

# Iowa Gambling Treatment Outcomes System: Year 6

## Prepared for

*Iowa Department of Public Health  
Division of Behavioral Health  
Office of Problem Gambling Treatment and Prevention*



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# Iowa Gambling Treatment Outcomes System: Year 6 (Executive Summary)

Prepared for Iowa Department of Public Health, Office of Problem Gambling Treatment and Prevention  
Prepared by University of Northern Iowa, Center for Social and Behavioral Research  
October 2011

## *Project Description*

The Year 6 report of the Iowa Gambling Treatment Outcomes (IGTO) System presents findings for 2010. The IGTO System has been in operation since 2005 collecting and reporting on information about the extent to which gambling treatment services provided via the Office of Problem Gambling Treatment and Prevention are associated with positive outcomes for clients who received gambling treatment at the agencies who are contracted with the State of Iowa. The findings in this report were based on an analysis of (a) Gambling Treatment Reporting System (GTRS) forms from 2006 through 2010, (b) admission, one-month, and discharge questionnaires completed during the 2010 calendar year, and (c) follow-up questionnaires administered from January 2010 through June 2011 by CSBR approximately six months after clients were discharged from treatment. The report includes findings only from adult clients admitted into state-funded gambling treatment programs as “gamblers.” The analyses do not include “crisis” clients and “concerned others.” This report was produced by the Center for Social and Behavioral Research (CSBR) at the University of Northern Iowa (UNI) under contract with the Office of Problem Gambling Treatment and Prevention at the Iowa Department of Public Health (IDPH). This project was reviewed by the Institutional Review Board (IRB) at UNI to ensure compliance with current legal and ethical considerations regarding human participants.

## *Main Findings*

### **Admission and Discharge: 2010 System-Level Findings**

A system-level analysis approach yields findings for one group of respondents who entered treatment during the year and for a second group of respondents who were discharged from treatment during the year. Naturally, some of those admitted in 2010 were not discharged in 2010, and some of those discharged in 2010 entered treatment prior to 2010. These are group-level findings for respondents admitted in 2010 and for those discharged in 2010. These are not direct indicators of individual-level change.

- **Gambling activities.** Of those who were admitted for treatment in 2010, approximately three-fourths said they had played slot machines, about one-fourth had purchased scratch tickets, and about one-fifth had played casino table games and purchased lottery tickets during the past six months. About one-third of those entering treatment said that all of the money they had wagered during the past six months was on slot machines. About two-thirds (64%) said they had gambled at casinos in the past 30 days, and one-fourth (24%) said they had gambled at convenience stores.

- **Gambling during the past 30 days.** Among those admitted for treatment in 2010, about one-fourth (26%) said they had not gambled during the 30 days prior to entering treatment. In contrast, among those who completed treatment and were discharged in 2010, the majority (80%) said they had not gambled during the 30 days prior to being discharged from treatment. The mean number of days gambled during the past 30 days was 6.6 days for those admitted for treatment in 2010 and 1.0 day for those who completed treatment and were discharged in 2010.
- **Decrease in gambling.** Among respondents who completed treatment in 2010, the majority (86%) strongly agreed that their gambling activity was much less when they were discharged than it was when they were admitted into treatment.
- **Gambling pathology.** Gambling pathology classifications were made based on the respondents' self-reported behaviors to 10 items in the admission and discharge questionnaires. Separate classifications were made based on behaviors reported during the past 12 months and during the past 30 days.
  - Past 12 month classifications for respondents admitted in 2010
    - Pathological gambling: 88%
    - Problem or at-risk gambling: 6%
  - Past 30 day classifications for respondents admitted in 2010
    - Pathological gambling: 60%
    - Problem or at-risk gambling: 8%
  - Past 30 day classifications for respondents discharged in 2010 who completed treatment
    - Pathological gambling: 6%
    - Problem or at-risk gambling: 2%
- **Life satisfaction at discharge.** Among respondents who completed treatment in 2010, about three-fourths (76%) strongly agreed that their life was much better when they were discharged than it was when they were admitted into treatment.

### **Admission and Discharge: Multi-Year Individual-Level Findings**

An individual-level approach yields findings for a single group of individuals who completed both admission and discharge questionnaires during a specified time period. The advantage of this approach is that admission and discharge data are based on the same group of respondents; however, the limitations are that matched sets of questionnaires are available for a smaller number of respondents and the findings are not specific to the treatment programs for a particular calendar year. The following admission versus discharge findings are for a sample of 120 respondents who were admitted and were discharged after *completing all or a substantial portion of treatment* between July 1, 2007 and December 30, 2010.

- **Gambled during the past 30 days.** After completing treatment, 80% said they had not gambled in the 30 days prior to being discharged compared to 36% who said they had not gambled in the 30 days prior to entering treatment.

- **Financial stability.** One indicator of financial stability is paying bills on time. After completing treatment, 18% said they had been late paying their bills during the 30 days prior to being discharged which was down from the 44% who said this had happened in the 30 days before entering treatment.
- **Gambling pathology.** After completing treatment, 6% of respondents were classified as current (past 30 days) pathological gamblers compared to 48% when they entered treatment.

### **2010 Treatment Outcomes Assessed at the Six Month Follow-Up**

Results from the six month follow-up questionnaires suggest that those individuals who completed treatment had more positive treatment outcomes and life experiences than individuals who left without completing treatment.

- **Gambled during the past 30 days.** Respondents who completed treatment were less likely than those who left without completing treatment to have gambled in the past 30 days (48% vs. 62%, respectively).
- **Decrease in gambling.** Based on the respondents' self-report, 95% of those who completed treatment versus 79% of those who left without completing treatment said that they gamble *much less now* than they did when they entered treatment.
- **Gambling pathology.** Respondents who completed treatment were less likely than those who left without completing treatment to have met the classification criteria for pathological or problem gambling during the past 30 days (8% vs. 28%, respectively).
- **Maintaining changes in gambling behavior.** Nearly three-fourths (72%) of those who completed treatment versus 50% of those who left without completing treatment said that they had reduced or quit their problem gambling behaviors for six months or longer.
- **Financial stability.** Among those who completed treatment 22% said they had been late paying bills during the past 30 days compared to 30% of those who left without completing treatment.
- **Quality of life.** Among those who completed treatment, 95% said their lives are better now than when they entered treatment. Among those who left without completing treatment, 76% said their lives are better now.
- **Treatment satisfaction.** At the six month follow-up, 89% of respondents rated the gambling treatment services they received as *excellent* (49%) or *good* (40%). Those who completed treatment had the most favorable ratings (57% *excellent* and 40% *good*). Yet, even among those who left without completing treatment, the ratings were generally positive (36% *excellent* and 42% *good*).
- **Recommend treatment to friend or family member.** An important indicator of treatment satisfaction is whether someone would recommend the treatment program to a friend or family member in need of similar help. At follow-up, 82% of all respondents said they *definitely* would recommend the treatment program; this opinion was expressed by 92% of those who completed treatment and 69% of those who left without completing treatment.

### *Limitations*

A variety of factors can affect the representativeness and generalizability of findings regarding the outcomes of any intervention or treatment. Attrition and non-response bias are two potentially limiting factors in this project. Attrition may be an issue especially for the discharge data which are mainly available only for those who completed treatment. These findings may be somewhat biased in terms of the positivity of client outcomes and attitudes if those who left without completing treatment were less positive about their treatment. Non-response bias becomes an issue when those for whom data are available differ systematically from those for whom data are not available. The specific effects of attrition and non-response bias on the representativeness and generalizability of the findings for this project are undetermined.

### *Summary & Conclusions*

The Office of Problem Gambling Treatment and Prevention provides state-funding for Iowans with gambling problems to receive gambling treatment services from approved treatment providers. The 2010 discharge data indicated that 41% of clients completed all or a substantial portion of treatment, 46% of the clients left (on their own) without completing treatment, and 13% had some other discharge status. The gambling treatment services were generally rated highly and reported to have been beneficial in helping clients to reduce or quit their problem gambling behaviors. These favorable ratings were especially high among those who completed treatment, but they were relatively high even among a substantial portion of those who left without completing treatment. Although many respondents who left after completing only some of their treatment plans experienced improvements in their lives, the findings suggest that those who completed treatment were doing better at the six month follow-up period. There appears to be a generally high level of client satisfaction among those receiving treatment by Iowa's state-funded gambling treatment providers and participation in these services are associated with positive treatment outcomes at discharge and six months following treatment.

# SECTION 1

## INTRODUCTION

The purpose of this report is to provide a summary of several outcomes of adult Iowans who were in programs of the Office of Problem Gambling Treatment and Prevention in 2010. This is the sixth year the Center for Social and Behavioral Research (CSBR) at the University of Northern Iowa (UNI) has conducted the Iowa Gambling Treatment Outcomes (IGTO) System study. The IGTO system was designed to collect and report information about the extent to which these publicly-funded gambling treatment services are associated with positive outcomes in the lives of clients who received services at treatment agencies contracted by the State of Iowa. The IGTO protocol has been described in considerable detail in previous reports and will not be repeated in the present report. Essentially, the protocol relies on data from GTRS forms and supplemental questionnaires. This project has been under continuous review by the Institutional Review Board (IRB) at UNI to ensure compliance with current legal and ethical considerations regarding human participants.

Effective July 1, 2011, the data collection function of the IGTO system was replaced by the implementation of the I-SMART which is an online clinical and data collection system. With the new system, counselors can enter the information the State needs to evaluate treatment outcomes directly while they are conducting intakes, screenings, or counseling sessions. Clients admitted prior to July 1, 2011, will continue to be part of the GTRS system during a transitional or phase-out period. The six month follow-up interviews conducted by CSBR-UNI were discontinued on September 30, 2011.

One limitation of the new system is that it does not have a mechanism for collecting follow-up data from clients after they have been discharged from the treatment system. Outcome information about clients six months or more after leaving treatment is an important component in evaluating the effect that the treatment had on changing the client's gambling behaviors and subsequent life experiences. This follow-up data is especially important because it provides information about clients who completed treatment as well as about those who did not complete treatment. After September 2011, the follow-up questionnaire data will no longer be collected. This important aspect of evaluating the effectiveness of the gambling treatment program will no longer be occurring. Thus, very little (if anything) will be known about the gambling behaviors and the possible effectiveness in producing behavior changes that occurred while receiving treatment services among clients who left without completing treatment.

## KEYS TO READING THIS REPORT

### Data Collection Points

The outcomes report relies on data collected (a) when the gamblers are admitted into the treatment program, (b) approximately one month after admission, (c) when discharged from treatment, and (d) approximately six months after being discharged.

### Color Coding

The findings that correspond to different data sources are color coded. Admission data are **green**, one-month data are **blue**, discharge data are **orange**, and follow-up data are **purple**.

### Forms vs. Questionnaires

The two types of data collection instruments are the **GTRS forms** and the **IGTO questionnaires**. Both types of instruments have advantages and disadvantages. The forms provide a limited amount of information about a larger number of clients. The questionnaires provide a greater amount of information but for a smaller number of clients.

### Sample Sizes

The **sample sizes for whom findings vary** depending on the following: type of instrument (i.e., form vs. questionnaire), time of administration (e.g., admission, discharge), question being asked, type of analysis (e.g., group-level vs. individual level), and time frame (e.g., 2010 only vs. multi-year). The number of people represented in the analyses are indicated with a lower case “*n*” (e.g., *n* = 100 would mean the percentages or means reported are based on data from 100 respondents).

### 2010 Data vs. Multi-Year Data

Most of the findings in this report are based on data for those who were admitted in 2010, discharged in 2010, and/or completed follow-up questionnaires in 2010. There are some places where trend data are shown for several years. In addition, there are some places where data have been combined for several years to increase the sample sizes for analysis, especially when attempting to determine change for individuals.

### Group-Level Analysis vs. Individual-Level Data

Many clients are not admitted and discharged within the same calendar year because their treatment overlaps years. This is important to remember when interpreting findings showing data for all those who were admitted in 2010 in comparison to those who were discharged in 2010. These are system-level findings and not comparisons of individual-level change. The advantage of the **group-level analysis** is that it maximizes the sample sizes within the year and shows what was happening on that given year within the treatment system. Assuming that people who enter treatment from year-to-year do not vary in systematic ways, the findings can be used to infer effectiveness of the treatment services being delivered. The advantage of the **individual-level analysis** is that it allows one to draw conclusions about within-respondent differences from when they entered treatment compared to when they completed treatment. Unfortunately the number of respondents with completed questionnaires that can be matched across time of administration and type of instrument is often too low within any single year; thus, individual-level analyses require combining data from multiple years.

The findings in this report are based on data from adult clients admitted to state-funded gambling treatment programs as “gamblers” excluding “crisis” clients and “concerned others.” The findings in this report are typically based on group aggregates and are not based on a common denominator comprised only of individuals for whom a complete set of forms or questionnaires (e.g., admission and discharge) were available. For some clients data were available for admission forms or discharge forms in 2010, but data were not available for both forms. *Therefore, the conclusions of potential differences or changes over time are based on changes in the aggregate or group level, but they do not provide information about change at the individual level unless specifically noted (i.e., admission versus discharge text boxes).*

There are two common types of percentages used in research reports – “*total percent*” and “*valid percent*.” *Total percent* is based on a denominator of all respondents. In contrast, *valid percent* is based on a denominator of respondents for whom the questions were relevant and data were available (e.g., “*no response*” and “*not applicable*” options). In this report, *valid percent* is sometimes referred to as “*subgroup percent*.” Unless otherwise noted, *valid percents* are displayed in this report. The number of cases in the denominator is shown as “*n*” in tables and figures. The percentages shown in this report usually have been rounded to whole percentages. In some cases, the values may appear not to sum to 100% due to the effects of rounding. Also, the sum of values presented in graphs may differ by a percentage point from the values reported in the narrative due to the cumulative effect of rounding when summing across multiple response options.

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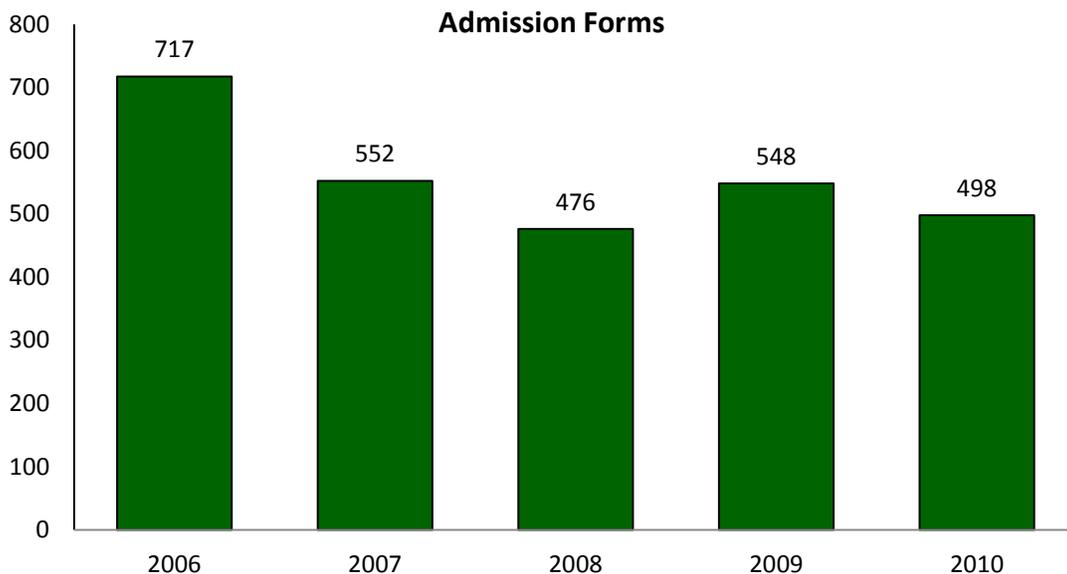
## SECTION 2 ADMISSION DATA

The findings in this section are based on data from the State’s electronic Gambling Treatment Reporting System (GTRS) forms and supplemental questionnaires submitted by agencies providing state-funded gambling treatment services in Iowa. The main findings are based on data from forms and questionnaires for the 2010 calendar year. In addition, some trend data from 2006 through 2010 have been shown to provide contextual information on trends over time.

### SECTION 2.1 Admission Forms

#### GTRS ADMISSION FORMS

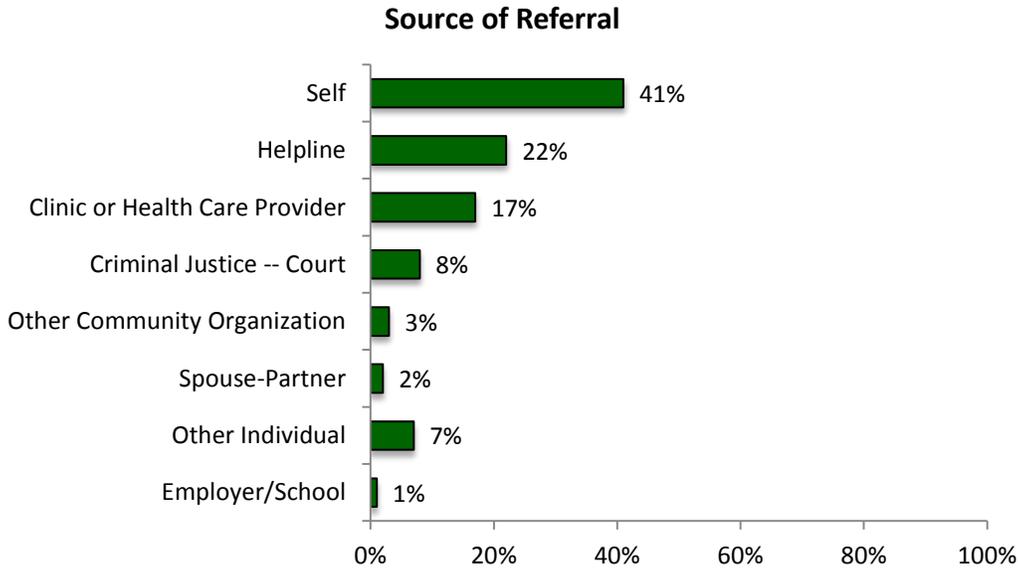
There were 2,791 GTRS Admission Forms submitted with activity dates within the five-year period from 2006 through 2010. These forms do not always correspond to unique clients because some clients were admitted more than once during this time period. These forms are only for clients who were admitted as “gamblers” into the gambling treatment program. This does not include all of the Iowans who were served by the state-funded treatment providers because the agencies also provide assistance to concerned others and additional services (e.g., screenings) and treatment activities (e.g., crisis services). The recent number of admissions per year tends to be around 500 apart from the unusually high number in 2006.



**Figure 1.** Number of GTRS Admission Forms by calendar year.  
(GTRS Admission Forms 2006-2010)

### Source of Referral

The two most common sources of referral to the gambling treatment program were *self* (41%) and the 1-800-BETSOFF *helpline* (22%). For some of the referrals by *self* or others, the helpline may have been called during the process of entering the treatment system even though it may not have been considered the *primary* source of referral.



**Figure 2.** Source of referral for gambling treatment program.  
(GTRS Admission Forms 2010, *n* = 498)

Table 1  
Source of Referral for Gambling Treatment Program (GTRS 2006-2010)

Source of Referral	2006	2007	2008	2009	2010
Self	29%	33%	41%	35%	<b>41%</b>
Helpline	34%	34%	24%	31%	<b>22%</b>
Clinic or Health Care Provider	13%	09%	11%	13%	<b>17%</b>
Criminal Justice or Court	08%	10%	08%	08%	<b>08%</b>
Other Community Organization	03%	04%	04%	02%	<b>03%</b>
Spouse or Partner	02%	03%	04%	03%	<b>02%</b>
Other Individual	10%	06%	07%	08%	<b>07%</b>
Employer/School	01%	<1%	<1%	<1%	<b>01%</b>

*Note.* Some of the self-referrals may have also called the helpline. Some of the categories were combined for this: (a) “clinic and health care provider” includes health care provider, community mental health clinic, and alcohol & drug abuse provider; (b) “other community organization” includes other community agency which would cover government, community, and religious organizations and debt counselors; and (c) “other individual” includes Gam-Anon members and other individuals. Sample sizes: 2006 (*n* = 715), 2007 (*n* = 552), 2008 (*n* = 476), 2009 (*n* = 548), and 2010 (*n* = 498).

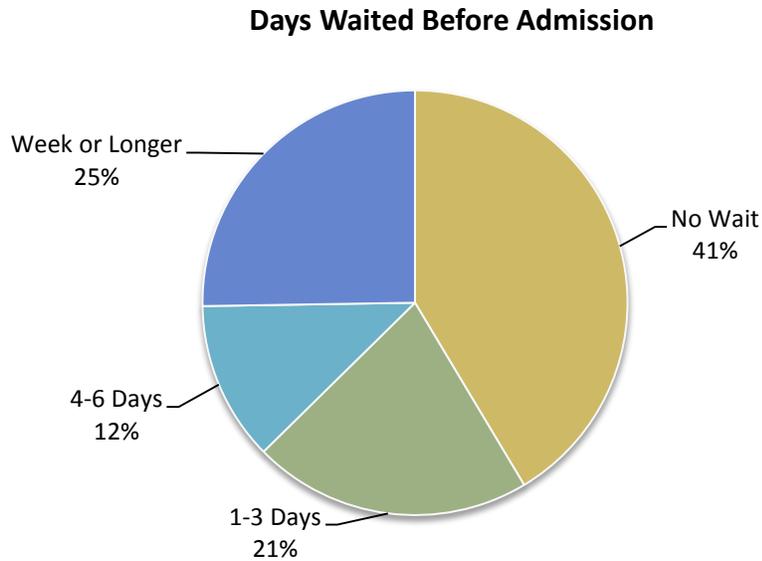
**Background Characteristics of Clients Admitted in 2010 for Treatment  
(GTRS Admission Forms 2010)**

<b>Gender</b>	44% Male 56% Female
<b>Children</b>	70% Children in household/financially responsible for one or more children 30% No children in household or not financially responsible for any children
<b>Marital Status</b>	38% Married 29% Single 19% Divorced 08% Cohabiting 03% Separated 04% Widowed
<b>Education</b>	18% College graduate (bachelor's degree or higher) 32% Some college 44% High school/GED 06% Less than high school
<b>Employment</b>	44% Employed full-time 12% Employed part-time 19% Unemployed in past 30 days and looking for work 25% Not in labor force
<b>Health Insurance</b>	54% Have private health insurance (not including Medicare or Medicaid) 46% No private health insurance (may be covered by Medicare or Medicaid)
<b>Hispanic/Latino</b>	98% Non-Hispanic 02% Hispanic/Latino
<b>Race</b>	94% White-Caucasian 04% African-American 01% American Indian 02% Asian
<b>Primary Source of Payment for Treatment</b>	91% State unit reimbursement 07% Self pay or other private pay <1% Other government (e.g., Medicaid, Medicare, State non-unit reimbursement) <1% Private health insurance 1% No charge

*Note.* This corresponds to an *unemployment rate* of 25% using a formula of (Unemployed/(Employed + Unemployed))\*100. Among those who were not in the labor force, there were 8 homemakers, 7 students, 32 retired persons, and 47 persons on disability. Sample size for demographics: Gender (*n* = 486), Children (*n* = 488), Marital Status (*n* = 488), Education (*n* = 488), Employment (*n* = 488), Health Insurance (*n* = 488), Hispanic/Latino (*n* = 487), Race (*n* = 476), and Primary Source of Payment (*n* = 488).

### Days Waited Before Admitted for Treatment

About two-thirds (63%) of clients had wait times of 3 days or less before being admitted for treatment. The percentage of clients who had no wait time has been steadily declining from 65% in 2006 to 41% in 2010. Likewise, the percentage of clients who have waited one week or longer has risen from 13% in 2006 to 27% in 2009 and 25% in 2010.



**Figure 3.** Number of days clients waited to be admitted for treatment.  
(GTRS Admission Forms 2010,  $n = 488$ )

Table 2  
Number of Days Waited Before Admission (2006-2010)

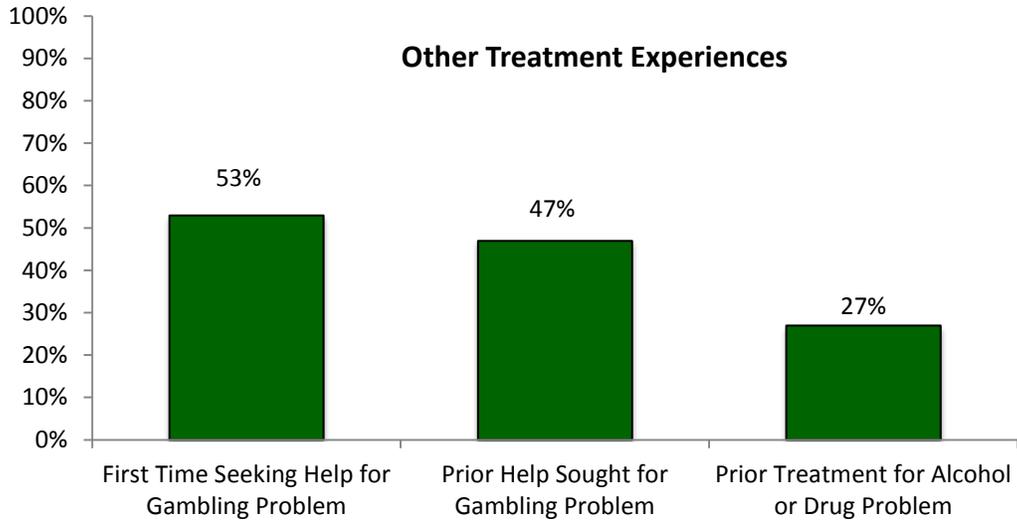
Days Waited	2006	2007	2008	2009	2010
No Wait (0 Days)	65%	58%	49%	45%	<b>41%</b>
1 to 3 Days	17%	14%	21%	17%	<b>21%</b>
4 to 6 Days	05%	08%	09%	11%	<b>12%</b>
7 Days or Longer	13%	20%	21%	27%	<b>25%</b>

Note. In 2010, the mean number of days of wait time before admission was 4.6 days and the median was 1.5 days. Sample sizes: 2006 ( $n = 717$ ), 2007 ( $n = 552$ ), 2008 ( $n = 476$ ), 2009 ( $n = 548$ ), and 2010 ( $n = 488$ ).

### Other Treatment Experiences

Slightly more than one-half (53%) of the clients said this was the first time they had sought help to address their gambling problem.

About one-fourth (27%) said they had previously received treatment for alcohol or drug problems.



**Figure 4.** Treatment experiences for gambling, alcohol, and drug problems.  
(GTRS Admission Forms 2010,  $n = 488$ )

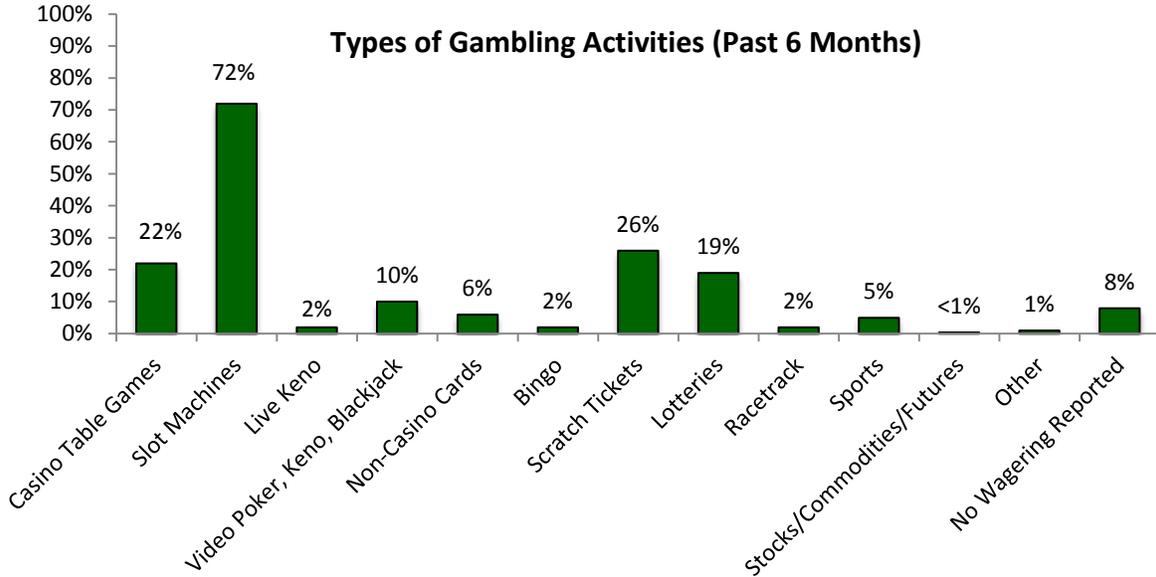
Table 3  
Other Treatment Experiences (GTRS Admission Forms 2006-2010)

Other Treatment Experiences (% Yes)	2006	2007	2008	2009	<b>2010</b>
First Time Seeking Help for Gambling Problem	62%	57%	52%	59%	<b>53%</b>
Prior Help Sought for Gambling Problem	38%	43%	48%	41%	<b>47%</b>
Prior Treatment for Alcohol or Drug Problem	32%	26%	29%	29%	<b>27%</b>

*Note.* Sample sizes: 2006 ( $n = 715$ ), 2007 ( $n = 552$ ), 2008 ( $n = 476$ ), 2009 ( $n = 548$ ), and 2010 ( $n = 488$ ).

### Types of Gambling Activities (Past 6 Months)

The most commonly reported gambling activity was slot machines (72% of clients said they wagered on them during the past 6 months). About 1 in 5 clients said they had wagered money during the past 6 months on casino table games and lottery numbers. About 1 in 4 said they purchased scratch tickets or pull tabs during the past 6 months. About 2 in 3 of clients reported having only wagered on one (46%) or two (28%) types of gambling activities during the past 6 months. About 1 in 3 clients said that they wagered exclusively on slot machines.



**Figure 5.** Types of gambling activities in the past 6 months. (GTRS Admission Forms 2010)

Note. Clients were asked to assign the percentage of all money wagered for each activity. The values above show the percentage of clients who said at least 1% of their money was wagered on a particular activity.

**Table 4**  
Types of Gambling Activities: Past 6 Months (GTRS Admission Forms 2006-2010)

Types of Gambling Activities (% yes)	2006	2007	2008	2009	2010
Casino Table Games	24%	26%	31%	22%	<b>22%</b>
Slot Machines	67%	69%	70%	70%	<b>72%</b>
Live Keno	02%	<1%	03%	<1%	<b>02%</b>
Video: Poker/Keno/Blackjack	13%	14%	15%	13%	<b>10%</b>
Non-Casino Cards	10%	07%	08%	06%	<b>06%</b>
Bingo	05%	06%	06%	05%	<b>02%</b>
Scratch Tickets & Pull Tabs	25%	27%	35%	26%	<b>26%</b>
Lotteries	25%	26%	27%	21%	<b>19%</b>
Racetrack	04%	04%	06%	02%	<b>02%</b>
Sports	10%	06%	08%	04%	<b>05%</b>
Stocks/Commodities/Futures	<1%	<1%	01%	<1%	<b>&lt;1%</b>
Other	15%	04%	01%	02%	<b>01%</b>
No Wagering Reported	05%	12%	08%	10%	<b>08%</b>

Note. Clients were asked to assign the percentage of all money wagered on each activity. The values above show the percent of clients who said at least 1% of their money was wagered on a particular activity. No wagering activities were reported for 37 clients, but 7 of these clients said they had "last gambled dates" within the past 6 months. Therefore, only 6% of those admitted said they had not gambled during the past 6 months. Sample sizes: 2006 (n = 717), 2007 (n = 552), 2008 (n = 476), 2009 (n = 548), and 2010 (n = 488).

Table 5  
Percent of Money Wagered by Gambling Activities During the Past 6 Months  
(GTRS Admission Forms 2006-2010)

Percent of Wagering on Gambling Activities	2006	2007	2008	2009	2010
<b>Casino Table Games</b>					
None (0%)	76%	74%	69%	78%	<b>78%</b>
Some (1% – 99%)	21%	24%	25%	18%	<b>17%</b>
Only type (100%)	03%	02%	06%	04%	<b>05%</b>
<b>Slot Machines</b>					
None (0%)	33%	31%	30%	30%	<b>28%</b>
Some (1% – 99%)	42%	45%	50%	40%	<b>38%</b>
Only type (100%)	25%	25%	19%	29%	<b>34%</b>
<b>Live Keno</b>					
None (0%)	98%	99%	97%	100%	<b>98%</b>
Some (1% – 99%)	01%	<1%	02%	<1%	<b>01%</b>
Only type (100%)	<1%	<1%	<1%	00%	<b>&lt;1%</b>
<b>Video: Poker/Keno/Blackjack</b>					
None (0%)	87%	86%	85%	87%	<b>90%</b>
Some (1% – 99%)	10%	12%	13%	12%	<b>08%</b>
Only type (100%)	03%	02%	02%	02%	<b>02%</b>
<b>Non-Casino Cards</b>					
None (0%)	90%	93%	92%	94%	<b>94%</b>
Some (1% – 99%)	09%	06%	08%	06%	<b>05%</b>
Only type (100%)	01%	01%	<1%	<1%	<b>&lt;1%</b>
<b>Bingo</b>					
None (0%)	95%	94%	94%	95%	<b>98%</b>
Some (1% – 99%)	05%	06%	06%	05%	<b>02%</b>
Only type (100%)	00%	00%	00%	00%	<b>00%</b>
<b>Scratch Tickets &amp; Pull Tabs</b>					
None (0%)	75%	73%	65%	74%	<b>74%</b>
Some (1% – 99%)	24%	26%	33%	24%	<b>24%</b>
Only type (100%)	02%	<1%	02%	02%	<b>02%</b>
<b>Lotteries</b>					
None (0%)	75%	74%	73%	79%	<b>81%</b>
Some (1% – 99%)	24%	26%	26%	21%	<b>18%</b>
Only type (100%)	<1%	<1%	<1%	<1%	<b>&lt;1%</b>

Table 5 (Continued)  
Percent of Money Wagered by Gambling Activities During the Past 6 Months  
(GTRS Admission Forms 2006-2010)

Percent of Wagering on Gambling Activities	2006	2007	2008	2009	2010
<b>Racetrack</b>					
None (0%)	96%	96%	94%	98%	<b>98%</b>
Some (1% – 99%)	04%	04%	06%	02%	<b>02%</b>
Only type (100%)	<1%	00%	00%	00%	<b>&lt;1%</b>
<b>Sports</b>					
None (0%)	90%	94%	92%	96%	<b>95%</b>
Some (1% – 99%)	08%	05%	07%	04%	<b>05%</b>
Only type (100%)	01%	<1%	01%	<1%	<b>&lt;1%</b>
<b>Stocks/Commodities/Futures</b>					
None (0%)	100%	99%	99%	100%	<b>100%</b>
Some (1% – 99%)	<1%	<1%	01%	<1%	<b>&lt;1%</b>
Only type (100%)	00%	00%	00%	00%	<b>00%</b>
<b>Other</b>					
None (0%)	84%	96%	99%	98%	<b>99%</b>
Some (1% – 99%)	13%	03%	01%	02%	<b>01%</b>
Only type (100%)	02%	<1%	00%	<1%	<b>&lt;1%</b>

Note. The actual value for stocks was 99.6%.

