

# *Problem Gambling Services Critical Program Updates*

*This is our primary communication tool to provide state-funded Program Gambling Services providers with **Critical Program Updates**. Please take time to ensure that you are up to date on clarifications and changes to our system that will appear here.*

## **From the desk of Paul D. Potter:**

We will be adding new providers across the rural counties over the next few months so please welcome them to Problem Gambling Services in Oregon. Jefferson, Crook, Wheeler, Grant, Morrow, Umatilla, Union, Wallowa, Klamath and Baker are the new providers phasing in over the next few months. Trueman Recovery Center is now the provider in Lincoln County. These are exciting changes and marks advancement in our system.

I have been reviewing the soon to be released Semi-Annual Quality Improvement Reports and have the following general observations. Some programs are not submitting Consumer Satisfaction data. My experience tells me that if programs do not regularly solicit feedback from their consumers they will not have significant information needed to improve their services. I urge you to be diligent with this and ensure you are getting regular feedback from your consumers.

The need to demonstrate that our programs are making a difference in the lives of Oregonians is critical to the extent that low participation in our follow-up program will jeopardize our ability to prove that what we do works. I would like to challenge all programs to renew your efforts at obtaining consumers agreement to participate in our follow-up program.

We are seeing some lengths of stay stretching out longer than you would expect. Supervisors should be looking at lengths of stay and ensuring that consumers that have been in service beyond three months are being reviewed for continued stay criteria.

Our enrollments across the state continue to stay flat or slightly decline. We are studying the factors involved to determine appropriate steps. Please contact me via email or phone if you have an observation about this. An Outreach Study has been finalized and recommendations are being reviewed. I will share those results soon.

Our work continues to be vital to the health of all Oregonians. I am grateful to all staff that work each day with consumers struggling with Problem Gambling. Thank You!

## Mark Your Calendars!

Next PGS All Provider Meeting (will be held via gotomeeting):

**NOV 12** (9 – 10:30 am)

Upcoming CEU opportunities:

- |                          |   |
|--------------------------|---|
| <b>SEPT 23</b> (10am-12) | PGS Prevention Webinar: New PG Prevention Resources (2 CEU) <i>more details in the Prevention Tip Sheet section below</i> |
| <b>OCT 23</b> (8am–4pm)  | Asian American Problem Gambling Treatment (Portland, OR) (6.5 CEU) <i>flyer and reg. form to follow via email soon!</i>   |

## Q & A: Outreach Billing Codes

Now that the new codes for billing client-finding outreach have been in the field for a few weeks, we've had some questions—responses are summarized below...if you need another copy of the guidelines and billing codes go to <http://www.oregon.gov/DHS/addiction/gambling.shtml#oregon> then scroll down to “Service Elements” and then click on “Client Finding Outreach Billing Guidelines (SE81)”.

**Q:** I see that there are requirements for documentation—where do I keep them since they don't correspond to a particular client file?

**A:** Establish a new “Outreach” administrative file and keep all the documentation in there; reviewing that file and the documentation will become part of the periodic site review process.

**Q:** My position is funded under AD 80 (problem gambling prevention) but some of my work involves doing presentations that could fit under this new billing code—yet, for prevention, we don't use billing codes...what do I do?

**A:** These new billing codes were really intended to cover the cost of a problem gambling counselor's time for client-finding outreach so won't be applicable for those of you who are funded by AD 80 and who are primarily prevention/general outreach specialists as opposed to clinicians. Your work is already covered under AD 80 so you won't bill for it, even if it could fit some of the criteria for client-finding outreach.

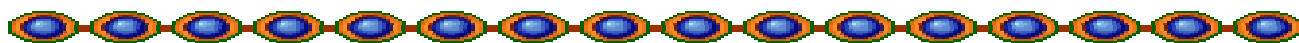
(continued)

Q: We are putting ads about treatment services in our local paper—can we bill for those under these new guidelines and, if so, how do we do that since the codes are based on an hourly rate and not total cost?

