prevention Overview Training
- Overview of Problem Gambling and Current Trends- Fairfield University
- Fairfield University College & Sports Betting Panel
- College Campus Gambling Prevention Initiative Presentation for CT HCI

Monday, March 27, 2023 1:30 PM on Zoom

Many parents have conversations about alcohol, but sports betting is a new and different challenge. With the legalization of online sports betting in Connecticut, it is easier than ever, so kids need to understand the impacts and risks.

Join us to learn:

- What sports betting is
- How the advertising affects kids and its influence on teen use.
- The impact on the brain
- How it's connected to mental health

Our Speakers

Dave Torromeo
Head of the Sport Business Management Program at Manhattanville College

Dan Trolaro
Vice President of Prevention in the State of Connecticut for EPIC Risk Management

REGISTER NOW



POWERED UP
PROFESSIONAL PROGRAM
VIRTUAL INFORMATION SESSION

A stylized illustration of a person in a blue suit holding a glowing orb, surrounded by abstract shapes and lines.

Responsible Play



Throughout 2023, the "Responsible Play the CT Way" initiative and its logo have been integral to promoting responsible gambling practices across Connecticut. This collaborative effort, involving the Connecticut Council on Problem Gambling (CCPG), the Connecticut Lottery Corporation, Mohegan Sun, Foxwoods, Sportech, and the Connecticut Department of Mental Health and Addiction Services (DMHAS), has been prominently featured in campaigns designed to educate the public about safer gambling behaviors. For example, Mohegan Sun incorporated the logo and messaging into digital signage and onsite facilities to enhance awareness of responsible gambling, while CCPG continued to expand its use in statewide outreach programs.

The initiative gained further visibility during significant gaming events and industry conferences, underscoring Connecticut's leadership in advocating for responsible gambling. The logo was also showcased in digital marketing efforts, sports betting promotions, and community-focused campaigns, highlighting the state's commitment to protecting players and preventing gambling-related harm. This widespread usage reflects Connecticut's proactive approach to fostering a culture of informed and mindful gambling.



CCPG In The News



New Haven Register



Hartford Courant



AP

In 2023, CCPG emerged as a critical voice in addressing gambling-related harms, particularly in light of the surge in online betting. Following the expansion of online gambling platforms in the state, CCPG reported a staggering 203% increase in calls to its 24/7 helpline, revealing a significant rise in gambling addiction cases, especially among young men. This growing demand challenged the organization to expand its staffing and resources to support those in need. Through these efforts, CCPG highlighted the importance of accessible, timely interventions to combat the rapidly evolving landscape of gambling issues.

Beyond crisis response, CCPG amplified its preventative and educational initiatives. The council's "Responsible Play – The CT Way" campaign garnered praise for promoting safer gambling practices and received financial support from major operators like DraftKings and FanDuel. CCPG's leadership also advocated for stronger industry accountability, calling for clearer public messaging and better protections for at-risk gamblers. By collaborating with state agencies, public health groups, and gaming operators, CCPG reinforced its role as a cornerstone of Connecticut's efforts to foster responsible gambling and minimize harm.

“I look at the legalization of gambling like I look at the opioid crisis,” says Diana Goode, executive director of the Connecticut Council on Problem Gambling. “I think we're only really seeing the beginning of what's going to happen, especially with our kids with problems.” Time Magazine, An Explosion in Sports Betting Is Driving Gambling Addiction Among College Students, By Oliver Staley, December 12, 2023.

Membership

PLATINUM LEVEL SUPPORTERS



CORPORATE LEVEL SUPPORTERS



NONPROFIT LEVEL SUPPORTERS



The Connecticut Council on Problem Gambling exists because of the support of others.

We offer our sincerest and most heartfelt, "Thank you!" to all of our organizational and individual members who financially assist us with their generous, voluntary contributions. Our mission of helping those struggling with gambling related issues and their families access support and resources would not be possible without their help. As a non-profit organization, funding is always challenging. With loyal contributors, we will continue to work hard every day to advocate for and raise awareness of problem gambling through education, prevention, and our 24/7 Helpline to help individuals and families that are impacted.

2023 Annual Conference

On Wednesday, October 18th CCPG hosted its annual conference offering 9 sessions and continuing education units to the attendees. CCPG's Annual Conference featured presentations on the problem gambling helpline, stigmatizing language, community engagement in sports betting, support for military and first responders, holistic health approaches, youth gambling and risk factors, online gambling regulation, gambling and sports culture, and gambling in the metaverse.

The conference was a great success with the room at capacity, filled with a variety of backgrounds including mental and public health professionals as well as educators, students, people in recovery, community advocates, regulators, and industry representatives.

Presentations & Presenters:

Valerie Tebbets and Janice Taylor, How Can I Help you Today? A Brief Look at the Problem Gambling Helpline

Andrew J. Schreier, How We Speak Matters: Undoing Stigmatizing Language

Kaitlin Brown, Katie Kirch, Brian Dolan, Saul Malek, CT Sports Betting- What's the game plan to engage the communities we support?

Shirley Hoak, When our Heroes Need Help

Mallory Schultz and Valerie Tebbets, Optimizing the Health of Individuals with Gambling Disorder

Bonnie Smith, Alyssa Gilbert, Kirsten Carew, and Haley Brown, Connecticut Youth Gambling and the Cross-section Between Mental Health and other Risk Factors

Paul Tarbox, Maureen Magnan, Kristofer Gilman, and David Cousins, Regulation of Online Gambling in Connecticut

Saul Malek, Take Me Out to the Inning

James Syphax, A Whole New World: Gambling in the Metaverse

Statewide Partnerships

CCPG relies on our community partners to help us to increase our reach and effectiveness. We participate in regional and statewide community coalitions and task forces, collaborating to further integrate problem gambling curriculum into existing programs and services with our community partners throughout the State of Connecticut.

- CT Community for Addiction Recovery (CCAR)
- CT Department of Mental Health and Addiction Services (DMHAS)
- CT Partnership on Responsible Gambling
- CT Suicide Advisory Board (CTSAB)
- Northeast Consortium on Problem Gambling
- Statewide Regional Gambling Awareness Teams
- Communities 4 Action
- The Connection Inc.
- Supporting and Engaging Resources for Action and Change (SERAC)
- Amplify
- Midwestern CT Council on Alcoholism (MCCA)
- CT Healthy Campus Initiative
- Advocacy Unlimited
- CT Clearinghouse/Wheeler Clinic
- Wolcott CASA
- Eastern CT State University
- Shelton Intermediate School
- Naugatuck Youth Services
- Montville Youth Services
- New Britain Community Services
- Bridgeport Caribe Youth Leaders
- Beacon Health Options
- Capitol Region Education Council (CREC)
- GamFin
- Algamus Gambling Treatment

- CT Women's Consortium
- CT Association of Prevention Professionals (CAPP)
- CT Department of Veterans Affairs
- The Hub
- CT Department of Correction
- CT Re-Entry Committees
- Southern CT State University
- Gateway Community College
- University of CT
- Fairfield University
- BH Care/Alliance for Prevention & Wellness
- Positive Directions
- CT Renaissance
- Recovery Network of Programs
- Wheeler Clinic
- United Community and Family Services (UCFS)
- Western CT Coalition
- Western CT State University
- Central CT State University
- CommuniCare
- Liberations Program
- Mountainside Treatment Center
- Community Renewal Team
- All In: The Addicted Gamblers Podcast
- Governor's Prevention Partnership



Summary of Revenue & Expenses

For year ending December 31, 2023