### Debt

Among clients admitted in 2010 for gambling treatment, 30% said they had a total debt of \$50,000 or more. Total debt may include such things as mortgages, car loans, educational loans, credit cards, and overdue bills; thus, this debt is not necessarily due to problem gambling behaviors.

About 1 in 5 clients admitted in 2010 for gambling treatment said they did not have any gambling-related debt. However, about 1 in 10 reported gambling-related debt of \$50,000 or more. The median amount of gambling-related debt was \$6,000.

Table 6  
Total Debt  
(GTRS Admission Forms 2006-2010)

Total Debt	2006	2007	2008	2009	2010
None	06%	07%	05%	09%	<b>10%</b>
\$1 - \$1,999	07%	05%	06%	06%	<b>07%</b>
\$2,000 - \$4,999	09%	08%	07%	09%	<b>08%</b>
\$5,000 - \$9,999	10%	08%	10%	10%	<b>09%</b>
\$10,000 - \$19,999	12%	14%	14%	14%	<b>18%</b>
\$20,000 - \$49,999	20%	22%	23%	18%	<b>17%</b>
\$50,000 - \$99,999	15%	15%	16%	12%	<b>12%</b>
\$100,000 or more	20%	21%	21%	21%	<b>18%</b>
<b>Median</b>	<b>\$25,000</b>	<b>\$28,000</b>	<b>\$25,000</b>	<b>\$20,000</b>	<b>\$17,900</b>

*Note.* As a measure of central tendency, the mean is sensitive to the influence of outliers. The mean amounts of **total debt** were as follows: \$55,509 (2006), \$63,720 (2007), \$63,841 (2008), \$60,463 (2009), and \$56,742 (2010). In 2010, there were 9 clients who reported total debt of \$500,000 or more. Total debt can include **credit card debt**: 61% of clients said they had at least some credit card debt and about 4% said they had credit card debt of \$50,000 or more with a mean of \$8,848 and median of \$1,000 (7 clients reported credit card debt of \$100,000 or more). Total debt can include **overdue bills**: 58% of clients said they had at least some overdue bills and about 6% said they had overdue bills of \$50,000 or more (14 clients reported overdue bills of \$100,000 or more). **Gambling-related debt** of \$50,000 or more was reported by about 10% of clients with a mean of \$19,354 and median of \$6,000 (6 clients reported gambling-related debt of \$200,000 or more). See Appendix A for frequency distributions for credit card and overdue bills. Sample sizes: 2006 ( $n = 717$ ), 2007 ( $n = 552$ ), 2008 ( $n = 475$ ), 2009 ( $n = 547$ ), and 2010 ( $n = 488$ ).

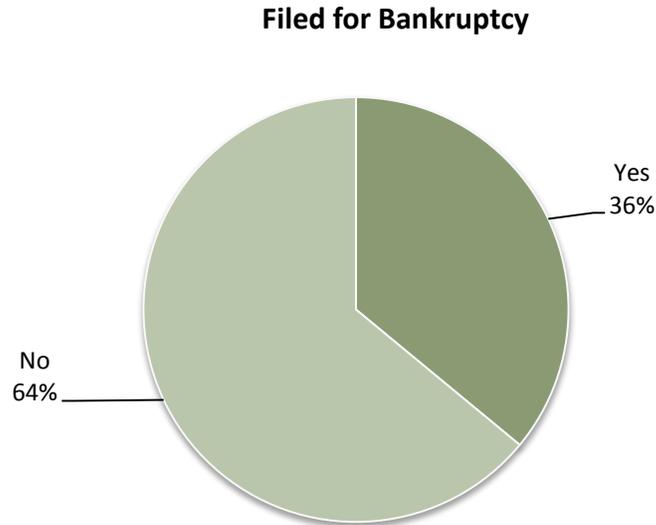
Table 7  
Gambling-Related Debt  
(GTRS Admission Forms 2006-2010)

Gambling Related Debt	2006	2007	2008	2009	2010
None	21%	19%	14%	22%	<b>22%</b>
\$1 - \$1,999	14%	10%	10%	11%	<b>11%</b>
\$2,000 - \$4,999	15%	15%	10%	12%	<b>13%</b>
\$5,000 - \$9,999	12%	11%	17%	14%	<b>14%</b>
\$10,000 - \$19,999	12%	13%	16%	13%	<b>17%</b>
\$20,000 - \$49,999	14%	22%	19%	17%	<b>14%</b>
\$50,000 - \$99,999	08%	08%	09%	07%	<b>06%</b>
\$100,000 or more	04%	03%	05%	05%	<b>05%</b>
<b>Median</b>	<b>\$4,700</b>	<b>\$6,150</b>	<b>\$9,000</b>	<b>\$6,000</b>	<b>\$6,000</b>

*Note.* The mean values are highly influenced by the presence of extreme sources. Those clients who reported especially high levels of gambling related debt skew the distributions. The mean levels of gambling-related debt were as follows: \$19,003 (2006), \$19,917 (2007), \$24,321 (2008), \$22,975 (2009), and \$19,354 (2010). Sample sizes: 2006 ( $n = 717$ ), 2007 ( $n = 552$ ), 2008 ( $n = 476$ ), 2009 ( $n = 547$ ), and 2010 ( $n = 488$ ).

### Filed for Bankruptcy

Gambling problems can have detrimental effects on a person's financial well-being. Slightly more than 1 in 3 of those admitted in 2010 for gambling treatment said they had filed for bankruptcy.



**Figure 6.** Filed for bankruptcy.  
(GTRS Admission Forms 2010,  $n = 488$ )

Table 8  
Filed for Bankruptcy  
(GTRS Admission Forms 2006-2010)

Bankruptcy	2006	2007	2008	2009	<b>2010</b>
<b>Filed Bankruptcy (% Yes)</b>	31%	33%	36%	30%	<b>36%</b>

*Note.* Sample sizes: 2006 ( $n = 715$ ), 2007 ( $n = 552$ ), 2008 ( $n = 476$ ), 2009 ( $n = 548$ ), and 2010 ( $n = 488$ ).

## SECTION 2.2

### Summary of Key Questionnaire Findings

This section includes highlighted findings from questionnaires ( $n = 280$ ) completed at admission. Appendix A.1 contains additional information about the respondents who completed the questionnaires when they entered treatment. Questionnaire data were not available for all clients who entered treatment in 2010.

- ❖ **Gender:** 46% men, 54% women
- ❖ **Other form of counseling or support received in 30 days prior to admission**
  - Mental Health Counseling: 21%
  - Alcoholics Anonymous: 11%
  - Substance Abuse Counseling: 9%
  - Financial Counseling: 6%
- ❖ **Most common places gambled, even once, during the past 30 days**
  - Casino: 64%
  - Convenience store: 24%
  - Bar or restaurant: 7%
- ❖ **Top five types of gambling activities (did even once) during the past 30 days**
  - Slots: 58%
  - Scratch tickets and pull-tabs: 24%
  - Lotteries (Power Ball, lotto, daily numbers): 17%
  - Casino table games: 13%
  - Video poker, video keno, or video blackjack: 10%
- ❖ **Days gambled in the past 30 days:** 74% gambled during past month  
Median = 4 days, Mean = 6.6 days
- ❖ **Among those who gambled during the past 30 days, usually gambled alone:** 83%
- ❖ **Lost \$1,000 or more gambling during the past 30 days:** 34%
- ❖ **Someone told the gambler within the past 3 months they would not help them financially until they got their gambling under control:** 33%
- ❖ **Intentions to change problem gambling behaviors right now**
  - No intention to change: <1%
  - Seriously considering reducing or stopping within the next 6 months: 10%
  - Plan to reduce or quit within the next month: 24%
  - Already begun to reduce or quit during the past 6 months: 59%
  - Reduced or quit and maintained this change for 6 or more months: 6%

❖ **DSM indicators of pathological gambling**

DSM Indicators of Pathological Gambling	Past 30 Days	Past 12 Months
Find yourself thinking a lot about gambling such as past gambling experiences, future gambling ventures, or ways of getting money for gambling	70%	93%
Need to gamble with larger amounts of money or with larger bets in order to get the same feeling of excitement	45%	76%
Repeatedly try to cut down or stop your gambling but have been unsuccessful	58%	84%
Feel restless or irritable when you tried to cut down or stop gambling	57%	76%
Gamble to run away from problems or to get relief from feeling depressed, anxious, or bad about yourself	60%	81%
After losing money gambling, often return another day in order to win back your losses	56%	82%
Lie to family members, friends, or others in order to hide your gambling from them	61%	86%
Commit any illegal acts to finance your gambling such as writing bad checks, theft, forgery, embezzlement, or fraud	20%	38%
Lose or almost lose a significant relationship, job, or an educational or career opportunity because of gambling	33%	55%
Rely on others to provide money to relieve a desperate financial situation caused by gambling	45%	67%

❖ **DSM Classification (Based on self-reported questionnaire responses)**

➤ **Past 30 Day Classification**

- Pathological: 60%
- Problem: 3%
- At-risk: 5%
- Indefinite: 32%

➤ **Past 12 Month Classification**

- Pathological: 88%
- Problem: 2%
- At-risk: 4%
- Indefinite: 5%

❖ **During the past 30 days...**

- Given up or greatly reduced important activities to gamble: 37%
- Late paying bills: 48%
- Had difficulty managing responsibilities at home: 45%
- Difficulties with friends or family: 51%
- Felt generally dissatisfied with life: 71%
- Lacked self-confidence or felt bad about self: 75%
- Felt depressed or hopeless: 74%
- Thought about suicide: 22%

## SECTION 3 ONE MONTH DATA

This section includes highlighted findings from questionnaires ( $n = 167$  for the main questionnaire and  $n = 161$  for the satisfaction questionnaire) completed approximately one month after being admitted for gambling treatment. Appendix A.2 contains additional information about the respondents who completed these one-month questionnaires.

- ❖ **Amount of money lost gambling during the past 30 days**
  - 65% report no gambling losses in the past 30 days
  - 5% report losing \$1,000 or more in the past 30 days
- ❖ **Amount of gambling-related debt**
  - 71% at least some gambling-related debt
  - 19% report having \$20,000 or more in gambling-related debt
  - Median = \$4,000 & Mean = \$11,822

*(Note. Means are highly influenced by extreme scores. In this case, 4 respondents owed \$15,000 or more.)*
- ❖ **Number of days gambled during the past 30 days**
  - None: 55%
  - One to four days: 31%
  - Five to fourteen days: 10%
  - Fifteen or more days: 4%
- ❖ **Most common places gambled, even once, during the past 30 days**
  - Casino: 31%
  - Convenience store: 16%
- ❖ **Top gambling activities, even once, during the past 30 days**
  - Slots: 25%
  - Lotteries (Power Ball, lotto, daily numbers): 13%
  - Scratch tickets and pull-tabs: 11%
- ❖ **Among those who gambled during the past 30 days, usually gambled alone: 71%**
- ❖ **Intentions to change problem gambling behaviors right now**
  - No intention to change: <1%
  - Seriously considering reducing or stopping within the next 6 months: 4%
  - Plan to reduce or quit within the next month: 10%
  - Already begun to reduce or quit during the past 6 months: 77%
  - Reduced or quit and maintained this change for 6 or more months: 8%
- ❖ **Overall rating of gambling treatment services received so far (*Satisfaction questionnaire*)**
  - Excellent: 78%
  - Good: 19%
  - Fair: 2%
  - Poor: <1%

❖ **DSM indicators of pathological gambling**

DSM Indicators of Pathological Gambling	Past 30 Days
Find yourself thinking a lot about gambling such as past gambling experiences, future gambling ventures, or ways of getting money for gambling	45%
Need to gamble with larger amounts of money or with larger bets in order to get the same feeling of excitement	17%
Repeatedly try to cut down or stop your gambling but have been unsuccessful	28%
Feel restless or irritable when you tried to cut down or stop gambling	38%
Gamble to run away from problems or to get relief from feeling depressed, anxious, or bad about yourself	28%
After losing money gambling, often return another day in order to win back your losses	11%
Lie to family members, friends, or others in order to hide your gambling from them	17%
Commit any illegal acts to finance your gambling such as writing bad checks, theft, forgery, embezzlement, or fraud	04%
Lose or almost lose a significant relationship, job, or an educational or career opportunity because of gambling	10%
Rely on others to provide money to relieve a desperate financial situation caused by gambling	19%

❖ **DSM Classification (Based on self-reported questionnaire responses)**

➤ **Past 30 Day Classification**

- Pathological: 18%
- Problem: 8%
- At-risk: 7%
- Indefinite: 67%

❖ **During the past 30 days...**

- Given up or greatly reduced important activities to gamble: 8%
- Late paying bills: 33%
- Difficulties managing responsibilities at home: 27%
- Difficulties with friend or family: 27%
- Felt generally dissatisfied with life: 39%
- Lacked self-confidence or felt bad about self: 65%
- Felt depressed or hopeless: 59%
- Thought about suicide: 11%

## **SECTION 4**

### **SERVICE DATA**

During 2010, state-funded gambling treatment services were available to Iowans through treatment providers under contract with the Iowa Department of Public Health, Office of Problem Gambling Treatment and Prevention. These agencies submit GTRS Service Forms documenting the number of sessions and minutes of various types of services they provide to gamblers admitted into the treatment program. To these gamblers, the treatment agencies provided approximately (a) 5,375 individual counseling sessions which corresponds to about 5,075 service hours, and (b) 4,375 group counseling sessions which corresponds to about 6,275 treatment service hours. In addition there were about (a) 175 family counseling sessions for approximately 175 service hours, (b) 525 continuing care individual sessions for approximately 400 service hours, and (c) 375 continuing care group sessions for approximately 550 service hours. This is not a complete listing of services provided by the treatment providers but is only a description of the services provided to the gamblers admitted for treatment. These numbers do not include crisis services, services to concerned others, responding to informational requests, or other possible prevention activities.

Treatment providers may also recommend to their clients that they seek other types of treatment or counseling to support healthy lifestyle changes. In 2010, the percentages of gambler clients to whom counselors recommended additional services were as follows: (a) 76% Gamblers Anonymous, Gam-Anon, or other support group meetings, (b) 41% debt management or financial counseling, (c) 18% substance abuse counseling, (d) 32% mental health counseling, (e) 4% domestic violence counseling, and (f) 2% sexual addiction counseling.

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## **SECTION 5**

### **Discharge Data**

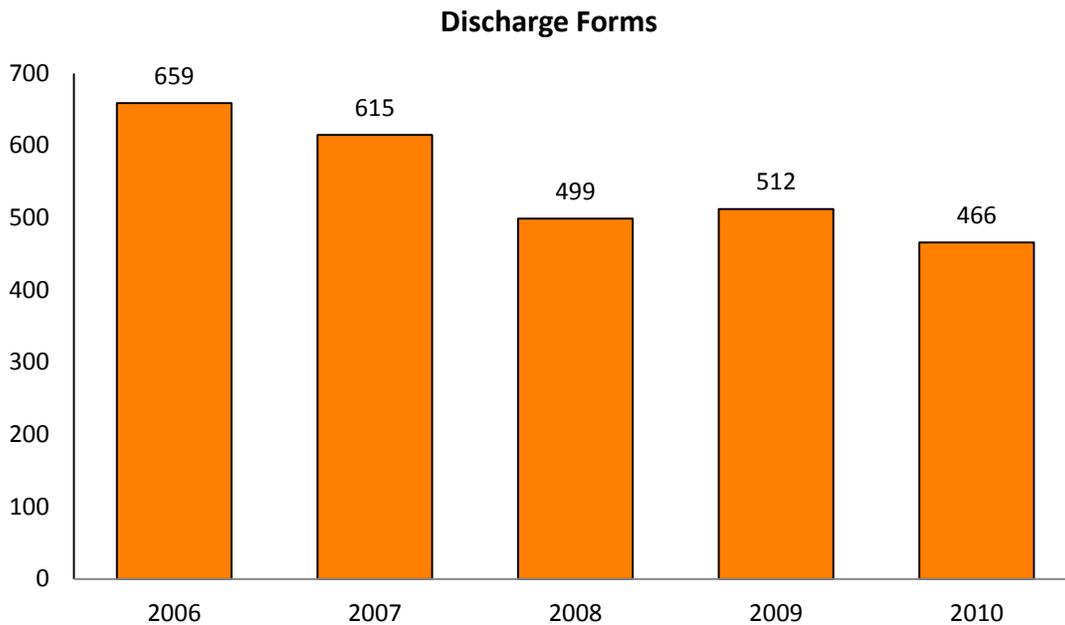
The findings in this section are based on data from GTRS discharge forms and supplemental questionnaires submitted by agencies providing state-funded gambling treatment services in Iowa. The main findings are based on data from forms and questionnaires submitted for the 2010 calendar year. In addition, data from 2006 through 2010 have been shown in some tables to provide contextual information on trends over time.

Unfortunately, little (if any) outcome data are typically able to be collected from clients who leave without completing treatment. The outcome data shown in this section are based only on the subgroup of respondents who completed all or a substantial portion of treatment before being discharged. Furthermore, not every client who completed all or a substantial portion of treatment before being discharged in 2010 completed the Discharge Questionnaire ( $n = 87$ ) and/or the Discharge Satisfaction Questionnaire ( $n = 53$ ). Therefore, these findings regarding treatment outcomes or opinions about the treatment services received cannot be generalized to include clients who were discharged without completing treatment.

## SECTION 5.1 Discharge Forms

### GTRS DISCHARGE FORMS

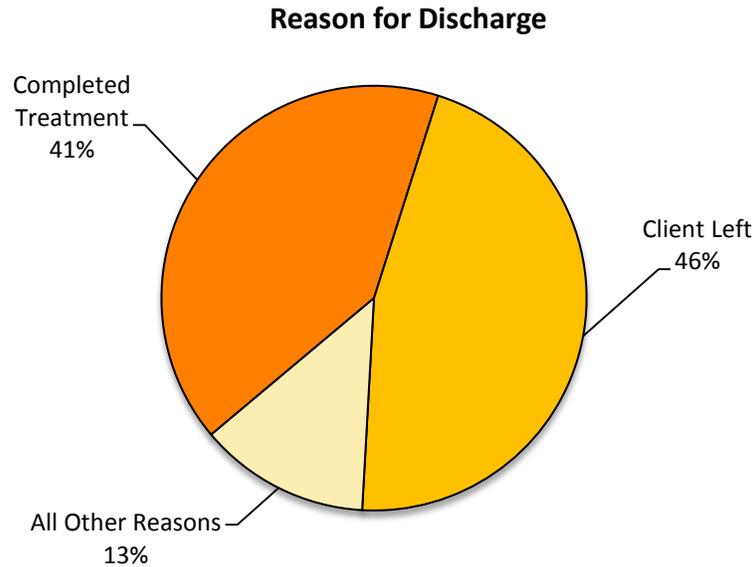
There were 466 GTRS Discharge Forms submitted for 2010. The numbers of discharges per year have been around 500 since 2007. In total, there were 2,751 GTRS Discharge Forms submitted with activity dates from 2006 through 2010. The relationship between admission and discharge forms per year are shown in Appendix A.3.



**Figure 7.** Number of GTRS Discharge Forms by calendar year.  
(GTRS Discharge Forms 2006-2010)

### Reason for Discharge

In 2010, the percentage of clients who have completed all or a substantial portion of treatment was 41%. During this same time period, 46% of client “left” (i.e., self-termination of treatment services) without completing treatment.

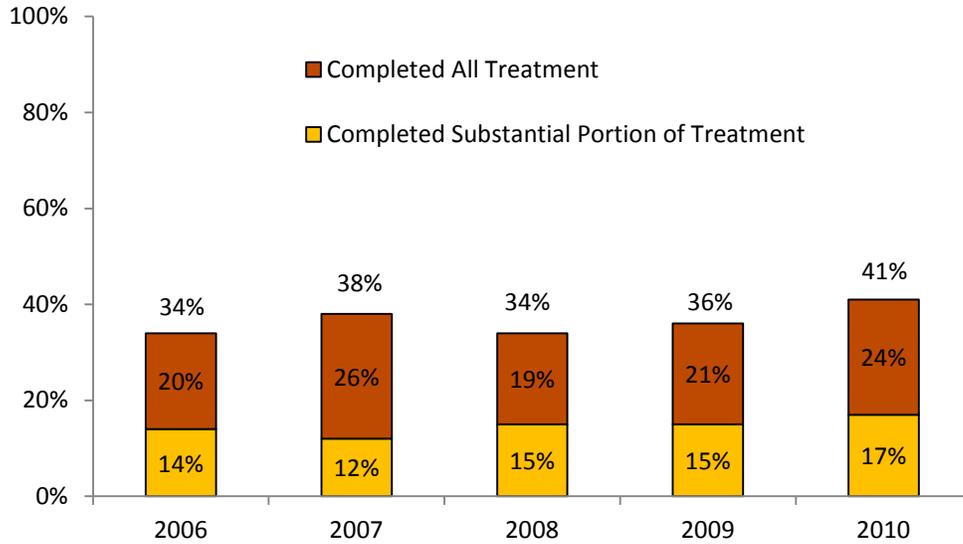


**Figure 8.** Reason for discharge from the gambling treatment program.  
(GTRS Discharge Forms 2010, *n* = 466)

Table 9  
Reason for Discharge: Summary  
(GTRS Discharge Forms 2006-2010)

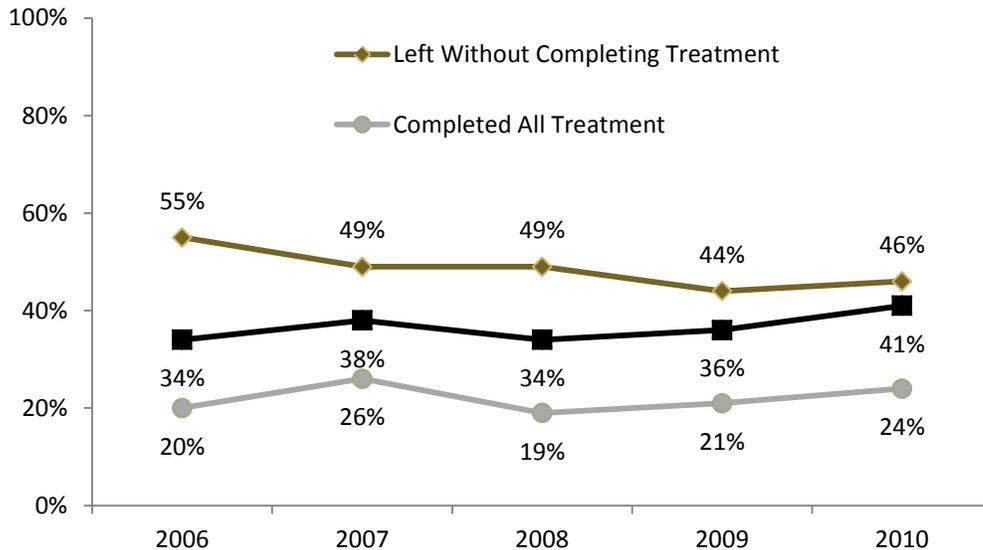
Reason for Discharge	2006	2007	2008	2009	2010
Completed Treatment	35%	38%	34%	36%	<b>41%</b>
Client Left	55%	49%	49%	44%	<b>46%</b>
All Other Reasons	10%	13%	17%	19%	<b>13%</b>

*Note.* “Completed treatment” includes those who completed all or a substantial portion of treatment. “All other reasons” includes referrals to outside agencies, program decision due to lack of progress, incarceration, death, and all other reasons. The high percentage of other reasons (especially in 2009) can be partially attributed to clients being discharged from one agency and transferred to another agency, and to clients with administrative discharges and subsequent admissions within an agency to clarify coverage service areas. Sample sizes: 2006 (*n* = 659), 2007 (*n* = 615), 2008 (*n* = 499), 2009 (*n* = 512), and 2010 (*n* = 466).



**Figure 9.** Percentages of discharged clients who completed all or a substantial portion of treatment (GTRS Discharge Forms 2006-2010).

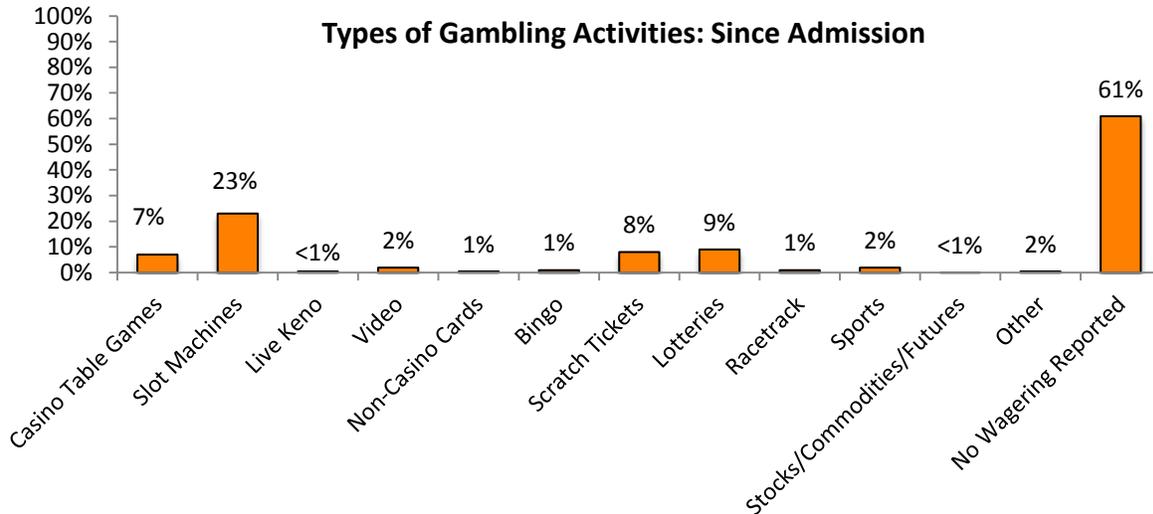
The five-year trend data for leaving versus completing treatment are shown in Figure 10. In 2010, for every client who completed treatment, 1.1 clients left on their own without completing treatment. This is markedly lower than the 2006 data where 1.6 clients left treatment for every client who completed treatment.



**Figure 10.** Completing treatment versus left without completing treatment (GTRS Discharge Forms 2006-2010).

### Types of Gambling Activities Since Admission

The most common types of gambling activities at discharge for those who completed treatment were generally the same as they were at admission; however, the percentages were much lower. Wagering on slot machines was by far the most common type of gambling activity clients reported participating in while in treatment. Nearly 2 out of every 3 clients (61%) who completed treatment did not report any gambling activities during the time between when they were admitted and discharged from treatment.



**Figure 11.** Types of gambling activities: Since admission.  
(GTRS Discharge Forms 2010 among clients who completed treatment,  $n = 191$ )

Table 10  
Types of Gambling Activities: Since Admission (GTRS Forms 2006-2010)  
(Among Clients Who Completed Treatment)

Types of Gambling Activities	2006	2007	2008	2009	2010
Casino Table Games	06%	07%	12%	09%	<b>07%</b>
Slot Machines	24%	28%	29%	24%	<b>23%</b>
Live Keno	<1%	<1%	<1%	<1%	<b>&lt;1%</b>
Video: Poker/Keno/Blackjack	03%	05%	09%	02%	<b>02%</b>
Non-Casino Cards	06%	04%	02%	04%	<b>&lt;1%</b>
Bingo	03%	02%	04%	01%	<b>01%</b>
Scratch Tickets & Pull Tabs	04%	09%	13%	10%	<b>08%</b>
Lotteries	06%	06%	10%	06%	<b>09%</b>
Racetrack	<1%	<1%	01%	02%	<b>01%</b>
Sports	04%	04%	04%	02%	<b>02%</b>
Stocks/Commodities/Futures	00%	00%	00%	<1%	<b>00%</b>
Other	03%	02%	00%	01%	<b>&lt;1%</b>
No Wagering Reported	63%	61%	54%	61%	<b>61%</b>

*Note.* Clients were asked to assign the percentage of all money wagered for each activity. The values above show the percent of clients who said at least 1% of their money was wagered on a particular activity since being admitted into treatment. Sample sizes: 2006 ( $n = 230$ ), 2007 ( $n = 234$ ), 2008 ( $n = 172$ ), 2009 ( $n = 186$ ), and 2010 ( $n = 191$ ).

Table 11  
 Percent of Money Wagered by Gambling Activities Since Admission (GTRS Forms 2006-2010)  
 (Among Those Who Completed Treatment)

Percent of Money Wagered on Gambling Activities	2006	2007	2008	2009	2010
<b>Casino Table Games</b>					
None (0%)	94%	93%	88%	91%	<b>93%</b>
Some (1% – 99%)	04%	07%	09%	04%	<b>04%</b>
Only type (100%)	02%	<1%	02%	05%	<b>03%</b>
<b>Slot Machines</b>					
None (0%)	76%	72%	71%	76%	<b>77%</b>
Some (1% – 99%)	09%	13%	16%	09%	<b>07%</b>
Only type (100%)	15%	15%	13%	15%	<b>16%</b>
<b>Live Keno</b>					
None (0%)	100%	100%	99%	100%	<b>100%</b>
Some (1% – 99%)	<1%	<1%	<1%	<1%	<b>00%</b>
Only type (100%)	00%	00%	00%	00%	<b>&lt;1%</b>
<b>Video: Poker/Keno/Blackjack</b>					
None (0%)	97%	95%	91%	98%	<b>98%</b>
Some (1% – 99%)	02%	03%	07%	02%	<b>&lt;1%</b>
Only type (100%)	<1%	02%	02%	<1%	<b>01%</b>
<b>Non-Casino Cards</b>					
None (0%)	94%	96%	98%	96%	<b>100%</b>
Some (1% – 99%)	04%	03%	02%	04%	<b>&lt;1%</b>
Only type (100%)	01%	<1%	00%	<1%	<b>00%</b>
<b>Bingo</b>					
None (0%)	97%	98%	96%	99%	<b>99%</b>
Some (1% – 99%)	02%	02%	02%	01%	<b>01%</b>
Only type (100%)	<1%	<1%	01%	00%	<b>00%</b>
<b>Scratch Tickets &amp; Pull Tabs</b>					
None (0%)	96%	92%	87%	90%	<b>92%</b>
Some (1% – 99%)	04%	07%	12%	07%	<b>06%</b>
Only type (100%)	<1%	01%	01%	03%	<b>02%</b>
<b>Lotteries</b>					
None (0%)	94%	94%	90%	94%	<b>91%</b>
Some (1% – 99%)	04%	06%	08%	05%	<b>07%</b>
Only type (100%)	01%	<1%	02%	02%	<b>02%</b>

Table 11 (Continued)  
 Percent of Money Wagered by Gambling Activities Since Admission (GTRS Forms 2006-2010)  
 (Among Those Who Completed Treatment)

Percent of Money Wagered on Gambling Activities	2006	2007	2008	2009	2010
<b>Racetrack</b>					
None (0%)	99%	100%	99%	98%	<b>99%</b>
Some (1% – 99%)	<1%	<1%	01%	02%	<b>&lt;1%</b>
Only type (100%)	00%	00%	00%	00%	<b>&lt;1%</b>
<b>Sports</b>					
None (0%)	96%	96%	96%	98%	<b>98%</b>
Some (1% – 99%)	03%	03%	02%	02%	<b>01%</b>
Only type (100%)	01%	<1%	02%	00%	<b>&lt;1%</b>
<b>Stocks/Commodities/Futures</b>					
None (0%)	100%	100%	100%	100%	<b>100%</b>
Some (1% – 99%)	00%	00%	00%	<1%	<b>00%</b>
Only type (100%)	00%	00%	00%	00%	<b>00%</b>
<b>Other</b>					
None (0%)	97%	98%	100%	99%	<b>100%</b>
Some (1% – 99%)	02%	02%	00%	<1%	<b>00%</b>
Only type (100%)	<1%	<1%	00%	<1%	<b>&lt;1%</b>

*Note.* The percentages for “none” wagered on live keno, non-casino cards, and “other” are 99.5%.

