MISSION

FOUNDED IN 1983, THE MASSACHUSETTS COUNCIL ON COMPULSIVE GAMBLING IS A PRIVATE, NON-
PROFIT HEALTH AGENCY DEDICATED TO PROVIDING
LEADERSHIP TO REDUCE THE SOCIAL, FINANCIAL,
AND EMOTIONAL COSTS OF PROBLEM GAMBLING,
AND TO PROMOTE A CONTINUUM OF PREVENTION
AND INTERVENTION STRATEGIES INCLUDING:
INFORMATION AND PUBLIC AWARENESS,
COMMUNITY EDUCATION AND PROFESSIONAL
TRAINING, ADVOCACY AND REFERRAL SERVICES FOR
PROBLEM GAMBLERS, THEIR LOVED ONES AND THE
GREATER COMMUNITY.

TABLE OF CONTENTS

Highlights of Fiscal Year 2010  2
Information and Public Awareness  5
Education and Training  6
Referral  8
Advocacy  9
Board of Directors  10
Contributors  10
Staff  11
Statement of Financial Position  12
Summary of Revenue and Expenses  13
It’s been said that tough times don’t last, but tough people (and in our case, tough organizations) do. For 27 years, the Massachusetts Council on Compulsive Gambling has been providing problem gambling services in the Commonwealth by offering prevention programs, information and public awareness, education and training, and advocacy and referrals.

Fiscal year 2010 was no exception. Despite the fact that Governor Patrick’s 9-C cuts included a cut of fifty percent (from one million to $500,000) for problem gambling services, the Council continued to serve individuals, families and communities in Massachusetts with both compassion and professionalism.

In 2010, the Council had a strong voice in the expanded gambling debate, urging legislators to carefully consider the downside of expansion and challenging them to invest as fully in minimizing the harm that will occur if gambling is expanded as it does in maximizing the benefits. The Council worked closely with the Massachusetts Partnership for Responsible Gambling, convening listening sessions and a press conference, as well as developing responsible gambling policy recommendations.

In addition, several Council staff members were recognized for their outstanding contributions to the field, and several new products and programs were launched in 2010. From chatting online with Helpline callers and offering financial education workshops to building new collaborations within the recovery community and developing peer to peer trainings, the following pages describe the latest projects, and significant accomplishments realized in FY10.

Finally, after suggesting to the Board that she intended to retire for several years, Kathy Scanlan has now informed us that she will retire from her position as Executive Director with a target date of the end of the 2010 calendar year. We are well into the search process and are now receiving applications from candidates. I think the search process, which began with an analysis of the Council’s strengths and weaknesses and its future, has been a good one and will provide a number of strong candidates to lead the Council in the future. In addition, Kathy has agreed to continue on in a part-time role to handle discrete projects or functions as may be developed in consultation with the new Executive Director and the Board.

It has been my observation that one of the signs of a strong leader is that he or she develops the other members of the organization so that, when the leader is out of the picture, the organization can still function well. By this standard, Kathy’s leadership abilities have proved to be excellent. The staff functions well, takes the initiative and demonstrates a flexibility that gives me great confidence that Kathy’s successor will be able to build upon, rather than tear down and rebuild, the current staff of the Council. For this and all of her other contributions to the Council and its mission, we can thank Kathy for a job well done.

It is my pleasure to present this Annual Report. We are grateful to you, all of our supporters, for your continued interest and involvement in the Council’s work.

Very truly yours,
Rod Hoffman,
President

P.S. FY11 promises to be another exciting year as the Mass. Council prepares to host the National Council on Problem Gambling’s annual conference. The event will mark the 25th anniversary of the conference, and will be held in Boston from June 30 to July 2, 2011. Mark your calendars.
Last October, Kathleen M. Scanlan, Executive Director of the Massachusetts Council on Compulsive Gambling was at the State House for a hearing about bringing casino gambling to Massachusetts. She was just about to share testimony that for some people gambling can lead to ruined lives and family devastation, and to urge policy makers to enter into the potential expansion of gambling carefully, putting responsible gambling policies and practices in place at the outset to reduce the negative impact on Massachusetts’ residents.

