

CONNECTICUT COUNCIL on
PROBLEM
GAMBLING

2024 Annual Report



**Safeguarding Connecticut
Against Gambling Harm**

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Message From Our Executive Director

Dear Friends and Supporters,

In 2024, Connecticut's legal gambling boom delivered eye-opening numbers—and a powerful call to action. Since online casino gaming and sports wagering debuted in October 2021, our communities have wagered nearly \$45 billion, incurring \$1.8 billion in losses. State revenues surged from \$56 million in 2022 to over \$98 million in 2024—but strikingly, half of that sports-betting income came from just 2% of bettors. These figures make one thing clear: high-risk play is concentrated, and targeted prevention is more urgent than ever.

We answered that call by transforming our helpline and outreach. In 2024 alone, contacts to our 24/7 support line jumped 132%. Working hand-in-hand with community partners, we launched a statewide public-awareness campaign—across digital platforms, community events, and broadcast spots—to expose illegal machines, highlight self-exclusion tools, and remind every Connecticut resident that help is just a call or chat away. We also empowered the next generation through our College Campus Gambling Prevention Initiative, funding ten campuses to lead student campaigns, developing policies, delivering peer trainings, and hosting interactive webinars. Recognizing that gambling harm affects all corners of our state, we rolled out our Multicultural Problem Gambling Prevention Initiative, awarding grants to five community organizations focused on BIPOC, AAPI, Veterans, LGBTQIA+, and Latine communities to raise awareness and build culturally responsive prevention.

As we look toward 2025, our vision is clear: harness data, innovation, and collaboration to stand between every at-risk individual and the harms of gambling. With your partnership, we will expand our reach, deepen our impact, and continue turning those eye-opening numbers into meaningful change. Thank you for standing with us—because together, we can protect our families, our campuses, and our communities.

Warm regards,
Diana Goode
Executive Director
Connecticut Council on Problem Gambling



About CCPG

CCPG's mission is to address gambling related harm through prevention initiatives, community outreach, education programs, advocacy, and by connecting people with resources.

Our vision is that all people in Connecticut are informed about the risks associated with gambling and can access resources for help. We seek to provide a safe space for all individuals and families seeking help for gambling related harm.

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.

Problem gambling often leads to severe financial crises for families, including debt accumulation, bankruptcy, and loss of savings.



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

Brian Hatch, Community Engagement Manager

Shebrikea Warburton, Program 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

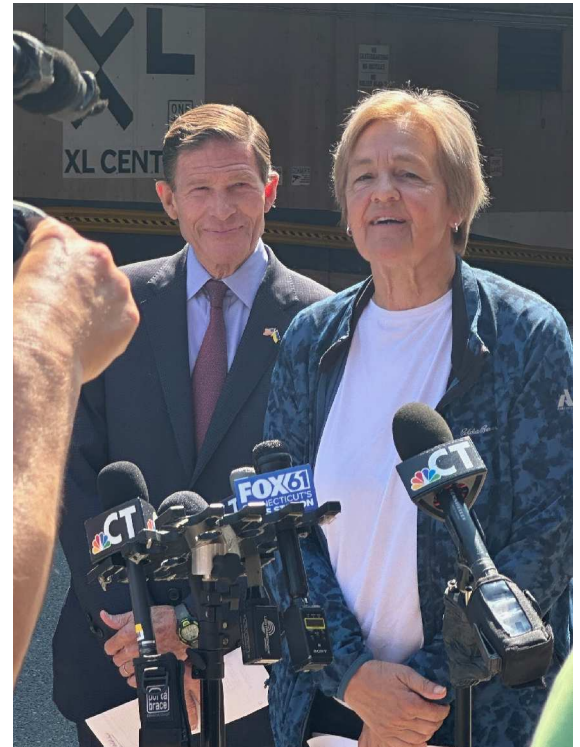
Programs & Services

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. According to the Gambling Prevalence in Connecticut's Undergraduate study, 73% of students reported gambling in the past year, with frequent engagement in fantasy sports, sports betting, and internet gambling. To address gambling-related harms, CCPG partnered with colleges and universities to educate students, raise awareness, and host resource tables and screening events. Efforts included staff and student training on warning signs and resources, with targeted support for high-risk groups such as Athletes and Residential Life. 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 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.



Programs & Services Cont.