## **SECTION 4.2**

### **Summary of Key Questionnaire Findings (Among Those who Completed Treatment)**

This section includes highlighted findings from questionnaires completed when respondents were discharged from treatment. Appendix A.3 contains additional information about the respondents who completed the questionnaires upon discharge. Typically, questionnaire data are unavailable for those who left without completing treatment. Therefore, these findings are shown only for the subset of respondents who completed all or a substantial portion of their treatment and outcomes may not necessarily be generalizable to all of those who received treatment services. Of the 84 respondents who completed the discharge questionnaire, data from the 67 respondents who completed treatment are summarized below. Of the 70 respondents who completed the satisfaction questionnaire, data from the 53 who completed treatment are summarized below.

- ❖ **Amount of money lost gambling during the past 30 days**
  - 83% reported no losses
  - 2% reported losing \$1,000 or more
- ❖ **Have less gambling debt now compared to when entered treatment: 56%**
- ❖ **Number of days gambled during the past 30 days**
  - None: 81%
  - One to four days: 10%
  - Five to fourteen days: 8%
  - Fifteen or more days: 2%
- ❖ **Most common places gambled, even once, during the past 30 days**
  - Casino: 13%
  - Convenience store: 8%
- ❖ **Top gambling activities, even once, during the past 30 days**
  - Slots: 12%
  - Lotteries (Power Ball, lotto, daily numbers): 9%
  - Scratch tickets and pull-tabs: 6%
- ❖ **Among those who gambled during the past 30 days, usually gambled alone: 57%**
- ❖ **Intentions to change problem gambling behaviors right now**
  - No intention to change: 0%
  - Seriously considering reducing or stopping within the next 6 months: 2%
  - Plan to reduce or quit within the next month: 3%
  - Already begun to reduce or quit during the past 6 months: 51%
  - Reduced or quit and maintained this change for 6 or more months: 45%

- ❖ **Overall rating of gambling treatment services received (*Satisfaction questionnaire*)**
  - Excellent: 79%
  - Good: 19%
  - Fair: 2%
  - Poor: 0%
- ❖ **Would *definitely* recommend the gambling treatment program to a friend or relative in need of similar help: 88% (*Satisfaction questionnaire*)**
- ❖ **DSM indicators of pathological gambling**

DSM Indicators of Pathological Gambling	Past 30 Days
Find yourself thinking a lot about gambling such as past gambling experiences, future gambling ventures, or ways of getting money for gambling	16%
Need to gamble with larger amounts of money or with larger bets in order to get the same feeling of excitement	02%
Repeatedly try to cut down or stop your gambling but have been unsuccessful	10%
Feel restless or irritable when you tried to cut down or stop gambling	10%
Gamble to run away from problems or to get relief from feeling depressed, anxious, or bad about yourself	09%
After losing money gambling, often return another day in order to win back your losses	06%
Lie to family members, friends, or others in order to hide your gambling from them	03%
Commit any illegal acts to finance your gambling such as writing bad checks, theft, forgery, embezzlement, or fraud	00%
Lose or almost lose a significant relationship, job, or an educational or career opportunity because of gambling	03%
Rely on others to provide money to relieve a desperate financial situation caused by gambling	08%

- ❖ **DSM Classification (Based on self-reported questionnaire responses)**
  - **Past 30 Day Classification**
    - Pathological: 6%
    - Problem: 0%
    - At-risk: 2%
    - Indefinite: 92%

❖ **During the past 30 days...**

- Given up or greatly reduced important activities to gamble: 8%
- Late paying bills: 24%
- Difficulties managing responsibilities at home: 15%
- Difficulties with friend or family: 13%
- Felt generally dissatisfied with life: 23%
- Lacked self-confidence or felt bad about self: 21%
- Felt depressed or hopeless: 28%
- Thought about suicide: 4%

## SECTION 5.3

### Evaluation of Treatment Program

This portion of the report presents findings for respondents who completed Discharge Satisfaction Questionnaires during 2010. Unfortunately, little (if any) outcome data are typically able to be collected from clients who leave without completing treatment. The outcome data shown in this section are based only on the subgroup of respondents who completed all or a substantial portion of treatment before being discharged in 2010. These findings were based on data from 53 respondents who completed the satisfaction questionnaire when they were discharged after having completed treatment. Therefore, these findings regarding treatment outcomes and opinions of the treatment services received cannot be generalized to include clients who were discharged without completing treatment.

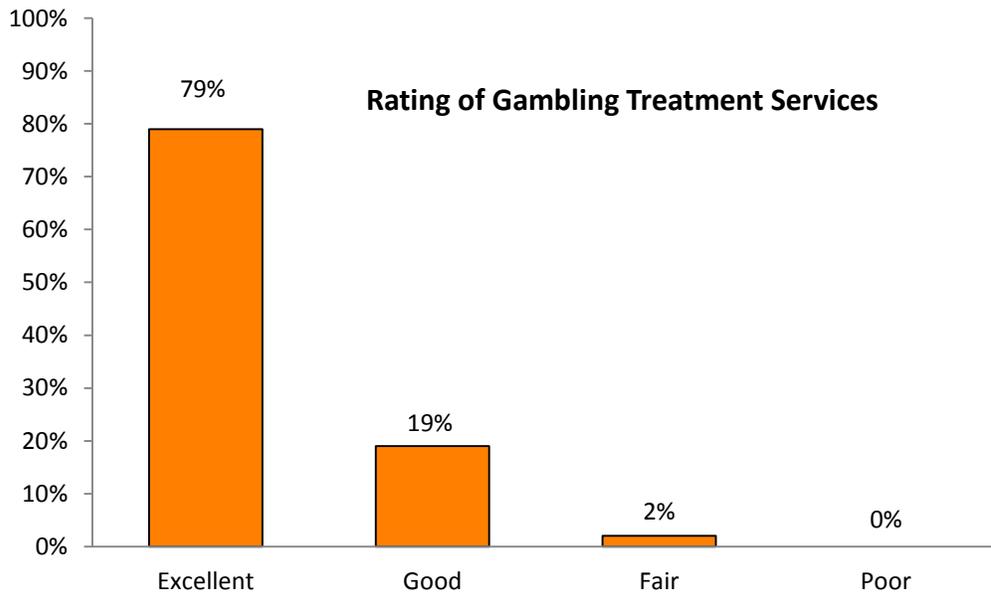
#### Summary of Findings at Discharge

Among those respondents who completed all or a substantial portion of treatment:

- 79% rated the gambling treatment services they received as *excellent* and 19% rated the services as *good*.
- 100% said that their life is much better now (at discharge) than it was when they entered treatment (76% *strongly agree*, 24% *agree*).
- 100% said their gambling activity is much less now (at discharge) than it was when entering treatment (86% *strongly agree*, 14% *agree*).
- 85% of respondents said the individual counseling was *very beneficial* in helping them reduce or quit gambling.
- 82% of respondents who received group counseling said it was *very beneficial* in helping them reduce or quit gambling.
- 88% said they would *definitely* recommend the gambling treatment program they received to a friend or relative in need of similar help.

### Overall Rating of Gambling Treatment Services

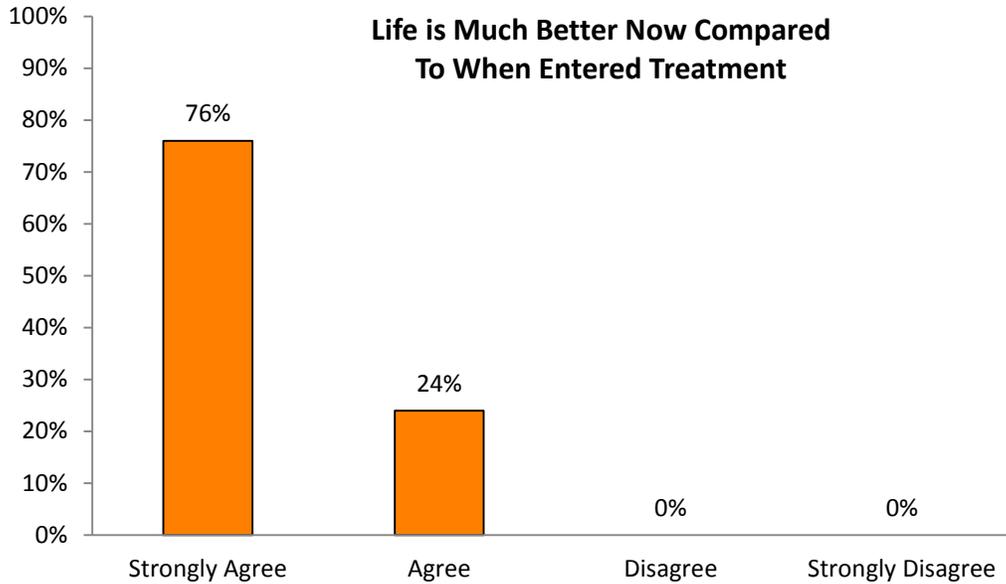
Generally, respondents who completed treatment gave the gambling treatment services high ratings. At the time of discharge, the gambling treatment services were rated as *excellent* by 79% of respondents who completed treatment, and 19% rated the services as *good*.



**Figure 12.** Overall, how would you rate the gambling treatment services you received? (2010 Client Satisfaction Discharge Questionnaire,  $n = 53$ )

**Life is Much Better Now Compared To When Entered Treatment**

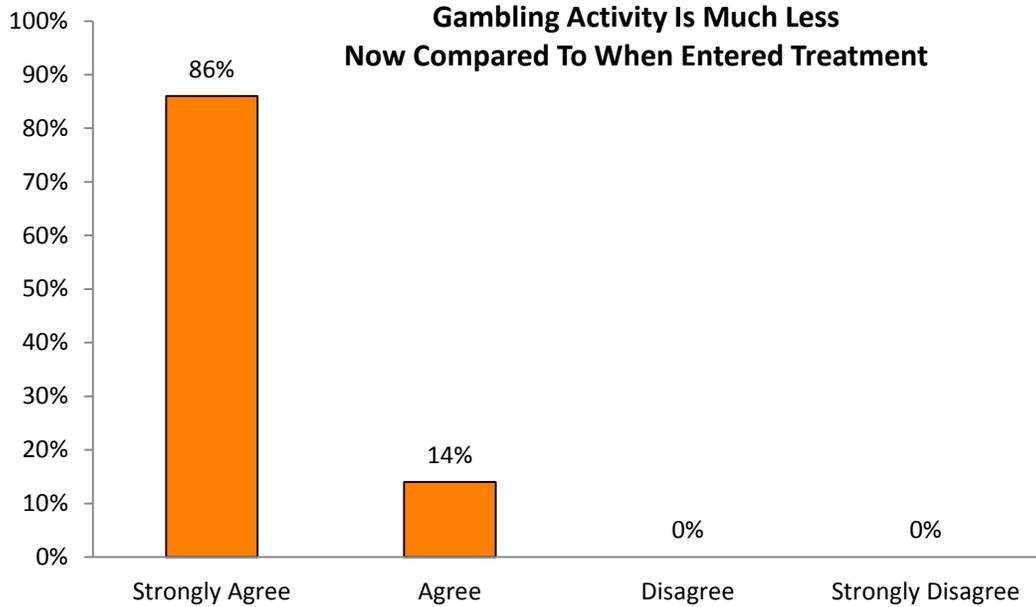
All of the respondents who completed treatment said life was much better at discharge than it was when they entered treatment (76% *strongly agree*, 24% *agree*).



**Figure 13.** My life is much better now than it was when I entered treatment.  
(2010 Client Satisfaction Discharge Questionnaire,  $n = 53$ )

### Gambling Activity Now Compared To When Entered Treatment

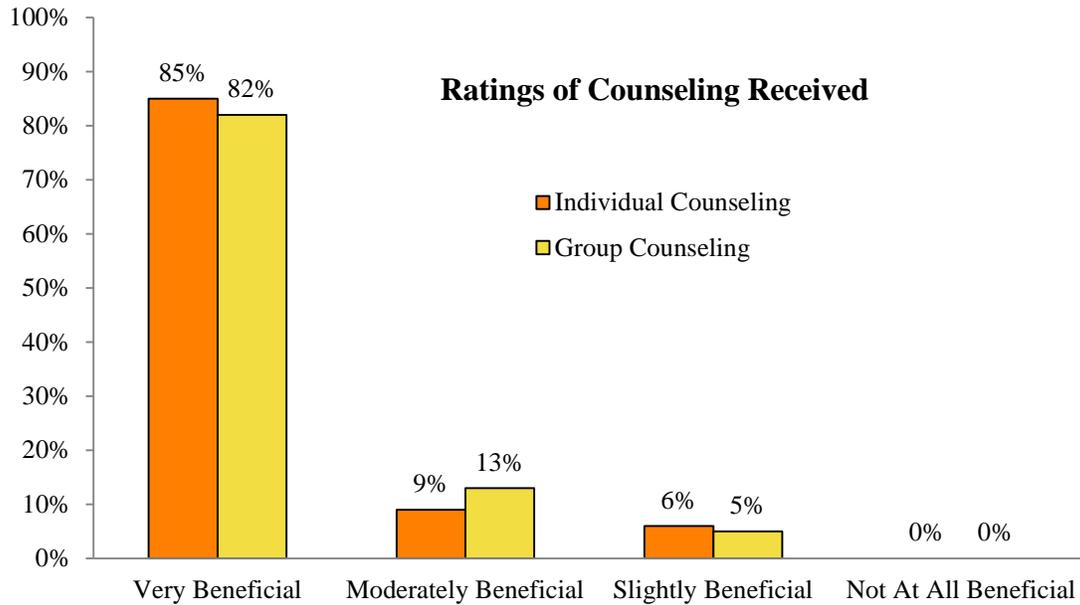
All of the respondents who completed treatment said their gambling activity was much less when discharged compared to when they entered treatment (86% *strongly agreed*, 14% *agreed*).



**Figure 14.** My gambling activity is much less now than it was when I entered treatment. (2010 Client Satisfaction Discharge Questionnaire,  $n = 51$ )

### Beneficial Ratings of Individual and Group Counseling

Of the respondents who said they received individual counseling for gambling, 85% said the individual counseling was *very beneficial* to helping them reduce or quit gambling. Slightly less than three-fourths of respondents said they received group counseling about gambling and 82% of them said the group counseling was *very beneficial* to helping them reduce or quit gambling.

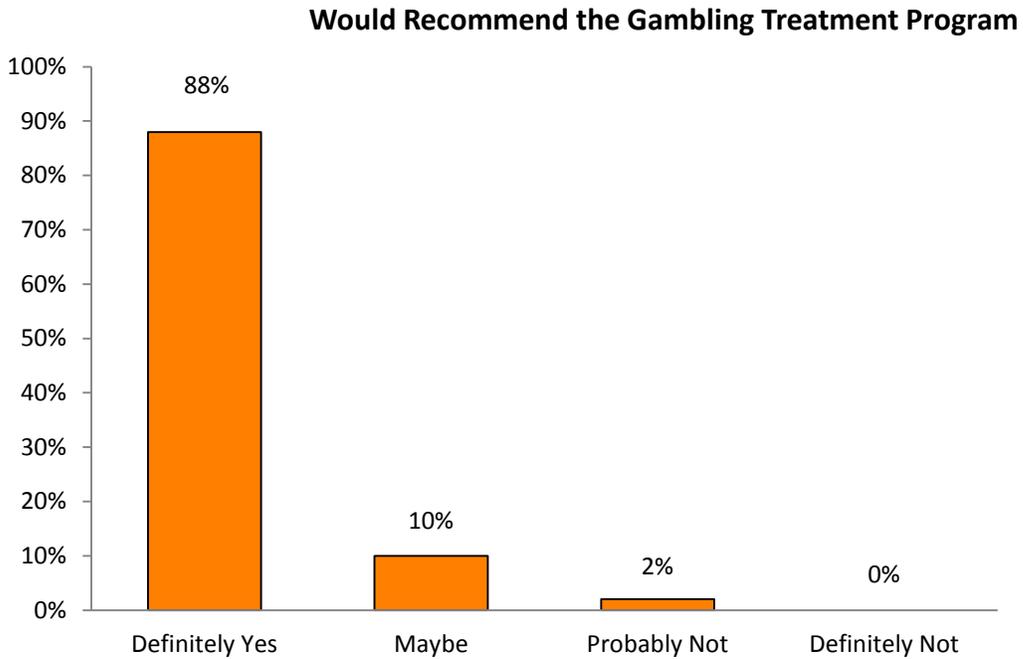


**Figure 15.** How beneficial were the individual and group gambling treatment counseling services received as a client of the Iowa gambling treatment program? (2010 Client Satisfaction Discharge Questionnaire)

*Note.* Slightly less than three-fourths (75%) of the respondents who completed satisfaction questionnaires said they received group counseling services. Sample sizes: Individual counseling ( $n = 52$ ) and group counseling ( $n = 39$ ).

### Would Recommend Gambling Treatment Program to Others

The vast majority (88%) of the respondents who completed treatment said they would *definitely* recommend the gambling treatment program they received to a friend or relative in need of similar help.



**Figure 16.** Would you recommend the gambling treatment program you received to a friend or relative in need of similar help? (2010 Client Satisfaction Discharge Questionnaire,  $n = 52$ )

## SECTION 6

### ADMISSION VERSUS DISCHARGE

This portion of the report presents the findings from all Admission Questionnaires completed during 2010 *and* all respondents who completed Discharge Questionnaires when they were discharged from treatment in 2010 after having completed all or a substantial portion of the treatment plan. Thus, **the side-by-side data shown in the graphs in this section are for all admissions and the subset of respondents who were discharged in 2010 after completing all or a substantial portion of their treatment**. Also, recall that not every client admitted or discharged in 2010 completed the questionnaires so these data are based on only a portion of respondents rather than for all clients. *It is important to understand that these **group-level analyses for 2010** are not paired-sample comparisons* which would follow the exact same set of people by matching their individual responses at admission with their responses at discharge to assess change at the individual-level.

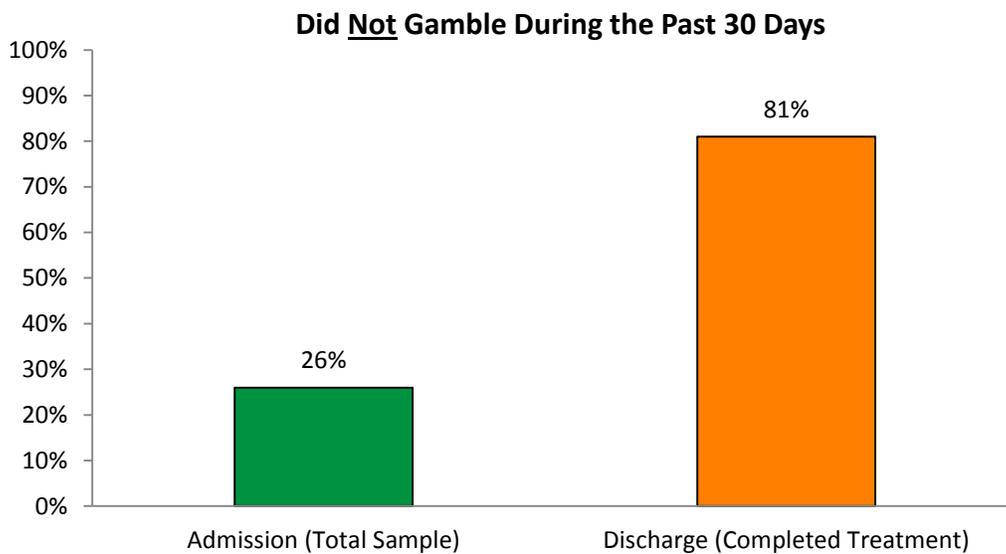
**This section also includes a text box showing the results of multi-year individual-level analyses of questionnaire data.** For these data, the admission and discharge questionnaires are matched, when possible, for each respondent. These respondents were not necessarily admitted or discharged in 2010, but they met the following criteria: (a) admitted after July 1, 2007 but before December 31, 2010; (b) discharged after July 1, 2007 but before December 31, 2010; and (c) completed all or a substantial portion of treatment. Despite combining data across multiple years, the number of respondents for whom there were matched sets of completed admission and discharge questionnaires was still relatively small. Generalizations of these findings should be considered with this data limitation in mind.

The advantage of group-level analysis is that it describes the characteristics of people in the system at particular points in time (e.g., 2010) and makes use of more of the available data. The advantage of individual-level analysis is that it can increase confidence in conclusions about how treatment affects individuals over time. However, the smaller sample size may mean that the findings may not be generalizable to all of the clients who were in the system. In many cases, the findings from the group-level analyses are highly similar to the individual-level analyses.

### Frequency of Gambling During the Past 30 Days

Among those who were admitted in 2010 for gambling treatment services, 26% said they had not gambled during the past 30 days. In contrast, 81% of those who completed treatment said they had not gambled during the 30 days prior to being discharged from the treatment program in 2010. (*Note.* These are group-level findings and do not show individual-level change.)

During the month before entering treatment, 16% were gambling most days during the past month (i.e., 15-30 days during the past 30 days). In contrast, 2% of those who completed treatment said they had gambled most days during the past month.



**Figure 17.** In total, on how many of the past 30 days did you do any type of gambling? (2010 Questionnaire: Admission  $n = 277$  & Discharge  $n = 67$ )

*Note.* Figure shows the percent who said they gambled on 0 (zero) of the past 30 days.

### Individual-Level Analysis of Admission and Discharge Data for Respondents who Completed Treatment (Questionnaire Data 2007-2010, $n = 117$ )

- 36% had abstained from gambling for the 30 days prior to admission
- 80% had abstained from gambling for the 30 days prior to discharge
- Among respondents ( $n = 75$ ) who had gambled during the 30 days prior to admission, 72% said they had not gambled at all during the 30 days prior to completing treatment.

Table 12  
Number of Days Gambled in the Past 30 Days (2010 Questionnaire)

Number of Days Gambled (Past 30 Days)	Admission 2010 Total Sample	Discharge 2010 Completed Treatment
None	26%	81%
A Few (1-4 days)	25%	10%
Several (5-14 days)	33%	08%
Most (15-30 days)	16%	02%
Mean (All)	6.6 days	1.0 days
Mean (Of those who gambled)	9.0 days	5.1 days

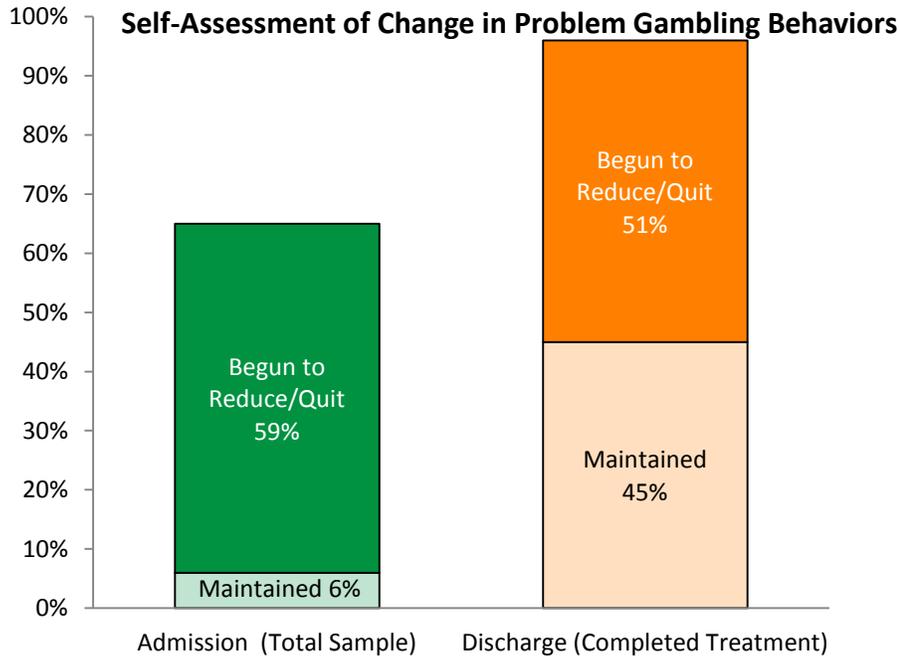
*Note.* Sample sizes: Admission ( $n = 277$  all &  $n = 204$  gambled past 30 days) and Discharge ( $n = 67$  completed treatment &  $n = 13$  gambled past 30 days).

**Individual-Level Analysis of Admission and Discharge Data for  
Respondents who Completed Treatment (Questionnaire Data 2007-2010,  $n = 116$ )**

- During the past 30 days, the mean number of days respondents said they gambled were:
  - 5.9 days at admission
  - 1.2 days at discharge
  
- Among respondents ( $n = 75$ ) who entered treatment having gambled during the past 30 days, the mean number of days gambled decreased from 9.2 days at admission to 1.8 days at discharge.

### Reducing or Quitting Problem Gambling Behaviors

The majority of respondents (59%) admitted for treatment in 2010 said they were beginning to reduce or quit their problem gambling behaviors when they entered treatment. Among those who completed treatment and were discharged in 2010, about 45% of respondents said they had reduced or quit their problem gambling behaviors and maintained these behavior changes for at least 6 months. An additional 51% of respondents said they had begun to reduce or quit their problem gambling behaviors.



**Figure 18.** Respondents said they had (a) begun to reduce/quit their problem gambling behaviors or (b) reduced/quit their problem gambling behaviors for at least 6 months and maintained this behavior change. (2010 Questionnaire: Admission  $n = 277$  & Discharge  $n = 67$ )

Table 13  
Self-Assessment of Change in Problem Gambling Behaviors (2010 Questionnaire)

Self-Assessment of Change in Problem Gambling Behaviors	Admission 2010 Total Sample	Discharge 2010 Completed Treatment
Reduced or quit problem gambling behaviors and maintained changes for at least 6 months	06%	45%
Begun to reduce or quit	59%	51%
Plan to reduce or quit in the next month	24%	03%
Seriously considering reducing or quitting in the next 6 months	10%	02%
No intentions of changing problem gambling behaviors	<1%	00%

Note. Sample sizes: Admission ( $n = 277$ ) & Discharge completed treatment ( $n = 67$ )

**Individual-Level Analysis of Admission and Discharge Data for  
Respondents who Completed Treatment (Questionnaire Data 2007-2010,  $n = 116$ )**

**Reduced or quit and maintained behavior change for 6 or more months**

- 8% had reduced or quit their problem gambling behaviors and maintained these changes for at least 6 months at admission
- 48% had reduced or quit their problem gambling behaviors and maintained these changes for at least 6 months at discharge
- Among respondents ( $n = 107$ ) who had not reduced or quit gambling, 45% said they had reduced or quit their problem gambling behaviors and maintained these changes for at least six months upon completing treatment.

**Reduced or quit problem gambling behaviors**

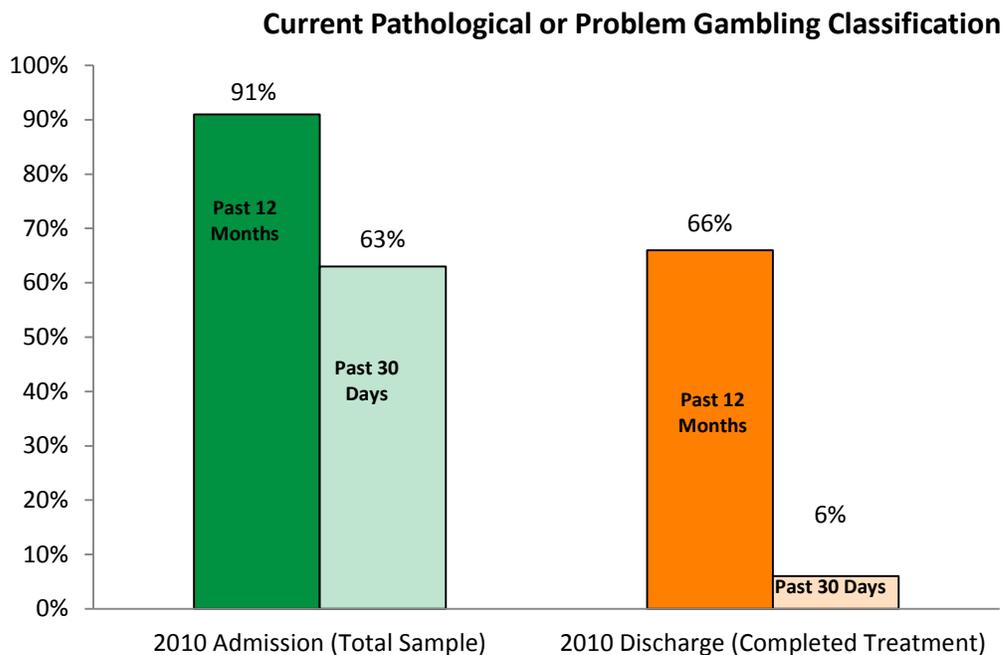
**(in the process of making changes OR have maintained changes for at least 6 months)**

- 70% had reduced or quit their problem gambling behaviors prior to entering treatment
- 91% had reduced or quit their problem gambling behaviors when discharged after completing treatment

### Classification of Pathological or Problem Gambling

Among those admitted in 2010 for treatment, 91% met the classification criteria for either pathological (88.5%) or problem (2%) gambling based on their behaviors during the past 12 months.

Among those discharged in 2010 who completed treatment, two-thirds (66%) met the 12 month classification for pathological (0% scored as “problem gamblers”). This indicator may be less meaningful than the current (30 day) classification in terms of assessing treatment effectiveness. The current classification based on behaviors during the past 30 days was 63% for those admitted in 2010 and 6% for those who completed treatment and were discharged in 2010.



**Figure 19.** Current classification of pathological or problem gamblers based on their behaviors during the past 12 months and the past 30 days.

(2010 Questionnaire: Admission  $n = 279$  & Discharge Questionnaire  $n = 67$ )

Table 14  
Classification of Past 12 Month Gambling Pathology (2010 Questionnaire)

Classification of 12 Month Gambling Pathology Using DSM-IV Based Indicators	Admission 2010 Total Sample	Discharge 2010 Completed Treatment
<b>Past 12 Months</b>		
Pathological	88%	66%
Problem	02%	00%
At-Risk	04%	06%
Indefinite Diagnosis	05%	28%

*Note.* There was 1 person (<1% of total sample) at admission and 2 people (3% of total sample) at discharge who could not be classified due to incomplete data. Sample sizes: Admission ( $n = 279$ ) & Discharge ( $n = 65$ ). The combined sum of pathological and problem gamblers is 91% due to rounding.

**Individual-Level Analysis of Admission and Discharge Data for Respondents who Completed Treatment (Questionnaire Data 2007-2010,  $n = 109$ )**

- At admission, DSM-IV Based **Past 12 Months** Classifications:
  - 89% Pathological
  - 02% Problem
  - 02% At-Risk
  - 07% Indefinite Diagnosis
  
- At discharge, DSM-IV Based **Past 12 Months** Classifications:
  - 81% Pathological
  - 02% Problem
  - 03% At-Risk
  - 15% Indefinite Diagnosis

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*Note.* An *indefinite diagnosis* does not necessarily mean the person does not have a gambling problem, but it means that there was insufficient evidence of current pathology based on self-reported questionnaire responses. A professional treatment provider may be aware of additional information beyond what is assessed in the self-reported questionnaire that could indicate the client would benefit from receiving gambling treatment services. See *Glossary* for the operational definitions of each of the four classifications and *Technical Notes* additional details about 30 day versus 12 month classifications.

Table 15

Classification of Current (Past 30 Days) Gambling Pathology  
(2010 Questionnaire Data)

Classification of Current Gambling Pathology Using DSM-IV Based Indicators	Admission 2010 Total Sample	Discharge 2010 Completed Treatment
<b>Past 30 Days</b>		
Pathological (Current)	60%	06%
Problem (Current)	03%	00%
At-Risk (Current)	05%	02%
Indefinite Diagnosis (Current)	32%	92%

*Note.* There was 1 person (<1% of total sample) at admission who could not be classified due to incomplete data. Sample sizes: Admission ( $n = 279$ ) & Discharge ( $n = 67$ ).

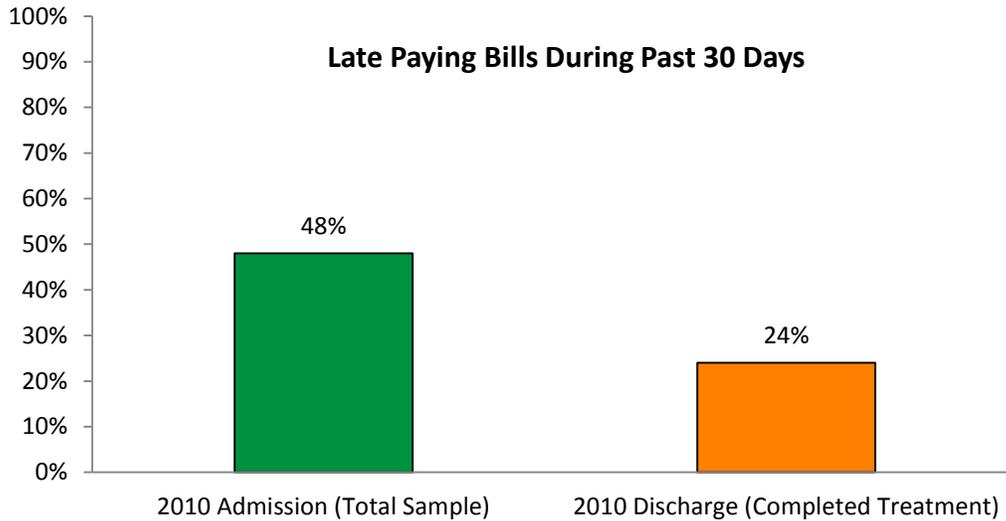
**Individual-Level Analysis of Admission and Discharge Data for Respondents who Completed Treatment (Questionnaire Data 2007-2010,  $n = 115$ )**

- At admission, DSM-IV Based **Past 30 Day** Classifications:
  - 48% Pathological
  - 02% Problem
  - 06% At-Risk
  - 44% Indefinite Diagnosis
  
- At discharge, DSM-IV Based **Past 30 Day** Classifications:
  - 06% Pathological
  - 03% Problem
  - <1% At-Risk
  - 90% Indefinite Diagnosis
  
- Among respondents ( $n = 55$ ) who were classified as current pathological gamblers based on their behaviors during the 30 days prior to admission, only 13% were still classified as current pathological gamblers upon completing treatment.