A: Yes, you can bill for such ads under the new AD 81 outreach codes—it would be code 50E; since the billing codes are based on an hourly rate of \$89 you'll need to convert your total cost to the hourly equivalent and bill for that...here's an example:

*Let's say the total bill for your ads is \$890*

*To convert that to the hourly rate equivalent, you divide the total by \$89 ....so it looks like this:  
\$890/89 = 10 "hour equivalents" ....you then bill Herbert and Louis for 10 hours.*



## **Problem Gambling Prevention/Awareness “Tip Sheet”**

Formerly its own monthly email publication, the Tip Sheet will now be included in the statewide PGS e-newsletter, starting with this issue...read on:

### **Welcome to new problem gambling prevention/awareness/outreach coordinators!**

Recent changes in funding and staffing have resulted in a number of new folks being added to the statewide problem gambling prevention coordinators' group—welcome one and all:

Bonnie Gracia - Umatilla County  
Cameo Chambers – Crook County  
Darlene Scheler – Baker County  
Gary Lewis – Grant County  
Bobby Harris – Morrow and Wheeler Counties  
Karen Gilbride – Jefferson County  
Lisa Helms – Gilliam County  
Sarah Ballini – Benton County

**....and here's an announcement of a newly born future prevention coordinator:** Julie Hynes gave birth to son Kellen Patrick on July 20; mom, baby and family are doing great and Julie will be back to work at Lane County problem gambling prevention in October...congrats Julie!!

**Sept 23 PG Prevention Webinar (10 am to noon):** Earn a quick 2 prevention CEUs and learn about resources—many new and some old faves—during this webinar....we'll also talk about upcoming events, update you on programmatic issues and answer your questions...remember, this is in lieu of face-to-face meetings, so please don't miss it or you won't have all the latest info you need!! An official announcement/sign up will come out via email early in September.

## Spanish Outreach Posters

AMH's Latino Advisory Committee has been busy doing lots of outreach in Spanish, including developing some new outreach posters using artwork submitted for our annual calendar art search. See below and to order a supply, please email Greta at [greta.l.coe@state.or.us](mailto:greta.l.coe@state.or.us).



Illustration translation:  
Gambling games can put you at risk and you can lose your money



Illustration translation:  
Need help?  
Call  
1877mylimit

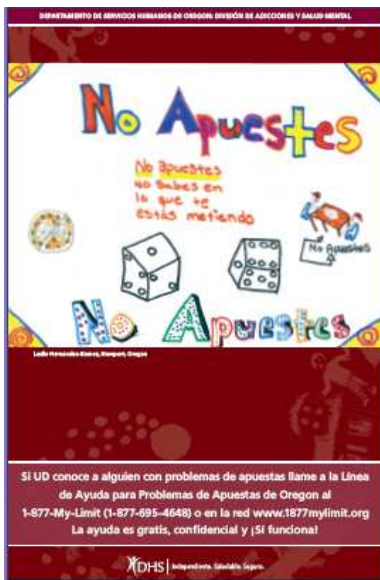


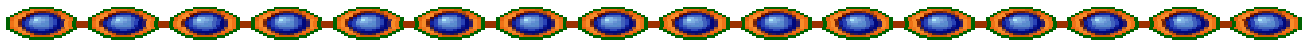
Illustration translation:  
Don't gamble  
You don't know what you are getting into



Illustration translation:  
I always lose.  
I want to bet more. If you have a gambling problem you could call 1877mylimit



Jackson Counties "Think Twice" Problem Gambling Awareness Team donned their bowling shoes on behalf of the Southern Oregon Meth Project's first annual Strike Out Meth Bowling Event. Strikes all way around for our team and a fantastic opportunity to raise awareness around the relationship between meth use and problem gambling! To learn more about Think Twice go to <http://www.thinktwiceoregon.com/>



**Introducing Chloe Fabrick!**

Jackie Fabrick, our problem gambling treatment specialist, gave birth to a beautiful and healthy baby girl, Chloe, on August 13! The family is doing well and Jackie will return to work early in November.

<b>Problem Gambling Services Staff</b>		<b>Helpline website: 1877mylimit.org</b>	
<b>DHS Problem Gambling Services web site: <a href="http://www.oregon.gov/DHS/addiction/gambling.shtml">http://www.oregon.gov/DHS/addiction/gambling.shtml</a></b>			
<b>Contact</b>	<b>Title</b>	<b>Phone</b>	<b>Email</b>
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Wendy Hausotter	Prevention/Workforce Dev. Coordinator	503-945-9703	<a href="mailto:wendy.hausotter@state.or.us">wendy.hausotter@state.or.us</a>
Jackie Fabrick	Gambling Treatment Specialist	503-945-7815	<a href="mailto:jackie.fabrick@state.or.us">jackie.fabrick@state.or.us</a>
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Patricia Alderson	Administrative Support	503-945-9710	<a href="mailto:patricia.alderson@state.or.us">patricia.alderson@state.or.us</a>

**Staff changes? Please notify Patricia ASAP so we can keep our records current!**  
[patricia.alderson@state.or.us](mailto:patricia.alderson@state.or.us)