Just before her testimony, she received a call from the Mass. Council office telling her that Governor Patrick’s 9-C cuts included a cut of 50% (from $1 million to $500,000) for problem gambling services -- the only services for problem gamblers and their families in the Commonwealth. These cuts left the Council in danger of no longer being able to refer problem gamblers to help, and no longer being able to provide a safety net for individuals who suffer problems as a result of state-sponsored gambling.

The Mass. Council worked diligently, urging legislators to restore funding, and to stop the dismantling of problem gambling services in Massachusetts. Council supporters made countless phone calls and sent numerous emails to legislators and public officials.

As a result of the Council’s advocacy efforts, a supplemental budget contained provisions for problem gambling services from the racing stabilization fund. These important efforts and contributions made it possible for the continuation of problem gambling services in Massachusetts.

Peer-to-Peer Workshops Held for Head Start Parents

The Council conducted four hour-long peer coaching workshops for the parents at the Action for Boston Community Development (ABCD) Head Start program in Jan and Feb 2010. The goal of the program was to provide information and tools for parents to be active supporters and coaches for family members and friends whose lives were impacted by gambling problems. Sixty-six people participated in the workshops, and learned about the differences between social gambling and problem gambling, as well as the resources available for help in the community. The individuals practiced, through role playing, how to bring up the subject, and how to provide information to loved ones in need of support.
In 2006, the Mass. Council received a grant from the Certified Financial Planners Board of Standards to create and produce several pieces of literature and accompanying websites on financial literacy and gambling disorders.

Building upon the momentum of the project, in FY10, the Council received a grant from Consumer Action, a nonprofit group that strives to empower underrepresented consumers nationwide to assert their rights in the marketplace and prosper financially. With a training in Consumer Action’s MoneyWi$e curriculum, the Council offered Money Management 101 to the five active Department of Public Health’s Bureau of Substance Abuse Services’ Recovery Centers in Brockton, Greenfield, Lawrence, Marlborough, and Worcester. The content and materials were extremely well-received by people in, or struggling to be in, recovery from all addictions, including gambling. Participants learned to analyze their relationships with money, focus on personal advocacy in money matters, and most importantly to set up realistic budgets that are easy to update and manage. The Council is returning to all of the Recovery Centers in FY11 to do second sessions on improving and/or establishing credit, as well as the new credit card laws.

By teaching people in addiction recovery about the importance of budgeting, as well as sharing strategies for good financial health, they may be less likely to look to gambling as an income source.

In recognition of Problem Gambling Awareness Week 2010, Massachusetts Governor, Deval Patrick issued a proclamation which in part read, “Problem gambling is a public health issue affecting Americans of all ages, race, ethnic backgrounds in all communities; and intervention and treatment are effective in minimizing the harm to both individuals and society as a whole.”

The goal of the week-long campaign was to inform the general public and health care professionals about the warning signs of problem gambling, and to raise awareness about help that is available. The Mass. Council hosted two community forums in recognition of the week, one at the Psychological Center in Lawrence, and the other at the Gandara Center in Springfield. Thirty-nine people attended the events where they learned about “Real Addiction, Real Recovery” from problem gambling treatment providers, as well as from people in problem gambling recovery.
Tufts YES Program Raises Awareness of Problem Gambling

The Mass. Council was one of five organizations selected to participate in the Tufts Tisch College of Citizenship and Public Service Active Citizenship Summer Fellowship (ACS) program. ACS fellow, Tufts student, Terence Tran, worked 30-hours per week for an eight-week term at the Council to generate public awareness of problem gambling within youth populations. Mr. Tran worked with high school student peer leaders from the Boston Chinatown Youth Essential Services (Y.E.S.) program. He improved the peer leaders’ knowledge of problem gambling including: signs and symptoms, risk factors, and prevention and intervention strategies. He also promoted existing community resources for problem gambling, as well as encouraged the use of the resources by the peer leaders. Terence and the peer leaders developed short videos and radio public service announcements, which were showcased to more than 50 youth and staff members during an event to celebrate the conclusion of the program at the Boston Y.E.S. site.