*Note.* An *indefinite diagnosis* does not necessarily mean the person does not have a gambling problem, but it means that there was insufficient evidence of current pathology based on self-reported questionnaire responses. A professional treatment provider may be aware of additional information beyond what is assessed in the self-reported questionnaire that could indicate the client would benefit from receiving gambling treatment services. See *Glossary* for the operational definitions of each of the four classifications and *Technical Notes* additional details about 30 day versus 12 month classifications.

### Been Late Paying Bills During the Past 30 Days

About one-half (48%) of respondents had been late paying their bills during the 30 days prior to entering treatment in 2010. In contrast, 24% of respondents who completed treatment said they had been late paying bills in the 30 days prior to being discharged in 2010.



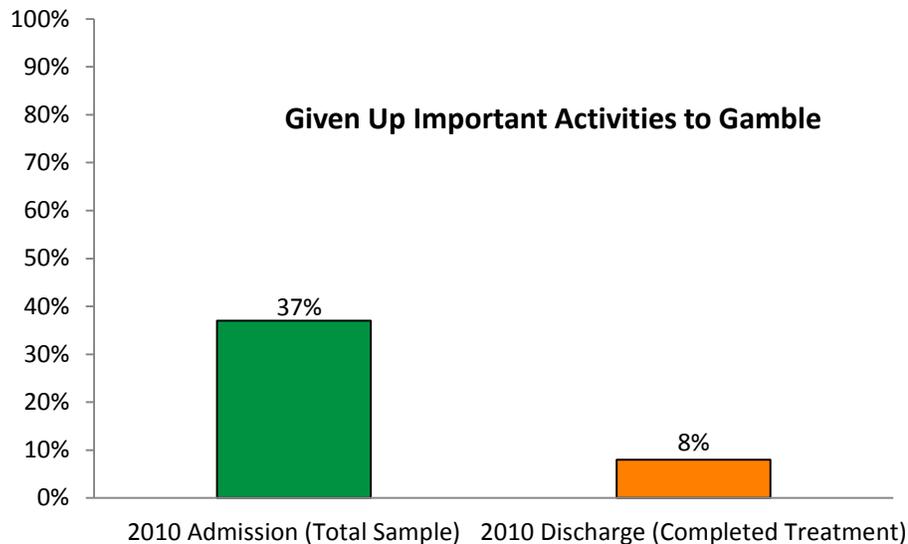
**Figure 20.** In the past 30 days, have you been late paying your bills?  
(2010 Questionnaire: Admission  $n = 278$  & Discharge  $n = 67$ )

### Individual-Level Analysis of Admission and Discharge Data for Respondents who Completed Treatment (Questionnaire Data 2007-2010, $n = 110$ )

- 44% had been late paying bills in the 30 days prior to admission
- 18% had been late paying bills in the 30 days prior to discharge
- Among respondents ( $n = 49$ ) who said at admission that they had been late paying bills, 69% said they had not been late paying bills in the 30 days prior to completing treatment.

### Given Up or Greatly Reduced Important Activities to Gamble

Among respondents admitted in 2010 for treatment, 37% said they had given up or greatly reduced important activities so they could gamble during the 30 days prior to entering treatment in 2010. In contrast, 8% said they had given up or greatly reduced important activities so they could gamble during the 30 days prior to completing treatment in 2010.



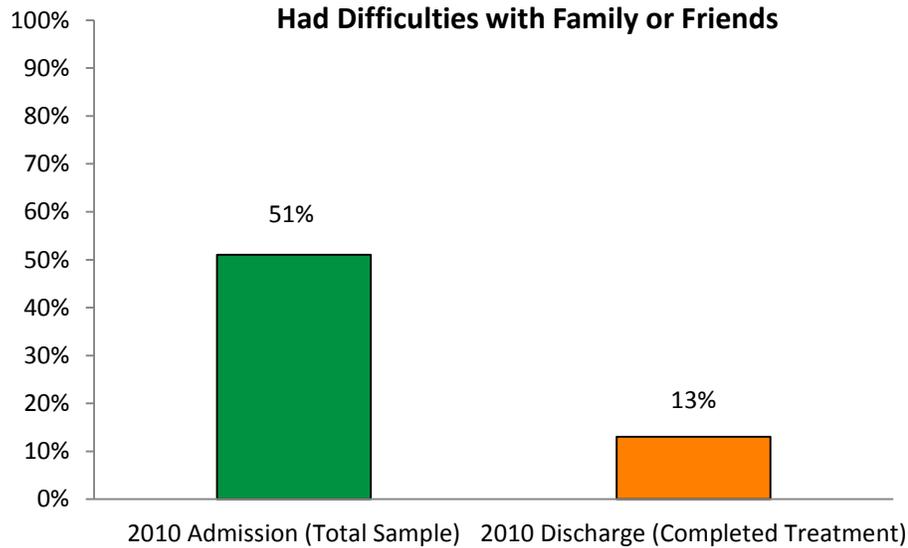
**Figure 21.** In the past 30 days, have you given up or greatly reduced important activities so you could gamble? (2010 Questionnaire: Admission  $n = 277$  & Discharge  $n = 67$ )

### Individual-Level Analysis of Admission and Discharge Data for Respondents who Completed Treatment (Questionnaire Data 2007-2010, $n = 116$ )

- 28% had given up important activities to gamble in the 30 days prior to admission
- 5% had given up important activities to gamble in the 30 days prior to discharge
- Among respondents ( $n = 32$ ) who at admission had given up important activities to gamble, 84% said they had not given up important activities to gamble in the 30 days prior to completing treatment.

### Had Difficulties with Family or Friends

About one-half (51%) of respondents said they had difficulties with family or friends during the 30 days prior to entering treatment in 2010. In contrast, among respondents who completed treatment, 13% said they had difficulties with family or friends during the 30 days prior to being discharged in 2010.



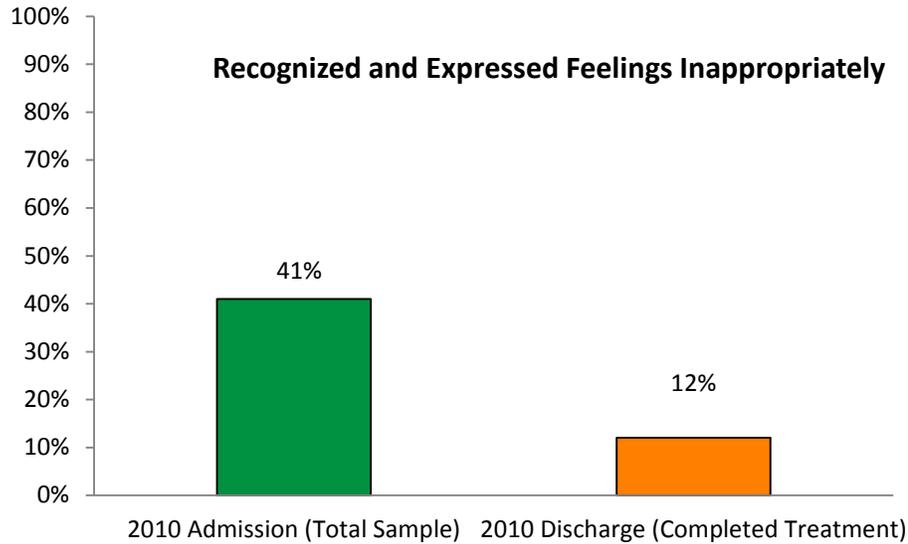
**Figure 22.** In the past 30 days, have you had difficulties with family or friends?  
(2010 Questionnaire: Admission  $n = 278$  & Discharge  $n = 67$ )

### Individual-Level Analysis of Admission and Discharge Data for Respondents who Completed Treatment (Questionnaire Data 2007-2010, $n = 116$ )

- 47% had difficulties with family or friends in the 30 days prior to admission
- 14% had difficulties with family or friends in the 30 days prior to discharge
- Among respondents ( $n = 54$ ) who at admission had given up important activities to gamble, 78% said they had not given up important activities to gamble in the 30 days prior to completing treatment.

### Recognized and Expressed Feelings Inappropriately

Forty-one percent of respondents said they had recognized and expressed feelings inappropriately during the 30 days prior to entering treatment in 2010. In contrast, among respondents who completed treatment, 12% said they had recognized and expressed feelings inappropriately during the 30 days prior to being discharged in 2010.



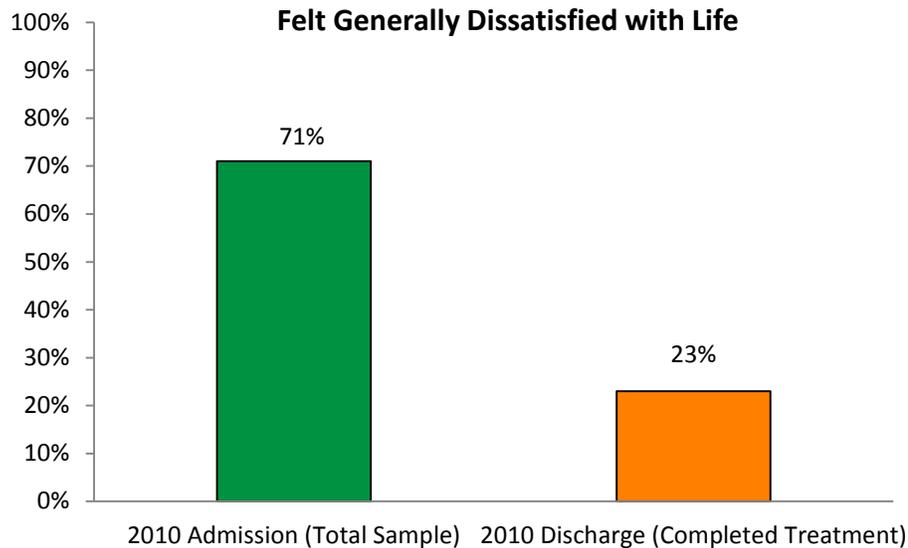
**Figure 23.** In the past 30 days, have you recognized and expressed your feelings inappropriately? (2010 Questionnaire: Admission  $n = 276$  & Discharge  $n = 66$ )

### Individual-Level Analysis of Admission and Discharge Data for Respondents who Completed Treatment (Questionnaire Data 2007-2010, $n = 114$ )

- 30% had recognized and expressed feelings inappropriately in the 30 days prior to admission
- 19% had recognized and expressed feelings inappropriately in the 30 days prior to discharge
- Among respondents ( $n = 34$ ) who at admission had given up important activities to gamble, 62% said they had not given up important activities to gamble in the 30 days prior to completing treatment.

### Felt Generally Dissatisfied with Life

Seventy-one percent of respondents said they felt generally dissatisfied with their life during the 30 days prior to entering treatment in 2010. In contrast, among respondents who completed treatment, 22% said they felt generally dissatisfied with their life during the 30 days prior to being discharged in 2010.



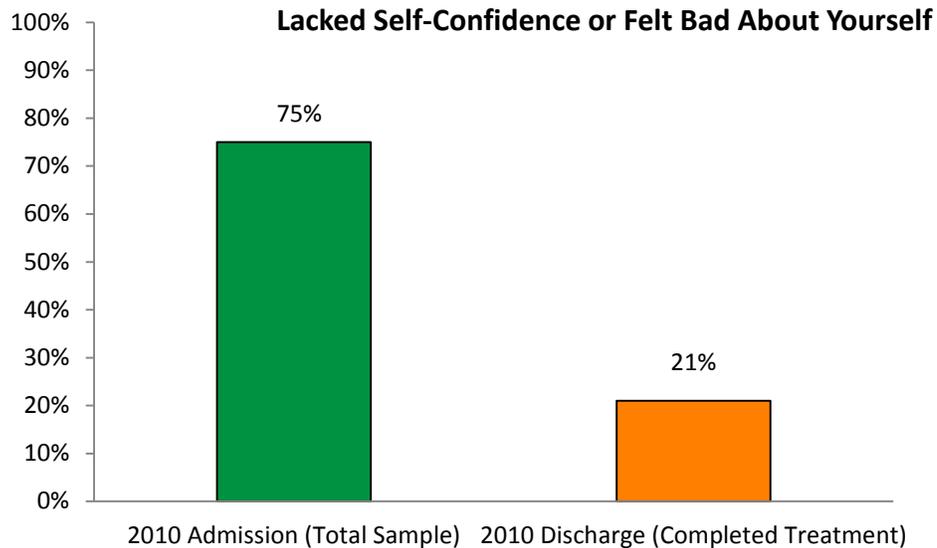
**Figure 24.** In the past 30 days, have you felt generally dissatisfied with your life? (2010 Questionnaire, Admission  $n = 278$ , Discharge  $n = 66$ )

### Individual-Level Analysis of Admission and Discharge Data for Respondents who Completed Treatment (Questionnaire Data 2007-2010, $n = 115$ )

- 71% had felt generally dissatisfied with life in the 30 days prior to admission
- 23% had felt generally dissatisfied with life in the 30 days prior to discharge
- Among respondents ( $n = 82$ ) who at admission had felt generally dissatisfied with life, 73% said they had not felt generally dissatisfied with life in the 30 days prior to completing treatment.

### Lacked Self-Confidence or Felt Bad About Yourself

Three-fourths (75%) of respondents said they had lacked self-confidence or felt bad about themselves during the 30 days prior to entering treatment in 2010. In contrast, among respondents who completed treatment, 21% said they had lacked self-confidence or felt bad about themselves during the 30 days prior to being discharged in 2010.



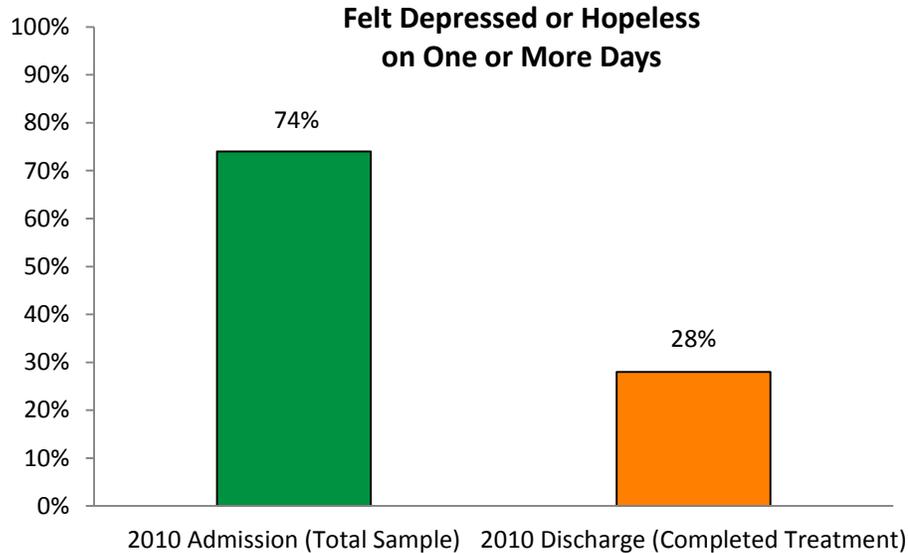
**Figure 25.** In the past 30 days, have you lacked self-confidence or felt bad about yourself? (2010 Questionnaire, Admission  $n = 278$ , Discharge  $n = 66$ )

### Individual-Level Analysis of Admission and Discharge Data for Respondents who Completed Treatment (Questionnaire Data 2007-2010, $n = 114$ )

- 75% had lacked self-confidence or felt bad about themselves in the 30 days prior to admission
- 25% had lacked self-confidence or felt bad about themselves in the 30 days prior to discharge
- Among respondents ( $n = 85$ ) who at admission had felt generally dissatisfied with life, 73% said they had not lacked self-confidence or felt bad about themselves in the 30 days prior to completing treatment.

### Felt Depressed or Hopeless

About three-fourths (74%) of respondents said they had felt depressed or hopeless one or more days during the 30 days prior to entering treatment in 2010. In contrast, among respondents who completed treatment, about one-third (28%) said they had felt depressed or hopeless one or more days during the 30 days prior to being discharged in 2010. The mean number of days feeling hopeless or depressed was 11.5 days for all respondents who entered treatment in 2010 versus 2.7 days at discharge for respondents who completed treatment in 2010.



**Figure 26.** In the past 30 days, on how many days (if any) did you feel depressed or hopeless? (2010 Questionnaire: Admission  $n = 276$  & Discharge  $n = 67$ )

### Individual-Level Analysis of Admission and Discharge Data for Respondents who Completed Treatment (Questionnaire Data 2007-2010, $n = 116$ )

- 72% had felt depressed or hopeless in the 30 days prior to admission
- 32% had felt depressed or hopeless in the 30 days prior to discharge
- Among respondents ( $n = 84$ ) who at admission had felt depressed or hopeless, 57% said they had not felt depressed or hopeless in the 30 days prior to completing treatment.

Table 16  
Number of Days Felt Depressed or Hopeless (2010 Questionnaire)

Days Felt Depressed or Hopeless During the Past 30 Days	Admission 2010 Total Sample	Discharge 2010 Completed Treatment
None	26%	72%
A few (1 -4 days)	14%	10%
Several (5-14 days)	18%	09%
Most (15-30 days)	41%	09%
Mean days (All respondents)	11.5 days	2.7 days
Mean days (Among those who felt depressed)	15.2 days	9.4 days

*Note.* Sample sizes: Admission ( $n = 277$  all &  $n = 203$  felt depressed) and Discharge ( $n = 67$  completed treatment &  $n = 19$  felt depressed).

**Individual-Level Analysis of Admission and Discharge Data for  
Respondents who Completed Treatment (Questionnaire Data 2007-2010,  $n = 116$ )**

- During the past 30 days, the mean number of days respondents said they felt depressed or hopeless were:
  - 10.3 days at admission
  - 3.0 days at discharge
  
- Among respondents ( $n = 84$ ) who entered treatment having felt depressed or hopeless on one or more days during the past 30 days, the mean number of days they felt depressed or hopeless decreased from 14.3 days at admission to 4.1 days at discharge.

## SECTION 7 SIX MONTH FOLLOW-UP DATA

This portion of the report presents findings for respondents who completed Six Month Follow-Up Questionnaires between January 1, 2010, and June 30, 2011. The six month follow-up provides data about how successful people were at continuing or maintaining behavior changes implemented during their formal treatment experience. The follow-up is also important because it provides outcome data about clients who left without completing treatment. Lastly, the follow-up provides a basis for comparing respondent perceptions of problem gambling behaviors between those who did and those who did not complete treatment. Follow-up data are shown for an 18-month period to include all follow-up questionnaires completed in 2010 and allows for a six month lag period to increase the likelihood of inclusion in the analysis for respondents who were discharged during the second half of 2010. These findings are based on responses to 205 follow-up questionnaires (completed treatment:  $n = 102$ ; left without completing:  $n = 80$ ; some other discharge status:  $n = 23$ ).

### SECTION 7.1 Summary of Key Questionnaire Findings

*Note.* The primary value is for all respondents at follow-up. The first value in parentheses is for those who completed treatment. The second value in parentheses is for those who left without completing treatment.  
Example -- Response option: % total sample (% among completed treatment vs. % among left without completing)

❖ **Intentions to change problem gambling behaviors:**

- **Reduced or quit and maintained this change for 6 months or more: 63% total**  
(72% among completed vs. 50% among left without completing)
- **Already begun to reduce or quit during past 6 months: 20%** (18% vs. 23%)

❖ **Number of days gambled during the past 30 days**

Days gambled during the past 30 days	Completed Treatment	Left	Total
None	52%	38%	45%
1 – 4 days	28%	27%	30%
5 – 14 days	18%	29%	22%
15 – 30 days	2%	6%	4%
Median number of days	0 days	2 days	1 day
Mean number of days	2.3 days	4.0 days	2.9 days

**Most common places gambled, even once, during the past 30 days**

- **Casino: 33%** (24% among completed vs. 42% among left w/o completing)
- **Convenience store: 26%** (28% vs. 26%)

- ❖ **Top gambling activities, even once, during past 30 days**
  - **Lotteries: 27%** (30% vs. 22%)
  - **Slot machines: 25%** (20% vs. 30%)
  - **Scratch tickets/pull-tabs: 24%** (22% vs. 27%)
- ❖ **Amount of money lost gambling during the past 30 days**
  - **No gambling losses: 52%** (59% among completed vs. 42% among left w/o completing)
  - **Lost \$1,000 or more: 7%** (4% vs. 9%)
  - **Median = \$0** (\$0 vs. \$15) & **Mean = \$300** (\$124 vs. \$526)
- ❖ **Amount of gambling-related debt:**
  - **60%** at least some gambling-related debt (61% vs. 60%)
  - **17%** report having \$20,000 or more in gambling-related debt (14% vs. 15%)
  - Median = **\$2,000** (\$2,250 vs. \$2,500) & Mean = **\$13,994** (\$11,023 vs. \$18,439)
- ❖ **DSM indicators of pathological gambling during the past 30 days**

During the past 30 days...	Completed Treatment	Left	Total
Find yourself thinking a lot about gambling such as past gambling experiences, future gambling ventures, or ways of getting money for gambling	25%	46%	33%
Need to gamble with larger amounts of money or with larger bets in order to get the same feeling of excitement	07%	20%	12%
Repeatedly try to cut down or stop your gambling but have been unsuccessful	10%	26%	16%
Feel restless or irritable when you tried to cut down or stop gambling	12%	30%	19%
Gamble to run away from problems or to get relief from feeling depressed, anxious, or bad about yourself	16%	40%	26%
After losing money gambling, often return another day in order to win back your losses	09%	28%	17%
Lie to family members, friends, or others in order to hide your gambling from them	11%	23%	18%
Commit any illegal acts to finance your gambling such as writing bad checks, theft, forgery, embezzlement, or fraud	02%	05%	04%
Lose or almost lose a significant relationship, job, or an educational or career opportunity because of gambling	05%	13%	08%
Rely on others to provide money to relieve a desperate financial situation caused by gambling	03%	19%	11%

- ❖ **Past 30 Day Classification**
  - **Pathological: 15%** (8% among completed vs. 24% among left w/o completing)
  - **Problem: 2%** (0% vs. 4%)
  - **At-risk: 6%** (5% vs. 8%)
  - **Indefinite: 77%** (87% vs. 64%)

- ❖ **During the past 30 days...**
  - Given up or greatly reduced important activities to gamble: **11%** (6% vs. 17%)
  - Late paying bills: **26%** (22% vs. 30%)
  - Difficulties managing responsibilities at home: **17%** (12% vs. 24%)
  - Difficulties with friend or family: **20%** (13% vs. 27%)
  - Felt generally dissatisfied with life: **35%** (27% vs. 44%)
  - Lacked self-confidence or felt bad about self: **40%** (31% vs. 49%)
  - Felt depressed or hopeless: **39%** (29% vs. 47%)
  - Thought about suicide: **15%** (11% vs. 17%)
- ❖ **Agreement with statements about quality of life and gambling activities (sum of *strongly agree* or *agree*)**
  - Life is much better now than it was when entered treatment: **87%** (95% vs. 76%)
  - Gambling activity is much less now than it was when entered treatment: **88%** (95% vs. 79%)
- ❖ **Overall rating of the gambling treatment program**
  - **Very beneficial: 62%** total (75% completed vs. 47% left w/o completing)
  - **Beneficial: 32%** total (24% completed vs. 41% left w/o completing)
- ❖ **Overall rating of gambling treatment services received**
  - Excellent: **49%** total (57% among completed vs. 36% among left w/o completing)
  - Good: **40%** (40% vs. 43%)
- ❖ **Would *definitely* recommend the gambling treatment program to a friend or relative who needed similar help**
  - **82%** total (92% among completed vs. 69% among left w/o completing)

## **SECTION 7.2**

### **Assessment of Treatment Outcomes**

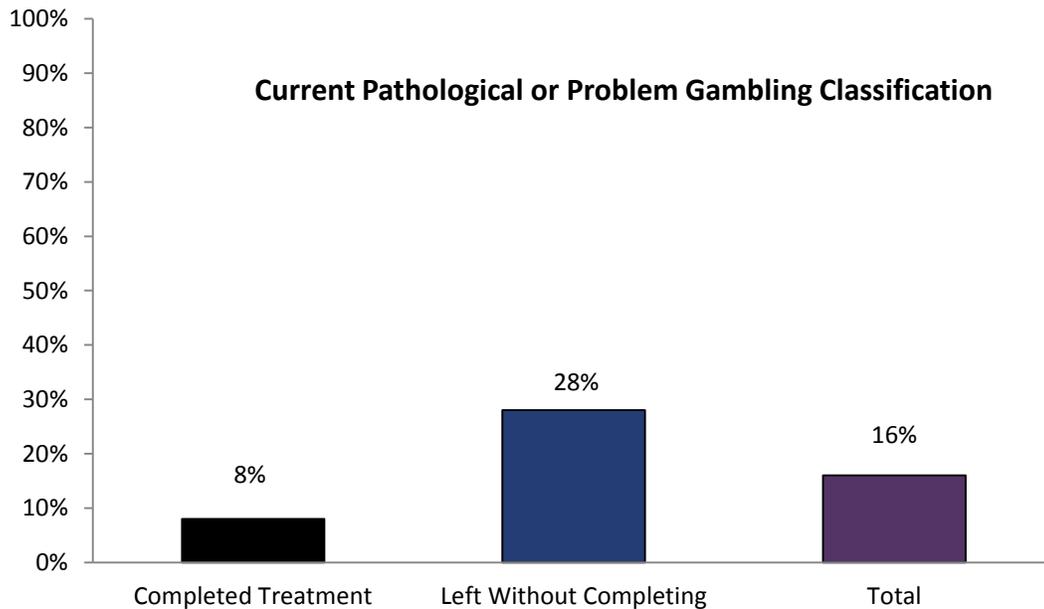
In this section, three sets of findings are typically shown. The first set of findings is for respondents ( $n = 102$ ) who completed all or a substantial portion of treatment. The second set of findings is for those respondents ( $n = 80$ ) who left without completing treatment (i.e., self-termination of treatment services). The third set of findings is based on the combined set of 102 respondents who completed treatment, the 80 respondents who left treatment (on their own), and the 23 respondents who were discharged for other reasons.

**Classification of Current Gambling Pathology  
(Based on Symptoms and Behaviors During the Past 30 Days)**

At follow-up, 16% of all respondents met the criteria for pathological or problem gambling based on their behaviors during the past 30 days.

Importantly, the criteria for pathological or problem gambling were met by 8% of those who completed treatment versus 28% of those who left without completing treatment.

The majority of respondents were classified with an *indefinite diagnosis* based on their self-report of gambling behaviors in the 30 days prior to completing the follow-up questionnaire.



**Figure 27.** Current classification of *pathological* or *problem gambler* based on their behaviors during the past 30 days.

(2010 Six Month Follow-Up Questionnaire: Completed  $n = 101$ , Left  $n = 78$ , and Total  $n = 201$ )

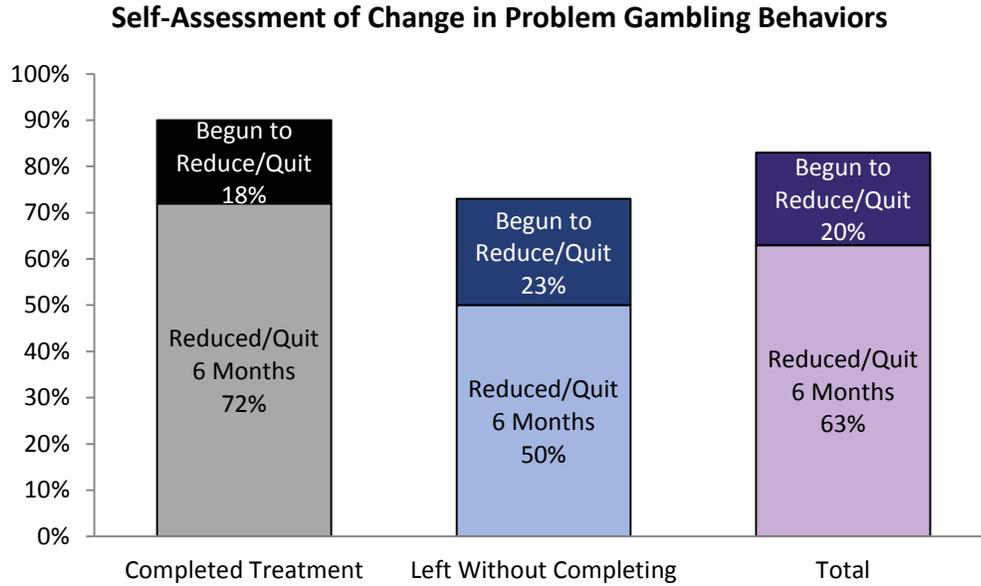
Table 17  
Classification of Current Gambling Pathology (2010 Six Month Follow-Up Questionnaire)

Classification of Current (Past 30 Days) Gambling Pathology Using DSM-IV Based Indicators	Completed Treatment	Left Without Completing	All Follow-Up
Pathological (Current)	08%	24%	15%
Problem (Current)	00%	04%	02%
At-Risk (Current)	05%	08%	06%
Indefinite Diagnosis (Current)	87%	64%	77%

*Note.* The total percent of combined problem and pathological gamblers is 16%, but it appears to be 17% due to rounding. Sample size: Completed ( $n = 101$ ), Left ( $n = 78$ ), and Total ( $n = 201$ ). An *indefinite diagnosis* does not necessarily mean the person does not have a gambling problem, but it means that there was insufficient evidence of current pathology based on self-reported questionnaire responses. See *Glossary* for the operational definitions of each of the four classifications and *Technical Notes* additional details about 30 day versus 12 month classifications.

### Reducing or Quitting Problem Gambling Behaviors

At follow-up, 63% of all respondents said they had reduced or quit their problem gambling behaviors and maintained these changes for six months or more. Nearly three-fourths (72%) of respondents who completed treatment as compared to one-half (50%) of respondents who left without completing treatment said they had done so.



**Figure 28.** Respondents said they had (a) begun to reduce/quit their problem gambling behaviors or (b) reduced/quit their problem gambling behaviors for at least 6 months and maintained this behavior change.

(2010 Six Month Follow-Up Questionnaire: Completed  $n = 102$ , Left  $n = 78$ , and Total  $n = 203$ )

Table 18  
Self-Assessment of Change in Problem Gambling Behaviors  
(2010 Six Month Follow-Up Questionnaire)

Self-Assessment of Change in Problem Gambling Behaviors	Completed Treatment	Left Without Completing	All Follow-Up
Reduced or quit problem gambling behaviors and <i>maintained</i> changes for at least 6 months	72%	50%	63%
<i>Begun</i> to reduce or quit	18%	23%	20%
<i>Plan</i> to reduce or quit in the next month	04%	09%	07%
Seriously <i>considering</i> reducing or quitting in the next 6 months	04%	17%	08%
<i>No intentions</i> of changing problem gambling behaviors	02%	01%	02%

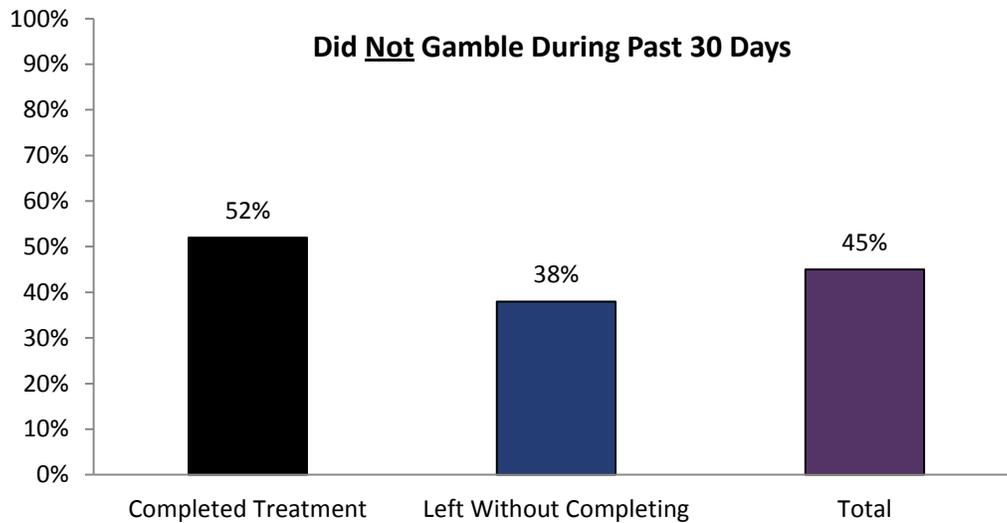
*Note.* Sample size: Completed ( $n = 102$ ), Left ( $n = 78$ ), and Total ( $n = 203$ ).

### Days Gambled During the Past 30 Days

At follow-up, 45% of all respondents had not gambled in the past 30 days. Respondents who completed treatment were 1.4 times more likely to have abstained from gambling during the past 30 days than respondents who did not complete treatment (52% vs. 38%).