The Multicultural Problem Gambling Prevention Program, developed by the Connecticut Council on Problem Gambling in partnership with the Department of Mental Health and Addiction Services, aims to reduce gambling-related harm in under-resourced and historically marginalized communities. In the 2024–2025 grant cycle, five organizations were selected to implement culturally tailored prevention efforts across Connecticut: New England Asian American Cultural Center, The Health Collective, The Windham Region Chamber of Commerce, The Afro Caribbean Cultural Center, and Veterans Strong Community Center. These partners successfully engaged their communities through innovative, culturally relevant outreach—including translated materials, community wellness events, media appearances, and trusted peer-led education—advancing the program’s mission to build protective factors and foster inclusive, prevention-based support across diverse populations.



The Clinical Training Series, a partnership between CCPG, DMHAS, and the CT Clearinghouse, was designed to educate Connecticut residents and clinicians about problem gambling. It included eleven 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.

Starting in October 2024, Brian Hatch the Community Engagement Manager for CCPG presented at three correctional facilities in Connecticut (Osborn, Cybulski, Robinson). The presentation consisted of Brian’s lived experience with gambling harm intertwined with resources available to those suffering as well as anecdotes from the ten years of Brian’s podcast about gambling harm, all delivered with a light comedic tone. From the reaction of the initial presentation at Cybulski, Brian was asked to run a weekly recovery gambling group consisting of 10-20 gentlemen.

Advocacy



In the 2024 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, Appropriations, 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 SAFETY & SECURITY COMMITTEE

Thursday, February 29, 2024

H.B. No. 5284 (RAISED) AN ACT REVISING VARIOUS GAMING STATUTES.

Sen. Gaston, Rep. Boyd, and Members of the Committee: Thank you for the opportunity to testify on this bill concerning various gaming statutes, specifically gambling advertisements. My name is Diana Goode, Executive Director of the Connecticut Council on Problem Gambling (CCPG). Our organization fully supports the intent of this bill to provide protections to marketing gambling products to those under the age to legally partake.

Connecticut has approximately 3,565,000 citizens. That means that over 100,000 citizens and over 275,000 family members are negatively impacted by gambling every day. Using current population

Some of CCPG's key legislative priorities included 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 24-142, Connecticut's new law imposes stricter rules on gambling advertising, banning agreements where marketers are paid based on how many users wager or sign up, and requiring ads to clearly state age restrictions. It also prohibits targeted ads to self-excluded individuals and any content likely to appeal to or reach underage audiences, while mandating truthful, non-misleading messaging. This act, passed by both the House and Senate and signed by the Governor.

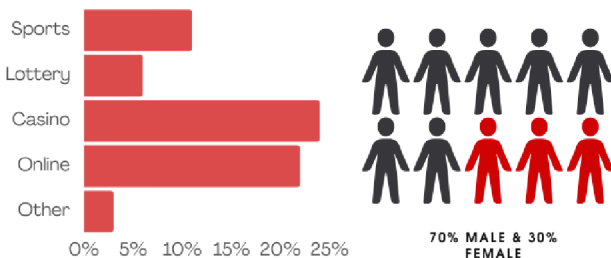
Helpline

CONNECTICUT COUNCIL on
**PROBLEM
GAMBLING**

HELPLINE DATA 2024



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.ccpog.org
January 1, 2024-December 31, 2024