Students from the North Brookfield Youth Center created a teen peer-led approach to educating peers about gambling issues. Entitled, Teens About Gambling (TAG), students informed other students about gambling risk factors and assisted them in making positive gambling decisions if they chose to gamble. Under the direction of Marty Toomey, Director of the North Brookfield Youth Center and Deb Arnold, a member of the Council’s K-12 Outreach Effort, the students’ first project was to create short videos that they used in presentations, which were made available online and for use by schools.
PRESS RELEASES

Ten press releases and e-invitations were each disseminated to 180 media outlets. Press releases included: the Council’s announcing the Annual Conference, describing 9-C Budget Cuts, introducing Helpline Chat, promoting Financial Education Workshops, building awareness about Sports and Student Gambling, and announcing policy recommendations from the Partnership for Responsible Gambling.

MEDIA INTERVIEWS

Representatives from the Council participated in 82 media interviews in FY10. Fifty seven interviews were with print publications including: Boston Business Journal, Boston Globe, the Associated Press, China Daily, and ESPN Magazine. Eleven radio interviews included: WSAR, Fall River, and WBZ, Boston, and 14 TV appearances included: NECN, CBS, and numerous college broadcast journalism student interviews.

NEWSLETTERS

In FY10, the Council developed two printed newsletters; each was distributed to 9,000 recipients. It also developed and distributed two e-newsletters, one regarding the Council’s Asian Initiative, and the other focusing on the Annual Conference. The e-newsletter included downloads of all presentations offered at the Conference.

ASIAN PUBLIC AWARENESS TOOLS

The Council has recently produced several products to supplement its Asian public awareness campaigns, including: bi-lingual brochures, wristbands and an Asian problem gambling website:

Bi-lingual Brochures - introduce problem gambling and the Council’s Asian Outreach Initiative, outline warning signs of problematic behavior and resources for help. The brochures are available in Chinese/English, Vietnamese/English and Khmer/English.

Wristbands – were developed in Chinese, Vietnamese and Khmer to promote the Council’s Asian-language helplines. The promotional items, which were also developed in Spanish and in English were a big hit at cultural festivals and health fairs.

Website – www.asianproblemgambling.org was launched in both English and in Chinese. According to Tim Christensen, Treatment Administrator, Arizona Office of Problem Gambling, “In planning our Asian community outreach efforts in Arizona, we looked to the Mass. Council program as a model to guide our efforts. The website and materials are excellent and very well done. Congratulations on developing such a wonderful resource.”
EXHIBITS

The Council disseminated information at 24 exhibits throughout the state, including: the Lunar New Year Festival in Quincy, the Irish Immigration Center Health Fair in Boston, the Dominican Association Fair in Lawrence, and the Ounce of Prevention Conference in Marlborough. An estimated 2,618 people were reached via these events.

REGIONAL TRAININGS & ANNUAL CONFERENCE

The Council held the 2010 Massachusetts Conference on Gambling Disorders: Sharing Successful Practices to Prevent, Intervene and Treat Problem Gambling in Worcester. One hundred and forty people were in attendance, and evaluations yielded a 96% overall above average or excellent rating of the conference.