Another way of expressing this finding is that slightly less than one-half (48%) of respondents who completed treatment *had gambled* during the past 30 days compared to slightly less than two-thirds (62%) of respondents who left without completing treatment.

During the past 30 days, the mean number of days gambled was 2.3 days for respondents who completed treatment versus 4.0 days for respondents who did not complete treatment.



**Figure 29.** In total, on how many of the past 30 days did you do any type of gambling? (Six Month Follow-Up Questionnaire: Completed  $n = 100$ , Left  $n = 77$ , and Total  $n = 200$ )

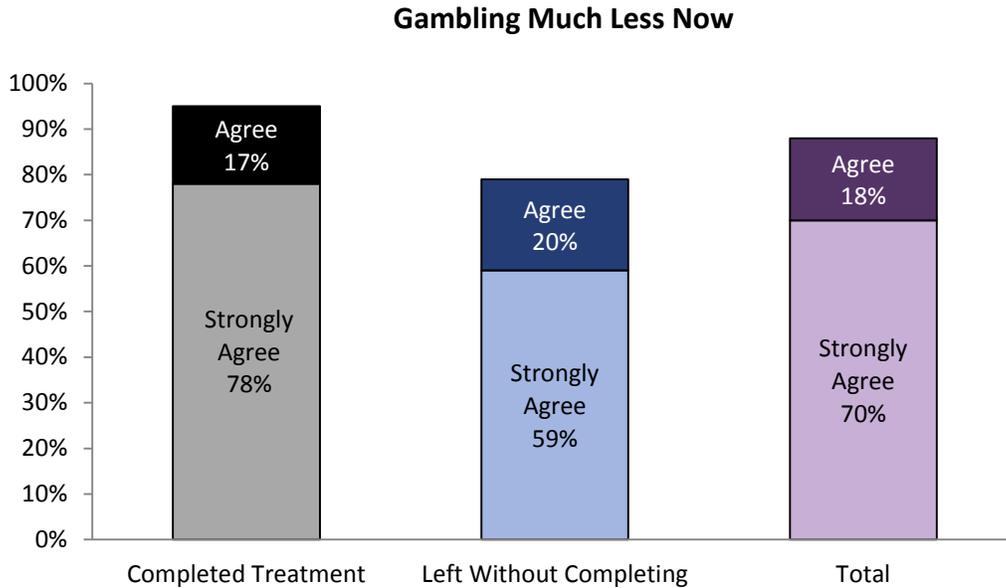
Table 19  
Number of Days Gambled in Past 30 Days (Six Month Follow-Up Questionnaire)

Days Gambled in Past 30	Completed Treatment	Left Without Completing	All Follow-Up
None	52%	38%	45%
A few (1-4 days)	28%	27%	30%
Several (5-14 days)	18%	29%	22%
Most (15-30 days)	02%	06%	04%
Mean	2.3 days	4.0 days	2.9 days

*Note.* Sample size: Completed ( $n = 100$ ), Left ( $n = 77$ ), and Total ( $n = 200$ ).

### Gambling Activities Now Compared to When Entered Treatment

At follow-up, 88% of all respondents said their gambling activity was much less than it was when they were admitted into treatment. Among those respondents who completed treatment, 95% said they gamble much less now than they did when they entered treatment. Among respondents who left without completing treatment, 79% said they gamble much less now.



**Figure 30.** My gambling activity is much less now than it was when I entered treatment. (Six Month Follow-Up Questionnaire: Completed  $n = 102$ , Left  $n = 80$ , and Total  $n = 205$ )

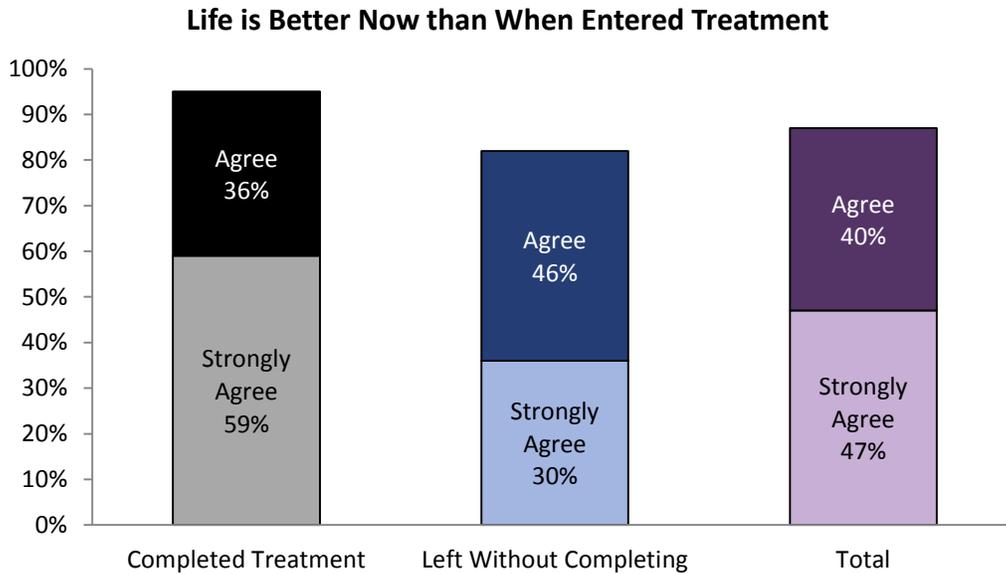
Table 20  
Gambling Much Less Now (Six Month Follow-Up Questionnaire)

Gambling Much Less Now Compared to When Entered Treatment	Completed Treatment	Left Without Completing	All Follow-Up
Strongly Agree	78%	59%	70%
Agree	17%	20%	18%
Disagree	03%	16%	08%
Strongly Disagree	02%	05%	04%

*Note.* Sample size: Completed ( $n = 102$ ), Left ( $n = 80$ ), and Total ( $n = 205$ ).

### Life Now Compared to When Entered Treatment

At follow-up, 87% of all respondents said their lives were better now compared to when they entered treatment. Among respondents who completed treatment, 95% said their lives were better now. In contrast, 76% of those who left without completing treatment said their lives were better now. An important distinction is in the intensity of their agreement with the statement. Specifically, 59% of respondents who completed treatment compared to 30% who left without completing treatment *strongly agreed* that their lives were better at the six month follow-up than when entering treatment.



**Figure 31.** My life is much better now than it was when I entered treatment.  
(Six Month Follow-Up Questionnaire: Completed  $n = 102$ , Left  $n = 80$ , and Total  $n = 205$ )

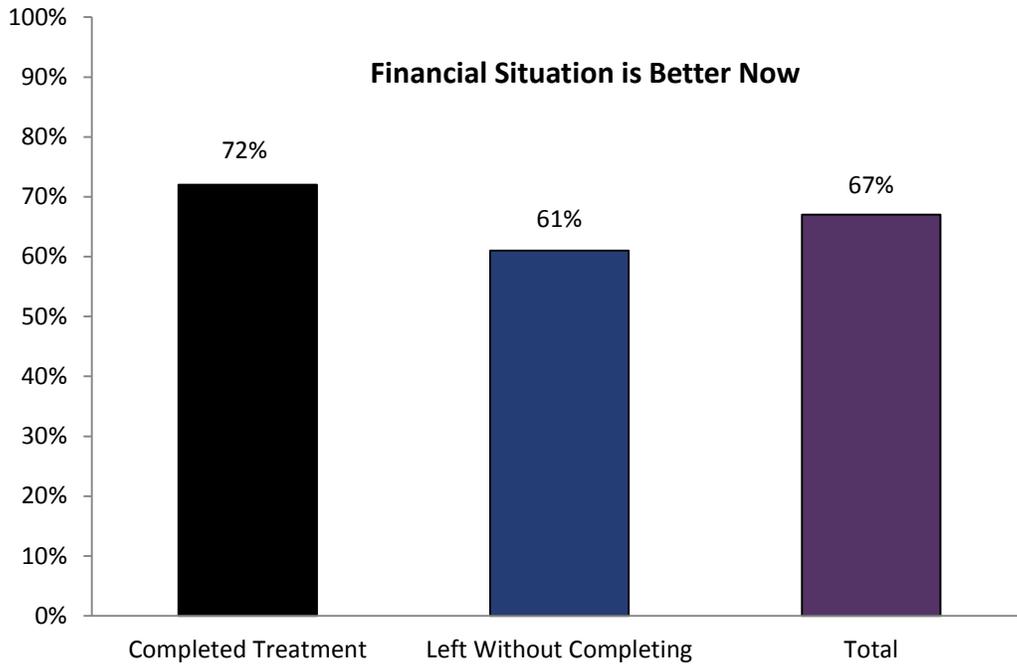
Table 21  
Life is Better Now than When Entered Treatment (Six Month Follow-Up Questionnaire)

Life Is Better Now Compared to When Entered Treatment	Completed Treatment	Left Without Completing	All Follow-Up
Strongly Agree	59%	30%	47%
Agree	36%	46%	40%
Disagree	04%	22%	12%
Strongly Disagree	01%	01%	02%

Note. Sample size: Completed ( $n = 102$ ), Left ( $n = 80$ ), and Total ( $n = 205$ ).

### Financial Situation Now Compared To When Entered Treatment

Two-thirds (67%) of all respondents said their overall financial situation was better at the six month follow-up than it was when they entered treatment. Better financial situations at follow-up were reported by 72% of respondents who completed treatment and 61% of respondents who did not complete treatment.



**Figure 32.** Is your current overall financial situation better, about the same, or worse now than it was when you entered treatment?

(Six Month Follow-Up Questionnaire: Completed  $n = 102$ , Left  $n = 79$ , and Total  $n = 204$ )

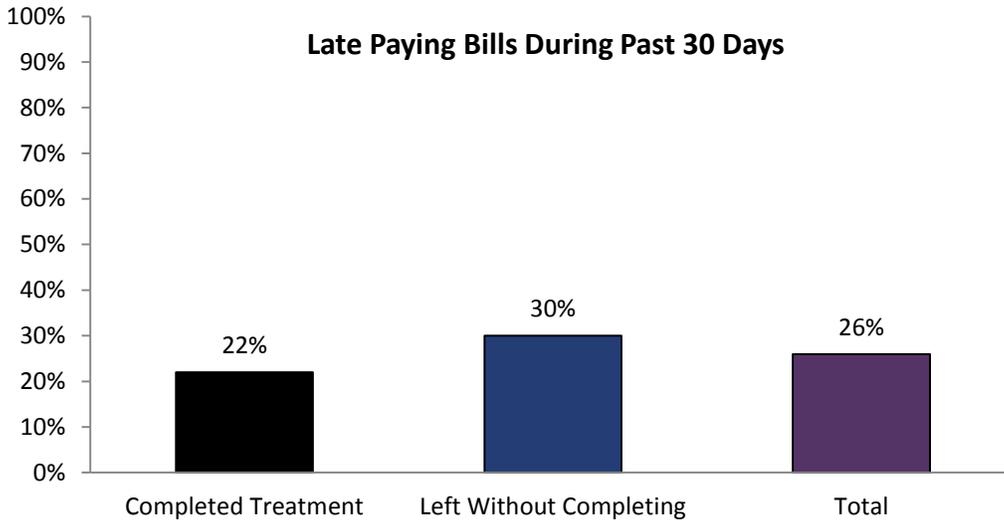
Table 22  
Change in Overall Financial Situation (Six Month Follow-Up Questionnaire)

Overall Financial Situation Now Compared to When Entered Treatment	Completed Treatment	Left Without Completing	All Follow-Up
Better Now	72%	61%	67%
About the Same	22%	28%	24%
Worse Now	07%	11%	09%

Note. Sample size: Completed ( $n = 102$ ), Left ( $n = 79$ ), and Total ( $n = 204$ ).

**Been Late Paying Bills During the Past 30 Days**

At follow-up, 26% of all respondents said they had been late paying bills during the past 30 days. Among those who completed treatment, 22% said they had been late paying bills as compared to 30% of those who left without completing treatment.



**Figure 33.** In the past 30 days, have you been late paying your bills?  
 (Six Month Follow-Up Questionnaire: Completed  $n = 101$ , Left  $n = 78$ , and Total  $n = 201$ )

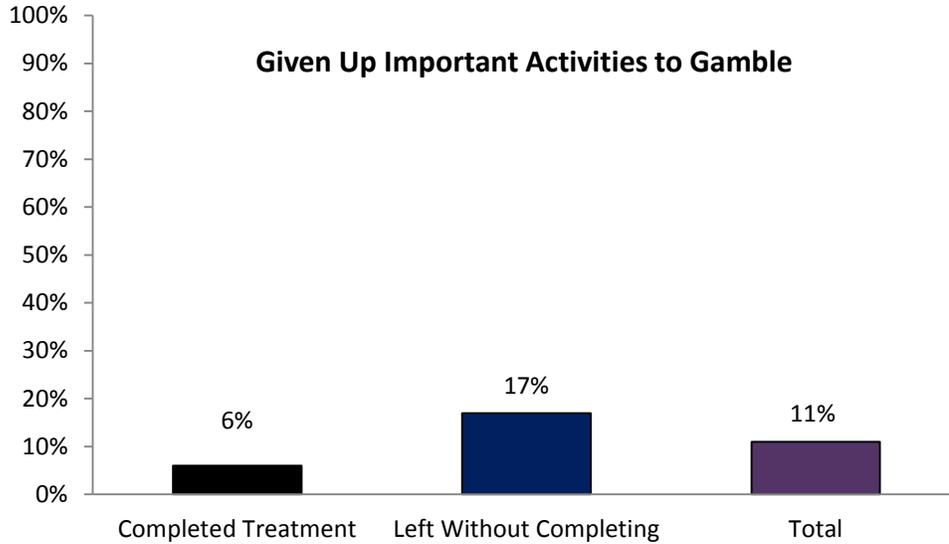
Table 23  
 Been Late Paying Bills During the Past 30 Days  
 (Six Month Follow-Up Questionnaire)

Late Paying Bills	Completed Treatment	Left Without Completing	All Follow-Up
Yes	22%	30%	26%
No	78%	70%	74%

*Note.* Sample size: Completed ( $n = 101$ ), Left ( $n = 78$ ), and Total ( $n = 201$ ).

**Given Up or Greatly Reduced Important Activities to Gamble**

At follow-up, 11% of all respondents had given up or greatly reduced important activities in order to gamble during the past 30 days. Respondents who left without completing treatment were slightly less than 3 times more likely than respondents who completed treatment to say they had given up or greatly reduced important activities during the past 30 days to gamble (17% vs. 6%, respectively). Yet, for both groups, the majority of respondents said they had not done so during the past 30 days.



**Figure 34.** In the past 30 days, have you given up or greatly reduced important activities so you could gamble?

(Six Month Follow-Up Questionnaire: Completed  $n = 101$ , Left  $n = 78$ , and Total  $n = 201$ )

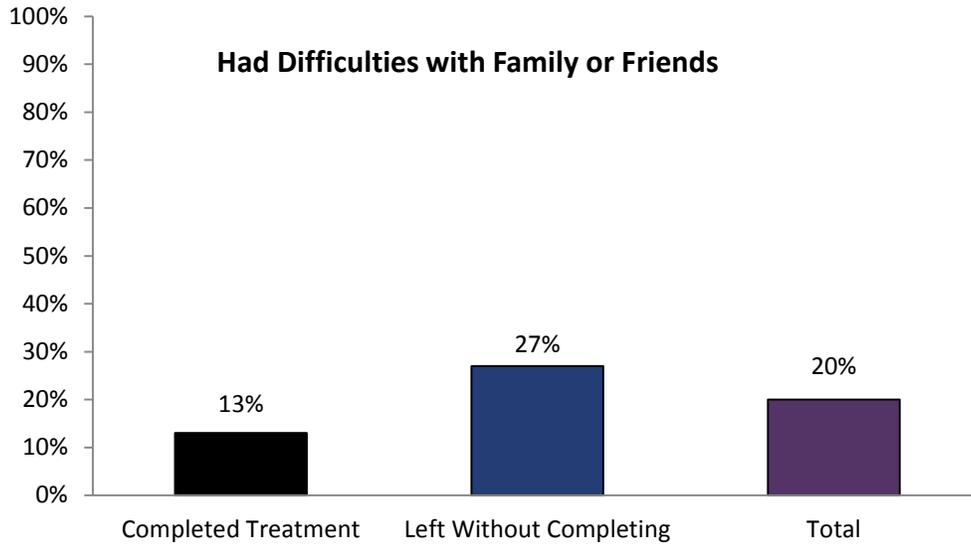
Table 24  
Given Up or Greatly Reduced Important Activities to Gamble  
(Six Month Follow-Up Questionnaire)

Given Up or Greatly Reduced Important Activities to Gamble	Completed Treatment	Left Without Completing	All Follow-Up
Yes	06%	17%	11%
No	94%	83%	90%

*Note.* Sample size: Completed ( $n = 101$ ), Left ( $n = 78$ ), and Total ( $n = 201$ ).

### Had Difficulties with Family or Friends

At follow-up, 20% of all respondents said they had difficulties with family or friends during the past 30 days. Respondents who left without completing treatment were twice as likely as respondents who completed treatment to say that they have had difficulties with family or friends during the past 30 days (27% vs. 13%, respectively).



**Figure 35.** In the past 30 days, have you had difficulties with family or friends?  
(Six Month Follow-Up Questionnaire: Completed  $n = 101$ , Left  $n = 78$ , and Total  $n = 201$ )

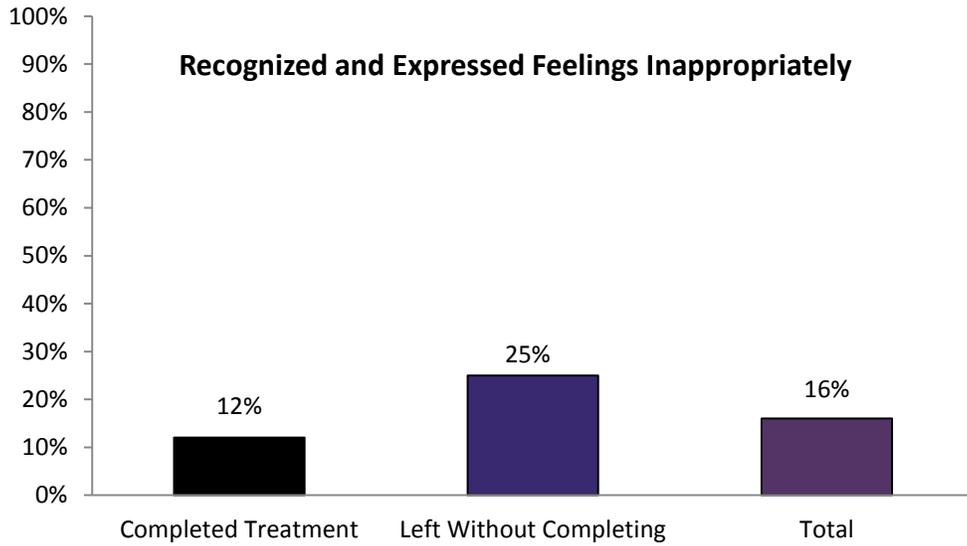
Table 25  
Had Difficulties with Family or Friends  
(Six Month Follow-Up Questionnaire)

Had Difficulties with Family or Friends	Completed Treatment	Left Without Completing	All Follow-Up
Yes	13%	27%	20%
No	87%	73%	80%

*Note.* Sample size: Completed ( $n = 101$ ), Left ( $n = 78$ ), and Total ( $n = 201$ ).

**Recognized and Expressed Feelings Inappropriately**

At follow-up, 16% of all respondents said they had recognized and expressed their feelings inappropriately during the past 30 days. This occurred for 12% of those who completed treatment and 25% of those who left without completing treatment.



**Figure 36.** In the past 30 days, have you recognized and expressed your feelings inappropriately? (Six Month Follow-Up Questionnaire: Completed  $n = 100$ , Left  $n = 77$ , and Total  $n = 199$ )

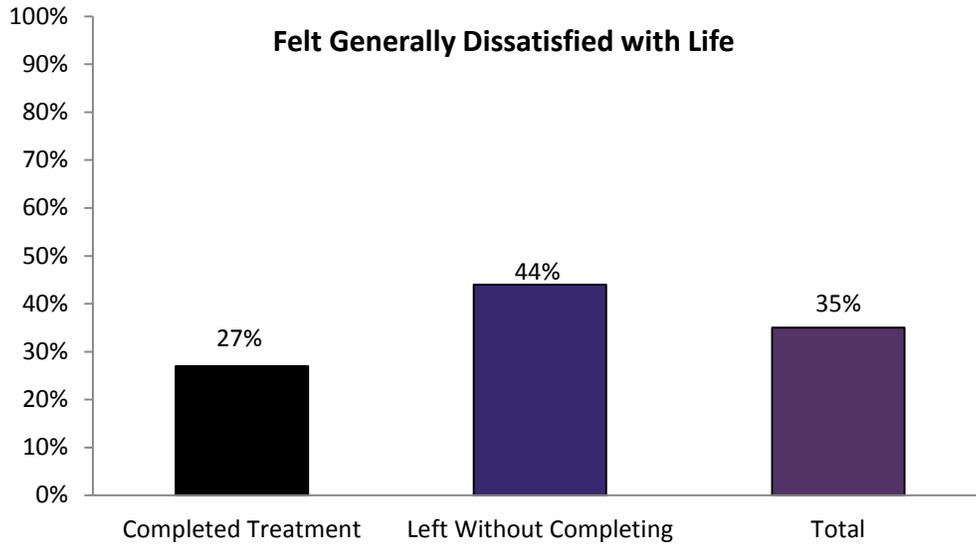
Table 26  
Recognized and Expressed Feelings Inappropriately  
(Six Month Follow-Up Questionnaire)

Recognized and Expressed Feelings Inappropriately	Completed Treatment	Left Without Completing	All Follow-Up
Yes	12%	25%	16%
No	88%	75%	84%

*Note.* Sample size: Completed ( $n = 100$ ), Left ( $n = 77$ ), and Total ( $n = 199$ ).

**Felt Generally Dissatisfied with Life**

At follow-up, 35% of all respondents said they had felt generally dissatisfied with their lives during the past 30 days. Among those who completed treatment, 27% said they had felt dissatisfied with their lives during the past 30 days. Among those who left without completing treatment, 44% reported feeling generally dissatisfied with their lives during the past 30 days.



**Figure 37.** In the past 30 days, have you felt generally dissatisfied with your life?  
(Six Month Follow-Up Questionnaire: Completed  $n = 101$ , Left  $n = 78$ , and Total  $n = 201$ )

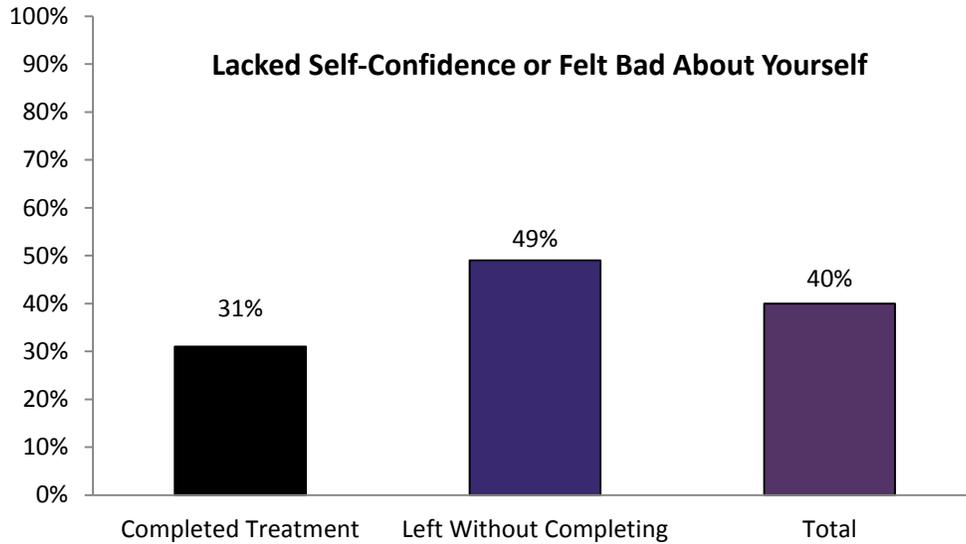
Table 27  
Felt Generally Dissatisfied with Life  
(Six Month Follow-Up Questionnaire)

Felt Generally Dissatisfied with Life	Completed Treatment	Left Without Completing	All Follow-Up
Yes	27%	44%	35%
No	73%	56%	65%

*Note.* Sample size: Completed ( $n = 101$ ), Left ( $n = 78$ ), and Total ( $n = 201$ ).

**Lacked Self-Confidence or Felt Bad About Yourself**

At follow-up, 40% of all respondents said they had lacked self-confidence or felt bad about themselves during the past 30 days. Among those who had completed treatment, slightly less than one-third (31%) said they had felt this way about themselves at follow-up. Among those who left without completing treatment, nearly one-half (49%) said they had lacked self-confidence or felt bad about themselves at follow-up.



**Figure 38.** In the past 30 days, have you lacked self-confidence or felt bad about yourself? (Six Month Follow-Up Questionnaire: Completed  $n = 101$ , Left  $n = 78$ , and Total  $n = 201$ )

Table 28  
Lacked Self-Confidence or Felt Bad About Yourself  
(Six Month Follow-Up Questionnaire)

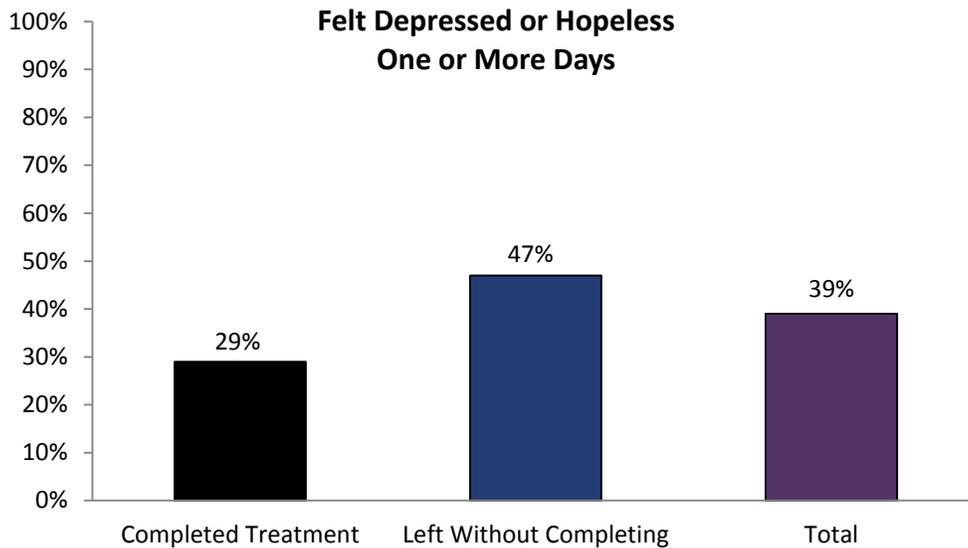
Lacked Self-Confidence or Felt Bad About Yourself	Completed Treatment	Left Without Completing	All Follow-Up
Yes	31%	49%	40%
No	69%	51%	60%

*Note.* Sample size: Completed ( $n = 101$ ), Left ( $n = 78$ ), and Total ( $n = 201$ ).

### Felt Depressed or Hopeless

At follow-up, 39% of all respondents said they had felt hopeless or depressed in the past 30 days. Slightly less than one-half (47%) of respondents who left without completing treatment said they had felt hopeless or depressed one or more days during the past 30 days. In comparison, 29% of those who completed treatment said they had felt this way.

Feeling depressed or hopeless *on most days* was reported by approximately 1 in 10 respondents who completed gambling treatment versus approximately 1 in 4 respondents who left without completing treatment.



**Figure 39.** In the past 30 days, on how many days (if any) did you feel depressed or hopeless? (Six Month Follow-Up Questionnaire: Completed  $n = 102$ , Left  $n = 78$ , and Total  $n = 203$ )

Table 29  
Number of Days Felt Depressed or Hopeless  
(Six Month Follow-Up Questionnaire)

Days Felt Depressed or Hopeless During the Past 30 Days	Completed Treatment	Left Without Completing	All Follow-Up
None	71%	53%	61%
A few (1 -4 days)	07%	14%	11%
Several (5-14 days)	12%	08%	10%
Most (15-30 days)	11%	26%	18%
Mean (All)	3.5 days	7.3 days	5.3 days
Mean (Among those who felt depressed)	11.9 days	15.3 days	13.6 days

*Note.* Sample size: Completed ( $n = 102$ ), Left ( $n = 78$ ), and Total ( $n = 203$ ). Sample sizes for those who felt depressed: Completed ( $n = 30$ ), Left ( $n = 37$ ), and Total ( $n = 79$ ).

## SECTION 7.3

### Evaluation of Treatment Program

This portion of the report presents findings for respondents who completed Six Month Follow-Up Questionnaires between January 1, 2010, and June 30, 2011. Three sets of findings are shown: (a) respondents who completed all or a substantial portion of treatment, (b) respondents who left (self-terminated treatment) without completing treatment, and (c) all respondents who completed the follow-up questionnaire. Additional findings are shown in Appendix A.4.

#### Summary of Findings at Follow-Up

Among those respondents who completed treatment (all or a substantial portion):

- Overall rating of gambling treatment services received while in treatment ( $n = 102$ )
  - *Excellent*: 57%
  - *Good*: 40%
- How beneficial was the gambling treatment program ( $n = 102$ )
  - *Very beneficial*: 75%
  - *Beneficial*: 24%
- Would recommend treatment program to family or friend in need of similar help ( $n = 102$ )
  - *Definitely yes*: 92%
  - *Maybe*: 7%

Among those respondents who left (on their own) without completing treatment:

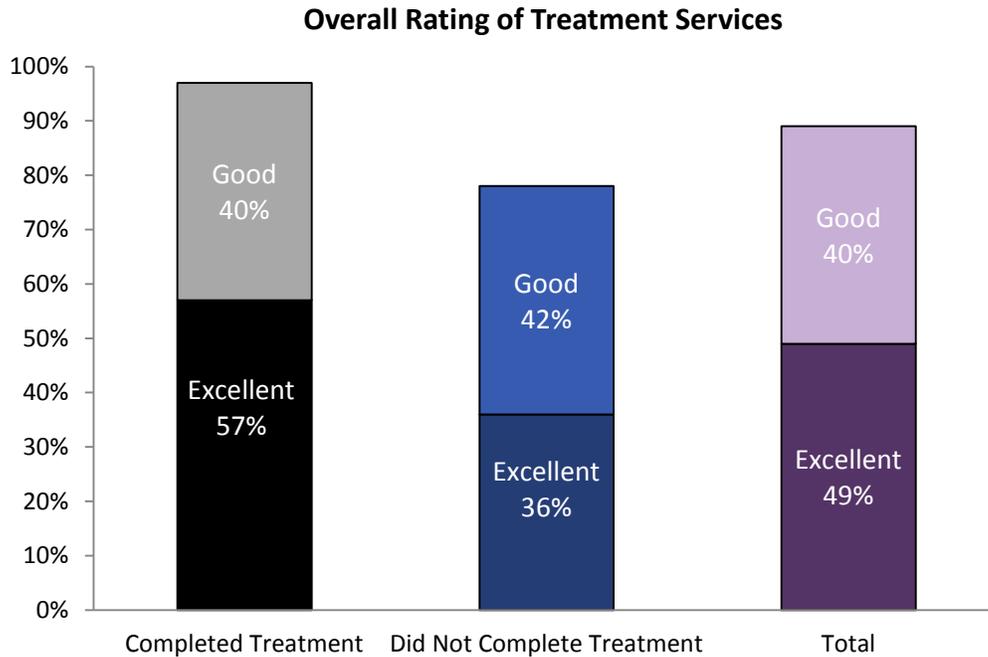
- Overall rating of gambling treatment services received while in treatment ( $n = 80$ )
  - *Excellent*: 36%
  - *Good*: 42%
- How beneficial was the gambling treatment program ( $n = 80$ )
  - *Very beneficial*: 47%
  - *Beneficial*: 42%
- Would recommend treatment program to family or friend in need of similar help ( $n = 80$ )
  - *Definitely yes*: 69%
  - *Maybe*: 24%

Among all follow-up respondents:

- Overall rating of gambling treatment services received while in treatment ( $n = 205$ )
  - *Excellent*: 49%
  - *Good*: 40%
- How beneficial was the gambling treatment program ( $n = 195$ )
  - *Very beneficial*: 62%
  - *Beneficial*: 32%
- Would recommend treatment program to family or friend in need of similar help ( $n = 205$ )
  - *Definitely yes*: 82%
  - *Maybe*: 14%

### Overall Rating of Gambling Treatment Services

At follow-up, 89% of respondents rated the gambling treatment services they received as *excellent* or *good*. Nearly all (97%) of the respondents who completed treatment rated the gambling treatment services they received as either *excellent* (57%) or *good* (40%). Even among those who did not complete treatment, 79% rated the treatment services as *excellent* (36%) or *good* (42%).