**P R O B L E M
GAMBLING
H E L P L I N E**

24/7

1-888-789-7777

www.ccpog.org/chat



Total Increases in
Calls/Texts/Chats

34%

Increase of
Calls/Texts/Chats
from 2023 to 2024

153%

Increase of
Calls/Texts/Chats
from 2021 to 2024

36%

Increase of Helpline
Calls from 2023 to
2024

159%

Increase of Helpline
Calls from 2021 to
2024

6%

Increase of Helpline
Chats from 2023 to
2024

525%

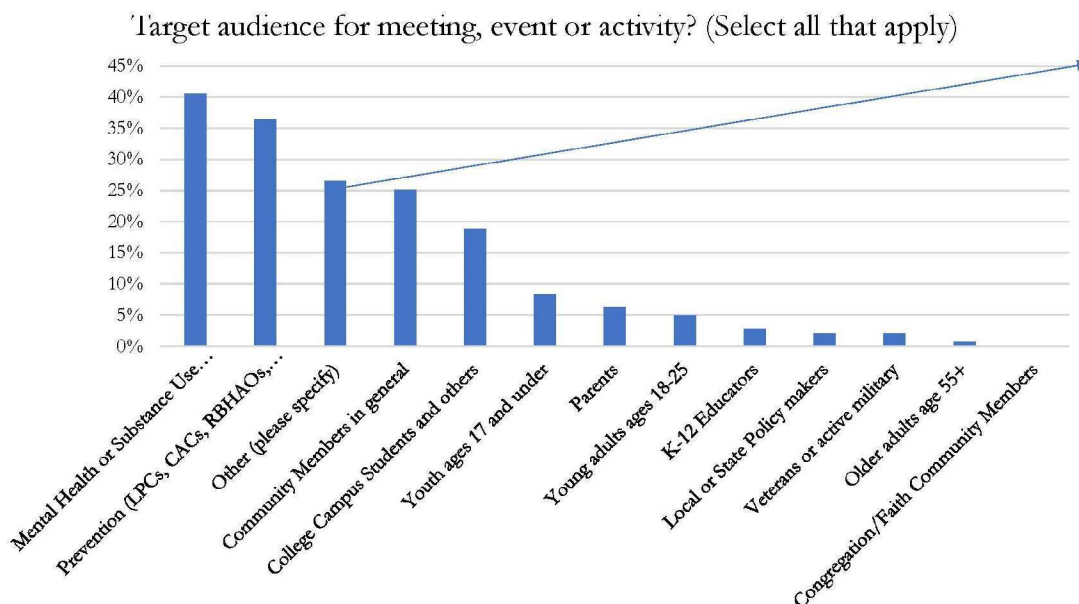
Increase of Helpline
Chats from 2021 to
2023

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

Training & Outreach

Overall estimated number engaged with directly: 7,944

17 events were estimated to have engaged directly with 100 or more individuals with one event estimated at 1,000.



Other includes:

AAPI
 CCPG members
 Colleges
 Crisis Professionals
 DOC Population
 First Responders
 Recovery Community
 Veteran support system
 Trauma and Gender Collaborative

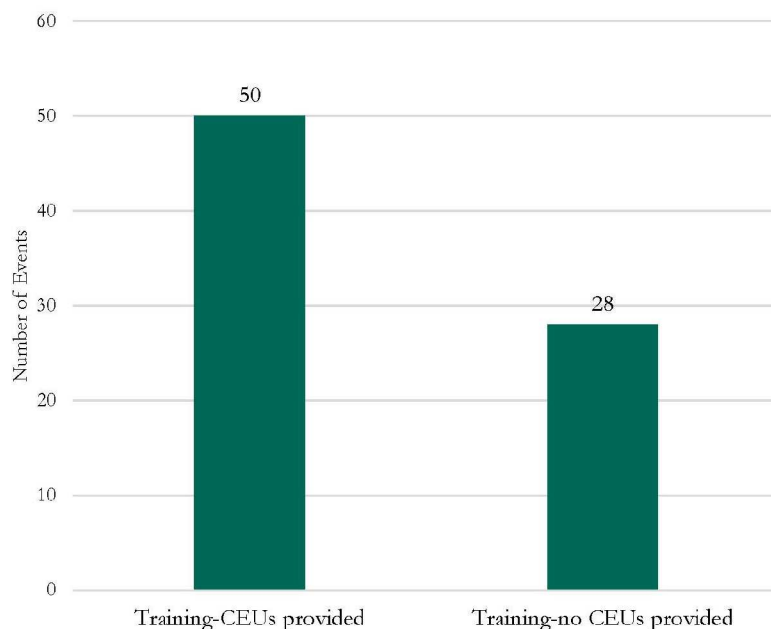
AAPI, BIPOC, Latinx/Latine,
 LGBTQIA+, Veterans and Active
 Military and the DOC Population
 were the intended recipients of **35**
 meetings, events or activities.

Training Outreach Events – 78 events

- 82% of trainings were 2 hours or less
- 73.1% of trainings had an evaluation completed
- 26.9% of trainings had no evaluation completed (“No” or blank response)

Partners providing training with CCPG staff:

- PGS (10)
- Recovery Support Specialists (20)
- Treatment Providers (4)
- Other (9): RBHAO Gambling Awareness (SERAC and The Hub), DiGIn, Lived Experience Speakers, Participating Colleges, TTASC, NCPG Prevention Committee



Responsible Play



Play Safe. Be Informed. Gamble Responsibly.
Visit www.responsibleplayct.org

Throughout 2024, 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.