In addition, the Council held two regional trainings, with 51 people in attendance. The goal was to equip helping professionals with the tools they need to understand, assess and treat problem gambling, while earning Continuing Education Units (CEUs). Eighty-six percent of participants rated the trainings as “above average or excellent.” Training topics included:

- Meeting the Needs of Diverse Communities: Asian and African American Outreach Efforts and Treatment Resources, and
- Family-Based Interventions

Problem Gambling SPECIALISTS

The Council wishes to congratulate the following three clinicians who earned the Massachusetts Problem Gambling Specialist (MAPGS) Certificate in FY10:

Deborah Colucci  
Team Coordinating Agency, Haverhill

Kellie Ferriera  
SSTAR (Stanley Street Treatment & Resources), Fall River

Joanne McLaughlin  
New Bedford Child & Family Services, New Bedford

Clinicians who earn the MAPGS Certificate are specifically trained to address problem gambling. They understand the differences, as well as the similarities, between problem gambling and other addictions. Clinicians who have the certificate are included on the Council’s referral list.

EXHIBITS

The Council disseminated information at 24 exhibits throughout the state, including: the Lunar New Year Festival in Quincy, the Irish Immigration Center Health Fair in Boston, the Dominican Association Fair in Lawrence, and the Ounce of Prevention Conference in Marlborough. An estimated 2,618 people were reached via these events.
ONLINE TRAININGS

The Council also held three online trainings, and 29 people participated. Training topics included:

• **The Gambling Brain: How it Works and How to Treat it,**
• **High School & College Student Gambling: Identifying and Managing Risk,** and
• **Recognizing and Managing Countertransference in Problem Gambling Clinical Work**

ON-SITE TRAININGS

The Council conducted 30 trainings on-site at local agencies, organizations and schools, reaching approximately 916 attendees. FY10 trainings included presentations to: Western Massachusetts Community Coalitions in Northampton, the Massachusetts College of Liberal Arts in North Adams, the Massachusetts Interscholastic Athletic Association in Franklin, and the Latino Behavioral Health Development Institute in Springfield.

PRESENTATIONS

Beyond onsite, regional and online trainings, Council staff members served as presenters at 14 conferences, including: the No Wrong Door to Recovery conference keynote address, the Boston Asian American Students Intercollegiate conference at Northeastern University, the University of Massachusetts Medical School conference, the New England College Health Association’s annual conference, and the National Council on Problem Gambling’s annual conference.

EXPERTS DISCUSS SPORTS WAGERING AT COLLEGES AND HIGH SCHOOLS

On Tuesday, April 27, 2010, the Council presented a workshop entitled, “Sports Wagering at Colleges and High Schools: Implications for Athletes, Coaches and Student Services Personnel” at Holy Cross College in Worcester.

The workshop focused on understanding the impact that sports has on individuals, and why sports gambling can easily spiral out of control.

The most recent data concerning gambling behavior, from the National Collegiate Athletic Association’s study examining approximately 20,000 college athletes, was presented by Jeffrey Derevensky, PhD, Co-Director of McGill University’s Youth Gambling Research & Treatment Clinic and the International Centre for Youth Gambling Problems and High-Risk Behaviors, Montreal, Quebec, Canada. Dr. Derevensky served as a consultant to the NCAA Student Athlete Gambling Survey, helped design the survey, and has done much of the analysis and writing of the reports.

**Other expert panelists included:**

- Angie Cretors, Associate Director of Agent, Gambling and Amateurism Activities, National Collegiate Athletic Association;
- Robert Hynes, Ph.D., Assistant Dean of Students and Director of Counseling at Fitchburg State College, Fitchburg, Massachusetts;
- William Gaine, Deputy Director of the Massachusetts Interscholastic Athletic Association;
- Jim Wuelfing, Prevention Director of the Massachusetts Council on Compulsive Gambling

**Jim Wuelfing, Jeffrey Derevensky and Angie Cretors pictured at the event**
Referral

HELPLINE CALLS AND REFERRALS FOR HELP

A total of 1,079 Helpline calls resulted in 256 referrals to Department of Public Health, Bureau of Substance Abuse Services Problem Gambling Treatment Centers, 725 referrals self-help groups (Gamblers Anonymous, Bettors Anonymous and Gam-Anon), and 419 referrals to other services including legal assistance.