**Figure 40.** Overall, how would you rate the gambling treatment services you received? (Six Month Follow-Up Questionnaire: Completed  $n = 102$ , Left  $n = 80$ , and Total  $n = 205$ )

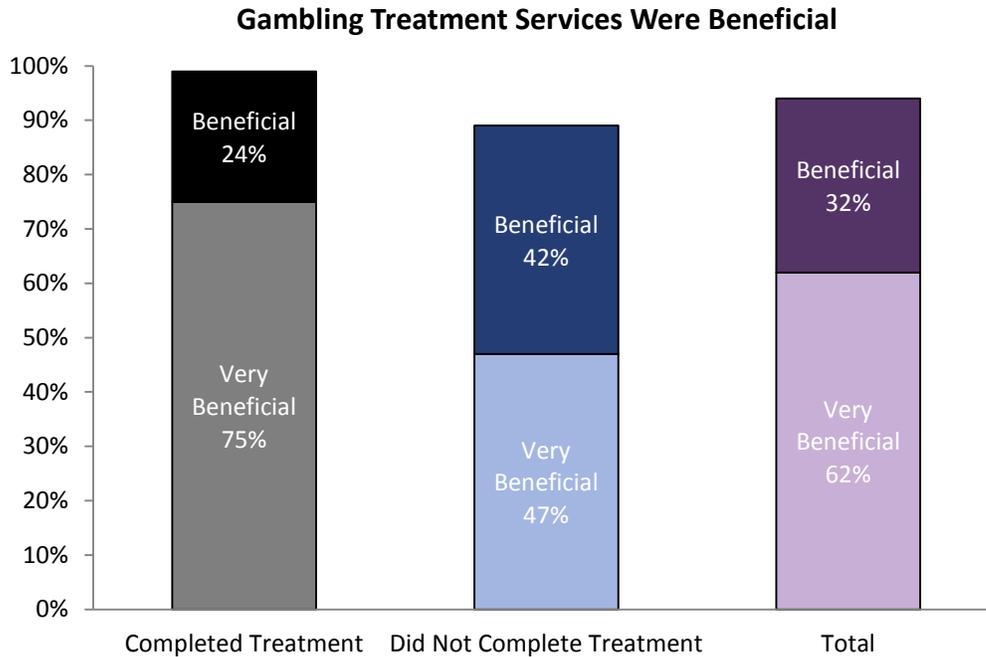
Table 30  
Overall Rating of Gambling Treatment  
(Six Month Follow-Up Questionnaire)

Overall Rating of Gambling Treatment Services	Completed Treatment	Left Without Completing	All Follow-Up
Excellent	57%	36%	49%
Good	40%	42%	40%
Fair	03%	18%	09%
Poor	00%	04%	02%

Note. Sample size: Completed ( $n = 102$ ), Left ( $n = 80$ ), and Total ( $n = 205$ ).

### How Beneficial Were the Gambling Treatment Services

At follow-up, 94% of respondents said the gambling treatment services they received were *beneficial* or *very beneficial* to them. All of the respondents who completed treatment said they benefited from the treatment services they received. Among respondents who completed treatment, 75% said the treatment services were *very beneficial*. Even among respondents who did not complete treatment, slightly less than one-half (47%) said the treatment services were *very beneficial*.



**Figure 41.** Overall, how beneficial was the gambling treatment program?  
(Six Month Follow-Up Questionnaire: Completed  $n = 102$ , Left  $n = 80$ , and Total  $n = 195$ )

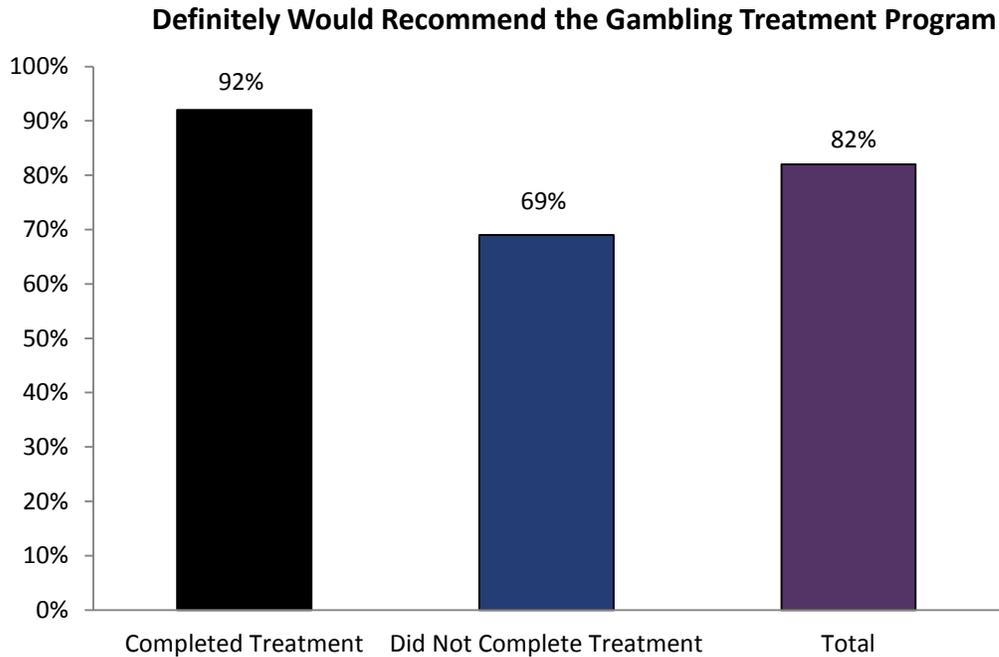
Table 31  
Gambling Treatment Services Were Beneficial  
(Six Month Follow-Up Questionnaire)

How Beneficial Were the Gambling Treatment Services You Received	Completed Treatment	Left Without Completing	All Follow-Up
Very Beneficial	75%	47%	62%
Beneficial	24%	42%	32%
Not Beneficial	01%	12%	06%

Note. Sample size: Completed ( $n = 102$ ), Left ( $n = 80$ ), and Total ( $n = 195$ ).

### Would Recommend Gambling Treatment Program

At follow-up, 82% of respondents said they *definitely* would recommend the gambling treatment program to family or friends who were in need of similar help. Among those who completed treatment, 92% said they *definitely* would recommend the gambling treatment program to a friend or relative in need of help. Even among respondents who did not complete treatment, 69% said they *definitely* would recommend the program to a friend or relative in need of similar help.



**Figure 42.** Would you recommend the gambling treatment program you received to a friend or relative in need of similar help?

(Six Month Follow-Up Questionnaire: Completed  $n = 102$ , Left  $n = 80$ , and Total  $n = 205$ )

Table 32  
Would Recommend to Friend or Relative  
(Six Month Follow-Up Questionnaire)

Would You Recommend the Gambling Treatment Program You Received to a Friend or Relative in Need of Similar Help	Completed Treatment	Left Without Completing	All Follow-Up
Definitely Yes	92%	69%	82%
Maybe	07%	24%	14%
Probably Not	01%	06%	03%
Definitely Not	00%	01%	01%

*Note.* Sample size: Completed ( $n = 102$ ), Left ( $n = 80$ ), and Total ( $n = 205$ ).

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## SECTION 8

### SUMMARY & CONCLUSIONS

This report was produced by the Center for Social and Behavioral Research (CSBR) at the University of Northern Iowa (UNI) under contract with the Office of Problem Gambling Treatment and Prevention at the Iowa Department of Public Health (IDPH). The purpose of this report was to present findings about the extent to which gambling treatment services provided via funding from the Office of Problem Gambling Treatment and Prevention are associated with positive outcomes in the lives of the clients who received services at treatment agencies contracted by the State of Iowa. The findings are primarily focused on data available for those who were admitted and/or discharged in 2010, with follow-up data for respondents through June 2011.

**Gambling Admissions.** The two most common ways that clients are being referred to the treatment program are through self-referrals (41%) and/or contacting a treatment agency via the 1-800-BETSOFF helpline (22%). For a slight majority of clients (53%), this was the first time they had sought help for gambling problems. About one-third (36%) had filed for bankruptcy, and 42% estimated that they had gambling-related debts of \$10,000 or more.

**Treatment Services.** Problem gamblers received approximately 12,500 hours of individual, group, and family counseling from the gambling treatment providers during 2010. These services were only for gamblers admitted in the treatment program and do not include services provided for crisis counseling or sessions with concerned others or prevention activities.

**Client Discharge Status.** All or a substantial portion of treatment was completed by 41% of those who were discharged in 2010. Slightly less than one-half (46%) left without completing treatment (i.e., self-termination of treatment). The remaining 13% had some other discharge status.

**Gambling Frequency.** Respondents who completed treatment were less likely than those who left without completing treatment to have gambled in the past 30 days at the time of the six month follow-up (48% vs. 62%, respectively). At the six month follow-up, 95% of those who completed treatment compared to 79% of those who left without completing treatment said that they gamble much less now than they did when they entered treatment. Recall that 86% of those who completed treatment in 2010 strongly agreed that they gambled much less at discharge compared to when they entered treatment.

**Gambling Pathology.** Based on self-reported behaviors during the past 12 months, 91% of those admitted for treatment in 2010 met the DSM-IV classification criteria for pathological or problem gambling. In terms of current pathology, 63% met these classification criteria based on their self-reported behaviors during the past 30 days when they were admitted for treatment in 2010.

At follow-up approximately six months after being discharged from the treatment program, clients who completed treatment were less likely than those who left without completing treatment to be classified as current pathological or current problem gamblers based on their behaviors during the past 30 days (8% vs. 28%).

**Maintaining Changes to Problem Gambling Behavior Over Time.** At the six month follow-up, nearly three-fourths (72%) of respondents who completed treatment said they had reduced or quit their problem gambling behaviors and had maintained these changes for six months or more. An additional 18% of respondents who completed treatment said they had begun to reduce or quit during the past six months.

Many of those who left without completing treatment also reported positive behavior changes during the past six months but at lower rates. For instance, one-half (50%) of those who left without completing treatment said they reduced or quit and maintained this behavior change for six or more months. An additional 23% said that they had started to reduce or quit their problem gambling behaviors during the past six months.

In summary, those who completed treatment were more likely than those who left without completing treatment to say they reduced or quit their problem gambling behaviors for six months or longer.

**Quality of Life (Six Months after Treatment).** For many people, reducing or eliminating their problem gambling behaviors is associated with other positive life changes and experiences. Most people said their lives were better at the six month follow up compared to when they entered treatment. Life was better according to 95% of respondents who completed treatment and 76% of respondents who left without completing treatment. Recall that 76% of respondents at discharge, who completed all or a substantial portion of treatment, strongly agreed their lives were better at discharge compared to when they entered treatment.

Another indicator of quality of life was assessed by asking respondents about general life dissatisfaction. About one-fourth (27%) of those who completed treatment compared to 44% of those who left without completing said they had felt generally dissatisfied with life during the past 30 days.

Respondents said their financial situation was better at follow-up than when they entered treatment according to 72% who completed treatment and 61% who left without completing treatment. One indicator of financial stability is paying bills on time. Among those who completed treatment, 22% said they had been late paying bills during the past 30 days as compared to 30% of those who left without completing treatment. Recall that 24% of those who completed treatment in 2010 said they had been late paying bills in the 30 days prior to being discharged, and nearly one-half (48%) of those admitted in 2010 said they had been late paying their bills in the 30 days prior to entering treatment.

Emotional health and well-being can be related to experiences of problem gambling. About three-fourths of respondents admitted for treatment in 2010 reported that, in the 30 days prior to admission, they had felt (a) bad about themselves or lacked self-confidence, or (b) depressed or hopeless. At the six month follow-up, less than one-third of those who completed treatment reported having these feelings during the past 30 days (31% felt bad about self and 29% felt depressed or hopeless), whereas about one-half of those who left without completing treatment reported having these feelings (49% and 47%, respectively).

Across a variety of indicators, those who completed treatment reported better life experiences and well-being than did those who left without completing treatment. Yet, among both groups, many were doing better six months after being discharged from the treatment program than they were when they entered treatment.

**Treatment Satisfaction.** In the Iowa Gambling Treatment Outcomes System, clients have the opportunity to evaluate the quality of the treatment program and to rate their satisfaction with the treatment services. Client satisfaction questionnaires were offered approximately one month into treatment, at discharge (for clients who complete treatment), and approximately six months after being discharged from treatment. Overall, the results from the client satisfaction questionnaires tend to be positive about the treatment services across all three observation periods. The overall treatment services were rated as *excellent* by 78% of respondents at one-month, 79% at discharge (among those completing treatment), and 49% of all respondents at the six month follow-up.

At follow-up, the treatment services were rated more favorably by those who completed treatment (57% *excellent* and 40% *good*) than by those who left without completing treatment (36% *excellent* and 42% *good*). An important indicator of one's opinion about a treatment program is whether or not one would recommend it to a friend or family member in need of these types of services. At follow-up, 82% of all respondents said they *definitely* would recommend the treatment program; this opinion was expressed by 92% of those who completed treatment and 69% of those who left without completing treatment.

**Conclusions.** The Office of Problem Gambling Treatment and Prevention provides state-funded gambling treatment services to Iowans with gambling problems. The 2010 discharge data showed that 41% of clients completed all or a substantial portion of treatment, 46% of the clients left (on their own) without completing treatment and 13% had some other discharge status. The gambling treatment services were generally rated highly and reported to have been beneficial in helping clients to reduce or quit their problem gambling behaviors. These favorable ratings were especially high among those who completed treatment. Importantly, they also were relatively high even among a substantial portion of those who left without completing treatment. Although many respondents who left after partially completing treatment experienced improvements in their lives, the findings suggest that those who completed all or a substantial portion of treatment were doing better at the six month follow-up period. For example, there were positive effects in areas such as paying bills on time and self-reported decreases in gambling. There appears to be a generally high level of client satisfaction among those receiving treatment by Iowa's state-funded gambling treatment providers and participation in these services are associated with positive treatment outcomes.

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## Appendix A ADDITIONAL FINDINGS

### Appendix A.1 Admission Data

Table A1  
Selected Background Characteristics of Clients Admitted for Treatment  
(GTRS Forms 2006-2010)

Background Characteristic	2006	2007	2008	2009	2010
Male	54%	52%	54%	52%	<b>44%</b>
Female	46%	48%	46%	48%	<b>56%</b>
Children in Household	75%	71%	72%	69%	<b>70%</b>
No Children in Household	25%	29%	28%	31%	<b>30%</b>
Married	40%	41%	42%	35%	<b>38%</b>
Single	23%	21%	23%	29%	<b>29%</b>
Divorced	20%	23%	22%	22%	<b>19%</b>
Cohabiting	08%	06%	06%	07%	<b>08%</b>
Separated	06%	05%	05%	04%	<b>03%</b>
Widowed	02%	03%	02%	03%	<b>04%</b>
College Graduate (4-Year)	16%	16%	20%	18%	<b>18%</b>
Some College	31%	33%	35%	30%	<b>32%</b>
High School/GED	42%	43%	38%	43%	<b>44%</b>
Less than High School	10%	08%	06%	09%	<b>06%</b>
Employed Full-Time	56%	54%	51%	46%	<b>44%</b>
Employed Part-Time	12%	09%	14%	12%	<b>12%</b>
Unemployed (Looking)	12%	14%	12%	16%	<b>19%</b>
Not in Labor Force	19%	23%	23%	26%	<b>25%</b>
Have Private Health Insurance	68%	65%	66%	59%	<b>54%</b>
Without Private Health Insurance	32%	35%	34%	41%	<b>46%</b>
State Unit Reimbursement (Primary Source of Payment)	97%	96%	92%	91%	<b>91%</b>

*Note.* Gender was not reported on 3 forms in 2006, 24 in 2007, 4 in 2008, 6 in 2009, and 2 in 2010. In 2010, there was an increase in the percent of women who were admitted into treatment and a decrease in the percent of men. Number of children in household was not reported on 1 form in 2006 and 1 form in 2007. Primary source of payment was not reported on 4 forms in 2006. The percent unemployed when excluding those not in the labor force from the denominator was 15% in 2006, 18% in 2007, 15% in 2008, 21% in 2009, and 25% in 2010.

Table A2  
Debt at Admission (GTRS Admission Forms 2010)

	Gambling- Related Debt	Total Debt	Credit Card Debt	Overdue Bills
None	22%	10%	39%	42%
\$1 - \$1,999	11%	07%	15%	15%
\$2,000 - \$4,999	13%	08%	12%	11%
\$5,000 - \$9,999	14%	09%	09%	09%
\$10,000 - \$19,999	17%	18%	11%	09%
\$20,000 - \$49,999	14%	17%	09%	07%
\$50,000 - \$99,999	06%	12%	03%	04%
\$100,000 or more	05%	18%	01%	03%
Median	\$6,000	\$17,900	\$1,000	\$950
Mean	\$19,354	\$56,742	\$8,848	\$10,552

*Note.* Samples sizes: Gambling-related ( $n = 488$ ), Total ( $n = 488$ ), Credit Card ( $n = 488$ ), and Overdue bills ( $n = 488$ ).

## 2010 Admission Questionnaire

- ❖ **Completed 2010 Admission Questionnaires:** 280
- ❖ **Gender:** 46% men, 54% women
- ❖ **Number of times in a gambling treatment program:** 65% first time in treatment
- ❖ **Close friend or relative is currently receiving treatment with same provider:** 7%
- ❖ **Received some other form of counseling or support in 30 days prior to admission:** 67%
  - Alcoholics Anonymous: 11%
  - Domestic Abuse Counseling: <1%
  - Financial Counseling: 6%
  - Gambling Counseling: 52%
  - Mental Health Counseling: 21%
  - Sexual Addiction Counseling: 0%
  - Substance Abuse Counseling: 9%
  - Something Else: 5%
- ❖ **Age started gambling regularly**
  - Median = 34 years old
  - Mean = 35 years old
  - 29% started gambling regularly when they were 24 or younger
- ❖ **Places gambled, even once, during the past 30 days**
  - Casino: 64%
  - Convenience store: 24%
  - Bar or restaurant: 7%
  - Work: 4%
  - Home or friend's house: 4%
  - Sporting event: 2%
  - Internet: 2%
  - Race track: <1%
  - School: 0%
  - Some other place: 4%

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*Note.* In a few instances, there are similar items in the GTRS form and the IGTO questionnaire. The respondents' answers are not always the same on the two instruments or there are slight differences in the wording of the questions. In addition, there may be differences in the percentages for these items because questionnaire data are not available for all clients. For example, 65% of respondents on the questionnaire said they had never been in a "gambling treatment program" and on the GTRS form 53% said they had not sought help for a gambling problem before.

- ❖ **Gambled, even once, during the past 30 days**
  - Slots: 58%
  - Scratch tickets and pull-tabs: 24%
  - Casino table games: 13%
  - Lotteries (Power Ball, lotto, daily numbers): 17%
  - Video poker, video keno, or video blackjack: 10%
  - Cards not in casino: 6%
  - Touch play machines: 5%
  - Sports: 4%
  - Internet: 2%
  - Bingo: 1%
  - Live keno: 1%
  - Racetracks: 1%
  - High risk trading or stocks, commodities, or futures: <1%
  - Other type of gambling: 1%
- ❖ **Number of days gambled during the past 30 days**
  - None: 26%
  - One to four days: 25%
  - Five to fourteen days: 33%
  - Fifteen or more days: 16%
- ❖ **When gambled during the past 30 days, usually gambled alone: 83%**
- ❖ **Amount of money lost gambling during the past 30 days**
  - No losses: 30%
  - Less than \$100: 7%
  - \$100 to \$499: 16%
  - \$500 to \$999: 14%
  - \$1,000 to \$2,999: 17%
  - \$3,000 or more: 17%
  - Median = \$400 & Mean = \$1,592
- ❖ **Won more than spent when gambling during the past 30 days: 3%**
- ❖ **Current gambling debt compared to 30 days ago**
  - More now: 31%
  - About the same: 39%
  - Less now: 30%

- ❖ **Most recent time someone told the gambler they would not help them financially until they got their gambling under control**
  - Within the past 3 months: 33%
  - Between 3 and 6 months ago: 4%
  - Between 6 and 12 months ago: 3%
  - More than 1 year ago: 6%
  - No one has ever told them this: 26%
  - No one has ever helped them financially: 27%
- ❖ **DSM indicators of pathological gambling**
  - Find yourself thinking a lot about gambling such as past gambling experiences, future gambling ventures, or ways of getting money for gambling
    - Past 30 days: 70%
    - Past 12 months: 93%
  - Need to gamble with larger amounts of money or with larger bets in order to get the same feeling of excitement
    - Past 30 days: 45%
    - Past 12 months: 76%
  - Repeatedly try to cut down or stop your gambling but have been unsuccessful
    - Past 30 days: 58%
    - Past 12 months: 84%
  - Feel restless or irritable when you tried to cut down or stop gambling
    - Past 30 days: 57%
    - Past 12 months: 76%
  - Gamble to run away from problems or to get relief from feeling depressed, anxious, or bad about yourself
    - Past 30 days: 60%
    - Past 12 months: 81%
  - After losing money gambling, often return another day in order to win back your losses
    - Past 30 days: 56%
    - Past 12 months: 82%
  - Lie to family members, friends, or others in order to hide your gambling from them
    - Past 30 days: 61%
    - Past 12 months: 86%
  - Commit any illegal acts to finance your gambling such as writing bad checks, theft, forgery, embezzlement, or fraud
    - Past 30 days: 20%
    - Past 12 months: 38%

- Lose or almost lose a significant relationship, job, or an educational or career opportunity because of gambling
  - Past 30 days: 33%
  - Past 12 months: 55%
- Rely on others to provide money to relieve a desperate financial situation caused by gambling
  - Past 30 days: 45%
  - Past 12 months: 67%
- ❖ **DSM Classification (Based on self-reported questionnaire responses)**
  - **Classification Criteria**
    - Pathological: 5 or more indicators
    - Problem: 3-4 indicators with *at least one* of the last three indicators
    - At-risk: 3-4 indicators with *none* of the last three indicators
    - Indefinite: 0-2 indicators
  - **Past 30 Day Classification**
    - Pathological: 60%
    - Problem: 3%
    - At-risk: 5%
    - Indefinite: 32%
  - **Past 12 Month Classification**
    - Pathological: 88%
    - Problem: 2%
    - At-risk: 4%
    - Indefinite: 5%

- ❖ **Psycho-social functioning during the past 30 days**
  - **Financial functioning**
    - Late paying bills: 48%
    - Declared bankruptcy: 2%
    - Lost a job due to gambling problem: 4%
    - Lost a job for some other reason: 5%
    - Committed illegal acts to get money to gamble with: 16%
  - **Interpersonal functioning**
    - Arrested related to gambling: 5%
    - Arrested for some other reason: 4%
    - Given up or greatly reduced important activities to gamble: 37%
    - Difficulty managing responsibilities at work or school: 21%
    - Difficulty managing responsibilities at home: 45%
    - Difficulty with friend or family: 51%
  - **Emotional functioning**
    - Recognized or expressed feelings inappropriately: 41%
    - Felt generally dissatisfied with life: 71%
    - Lacked self-confidence or felt bad about self: 75%
- ❖ **Did at least once during the past 30 days**
  - Missed work or school because of gambling-related problem: 8%
  - Felt depressed or hopeless: 74%
  - Thought about suicide: 22%
  - Drank alcohol: 60%
  - Used illegal drugs: 4%
  - Used tobacco: 53%
  - Misused prescription drugs: 5%
  - Starved yourself, binged, or purged: 9%
- ❖ **Intentions to change problem gambling behaviors right now**
  - No intention to change: <1%
  - Seriously considering reducing or stopping within the next 6 months: 10%
  - Plan to reduce or quit within the next month: 24%
  - Already begun to reduce or quit during the past 6 months: 59%
  - Reduced or quit and maintained this change for 6 or more months: 6%

## Appendix A.2 One Month Data

- ❖ **Completed 2010 one month questionnaires:** 167
- ❖ **Amount of money lost gambling during the past 30 days**
  - No losses: 65%
  - Less than \$100: 11%
  - \$100 to \$499: 16%
  - \$500 to \$999: 3%
  - \$1,000 to \$2,999: 2%
  - \$3,000 or more: 3%
  - Median = \$0 & Mean = \$282
- ❖ **Amount of currently owed on all credit cards, IOUS, bills, etc. (not including mortgage)**
  - No debt: 20%
  - Less than \$2,000: 8%
  - \$2,000 - \$4,999: 8%
  - \$5,000 - \$9,999: 14%
  - \$10,000 to \$19,999: 16%
  - \$20,000 to \$49,999: 18%
  - \$50,000 to \$99,999: 9%
  - \$100,000 or more: 7%
  - Median = \$9,000 & Mean = \$25,804

*(Note. Means are highly influenced by extreme scores. In this case, 4 respondents owed \$15,000 or more.)*
- ❖ **Amount owed that is gambling related**
  - None: 29%
  - Less than \$2,000: 7%
  - \$2,000 - \$4,999: 15%
  - \$5,000 - \$9,999: 19%
  - \$10,000 to \$19,999: 11%
  - \$20,000 to \$49,999: 15%
  - \$50,000 to \$99,999: 2%
  - \$100,000 or more: 2%
  - Median = \$4,000 & Mean = \$11,822

*(Note. Means are highly influenced by extreme scores. In this case 3 respondents had gambling-related debts of \$10,000 or more.)*
- ❖ **Current gambling debt compared to 30 days ago**
  - More now: 7%
  - About the same: 48%
  - Less now: 45%

❖ **Monthly individual income**

- None: 15%
- \$1 - \$999: 15%
- \$1,000 - \$1,999: 26%
- \$2,000 - \$2,999: 19%
- \$3,000 to \$3,999: 13%
- \$4,000 to \$4,999: 7%
- \$5,000 or more: 5%
- Median = \$1,780 & Mean = \$1,924

❖ **Monthly household income**

- None: 13%
- \$1 - \$999: 8%
- \$1,000 - \$1,999: 18%
- \$2,000 - \$2,999: 15%
- \$3,000 to \$3,999: 15%
- \$4,000 to \$4,999: 12%
- \$5,000 or more: 18%
- Median = \$2,500 & Mean = \$2,961

❖ **Marital status**

- Married: 42%
- Single, never married: 21%
- Cohabiting (living with partner): 7%
- Divorced: 22%
- Separated: 4%
- Widowed: 5%

❖ **Highest level of education completed**

- Less than high school: 8%
- High school or GED: 46%
- Vocational or technical training: 8%
- 2-year college degree: 21%
- 4-year college degree: 13%
- Graduate or professional degree: 4%

❖ **Current employment status**

- Employed full-time (35 or more hours): 44%
- Employed part-time: 16%
- Unemployed looking for work in past 30 days: 16%
- Not looking for work, not in labor force: 25%
  - (Among those not in the labor force) 33% disabled, 3% homemaker, 25% retired, 2% student, and 10% unemployed but not looking for work

- ❖ **Places gambled, even once, during the past 30 days**
  - Casino: 31%
  - Convenience store: 16%
  - Bar or restaurant: 3%
  - Work: 1%
  - Home or friend's house: 3%
  - Sporting event: 0%
  - Internet: 4%
  - Race track: 0%
  - School: 0%
  - Some other place: 6%
- ❖ **Gambled, even once, during the past 30 days**
  - Slots: 25%
  - Lotteries (Power Ball, lotto, daily numbers): 13%
  - Scratch tickets and pull-tabs: 11%
  - Casino table games: 5%
  - Internet: 4%
  - Video poker, video keno, or video blackjack: 4%
  - Cards not in casino: 4%
  - Touch play machines: 4%
  - Bingo: 1%
  - Live keno: <1%
  - Racetracks: 0%
  - Sports: 0%
  - High risk trading or stocks, commodities, or futures: 0%
  - Other type of gambling: 1%
- ❖ **Number of days gambled during the past 30 days**
  - None: 55%
  - One to four days: 31%
  - Five to Fourteen days: 10%
  - Fifteen or more days: 4%
- ❖ **Among those who gambled during the past 30 days, usually gambled alone: 71%**

### ❖ **DSM indicators of pathological gambling**

- Find yourself thinking a lot about gambling such as past gambling experiences, future gambling ventures, or ways of getting money for gambling
  - Past 30 days: 45%
  - Past 12 months: 94%
- Need to gamble with larger amounts of money or with larger bets in order to get the same feeling of excitement
  - Past 30 days: 17%
  - Past 12 months: 83%
- Repeatedly try to cut down or stop your gambling but have been unsuccessful
  - Past 30 days: 28%
  - Past 12 months: 86%
- Feel restless or irritable when you tried to cut down or stop gambling
  - Past 30 days: 38%
  - Past 12 months: 76%
- Gamble to run away from problems or to get relief from feeling depressed, anxious, or bad about yourself
  - Past 30 days: 28%
  - Past 12 months: 85%
- After losing money gambling, often return another day in order to win back your losses
  - Past 30 days: 11%
  - Past 12 months: 80%
- Lie to family members, friends, or others in order to hide your gambling from them
  - Past 30 days: 17%
  - Past 12 months: 88%
- Commit any illegal acts to finance your gambling such as writing bad checks, theft, forgery, embezzlement, or fraud
  - Past 30 days: 4%
  - Past 12 months: 37%
- Lose or almost lose a significant relationship, job, or an educational or career opportunity because of gambling
  - Past 30 days: 10%
  - Past 12 months: 49%
- Rely on others to provide money to relieve a desperate financial situation caused by gambling
  - Past 30 days: 19%
  - Past 12 months: 60%

- ❖ **DSM Classification (Based on self-reported questionnaire responses)**
  - **Classification Criteria**
    - Pathological: 5 or more indicators
    - Problem: 3-4 indicators with *at least one* of the last three indicators
    - At-risk: 3-4 indicators with *none* of the last three indicators
    - Indefinite: 0-2 indicators
  - **Past 30 Day Classification**
    - Pathological: 18%
    - Problem: 8%
    - At-risk: 7%
    - Indefinite: 67%
  - **Past 12 Month Classification**
    - Pathological: 87%
    - Problem: 4%
    - At-risk: 4%
    - Indefinite: 5%
- ❖ **Psycho-social functioning during the past 30 days**
  - **Financial functioning**
    - Late paying bills: 33%
    - Declared bankruptcy: 1%
    - Lost a job due to gambling problem: 1%
    - Lost a job for some other reason: <1%
    - Committed illegal acts to get money to gamble with: 4%
  - **Interpersonal functioning**
    - Arrested related to gambling: 0%
    - Arrested for some other reason: 0%
    - Given up or greatly reduced important activities to gamble: 8%
    - Difficulty managing responsibilities at work or school: 8%
    - Difficulty managing responsibilities at home: 27%
    - Difficulties with friend or family: 27%
  - **Emotional functioning**
    - Recognized or expressed feelings inappropriately: 29%
    - Felt generally dissatisfied with life: 39%
    - Lacked self-confidence or felt bad about self: 65%

❖ **Did at least once during the past 30 days**

- Missed work or school because of gambling-related problem: 2%
- Felt depressed or hopeless: 59%
- Thought about suicide: 11%
- Drank alcohol: 38%
- Used illegal drugs: 2%
- Used tobacco: 48%
- Misused prescription drugs: <1%
- Starved yourself, binged, or purged: 3%

❖ **Intentions to change problem gambling behaviors right now**

- No intention to change: <1%
- Seriously considering reducing or stopping within the next 6 months: 4%
- Plan to reduce or quit within the next month: 10%
- Already begun to reduce or quit during the past 6 months: 77%
- Reduced or quit and maintained this change for 6 or more months: 8%

## One Month Client Satisfaction Questionnaire

- ❖ **Complete 2010 one month client satisfaction questionnaires:** 161
- ❖ **Treatment services received during the past 30 days were *very beneficial* in helping reduce, quit, or keep from gambling (% who received → % of those who received who rated service *very beneficial*)**
  - Individual counseling about gambling: 98% received → 83% (of those who received) *very beneficial*
  - Group counseling about gambling: 56% received → 62% *very beneficial*
  - Family counseling about gambling: 27% received → 58% *very beneficial*
  - Education classes about gambling: 41% received → 65% *very beneficial*
  - Financial counseling: 37% received → 63% *very beneficial*
  - Substance abuse counseling: 18% received → 62% *very beneficial*
  - Sexual addiction counseling: 8% received → 50% *very beneficial*
  - Domestic abuse counseling: 9% received → 60% *very beneficial*
  - Mental health counseling: 29% received → 76% *very beneficial*
  - Gamblers Anonymous meetings: 36% received → 74% *very beneficial*
  - Alcoholics Anonymous meetings: 20% received → 62% *very beneficial*
- ❖ **Agreement with statements about gambling treatment experience (% agreed unless otherwise noted)**
  - Program staff members were helpful in getting me enrolled: 100%
  - Program staff members are concerned about me: 99%
  - Program staff members are concerned about my family: 98%
  - The rooms & offices are appropriate for receiving services: 98%
  - The treatment offered is appropriate for me: 96%
  - Counselors have very little time for me: 93% disagreed
  - Counselors do not explain the treatment to me: 92% disagreed
  - I feel prepared to have a new, healthier lifestyle: 96%
  - Staff members are sincerely interested in me: 98%
  - I clearly understand program expectations for me: 98%
  - The program is disorganized: 93% disagreed
  - Staff tell me when I am making progress: 95%
  - I feel I have the right to disagree with staff: 92%
  - I rarely become upset about the treatment process: 88%
  - My family and friends are as involved as they wanted to be in my treatment: 86%
  - Counselors are skilled at working with me: 98%
  - The treatment methods are well thought out: 98%

❖ **Would recommend the gambling treatment program to a friend or relative in need of similar help**

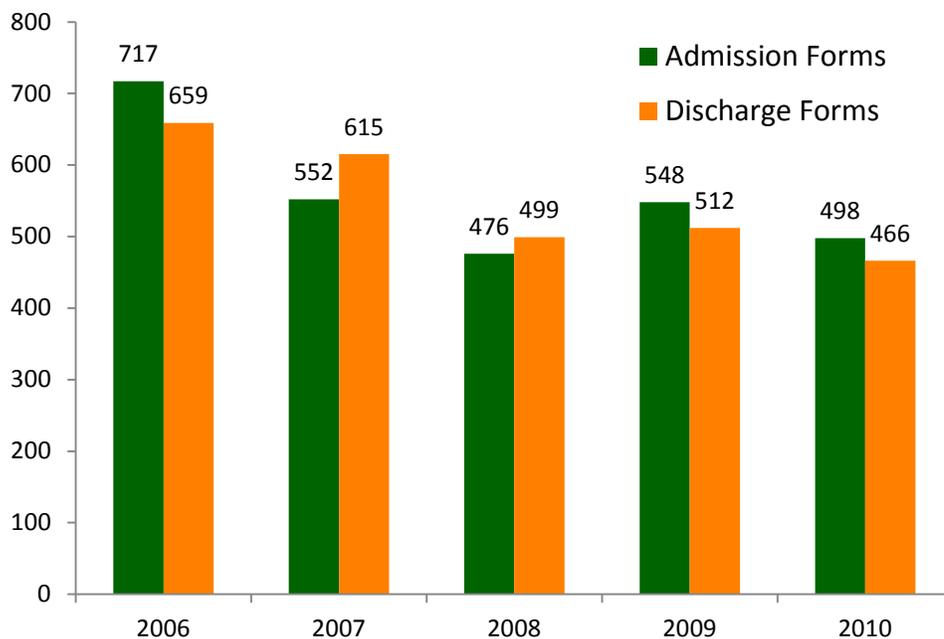
- Definitely yes: 93%
- Maybe: 6%
- Probably not: 1%
- Definitely not: 0%

❖ **Overall rating of gambling treatment services received so far**

- Excellent: 78%
- Good: 19%
- Fair: 2%
- Poor: <1%

## Appendix A.3 Discharge Data

The number of admissions and discharges by calendar year from 2006 through 2010 are shown in Figure A1. The number of discharges in any given year is a function of a number of factors such as the number of admission that year, the number of admissions the previous year, and the treatment outcomes of those in the system. When matching admission and discharge forms within this time period, the duration of treatment was calculated by a comparison of the activity dates on the admission and discharge forms. For those who completed all of their treatment ( $n = 357$  matched pairs), the median duration of treatment was about 5 months (median = 147 days, mean = 202 days). For those who completed a substantial portion their treatment ( $n = 212$  matched pairs), the median duration of treatment was about 3 ½ months (median = 108 days, mean = 162 days). For those who left without completing treatment ( $n = 784$  matched pairs), the median duration of treatment was about 1 month (median = 30 days, mean = 55 days). Duration of treatment was not calculated for other discharge statuses.