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.

The Connecticut Council on Problem Gambling (CCPG) proudly partnered with the PEZ Corporation to create a custom Responsible Play PEZ dispenser — the first collaboration of its kind by a nonprofit organization. Since receiving delivery, CCPG and our partners have distributed thousands of these dispensers-

throughout the community as part of our outreach initiatives. This unique and engaging tool helps raise awareness about the importance of responsible gambling practices and educates the public on the risks associated with gambling-related harm.



CCPG In The News

Throughout 2024, reporting on Connecticut’s legal gambling surge revealed troubling trends and highlighted CCPG’s leadership in responding to them. In a CT Insider feature titled “a casino in your pocket,” journalists traced how online casino and sports-wagering growth has coincided with spikes in bankruptcies, domestic violence, and even suicide—underscoring that problem gamblers, while a small share of participants, account for a disproportionately large slice of losses. Those findings drove home the need for targeted prevention, and our 24/7 helpline saw a 132% increase in contacts over 2021 levels as college-aged men, veterans, and other at-risk groups reached out for help.

Major outlets also spotlighted CCPG’s proactive campaigns during high-stakes sporting seasons. In coverage around March Madness, reporters emphasized our statewide push—spanning Spanish-language radio, digital ads, and on-campus events—to set time-and-money limits, promote licensed platforms, and normalize self-exclusion tools. Executive Director Diana Goode joined legislators in urging bettors: “If gambling stops being fun, reach out—our helpline is here day or night for anyone feeling trapped or overwhelmed.”

In a standout piece for Gaming Today, US Legislators Introduce GRIT Act to Address Gambling Addiction, by Tebearau Egbe on 1/16/2024, Diana Goode’s words resonated nationwide:

“Gambling-related harm doesn’t recognize borders between cities and states. That is why this federal initiative to provide much-needed funding for prevention, treatment, and research is so vital. In Connecticut, we are fortunate to have robust programs for those impacted by problem gambling and their families. This legislation will allow other states to create similar resources for their citizens.”

Her message became a rallying cry for policymakers and advocates alike, cementing CCPG’s role as both a state leader and a national voice in the fight against gambling-related harm.



Membership

Platinum Sponsors



The Connecticut Council on Problem Gambling is able to do its work thanks to the generous support of others. We extend our sincerest and most heartfelt thank you to all of our organizational and individual members whose voluntary contributions help sustain our mission.

Your support makes it possible for us to assist those struggling with gambling-related issues—and their families—by connecting them to critical resources and care.

Silver Sponsors



As a non-profit organization, funding is always a challenge. But with the continued backing of our loyal supporters, we remain committed to raising awareness, providing prevention education, and operating our 24/7 Helpline for individuals and families in need.

Bronze Sponsors



Together, we are making a difference.



Regional Conference



Last month, CCPG joined forces with five fellow Northeast states—Maine, New Hampshire, New York, Rhode Island, and Vermont—to host our first regional conference under the Northeast Consortium on Problem Gambling banner. On Tuesday, May 14th, at the AC Hotel by Marriott in Worcester, MA, over 150 prevention and treatment professionals gathered for “Using Research to Rewrite the Playbook: Examining the Social Impacts of Sports Betting and the Changing Gambling Landscape.” Sponsored by the Massachusetts Gaming Commission, the day unfolded through dynamic sessions covering the evolution of sports wagering, the latest problem-gambling resources, youth and family impacts, cutting-edge responsible-gaming tools, and innovative treatment approaches.

Connecticut’s delegation turned out in force. Jeremy Wampler, DMHAS Problem Gambling Services, delivered a compelling overview of state data on sports-betting trends and emerging risk factors. Stephen Matos from the MCCA shared frontline insights into co-occurring substance-use challenges, and CCPG’s own Kaitlin Brown illustrated how targeted prevention campaigns have shifted campus cultures. Their presentations sparked lively Q&A sessions and laid the groundwork for cross-state collaboration on best practices.

By day’s end, attendees left energized with concrete strategies and fresh partnerships aimed at mitigating gambling-related harm across New England. The success of this inaugural consortium conference proved that, together, we can leverage research, policy, and community engagement to stay ahead of a rapidly changing gambling landscape—and better support every individual who reaches out for help.