Council staff responded to requests for 300 informational packets and self-help guidebooks. In FY10, 165 packets were sent to people experiencing problems with their own gambling, 61 packets were sent to loved ones or family members of people with gambling problems, 26 packets were sent to professionals seeking to learn more about the disorder, and 48 *Your First Step to Change* guidebooks were distributed to callers.

WEBSITE

In FY09, the Council staff recorded 22,748 unique visitors to its website, an average of 1,900 unique visitors each month. This is a 67% increase over FY09.

HELPLINE OFFERS LIVE CHAT

In FY10 the Council launched a live chat feature on our website www.masscompulsivegambling.org. This feature allows people to “chat,” or email back and forth with a Helpline Specialist in a dialog box in real time, while operators still maintain the same level of compassion and confidentiality offered in the traditional way. According to Council Helpline Specialist, Joan Gilmore, “We’re exploring innovative ways to reach out to people and meet them where they are. People who contact the Council via chat are treated with the same level of care that they are offered though the traditional Helpline.” Helpline Specialists are available to chat Monday through Friday, 9 a.m. to 4:30 p.m.
The Council annually advocates with the executive and legislative branches, as well as with other state and public officials, to ensure that services are in place across the Commonwealth to meet the needs of people experiencing problems with gambling.

**ADVOCACY**

**PUBLIC POLICY RECOMMENDATIONS**

The Massachusetts Partnership for Responsible Gambling is a landmark alliance of gambling industry leaders and problem gambling experts that was first founded by the Mass. Council on Compulsive Gambling in FY09, and further developed in FY10. The Partnership is committed to increasing public awareness of problem gambling, encouraging programs for education and prevention, and promoting responsible gambling policies and practices in the Commonwealth. FY10 Members included the Massachusetts Council on Compulsive Gambling, Mohegan Sun, Suffolk Downs, Raynham Race Track, Plainridge Racecourse, the Massachusetts State Lottery Commission, and Wonderland Greyhound Park, Inc., among others.

In FY10, the Massachusetts Partnership for Responsible Gambling developed a series of public policy recommendations to ensure responsible gambling practices in the Commonwealth. As the Legislature debated expanded gambling in Massachusetts, the Partnership held a press conference at the State House, where it recommended that any gambling legislation should contain provisions to ensure adequate resources and funding for preventing, intervening and treating problem gambling, as well as comprehensive regulations and policies to ensure responsible gambling practices.

Specific Partnership recommendations include provisions that require gambling operations in Massachusetts to have plans to guarantee compliance with the highest standards of responsible gambling programs; that any oversight authority include individuals with expertise in public health and in the field of gambling addiction; and that the authority continually study the efficacy of gambling laws and regulations, and their impact on public health.

**COUNCIL 2010 ADVOCACY HIGHLIGHTS:**

- Provided information about problem gambling to policy makers considering expanded gambling in Massachusetts,
- Testified at the Mass. Legislature’s Joint Committee on Ways and Means Hearing,
- Participated in a Mass. Legislative forum and three public forums on expanded gambling statewide,
- Met with House members regarding health coverage parity for pathological gambling, and
- Contacted 12 U.S. Congressional offices to secure their co-sponsorship for HR 2906, Comprehensive Problem Gambling Act.
BOARD OF DIRECTORS

The Massachusetts Council on Compulsive Gambling’s FY10 Members:

PRESIDENT
Rodney Hoffman, Esquire,
Deutsch, Williams, Brooks, DeRensis and Holland PC, Boston

TREASURER
Rory Winters, MPA
Former budget director for Representative Daniel E. Bosley, North Adams

CLERK
Kevin Donoghue, MBA
Principal, Donoghue Financial Services, Boston

Nancy Cummings
widow of Mass. Council Founder,
Thomas N. Cummings

Kevin Grant, MPP
Vice President, The Karol Group, Boston

Steve Janssen, Mansfield

Jo-Anne Kane, Worcester

Richard McGowan, SJ, PhD
Associate Professor, Carroll School of Management, Boston College

Haemoon Oh
Department Head, Hospitality and Tourism Management, Isenberg School of Management, University of Massachusetts, Amherst