**Figure A1.** Number of GTRS Admission and Discharge Forms by calendar year.  
(GTRS Admission and Discharge Forms 2006-2010)

## **Discharge Questionnaire** **(Among Those Who Completed Treatment)**

- ❖ **Completed 2010 discharge questionnaires:** 84
- ❖ **Discharge questions for those who completed treatment:** 67\*  
(\* These 67 questionnaires are the basis for analysis reported hereafter)
- ❖ **Gender:** 53% men, 47% women
- ❖ **Amount of money lost gambling during the past 30 days**
  - No losses: 83%
  - Less than \$100: 8%
  - \$100 to \$499: 6%
  - \$500 to \$999: 2%
  - \$1,000 to \$2,999: 2%
  - \$3,000 or more: 0%
  - Median = \$0 & Mean = \$50
- ❖ **Thinking back to when you entered treatment, what was the amount you owed on all credit cards, IOUS, bills, etc. (not including mortgage)**
  - No debt: 12%
  - Less than \$2,000: 6%
  - \$2,000 - \$4,999: 12%
  - \$5,000 - \$9,999: 9%
  - \$10,000 to \$19,999: 23%
  - \$20,000 to \$49,999: 14%
  - \$50,000 to \$99,999: 14%
  - \$100,000 or more: 9%
  - Median = \$12,600 & Mean = \$29,578
- ❖ **Thinking back to when you entered treatment, how much of your total debt was gambling related**
  - None: 18%
  - Less than \$2,000: 4%
  - \$2,000 - \$4,999: 15%
  - \$5,000 - \$9,999: 8%
  - \$10,000 to \$19,999: 20%
  - \$20,000 to \$49,999: 24%
  - \$50,000 to \$99,999: 6%
  - \$100,000 or more: 4%
  - Median = \$11,450 & Mean = \$19,847

❖ **Current gambling debt now compared to when you entered treatment**

- More now: 6%
- About the same: 38%
- Less now: 56%

❖ **Current monthly *individual* income**

- None: 16%
- \$1 - \$999: 19%
- \$1,000 - \$1,999: 20%
- \$2,000 - \$2,999: 19%
- \$3,000 to \$3,999: 14%
- \$4,000 to \$4,999: 9%
- \$5,000 or more: 3%
- Median = \$1,548 & Mean = \$1,887

❖ **Current monthly *household* income**

- None: 11%
- \$1 - \$999: 6%
- \$1,000 - \$1,999: 21%
- \$2,000 - \$2,999: 18%
- \$3,000 to \$3,999: 14%
- \$4,000 to \$4,999: 14%
- \$5,000 or more: 14%
- Median = \$2,340 & Mean = \$2,906

❖ **Places gambled, even once, during the past 30 days**

- Casino: 13%
- Convenience store: 8%
- Bar or restaurant: 0%
- Work: 2%
- Home or friend's house: 0%
- Sporting event: 0%
- Internet: 0%
- Race track: 0%
- School: 0%
- Some other place: 3%

- ❖ **Gambled, even once, during the past 30 days**
  - Slots: 12%
  - Lotteries (Power Ball, lotto, daily numbers): 9%
  - Scratch tickets and pull-tabs: 6%
  - Casino table games: 2%
  - Internet: 0%
  - Video poker, video keno, or video blackjack: 0%
  - Cards not in casino: 0%
  - Touch play machines: 0%
  - Bingo: 2%
  - Live keno: 0%
  - Racetracks: 0%
  - Sports: 0%
  - High risk trading or stocks, commodities, or futures: 0%
  - Other type of gambling: 0%
- ❖ **Did NOT gamble during the past 30 days: 19%**
- ❖ **Number of days gambled during the past 30 days**
  - None: 81%
  - One to four days: 10%
  - Five to fourteen days: 8%
  - Fifteen or more days: 2%
- ❖ **Among those who gambled during the past 30 days, usually gambled alone: 57%**
- ❖ **DSM indicators of pathological gambling**
  - Find yourself thinking a lot about gambling such as past gambling experiences, future gambling ventures, or ways of getting money for gambling
    - Past 30 days: 16%
    - Past 12 months: 77%
  - Need to gamble with larger amounts of money or with larger bets in order to get the same feeling of excitement
    - Past 30 days: 2%
    - Past 12 months: 63%
  - Repeatedly try to cut down or stop your gambling but have been unsuccessful
    - Past 30 days: 10%
    - Past 12 months: 62%
  - Feel restless or irritable when you tried to cut down or stop gambling
    - Past 30 days: 10%
    - Past 12 months: 65%

- Gamble to run away from problems or to get relief from feeling depressed, anxious, or bad about yourself
  - Past 30 days: 9%
  - Past 12 months: 62%
- After losing money gambling, often return another day in order to win back your losses
  - Past 30 days: 6%
  - Past 12 months: 63%
- Lie to family members, friends, or others in order to hide your gambling from them
  - Past 30 days: 3%
  - Past 12 months: 69%
- Commit any illegal acts to finance your gambling such as writing bad checks, theft, forgery, embezzlement, or fraud
  - Past 30 days: 0%
  - Past 12 months: 26%
- Lose or almost lose a significant relationship, job, or an educational or career opportunity because of gambling
  - Past 30 days: 3%
  - Past 12 months: 40%
- Rely on others to provide money to relieve a desperate financial situation caused by gambling
  - Past 30 days: 8%
  - Past 12 months: 46%
- ❖ **DSM Classification (Based on self-reported questionnaire responses)**
  - **Classification Criteria**
    - Pathological: 5 or more indicators
    - Problem: 3-4 indicators with *at least one* of the last three indicators
    - At-risk: 3-4 indicators with *none* of the last three indicators
    - Indefinite: 0-2 indicators
  - **Past 30 Day Classification**
    - Pathological: 6%
    - Problem: 0%
    - At-risk: 2%
    - Indefinite: 92%
  - **Past 12 Month Classification**
    - Pathological: 66%
    - Problem: 0%
    - At-risk: 6%
    - Indefinite: 28%

- ❖ **Psycho-social functioning during the past 30 days**
  - **Financial functioning**
    - Late paying bills: 24%
    - Declared bankruptcy: 2%
    - Lost a job due to gambling problem: 4%
    - Lost a job for some other reason: 4%
    - Committed illegal acts to get money to gamble with: 2%
  - **Interpersonal functioning**
    - Arrested related to gambling: 2%
    - Arrested for some other reason: 2%
    - Given up or greatly reduced important activities to gamble: 8%
    - Difficulty managing responsibilities at work or school: 9%
    - Difficulty managing responsibilities at home: 15%
    - Difficulties with friend or family: 13%
  - **Emotional functioning**
    - Recognized or expressed feelings inappropriately: 12%
    - Felt generally dissatisfied with life: 23%
    - Lacked self-confidence or felt bad about self: 21%
- ❖ **Did at least once during the past 30 days**
  - Missed work or school because of gambling-related problem: 3%
  - Felt depressed or hopeless: 28%
  - Thought about suicide: 4%
  - Drank alcohol: 31%
  - Used illegal drugs: 3%
  - Used tobacco: 52%
  - Misused prescription drugs: 0%
  - Starved yourself, binged, or purged: 0%
- ❖ **Intentions to change problem gambling behaviors right now**
  - No intention to change: 0%
  - Seriously considering reducing or stopping within the next 6 months: 2%
  - Plan to reduce or quit within the next month: 3%
  - Already begun to reduce or quit during the past 6 months: 51%
  - Reduced or quit and maintained this change for 6 or more months: 45%

## **Client Satisfaction Questionnaire** **(Among Those Who Completed Treatment)**

- ❖ **Complete 2010 client satisfaction discharge questionnaires: 70**
- ❖ **Client satisfaction discharge questions for those who completed treatment: 53\***  
(\* These 53 questionnaires are the basis for analysis reported hereafter)
- ❖ **Overall rating of gambling treatment services received**
  - Excellent: 79%
  - Good: 19%
  - Fair: 2%
  - Poor: 0%
- ❖ **Agreement with statements about quality of life and gambling activities**
  - Life is much better now than it was when entered treatment: **100%** (76% *strongly agree*, 24% *agree*)
  - Life is much better now than it was 30 days ago: **89%** (53% *strongly agree*, 36% *agree*, 11% *disagree*)
  - Gambling activity is much less now than it was when entered treatment: **100%** (86% *strongly agree*, 14% *agree*)
  - Gambling activity is much less now than it was 30 days ago: **88%** (67% *strongly agree*, 22% *agree*, 10% *disagree*, 2% *strongly disagree*)
- ❖ **Agreement with statements about gambling treatment experience (% agreed unless otherwise noted)**
  - Program staff members were helpful in getting me enrolled: **100%** (85% *strongly agree*, 15% *agree*)
  - Program staff members were concerned about me: **98%** (81% *strongly agree*, 17% *agree*, 2% *disagree*)
  - Program staff members were concerned about my family: **98%** (66% *strongly agree*, 32% *agree*, 2% *disagree*)
  - The rooms & offices were appropriate for receiving services: **100%** (69% *strongly agree*, 31% *agree*)
  - The treatment offered was appropriate for me: **98%** (67% *strongly agree*, 31% *agree*, 2% *disagree*)
  - Counselors had very little time for me: **94% disagreed** (6% *strongly agree*, 26% *disagree*, 68% *strongly disagree*)
  - Counselors did not explain the treatment to me: **94% disagreed** (4% *strongly agree*, 2% *agree*, 25% *disagree*, 69% *strongly disagree*)
  - I felt prepared to have a new, healthier lifestyle: **98%** (74% *strongly agree*, 24% *agree*, 2% *strongly disagree*)
  - Staff members were sincerely interested in me: **96%** (76% *strongly agree*, 21% *agree*, 4% *disagree*)

- I clearly understood program expectations for me: **96%** (70% *strongly agree*, 26% *agree*, 2% *disagree*, 2% *strongly disagree*)
  - The program was disorganized: **94% disagreed** (4% *strongly agree*, 2% *agree*, 26% *disagree*, 69% *strongly disagree*)
  - Staff told me when I was making progress: **96%** (61% *strongly agree*, 35% *agree*, 2% *disagree*, 2% *strongly disagree*)
  - I felt I had the right to disagree with staff: **91%** (40% *strongly agree*, 51% *agree*, 8% *disagree*, 2% *strongly disagree*)
  - I rarely became upset about the treatment process: **94%** (53% *strongly agree*, 42% *agree*, 4% *disagree*, 2% *strongly disagree*)
  - My family and friends were as involved as they wanted to be in my treatment: **88%** (46% *strongly agree*, 42% *agree*, 10% *disagree*, 2% *strongly disagree*)
  - Counselors were skilled at working with me: **100%** (77% *strongly agree*, 23% *agree*)
  - The treatment methods were well thought out: **98%** (66% *strongly agree*, 32% *agree*, 2% *disagree*)
- ❖ **Opinions about whether should have received more, same, or less treatment services**
- Individual counseling about gambling: **80% same** (16% needed more, 4% needed less)
  - Family counseling about gambling: **80% same** (16% needed more, 4% needed less)
  - Group counseling about gambling: **86% same** (12% needed more, 2% needed less)
  - Education classes about gambling: **78% same** (22% needed more, 0% needed less)
  - Financial counseling: **74% same** (22% needed more, 4% needed less)

- ❖ **Treatment services received while a client of the Iowa Gambling Treatment Program were *very beneficial* (% who received → % of those who received who rated service *very beneficial*)**
  - Individual counseling about gambling: **100% received → 85% *very beneficial*** (9% *moderately*, 5% *slightly*)
  - Group counseling about gambling: **75% received → 82% (of those who received) *very beneficial*** (13% *moderately*, 4% *slightly*)
  - Family counseling about gambling: **61% received → 60% *very beneficial*** (30% *moderately*, 10% *slightly*)
  - Education classes about gambling: **76% received → 59% *very beneficial*** (33% *moderately*, 8% *slightly*)
  - Financial counseling: **69% received → 40% *very beneficial*** (31% *moderately*, 26% *slightly*, 3% *not at all*)
  - Substance abuse counseling: **42% received → Not reported** due to small sample size
  - Sexual addiction counseling: **22% received → Not reported** due to small sample size
  - Domestic abuse counseling: **26% received → Not reported** due to small sample size
  - Mental health counseling: **49% received → Not reported** due to small sample size
  - Gamblers Anonymous meetings: **61% received → 71% *very beneficial*** (16% *moderately*, 6% *slightly*, 6% *not at all*)
  - Alcoholics Anonymous meetings: **37% received → Not reported** due to small sample size
- ❖ **Length of treatment program**
  - Too short: **2%**
  - About right: **96%**
  - Too long: **2%**
- ❖ **Would recommend the gambling treatment program to a friend or relative in need of similar help**
  - Definitely yes: **88%**
  - Maybe: **10%**
  - Probably not: **2%**
  - Definitely not: **0%**

## Appendix A.4

### Six Month Follow-Up Questionnaire Data

- ❖ **Completed six month follow-up questionnaires: 205**
- ❖ **Six month questions for those who completed treatment: 102**
- ❖ **Six month questions for those who “left” without completed treatment: 80**  
(An additional 23 did not complete treatment and were discharged for some other reason)

#### Note

*The primary value is for all respondents at follow-up.*

*The first value in parentheses is for those who completed treatment.*

*The second value in parentheses is for those who left without completing treatment.*

*Response option: % total sample (% among completed treatment vs. % among left without completing treatment)*

- ❖ **Overall rating of gambling treatment services received**
  - Excellent: **49%** total sample (57% among completed treatment vs. 36% among left without completing)
  - Good: **40%** (40% vs. 43%)
  - Fair: **9%** (3% vs. 17%)
  - Poor: **2%** (0% vs. 4%)
- ❖ **Would recommend the gambling treatment program to a friend or relative in need of similar help**
  - Definitely yes: **82%** total sample (92% among completed vs. 69% among left without completing)
  - Maybe: **14%** (7% vs. 24%)
  - Probably not: **3%** (1% vs. 6%)
  - Definitely not: **1%** (0% vs. 1%)
- ❖ **Length of Treatment**
  - Too short: **17%** (11% vs. 25%)
  - About right: **81%** (87% vs. 69%)
  - Too long: **2%** (2% vs. 1%)
- ❖ **Agreement with statements about quality of life and gambling activities (sum of *strongly agree or agree*)**
  - Life is much better now than it was when entered treatment: **87%** (95% vs. 76%)
  - Life is much better now than it was 6 months ago: **86%** (92% vs. 80%)
  - Gambling activity is much less now than it was when entered treatment: **88%** (95% vs. 79%)
  - Gambling activity is much less now than it was 6 months days ago: **87%** (94% vs. 79%)

- ❖ **Treatment services received while a client of the Iowa Gambling Treatment Program were *very beneficial* (% who received → % of those who received who rated service *very beneficial*)**

Services	Among those who received service....				
	Received Service	Very Beneficial	Moderately Beneficial	Slightly Beneficial	Not at All Beneficial
<b>Individual counseling about gambling</b>	<b>98%</b>	<b>66%</b>	<b>22%</b>	<b>10%</b>	<b>2%</b>
Completed Treatment	97%	76%	19%	04%	01%
Left without Completing	99%	49%	29%	19%	02%
<b>Group counseling about gambling</b>	<b>69%</b>	<b>51%</b>	<b>30%</b>	<b>11%</b>	<b>8%</b>
Completed Treatment	72%	66%	24%	06%	04%
Left without Completing	63%	28%	40%	18%	14%
<b>Family counseling about gambling</b>	<b>38%</b>	<b>45%</b>	<b>28%</b>	<b>20%</b>	<b>8%</b>
Completed Treatment	42%	51%	22%	22%	05%
Left without Completing	30%	35%	39%	09%	17%
<b>Education classes about gambling</b>	<b>48%</b>	<b>50%</b>	<b>38%</b>	<b>10%</b>	<b>1%</b>
Completed Treatment	52%	53%	43%	04%	00%
Left without Completing	38%	15%	12%	10%	00%
<b>Financial counseling</b>	<b>50%</b>	<b>50%</b>	<b>33%</b>	<b>12%</b>	<b>5%</b>
Completed Treatment	56%	56%	31%	09%	04%
Left without Completing	39%	39%	42%	10%	10%
<b>Substance abuse counseling</b>	<b>24%</b>	<b>59%</b>	<b>26%</b>	<b>13%</b>	<b>2%</b>
Completed Treatment (n = 25)	26%	52%	24%	20%	04%
Left without Completing (n = 14)	18%	79%	21%	00%	00%
<b>Sexual addiction counseling (n = 13)</b>	<b>7%</b>	<b>38%</b>	<b>31%</b>	<b>8%</b>	<b>23%</b>
Completed Treatment	9%				
Left without Completing	4%				
<b>Domestic abuse counseling (n = 16)</b>	<b>8%</b>	<b>38%</b>	<b>31%</b>	<b>12%</b>	<b>19%</b>
Completed Treatment	8%				
Left without Completing	6%				
<b>Mental health counseling</b>	<b>30%</b>	<b>59%</b>	<b>29%</b>	<b>10%</b>	<b>2%</b>
Completed Treatment (n = 28)	29%	54%	32%	11%	04%
Left without Completing (n = 22)	29%	68%	23%	09%	00%
<b>Gamblers Anonymous</b>	<b>44%</b>	<b>47%</b>	<b>33%</b>	<b>17%</b>	<b>3%</b>
Completed Treatment	50%	61%	26%	8%	04%
Left without Completing (n = 28)	35%	32%	39%	29%	00%
<b>Alcoholics Anonymous</b>	<b>20%</b>	<b>54%</b>	<b>18%</b>	<b>20%</b>	<b>8%</b>
Completed Treatment (n = 18)	19%	56%	06%	33%	06%
Left without Completing (n = 16)	21%	62%	25%	06%	06%

*Note.* For some types of treatment, the sample sizes were very small so the number of respondents was reported to remind the reader that extra caution is needed when generalizing these findings. The values for subgroup figures have not been reported and cells have been shaded gray. Average of percentages for “completed” and “left” subgroups will not always equal the total sample (e.g., mental health counseling) because the total sample includes people who had “other” treatment outcomes or whose reason for discharge could not be ascertained from available data.

❖ Agreement with statements about gambling treatment experience

Treatment Experiences	Positive Evaluation	Strongly Agree	Agree	Disagree	Strongly Disagree
<b>Program staff members were helpful in getting me enrolled</b>	<b>98%</b>	<b>80%</b>	<b>18%</b>	<b>1%</b>	<b>2%</b>
Completed Treatment	99%	85%	14%	0%	1%
Left without Completing	96%	74%	22%	2%	1%
<b>Program staff members are concerned about me</b>	<b>98%</b>	<b>70%</b>	<b>28%</b>	<b>&lt;1%</b>	<b>2%</b>
Completed Treatment	99%	81%	18%	0%	1%
Left without Completing	99%	60%	39%	1%	0%
<b>Program staff members are concerned about my family</b>	<b>94%</b>	<b>55%</b>	<b>39%</b>	<b>3%</b>	<b>3%</b>
Completed Treatment	96%	60%	36%	2%	2%
Left without Completing	92%	49%	43%	5%	3%
<b>The rooms &amp; offices are appropriate for receiving services</b>	<b>97%</b>	<b>59%</b>	<b>38%</b>	<b>3%</b>	<b>0%</b>
Completed Treatment	98%	65%	33%	2%	0%
Left without Completing	94%	49%	45%	6%	0%
<b>The treatment offered is appropriate for me</b>	<b>92%</b>	<b>58%</b>	<b>35%</b>	<b>6%</b>	<b>2%</b>
Completed Treatment	99%	66%	33%	1%	0%
Left without Completing	84%	47%	37%	14%	2%
<b>Counselors have very little time for me</b>	<b>95%</b>	<b>2%</b>	<b>3%</b>	<b>38%</b>	<b>57%</b>
Completed Treatment	99%	0%	1%	32%	67%
Left without Completing	90%	4%	6%	42%	48%
<b>Counselors do not explain the treatment to me</b>	<b>94%</b>	<b>2%</b>	<b>3%</b>	<b>35%</b>	<b>59%</b>
Completed Treatment	100%	0%	0%	30%	70%
Left without Completing	91%	2%	6%	40%	51%
<b>I feel prepared to have a new, healthier lifestyle</b>	<b>97%</b>	<b>55%</b>	<b>34%</b>	<b>8%</b>	<b>2%</b>
Completed Treatment	98%	68%	30%	1%	1%
Left without Completing	81%	36%	45%	18%	1%
<b>Staff members are sincerely interested in me</b>	<b>97%</b>	<b>63%</b>	<b>34%</b>	<b>2%</b>	<b>1%</b>
Completed Treatment	99%	70%	29%	0%	1%
Left without Completing	94%	52%	41%	6%	0%
<b>I clearly understand program expectations for me</b>	<b>95%</b>	<b>50%</b>	<b>44%</b>	<b>5%</b>	<b>&lt;1%</b>
Completed Treatment	100%	57%	43%	0%	0%
Left without Completing	89%	36%	52%	11%	0%
<b>The program is disorganized</b>	<b>92%</b>	<b>2%</b>	<b>6%</b>	<b>34%</b>	<b>58%</b>
Completed Treatment	96%	1%	3%	26%	69%
Left without Completing	85%	2%	13%	38%	47%
<b>Staff tell me when I am making progress</b>	<b>88%</b>	<b>42%</b>	<b>46%</b>	<b>8%</b>	<b>4%</b>
Completed Treatment	97%	54%	43%	2%	1%
Left without Completing	78%	22%	56%	17%	5%
<b>I feel I have the right to disagree with staff</b>	<b>94%</b>	<b>40%</b>	<b>54%</b>	<b>6%</b>	<b>1%</b>
Completed Treatment	96%	46%	50%	3%	1%
Left without Completing	91%	30%	61%	9%	0%

Treatment Experiences	Positive Evaluation	Strongly Agree	Agree	Disagree	Strongly Disagree
<b>I rarely become upset about the treatment process</b>	<b>83%</b>	<b>40%</b>	<b>43%</b>	<b>8%</b>	<b>9%</b>
Completed Treatment	90%	45%	44%	4%	6%
Left without Completing	78%	32%	45%	11%	11%
<b>My family and friends are as involved as they wanted to be in my treatment</b>	<b>85%</b>	<b>34%</b>	<b>51%</b>	<b>11%</b>	<b>5%</b>
Completed Treatment	92%	39%	53%	6%	2%
Left without Completing	75%	25%	50%	18%	7%
<b>Counselors are skilled at working with me</b>	<b>95%</b>	<b>58%</b>	<b>37%</b>	<b>3%</b>	<b>2%</b>
Completed Treatment	98%	64%	34%	1%	1%
Left without Completing	91%	49%	42%	8%	1%
<b>The treatment methods are well thought out</b>	<b>92%</b>	<b>46%</b>	<b>47%</b>	<b>6%</b>	<b>2%</b>
Completed Treatment	99%	51%	48%	1%	0%
Left without Completing	84%	35%	48%	14%	2%

*Note.* The subgroup percentages may appear not to sum to the amount for “positive evaluation” due to rounding. Average of percentages for “completed” and “left” subgroups will not always equal the total sample (e.g., program staff were helpful in getting enrolled) because the total sample includes people who had “other” treatment outcomes or whose reason for discharge could not be ascertained from available data.

❖ **Do you think you should have received....**

Service	More	Same	Less
<b>Individual counseling about gambling</b>	<b>23%</b>	<b>73%</b>	<b>4%</b>
Completed Treatment	16%	78%	5%
Left without Completing	32%	67%	1%
<b>Group counseling about gambling</b>	<b>26%</b>	<b>66%</b>	<b>7%</b>
Completed Treatment	14%	81%	5%
Left without Completing	37%	56%	8%
<b>Family counseling about gambling</b>	<b>28%</b>	<b>64%</b>	<b>8%</b>
Completed Treatment	20%	72%	8%
Left without Completing	40%	54%	7%
<b>Education classes about gambling</b>	<b>31%</b>	<b>66%</b>	<b>3%</b>
Completed Treatment	18%	77%	4%
Left without Completing	42%	56%	1%
<b>Financial counseling</b>	<b>35%</b>	<b>60%</b>	<b>5%</b>
Completed Treatment	27%	69%	4%
Left without Completing	43%	53%	4%

❖ **Completed all gambling treatment services recommended to you before leaving the program: 61% (self-report)**

(35% of respondents who were discharged without completing treatment expressed the opinion that they completed all of the recommended services before they left treatment.)

- ❖ **Left before completing all the recommended services: 39%** (based on self-report)
  - **Reasons left before completing all the recommended services**  
 (% among those who were discharged without completing all or substantial portion and said left without completing all recommended services)
    - Services were not helpful: 18%
    - Made enough progress already: 39%
    - Asked to leave: 2%
    - Scheduling conflict: 24%
    - Moved/relocated: 4%
    - Some other reason: 45% (23 respondents said this)

❖ **How beneficial was the gambling treatment program overall**

Overall beneficial	Very Beneficial	Beneficial	Not Beneficial
<b>Total</b>	<b>62%</b>	<b>32%</b>	<b>6%</b>
Completed Treatment	75%	24%	1%
Left without Completing	47%	41%	12%

- ❖ **Gender: 46% men, 54% women** (completed: 52% men, 48% women; left: 39% men, 61% women)

❖ **Age**

Age	Mean Age	Under 40	40-54	55 and older
<b>Total</b>	<b>46.7</b>	<b>32%</b>	<b>41%</b>	<b>27%</b>
Completed Treatment	48.4	24%	44%	32%
Left without Completing	44.9	40%	38%	22%

❖ **Marital status**

Marital status	Married	Single, never married	Cohabiting (living with partner)	Divorced	Separated	Widowed
<b>Total</b>	<b>22%</b>	<b>40%</b>	<b>7%</b>	<b>3%</b>	<b>24%</b>	<b>2%</b>
Completed Treatment	21%	39%	10%	3%	22%	2%
Left without Completing	24%	47%	5%	1%	17%	4%

- ❖ **Arrested for gambling-related reasons in the past 6 months: 3%** (3% completed, 0% left w/o completing)
- ❖ **Arrested for other reason in the past 6 months: 3%** (2% completed, 4% left without completing)

- ❖ **Highest level of education completed** (*Note.* Averages of percentages for “completed” and “left” subgroups will not always equal the total sample because the total sample includes people who had “other” treatment outcomes or whose reason for discharge could not be ascertained from available data.)
  - Less than high school: **3%** (4% completed, 2% left without completing)
  - High school or GED: **37%** (39%, 35%)
  - Vocational or technical training: **14%** (15%, 15%)
  - 2-year college degree: **26%** (22%, 28%)
  - 4-year college degree: **14%** (14%, 12%)
  - Graduate or professional degree: **5%** (5%, 8%)
- ❖ **Current employment status** (*Note.* Averages of percentages for “completed” and “left” subgroups will not always equal the total sample because the total sample includes people who had “other” treatment outcomes or whose reason for discharge could not be ascertained from available data.)
  - Employed full-time (35 or more hours): **57%** (58% completed, 58% left without completing)
  - Employed part-time: **15%** (15%, 15%)
  - Unemployed looking for work in past 30 days: **13%** (15%, 10%)
  - Not looking for work, not in labor force: **16%** (12%, 17%)
    - (Among those not in the labor force) **43%** (30%, 52%) disabled, **8%** (13%, 4%) homemaker, **24%** (33%, 24%) retired, **11%** (17%, 4%) student, and **4%** (3%, 4%) unemployed but not looking for work
- ❖ **Current monthly individual income** (*Note.* A few respondents reported monthly incomes of \$15,000 or more. These were recoded as annual incomes.)
  - None: **10%** (10%, 9%)
  - \$1 - \$999: **15%** (14%, 14%)
  - \$1,000 - \$1,999: **36%** (31%, 39%)
  - \$2,000 - \$2,999: **20%** (20%, 22%)
  - \$3,000 to \$3,999: **9%** (16%, 4%)
  - \$4,000 to \$4,999: **5%** (7%, 4%)
  - \$5,000 or more: **6%** (2%, 10%)
  - Median = **\$1,550** (\$1,600 vs. \$1,600) & Mean = **\$1,864** (\$1,898 vs. \$1,876)

❖ **Current monthly household income** (Note. A few respondents reported monthly incomes of \$15,000 or more.

These were recoded as annual incomes.)