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

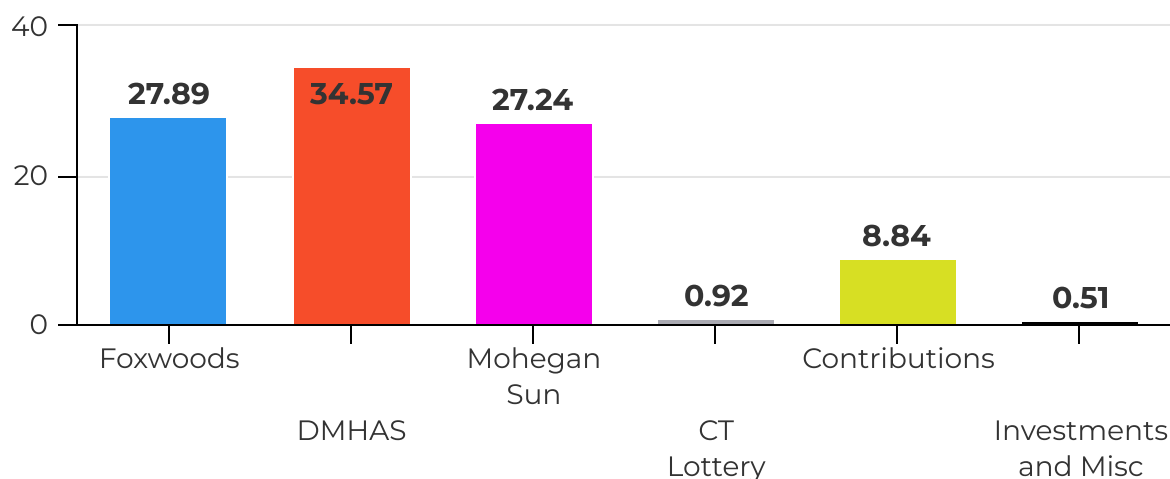
CT Women’s Consortium
CT Association of Prevention Professionals (CAPP)
CT Department of Veterans Affairs
The Hub
CT Department of Correction
CT Re-Entry Committees
Southern CT State University
Gateway Community College
University of CT
Fairfield University
BH Care/Alliance for Prevention & Wellness
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

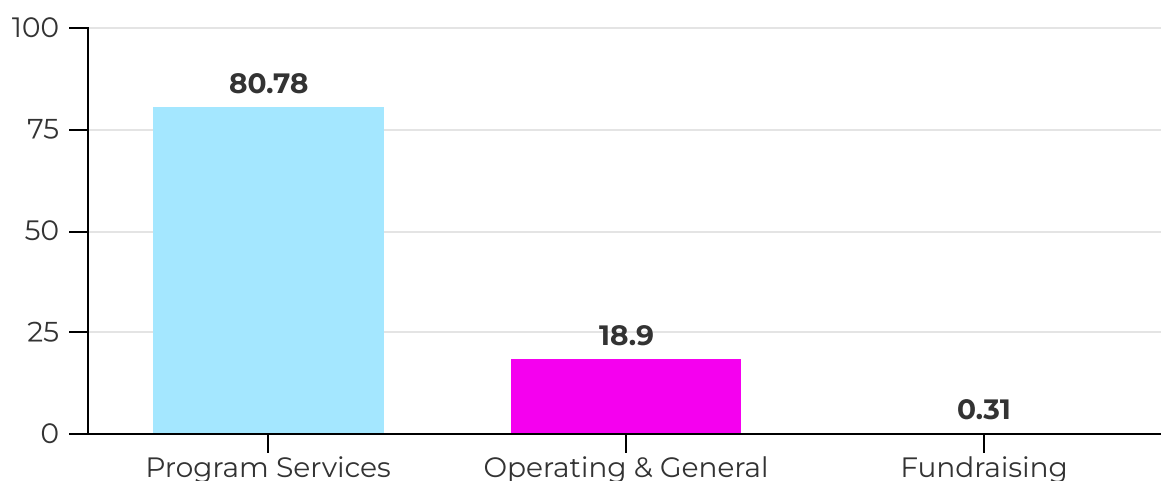
For year ending December 31, 2024

Revenue/ Contributions By Percentage



● Total \$1,075,464

Expenses By Percentage



● Total \$1,122,710