Kathleen M. Scanlan, MA
Executive Director, Mass. Council on Compulsive Gambling

Ed Talbot
AdCare Educational Institute, Dartmouth, former Chief of Staff, Bristol County Sheriff’s Dept., Dartmouth

Eric M. Turner, MBA
Investor in private practice, former Director of Mass. State Lottery

Contributors

The Council is grateful to the following individuals and organizations who have contributed to the Council’s mission through their generous donations in FY10:

Individuals
Edwin & Barbara Cook
Nancy Cummings
Kevin Donoghue
Betty & Ed Duggan
Joe Frees
Joan Friese
Pierre J. Gabriel
Kevin Grant
James J. Hudson
Nicholas Irvine
Steven L. Janssen
Jo-Anne Kane
Lewis Krupka
Frank Lattuca
Denise LeBlanc
The Luongo Family
Joanne McLaughlin
Kathleen M. Scanlan
James K. Spriggs
Ed Talbot
Eric Turner

Organizations
Casino City
Gamblers Anonymous
Massachusetts State Lottery
Massachusetts State Treasury
Mohegan Sun
N-Star
Sterling Suffolk Racecourse, LLC
In FY10, Asian Community Program Manager, Chien-Chi Huang graduated from the Blue Cross Blue Shield of Massachusetts Foundation’s Massachusetts Institute of Community Health Leadership (MICHL). The goal of the Institute is to develop the next generation of leaders in Massachusetts to effectively address the future opportunities and challenges in community-based low-income and uninsured health care. The focus is to help those with leadership potential increase their own personal impact, strengthen their effectiveness in their organization, and to enhance the organization’s influence in the health care system. MICHL is an 18-day educational program that takes place over the course of nine months. The Institute offers a highly experiential curriculum, with classroom work, peer-to-peer exchanges and collaborative learning.

Haner Hernandez, PhD, CADACII, LADCI
Assistant Director of Prevention and Programs
# Statement of Financial Position

## June 30, 2010

**ASSETS**

**CURRENT ASSETS:**
- Cash: $4,493
- Contracts and Grants Receivable: $324,250
- Prepaid Expenses: $95,724
  
  **TOTAL CURRENT ASSETS:** $424,467

**PROPERTY AND EQUIPMENT:**
- Machinery and Equipment: $88,501
- Furniture and Fixtures: $26,644
- Software and Website: $122,019
  
  **TOTAL PROPERTY AND EQUIPMENT:** $237,164

  **Less Accumulated Depreciation:** $(127,407)
  
  **TOTAL PROPERTY AND EQUIPMENT:** $109,757

**TOTAL ASSETS:** $534,224

**LIABILITIES AND NET ASSETS**

**CURRENT LIABILITIES:**
- Accounts Payable: $40,187
- Accrued Expenses: $22,060
- Current Portion of Long-Term Debt: $4,488
- Line of Credit - Bank: $80,000
- Loan Payable - Bank: $200,000
  
  **TOTAL CURRENT LIABILITIES:** $346,735

**LONG-TERM DEBT:** $2,171

**NET ASSETS:**
- Unrestricted: $185,318
- Temporarily Unrestricted: $—
  
  **TOTAL NET ASSETS:** $185,318

**TOTAL LIABILITIES AND NET ASSETS:** $534,224
SUMMARY OF REVENUE AND EXPENSES
June 30, 2010

Sources of Revenue for FY10

Total: $1,346,988

Sources of Expenses by Program FY10

Total: $1,390,414
Founded in 1983, the Massachusetts Council on Compulsive Gambling is a private, non-profit health agency dedicated to providing leadership to reduce the social, financial, and emotional costs of problem gambling, and to promote a continuum of prevention and intervention strategies including: information and public awareness, community education and professional training, advocacy and referral services for problem gamblers, their loved ones and the greater community.

The Council is funded in part by the Massachusetts Department of Public Health, Bureau of Substance Abuse Services.