- None: **5%** (8%, 4%)
- \$1 - \$999: **9%** (8%, 8%)
- \$1,000 - \$1,999: **27%** (24%, 27%)
- \$2,000 - \$2,999: **16%** (15%, 18%)
- \$3,000 to \$3,999: **11%** (13%, 10%)
- \$4,000 to \$4,999: **12%** (14%, 10%)
- \$5,000 or more: **19%** (18%, 23%)
- Median = **\$2,462** (\$2,500 vs. \$2,500) & Mean = **\$3,138** (\$3,128 vs. \$3,205)

❖ **Total amount currently owe on all credit cards, IOUS, bills, etc. (not including mortgage)**

- No debt: **16%** (16%, 15%)
- Less than \$2,000: **15%** (16%, 14%)
- \$2,000 - \$4,999: **10%** (12%, 10%)
- \$5,000 - \$9,999: **11%** (10%, 14%)
- \$10,000 to \$19,999: **17%** (17%, 18%)
- \$20,000 to \$49,999: **17%** (16%, 14%)
- \$50,000 to \$99,999: **8%** (8%, 8%)
- \$100,000 or more: **6%** (4%, 7%)
- Median = **\$9,000** (\$6,500 vs. \$9,250) & Mean = **\$24,221** (\$18,288 vs. \$31,304)

❖ **Total amount currently owe is due to gambling**

- None: **40%** (39%, 40%)
- Less than \$2,000: **8%** (9%, 8%)
- \$2,000 - \$4,999: **6%** (6%, 7%)
- \$5,000 - \$9,999: **14%** (18%, 12%)
- \$10,000 to \$19,999: **15%** (13%, 18%)
- \$20,000 to \$49,999: **9%** (9%, 5%)
- \$50,000 to \$99,999: **5%** (4%, 5%)
- \$100,000 or more: **3%** (1%, 5%)
- Median = **\$2,000** (\$2,250 vs. \$2,500) & Mean = **\$13,994** (\$11,023 vs. \$18,439)

❖ **Current gambling debt now compared to when left treatment**

- More now: **6%** (1% among those who completed treatment, 13% among those who left w/o completing)
- About the same: **35%** (27%, 31%)
- Less now: **65%** (72%, 56%)

- ❖ **How much did you owe due to gambling one month ago**
  - None: **42%** (45%, 40%)
  - Less than \$2,000: **9%** (10%, 10%)
  - \$2,000 - \$4,999: **8%** (4%, 11%)
  - \$5,000 - \$9,999: **12%** (14%, 12%)
  - \$10,000 to \$19,999: **13%** (13%, 12%)
  - \$20,000 to \$49,999: **9%** (8%, 6%)
  - \$50,000 to \$99,999: **5%** (4%, 6%)
  - \$100,000 or more: **2%** (1%, 4%)
  - Median = **\$1,000** (\$700 vs. \$2,000) & Mean = **\$12,153** (\$10,486 vs. \$14,572)
- ❖ **How much did you owe due to gambling when left treatment about six months ago**
  - None: **24%** (25%, 24%)
  - Less than \$2,000: **7%** (5%, 8%)
  - \$2,000 - \$4,999: **15%** (17%, 12%)
  - \$5,000 - \$9,999: **16%** (15%, 19%)
  - \$10,000 to \$19,999: **16%** (16%, 17%)
  - \$20,000 to \$49,999: **12%** (13%, 9%)
  - \$50,000 to \$99,999: **6%** (8%, 5%)
  - \$100,000 or more: **3%** (1%, 5%)
  - Median = **\$5,000** (\$5,000 vs. \$5,000) & Mean = **\$15,648** (\$14,412 vs. \$18,378)
- ❖ **How much did you owe due to gambling when you entered treatment**
  - None: **18%** (19%, 20%)
  - Less than \$2,000: **5%** (3%, 8%)
  - \$2,000 - \$4,999: **14%** (13%, 14%)
  - \$5,000 - \$9,999: **13%** (13%, 12%)
  - \$10,000 to \$19,999: **22%** (17%, 19%)
  - \$20,000 to \$49,999: **15%** (15%, 14%)
  - \$50,000 to \$99,999: **8%** (8%, 7%)
  - \$100,000 or more: **3%** (2%, 6%)
  - Median = **\$9,000** (\$10,000 vs. \$8,000) & Mean = **\$20,242** (\$18,020 vs. \$23,087)
- ❖ **Overall financial situation now compared to when you entered treatment**
  - Better now: **67%** (72%, 61%)
  - About the same: **24%** (22%, 28%)
  - Worse now: **9%** (7%, 11%)

❖ **Overall financial situation now compared to six months ago**

- Better now: **59%** (62%, 54%)
- About the same: **32%** (31%, 33%)
- Worse now: **9%** (7%, 13%)

❖ **Declared bankruptcy in the past 6 months: 6%** (6%, 6%)

❖ **Gambled, even once, during the past 30 days**

Gambled, even once, during the past 30 days on...	Completed Treatment	Left Without Completing Treatment	Total
Casino table games	4%	12%	<b>8%</b>
Slots	20%	30%	<b>25%</b>
Live keno	0%	1%	<b>1%</b>
Video poker, video keno, video blackjack	5%	6%	<b>6%</b>
Touch play machines	4%	5%	<b>4%</b>
Cards not in a casino	5%	1%	<b>3%</b>
Bingo	2%	1%	<b>2%</b>
Scratch tickets and pull-tabs	22%	27%	<b>24%</b>
Lotteries (Powerball, lotto, daily numbers)	30%	22%	<b>27%</b>
Racetracks (horses or dogs)	2%	0%	<b>1%</b>
Sports	1%	1%	<b>1%</b>
High risk trading (stocks, commodities, futures)	0%	0%	<b>0%</b>
Internet	3%	4%	<b>4%</b>
Some other type of gambling	3%	0%	<b>2%</b>

❖ **Amount of money lost gambling during the past 30 days**

Amount of money lost in past 30 days	Completed Treatment	Left Without Completing Treatment	Total
None	59%	42%	<b>52%</b>
Less than \$100	24%	14%	<b>19%</b>
\$100 to \$499	9%	20%	<b>14%</b>
\$500 to \$99	4%	12%	<b>9%</b>
\$1,000 to \$2,999	3%	4%	<b>4%</b>
\$3,000 or more	1%	5%	<b>3%</b>
Median amount lost	\$0	\$15	<b>\$0</b>
Mean amount lost	\$124	\$526	<b>\$300</b>

❖ **Report winning more than spending in past 30 days: 4%** (5%, 4%)

❖ **Number of days gambled during the past 30 days**

Days gambled during the past 30 days	Completed Treatment	Left Without Completing Treatment	Total
None	52%	38%	45%
1 – 4 days	28%	27%	30%
5 – 14 days	18%	29%	22%
15 – 30 days	2%	6%	4%
Median number of days	0 days	2 days	1 day
Mean number of days	2.3 days	4.0 days	2.9 days

❖ **When gambled during the past 30 days, usually gambled alone: 73% (76%, 75%)**

(Note. Subgroup values do not average to total sample due to the effect of including those who were discharged for other reasons or whose discharge status was undetermined in the total sample figures.)

❖ **Places gambled, even once, during the past 30 days**

Gambled, even once, during the past 30 days on...	Completed Treatment	Left Without Completing Treatment	Total
Casino	24%	42%	33%
Race track	1%	0%	<1%
Sporting event	0%	0%	0%
Bar or restaurant	4%	4%	4%
Internet	2%	5%	4%
School	0%	0%	0%
Work	2%	1%	2%
Home or a friend's house	2%	5%	4%
Convenience store	28%	26%	26%
Some other place	1%	4%	4%

❖ **Did at least once during the past 30 days**

At least once during the past 30 days...	Completed Treatment	Left Without Completing Treatment	Total
Missed work or school because of gambling-related problem	1%	8%	4%
Felt depressed or hopeless	29%	47%	39%
Thought about suicide	11%	17%	15%
Drank alcohol	33%	40%	35%
Used illegal drugs	3%	3%	3%
Used tobacco	46%	52%	46%
Misused prescription drugs	2%	3%	2%
Starved yourself, binged, or purged	1%	8%	5%

❖ **Psycho-social functioning during the past 30 days**

(Note. Subgroup values do not necessarily average to total sample due to the effect of including those who were discharged for other reasons or whose discharge status was undetermined in the total sample figures.)

➤ **Financial functioning**

- Late paying bills: **26%** (22%, 30%)
- Declared bankruptcy: **2%** (3%, 0%)
- Lost a job due to gambling problem: **<1%** (1%, 0%)
- Lost a job for some other reason: **1%** (1%, 1%)
- Committed illegal acts to get money to gamble with: **1%** (0%, 0%)

➤ **Interpersonal functioning**

During the past 30 days...	Completed Treatment	Left Without Completing Treatment	Total
Arrested related to gambling	0%	0%	<1%
Arrested for some other reason	0%	0%	0%
Given up or greatly reduced important activities to gamble	6%	17%	11%
Difficulty managing responsibilities at work or school	5%	9%	6%
Difficulty managing responsibilities at home	12%	24%	17%
Difficulties with friend or family	13%	27%	20%

➤ **Emotional functioning**

During the past 30 days...	Completed Treatment	Left Without Completing Treatment	Total
Recognized or expressed feelings inappropriately	12%	25%	16%
Felt generally dissatisfied with life	27%	44%	35%
Lacked self-confidence or felt bad about self	31%	49%	40%

❖ **DSM indicators of pathological gambling during the past 30 days**

During the past 30 days...	Completed Treatment	Left Without Completing Treatment	Total
Find yourself thinking a lot about gambling such as past gambling experiences, future gambling ventures, or ways of getting money for gambling	25%	46%	<b>33%</b>
Need to gamble with larger amounts of money or with larger bets in order to get the same feeling of excitement	7%	20%	<b>12%</b>
Repeatedly try to cut down or stop your gambling but have been unsuccessful	10%	26%	<b>16%</b>
Feel restless or irritable when you tried to cut down or stop gambling	12%	30%	<b>19%</b>
Gamble to run away from problems or to get relief from feeling depressed, anxious, or bad about yourself	16%	40%	<b>26%</b>
After losing money gambling, often return another day in order to win back your losses	9%	28%	<b>17%</b>
Lie to family members, friends, or others in order to hide your gambling from them	11%	23%	<b>18%</b>
Commit any illegal acts to finance your gambling such as writing bad checks, theft, forgery, embezzlement, or fraud	2%	5%	<b>4%</b>
Lose or almost lose a significant relationship, job, or an educational or career opportunity because of gambling	5%	13%	<b>8%</b>
Rely on others to provide money to relieve a desperate financial situation caused by gambling	3%	19%	<b>11%</b>

❖ **DSM Classification (Based on self-reported questionnaire responses)**

➤ **Classification Criteria**

- Pathological: 5 or more indicators
- Problem: 3-4 indicators with *at least one* of the last three indicators
- At-risk: 3-4 indicators with *none* of the last three indicators
- Indefinite: 0-2 indicators

➤ **Past 30 Day Classification**

Past 30 day gambling pathology classification	Completed Treatment	Left Without Completing Treatment	Total
<b>Pathological</b>	8%	24%	<b>15%</b>
<b>Problem</b>	0%	4%	<b>2%</b>
<b>At-Risk</b>	5%	8%	<b>6%</b>
<b>Indefinite</b>	87%	64%	<b>77%</b>

- ❖ **Treatment services received, even once, during the past 30 days**
  - Individual counseling about gambling: **10%** (7%, 9%)
  - Group counseling about gambling: **4%** (3%, 3%)
  - Family counseling about gambling: **4%** (3%, 4%)
  - Education classes about gambling: **3%** (0%, 5%)
  - Financial counseling: **5%** (3%, 5%)
  - Substance abuse counseling: **5%** (5%, 4%)
  - Sexual addiction counseling: **0%** (0%, 0%)
  - Domestic abuse counseling: **1%** (0%, 1%)
  - Mental health counseling: **20%** (14%, 23%)
  - Gamblers Anonymous meetings: **10%** (14%, 4%)
  - Alcoholics Anonymous meetings: **10%** (11%, 10%)
- ❖ **Been admitted or re-admitted to any gambling treatment program in the past 6 months: 4%** (4%, 5%)

❖ **Treatment services received in the past 6 months were *very beneficial***

Services received in past 6 months	Received Service	Among those who received service....			
		Very Beneficial	Moderately Beneficial	Slightly Beneficial	Not at All Beneficial
<b>Individual counseling about gambling</b>	<b>30%</b>	<b>62%</b>	<b>26%</b>	<b>8%</b>	<b>4%</b>
Completed Treatment	26%				
Left without Completing	30%				
<b>Group counseling about gambling</b>	<b>19%</b>	<b>55%</b>	<b>32%</b>	<b>6%</b>	<b>6%</b>
Completed Treatment	17%				
Left without Completing	19%				
<b>Family counseling about gambling (n = 18)</b>	<b>11%</b>				
Completed Treatment	10%				
Left without Completing	10%				
<b>Education classes about gambling (n = 25)</b>	<b>15%</b>				
Completed Treatment	14%				
Left without Completing	16%				
<b>Financial counseling (n = 24)</b>	<b>15%</b>				
Completed Treatment	15%				
Left without Completing	11%				
<b>Substance abuse counseling (n = 17)</b>	<b>10%</b>				
Completed Treatment	12%				
Left without Completing	9%				
<b>Sexual addiction counseling (n = 2)</b>	<b>1%</b>				
Completed Treatment					
Left without Completing					
<b>Domestic abuse counseling (n = 4)</b>	<b>2%</b>				
Completed Treatment					
Left without Completing					
<b>Mental health counseling</b>	<b>21%</b>	<b>66%</b>	<b>20%</b>	<b>11%</b>	<b>3%</b>
Completed Treatment	14%				
Left without Completing	24%				
<b>Gamblers Anonymous</b>	<b>20%</b>	<b>58%</b>	<b>27%</b>	<b>15%</b>	<b>0%</b>
Completed Treatment	23%				
Left without Completing	16%				
<b>Alcoholics Anonymous (n = 21)</b>	<b>13%</b>				
Completed Treatment	14%				
Left without Completing	12%				

*Note.* The sample sizes for some types of treatment were small. When the values are based on fewer than 30 respondents, the sample size was shown after the “n =” so readers should generalize these findings with extra caution. The values for subgroup figures have not been reported and cells have been shaded gray. Average of percentages for “completed” and “left” subgroups will not always equal the total sample (e.g., mental health counseling) because the total sample includes people who had “other” treatment outcomes or whose reason for discharge could not be ascertained from available data and differences in between-group samples sizes.

❖ **Intentions to change problem gambling behaviors right now**

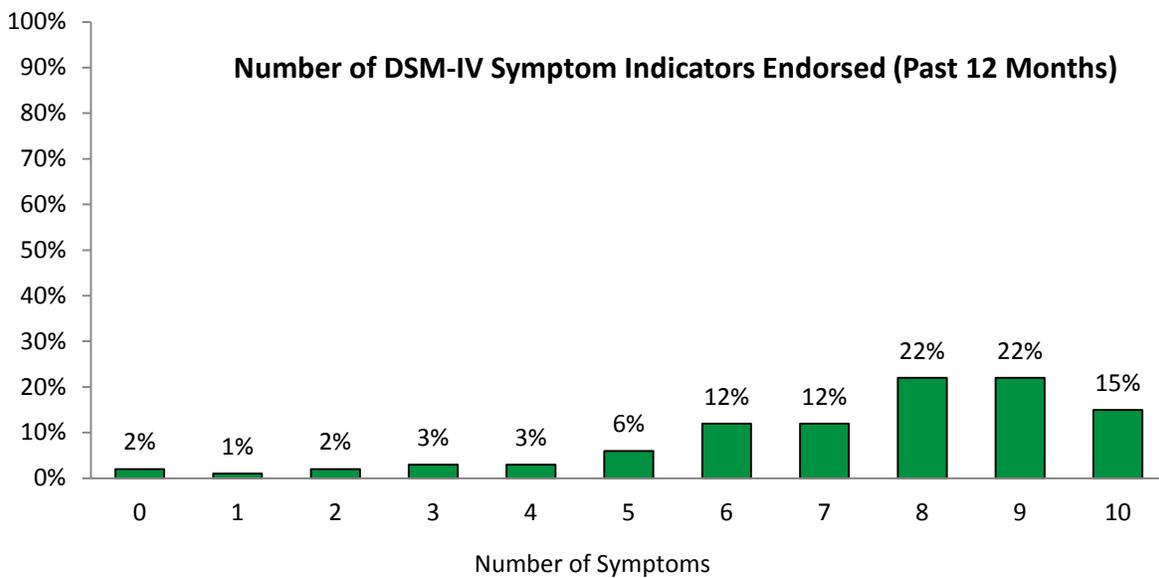
<b>During the past 30 days...</b>	<b>Completed Treatment</b>	<b>Left Without Completing Treatment</b>	<b>Total</b>
<b>No intention to change</b>	2%	1%	<b>2%</b>
<b>Seriously considering reducing or stopping within the next 6 months</b>	4%	17%	<b>8%</b>
<b>Plan to reduce or quit within the next month</b>	4%	9%	<b>7%</b>
<b>Already begun to reduce or quit during past 6 months</b>	18%	23%	<b>20%</b>
<b>Reduced or quit and maintained this change for 6 months or more</b>	72%	50%	<b>63%</b>

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## Appendix B DSM-IV Symptoms

### Number of DSM-IV Symptom Indicators Endorsed (Past 12 Months)

On the Admission Questionnaire, the majority (59%) of respondents answered *yes* to 8 or more of the 10 DSM-IV symptom indicators of gambling pathology during the past 12 months. The mean was 7.3 symptoms and the median was 8.0 symptoms.

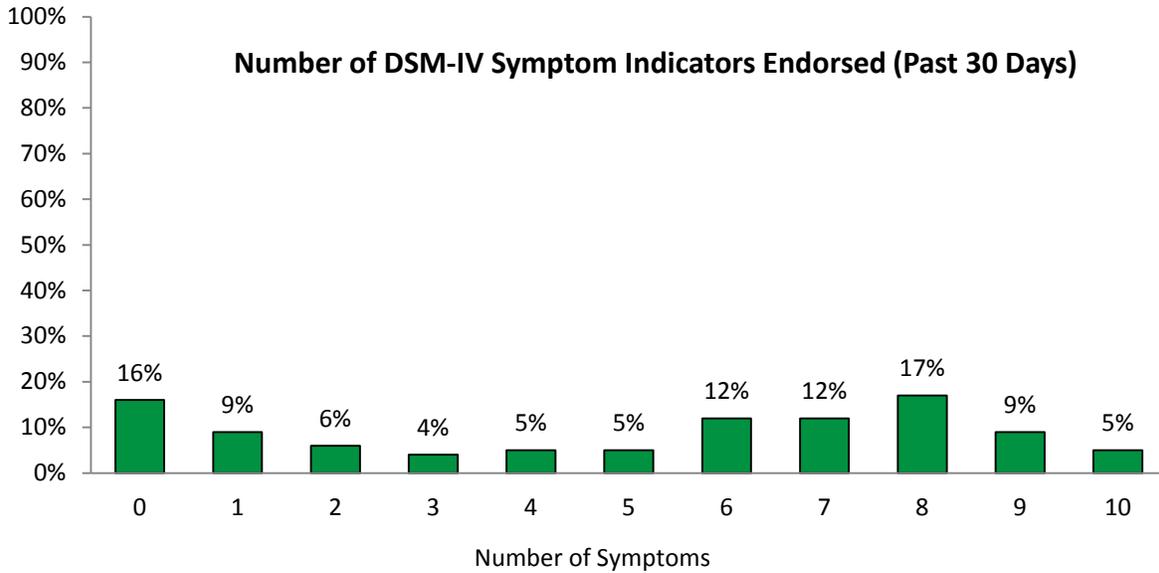


**Figure B1.** Number of DSM-IV symptom indicators of pathological gambling endorsed during the past 12 months. (2010 Admission Questionnaire,  $n = 279$ )

*Note.* Figure B1 excludes one respondent for whom a classification calculation could not be made due to missing data.

### Number of DSM-IV Symptom Indicators Endorsed (Past 30 Days)

On the Admission Questionnaire, about one-third (31%) of respondents answered *yes* to 8 or more of the 10 DSM-IV symptom indicators of gambling pathology during the past 30 days. The mean was 5.0 symptoms and the median was 6.0 symptoms.

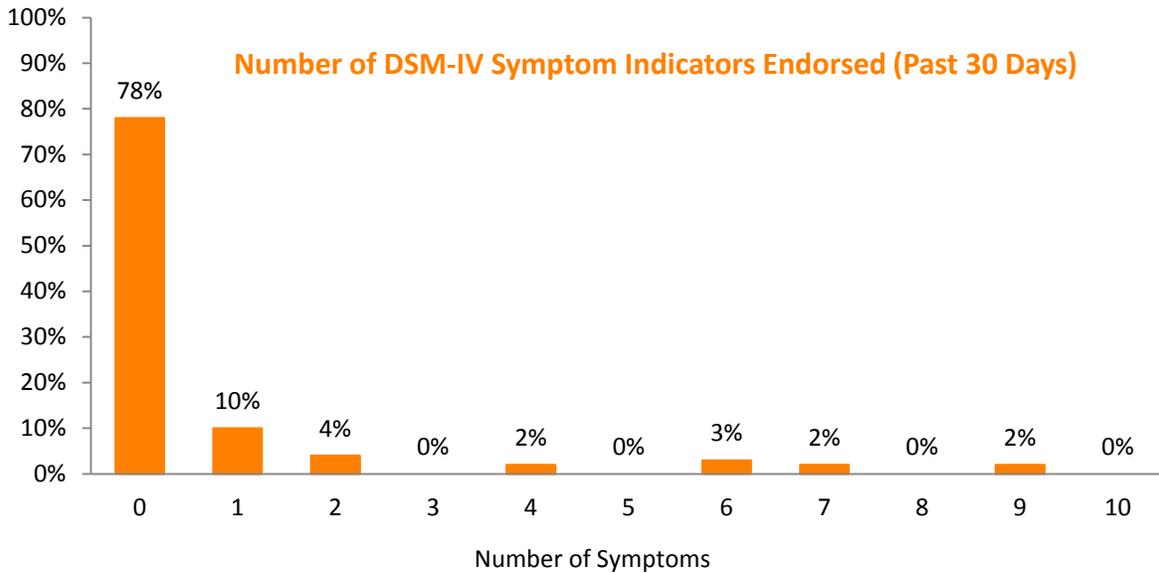


**Figure B2.** Number of DSM-IV symptom indicators of pathological gambling endorsed during the past 30 days. (2010 Admission Questionnaire,  $n = 279$ )

*Note.* Figure B2 excludes one respondent for whom a classification calculation could not be made due to missing data.

### Number of DSM-IV Symptom Indicators Endorsed (Past 30 Days)

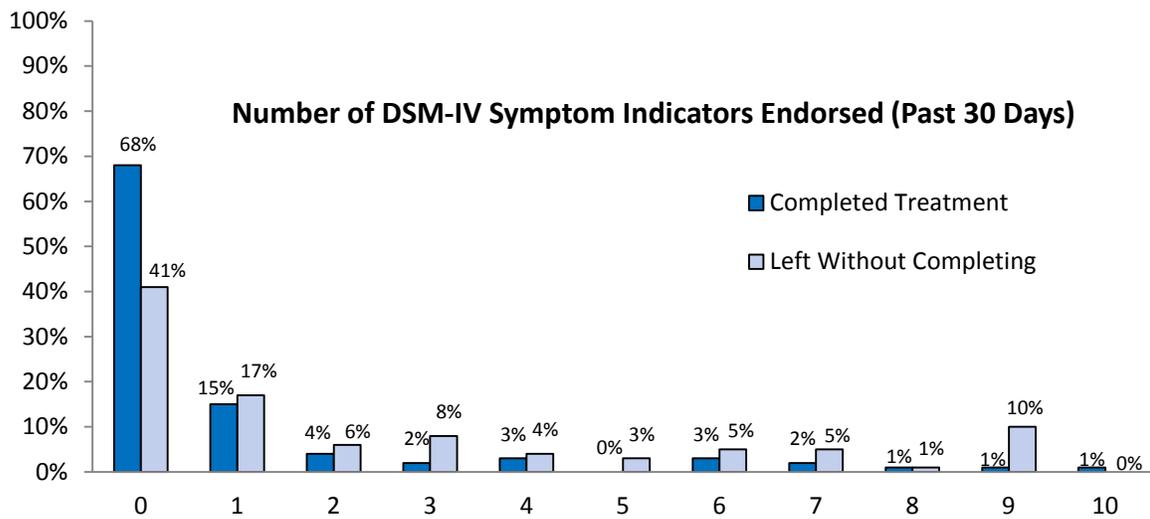
On the Discharge Questionnaire, about three-fourths (78%) of respondents did not answer *yes* to any of the 10 DSM-IV symptom indicators of gambling pathology during the past 30 days. The mean was 1.0 symptoms and the median was 0 symptoms.



**Figure B3.** Number of DSM-IV symptom indicators of pathological gambling endorsed during the past 30 days prior to *discharge among those who completed treatment*. (2010 Discharge Questionnaire,  $n = 67$ )

**Number of DSM-IV Symptom Indicators Endorsed (Past 30 Days):  
Follow-up Completed Treatment and Follow-up Did Not Complete Treatment**

At follow-up, about two-thirds (68%) of respondents who completed treatment did not respond *yes* to any of the 10 DSM-IV symptom indicators (i.e., were “symptom free”) based on their gambling behaviors during the past 30 days. For respondents who left without completing treatment, 41% did not respond *yes* to any of past 30 day symptoms at follow-up. The mean among those who completed treatment was 1.0 symptoms and a median of zero symptoms. The mean among those who left without completing treatment was 2.5 symptoms with a median of 1.0 symptom.



**Figure B4.** Number of DSM-IV symptom indicators of pathological gambling endorsed during the past 30 days. (Six Month Follow-Up Questionnaire,  $n = 101$  &  $n = 78$ )

*Note.* Figure B4 excludes three respondents for whom classification calculations could not be made due to missing data.

Table B1  
DSM-IV Symptoms of Pathological Gambling During the Past 30 Days  
(Admission & Discharge Questionnaire Data 2010;  
Follow-up Questionnaire Data from January 2010 – June 2011)

Current (Past 30 Day) Symptoms	Admitted in 2010 (Total)	Discharged in 2010 (Completed Treatment)	Six month follow-up (Completed Treatment)	Six month follow-up (Did Not Complete)
Find yourself thinking a lot about gambling, such as past gambling experiences, future gambling ventures, or ways of getting money for gambling in the past 30 days.	70%	16%	25%	46%
Need to gamble with larger amounts of money or with larger bets in order to get the same feeling of excitement in the past 30 days.	45%	02%	07%	20%
Repeatedly try to cut down or stop your gambling but have been unsuccessful in the past 30 days.	58%	10%	10%	26%
Feel restless or irritable when you tried to cut down or stop gambling in the past 30 days.	57%	10%	12%	30%
Gamble to run away from problems or to get relief from feeling depressed, anxious, or bad about yourself in the past 30 days.	60%	09%	16%	40%
After losing money gambling, often return another day in order to win back your losses in the past 30 days.	56%	06%	09%	28%
Lie to family members, friends, or others in order to hide your gambling from them in the past 30 days.	61%	03%	11%	23%
Commit any illegal acts to finance your gambling, such as writing bad checks, theft, forgery, embezzlement, or fraud in the past 30 days.	20%	00%	02%	05%
Lose or almost lose a significant relationship, job, or an educational career opportunity because of gambling in the past 30 days.	33%	03%	05%	13%
Rely on others to provide money to relieve a desperate financial situation caused by gambling in the past 30 days.	45%	08%	03%	19%
<b>Pathological</b>	60%	06%	08%	24%
<b>Problem</b>	03%	00%	00%	04%
<b>At-Risk</b>	05%	02%	05%	08%
<b>Indefinite Diagnosis</b>	32%	92%	87%	64%

*Note.* The *n* values varied with individual item: Admission (*ns* = 276 to 279), Discharge (*ns* = 54 to 67), Follow-up completed treatment (*n* = 101) and Follow-up did not complete treatment (*ns* = 78).

Table B2  
 DSM-IV Symptoms of Pathological Gambling During the Past 30 Days:  
**Paired-Samples Analysis only for Respondents who Completed Treatment**  
 (Admission & Discharge Questionnaire Data July 1, 2007-December 31, 2010)

Current (Past 30 Day) Symptoms	Completed Treatment	
	At Admission	At Discharge
Find yourself thinking a lot about gambling, such as past gambling experiences, future gambling ventures, or ways of getting money for gambling in the past 30 days.	54%	16%
Need to gamble with larger amounts of money or with larger bets in order to get the same feeling of excitement in the past 30 days.	36%	05%
Repeatedly try to cut down or stop your gambling but have been unsuccessful in the past 30 days.	47%	07%
Feel restless or irritable when you tried to cut down or stop gambling in the past 30 days.	42%	09%
Gamble to run away from problems or to get relief from feeling depressed, anxious, or bad about yourself in the past 30 days.	46%	06%
After losing money gambling, often return another day in order to win back your losses in the past 30 days.	46%	07%
Lie to family members, friends, or others in order to hide your gambling from them in the past 30 days.	45%	08%
Commit any illegal acts to finance your gambling, such as writing bad checks, theft, forgery, embezzlement, or fraud in the past 30 days.	15%	03%
Lose or almost lose a significant relationship, job, or an educational career opportunity because of gambling in the past 30 days.	29%	06%
Rely on others to provide money to relieve a desperate financial situation caused by gambling in the past 30 days.	38%	06%
Pathological	48%	06%
Problem	02%	03%
At-Risk	06%	<1%
Indefinite Diagnosis	44%	90%

*Note.* Admission *ns* ranged from 115 to 117. Discharge *ns* ranged from 116 to 117. Pathology classifications shown only for 115 respondents for whom classifications could be calculated for both admission and discharge.

## Technical Notes

**Pathology Classifications.** The current classifications reported in this document were made based upon the respondents' reports of the gambling-related thoughts and behaviors they had during the past 30 days. This is a more restrictive classification than "recent or past-year pathology" or "lifetime pathology." The recent (i.e., past 12 months) classifications were calculated for admission and discharge. The high rates of pathological or problem gambling classifications for the 12 month period at the time of discharge for those who completed treatment can be at least partially attributed to behaviors occurring prior to entering treatment for respondents who completed treatment in fewer than 12 months.

**Pathology Scoring.** The scoring of gambling pathology was calculated using the following criteria. The number of "yes" responses to 10 individual items was counted. A score of 0, 1, or 2 was classified as *indefinite diagnosis*. A score of 3 or 4 was classified as *at-risk gambler* if there were no "yes" responses to Items 8-10. A score of 3 or 4 was classified as *problem gambler* if there were one or more "yes" responses to Items 8-10. A score of 5 or more was classified as *pathological gambler*. The decision rules for calculating scores where there was no response to one or more items were as follows: (a) if there was one or more missing responses but the score yielded a classification of *at-risk gambler*, *problem gambler*, or *pathological gambler*, no adjustments were made; (b) if there was one missing response and the sum of the other nine items was zero or one, an *indefinite diagnosis* was assigned; (c) if there were two missing responses and the sum of the other eight items was zero, an *indefinite diagnosis* was assigned; (d) if there were three or more missing responses and the sum to the other items was zero, an *unable to classify* was assigned; and (e) if responses to all ten of the items was missing an *unable to classify* was assigned. The number of *unable to classify* respondents was excluded from the denominator when calculating the percent of respondents who were pathological or problem gamblers.

**Data Exclusions.** The reason for discharge categorizations for the 2010 GTRS data were as follows: 46% left treatment, 24% completed treatment, 17% completed substantial portion of treatment, 2% referrals to outside agency, 2% incarcerated, less than 1% program decision due to lack of progress, and 8% all other reasons. When possible, data from incarcerated individuals were excluded from the 2010 analysis except for overall counts and some basic GTRS reporting information. The comparisons of completed versus left treatment are those who completed all or a substantial portion of treatment versus those who "left treatment" (excludes incarcerated, program decision, and all other reasons).

**Follow-up Data Collection.** There were 318 respondents who were eligible to complete the six month follow-up questionnaire during the 18 months period from January 1, 2010, through June 30, 2011. There were 205 completed questionnaires for a completion rate (or response rate) of 64%. Respondents can participate in the follow-up either by mailing a completed paper-and-pencil questionnaire to CSBR or by completing a telephone interview.

**Form versus Questionnaire Findings.** In a few instances, there are similar items in the GTRS form and the IGTO questionnaire. The respondents' answers are not always the same on the two instruments. In addition, there may be differences in percentages of these items because questionnaire data are not available for all clients. In 2010, there were a few clients who received distance treatment services instead of the treatment as usual treatment. The 2010 findings do not include questionnaire data from respondents who received distance treatment.

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## Glossary

**At-Risk Gambler:** See Current At-Risk Gambler

**Client:** Person who was admitted into the Iowa Gambling Treatment Program.

**Completed Treatment:** Refers to clients and respondents who *completed all* or *completed a substantial portion* of treatment according to their GTRS Discharge Form.

**Confidence Interval:** The 95% confidence level means that one can be 95% confident that observed differences were not due to chance alone and represent actual differences between the demographic subgroups or treatment groups.

**CSBR:** Center for Social and Behavioral Research, University of Northern Iowa

**Current At-Risk Gambler:** Respondent said that during the past 30 days they had experienced 3 or 4 of the 10 DSM-IV indicators but none of the indicators were (a) committing illegal acts to finance gambling, (b) losing or almost losing a significant relationship, job, educational or career opportunity because of gambling, or (c) relying on others to provide money to relieve a desperate financial situation caused by gambling.

**Current Pathological Gambler:** Respondent who reported they had experienced 5 or more of the 10 DSM-IV indicators during the past 30 days.

**Current Problem Gambler:** During the past 30 days they had experienced 3 or 4 of the 10 DSM indicators provided that at least one of the indicators was (a) committing illegal acts to finance gambling, (b) losing or almost losing a significant relationship, job, educational or career opportunity because of gambling, or (c) relying on others to provide money to relieve a desperate financial situation caused by gambling.

**Indefinite Diagnosis:** Respondent said that during the past 30 days they had experienced 2 or fewer of the 10 DSM-IV indicators. An *indefinite diagnosis* does not necessarily mean the person does not have a gambling problem, but it means that there was insufficient evidence of current pathology based on self-reported questionnaire responses. A professional treatment provider may be aware of additional information beyond what is assessed in the self-report questionnaire that could indicate the client would benefit from receiving gambling treatment services.

**Insert:** Reference to a one-page questionnaire included within the one-month and discharge questionnaires. These brief questionnaires are completed confidentially by the client and mailed to CSBR for data processing. These are also referred to as the Client Satisfaction questionnaires.

**N (*n*):** The number of cases, clients, or respondents.

**Pathological Gambler:** See Current Pathological Gambler

**Problem Gambler:** See Current Problem Gambler

**Respondent:** A client who completed the questionnaire.

**Significant (Significantly):** The subgroup differences were statistically significant at the 95% confidence level using an appropriate inferential statistical test.

**Statistically Significant:** See Significant

**Six Months After Leaving Treatment:** The time period starting with *six months after the activity date recorded on the client's GTRS Discharge Form* and ending with *when the Six Month Follow-Up Questionnaire was completed*. In some cases, this represents a time period of greater than six months.

**Standard Treatment:** Also known as “treatment-as-usual” (TAU)

**Subgroup Percent:** See Valid Percent

**TAU:** “Treatment-as-usual” also referred to as “standard treatment”

**Treatment Agencies:** A list of agencies (including abbreviations) that provided state-funded gambling treatment services at some point during 2010.

ADDS: Alcohol & Drug Dependency Services of Southeast Iowa

Allen: Allen Hospital Gambling Treatment Program

Central CPG: Central Iowa Center for Problem Gambling

Compass Pointe: Compass Pointe (formerly Northwest Iowa Alcohol & Drug Treatment Unit)

CFR: Community and Family Resources

Jackson: Jackson Recovery Centers

Heartland: Heartland Family Services

MECCA: Problem Gambling Services/Mecca

Prairie Ridge: Prairie Ridge Addiction Treatment Services

SASC: Substance Abuse Services Center

**Total Percent:** Percent based on a denominator of all respondents.

**Valid Percent:** The valid percent is based on a denominator of respondents for whom the question was relevant and data were available. Typically, it omits “no response” and “not applicable” options. Unless otherwise indicated, the percentages reported in the narrative, tables, and figures are based on valid percent calculations.