

## APGSA ANNUAL MEMBERSHIP MEETING

Thursday, July 20, 2017

9:00 AM -12:30 PM (PT)

### MINUTES

#### APGSA organizational operations

- Lori Rugle welcomed members and asked them to introduce themselves.  
The following **attended** in person: Scott Anderson, Terri Sue Canale-Dalman, Nicole Corbin, Stacey Frohnapfel-Hasson, Helen Ghebre, Mary McMahon, Elise Mikkelsen, Eric Preuss, Lori Rugle, Ken Saucier, Kathy Scanlan, Jeremy Wampler, Mark VanderLinden, Quinetta Womack, Ann Gray, Carol Spiker, Jennifer Davis-Walton, Greta Coe. By web: Jennifer Berg, Liz Lanza, Smith Worth.
- The **minutes** of the June Board Meeting were reviewed and accepted by Board members after a motion by Jeremy Wampler, seconded by Eric Preuss.
- The **minutes** of the April Members' Meeting were reviewed and accepted by members after a motion by Jeremy Wampler, seconded by Nicole Corbin.

#### Annual Report FY2017

##### A. Board Goals – Overview by Lori Rugle

1. Mission/Policy/Planning: Lori Rugle – to be fleshed out more in afternoon session.
2. Fiscal/Legal/Compliance: Eric Preuss – began to identify fiscal priorities, addition of Board insurance, utilizing internal expertise to enhance this area.
3. Resource Development/Fundraising: Lori Rugle - Implementing new dues policy structure over a three-year period. We will be adding a donor button to the website using *Grant Station*, and are continuing to identify a resource development plan.
4. Executive Supervision/Support: Lori and Mark VanderLinden created a process and tool for executive director evaluation and completed a review of Kathy Scanlan.
5. Community Relations: combined with the Workgroup on *Marketing APGSA*- Stacey Frohnapfel-Hasson– Press releases are now being written and distributed to a new national partners and media communications list. Partners include NASADAD, NAADAC, SAMHSA, NCRG, CSAP. Lori explained that states need to ask their SSA's for Technical Assistance to bump up the perception of need around problem gambling issues. This was suggested as a potential Learning Community topic.
6. Board Development: Jenifer Berg and Jeremy Wampler led the Board in conducting nominations and elections for the FY 2018 Board and officers.

##### B. Organizational Activities

1. Jeremy Wampler gave an overview of APGSA activities during the year and member and non-member states. There are 11 states with no services at this time. More detail can be found in the 2017 APGSA Annual Report.
2. Kathy Scanlan provided information about the use of the APGSA website as shown in Google Analytics. Helen Ghebre suggested we may want to invest in Google ads and/or Search Engine Optimization (SEO). These are inexpensive, but effective.

##### C. Fiscal: Account balances, budget

1. Eric Preuss reviewed APGSA FY17 Balance Sheet and Profit & Loss reports which came in as expected. Details are available in the 2017 Annual Report. Kathy

pointed out that we had more website costs than projected last year, and we anticipate more costs again in FY18 to program new survey information and make updates to all the states' pages.

### **Presented Budget 2018**

Eric reviewed the projected FY18 budget that had been approved by the Board.

### **Discussion of expanding membership**

- A. Mark VanderLinden led a discussion regarding expanding APGSA membership to state gaming commissions.
- B. Members had mixed feelings on the proposal, but explained their thoughts/perspectives.
- C. Kathy asked those in attendance to list on a sheet if their states have standalone Gaming Commissions or a single commission that includes the state lottery.
- D. It was decided that research on the potential impact of the proposal would need to be completed, and that APGSA would need to decide the question in the near future.

### **Appreciation of member involvement**

Kathy Scanlan acknowledged the members for their involvement and contributions toward furthering APGSA's mission and vision and thanked all members; members whose states have paid dues; the Board and officers; meeting planning committees; Learning Community presenters; workgroups for annual goals, survey of data collected by member states, 2016 Survey of Problem Gambling Services committees; technical assistance for ZOOM, GoTo Meeting, call-in numbers, and press releases.

### **Announce new Board of Directors & Officers**

Lori Ruggle announced...

- i. President Terri Sue Canale-Dalman, Chief, Office of Problem Gambling, California Dept. of Public Health
- ii. Vice President Jennifer Berg, Coordinator, Problem Gambling Services, New York State Office of Alcoholism and Substance Abuse Services
- iii. Treasurer Eric Preuss, Office of Gambling Treatment and Prevention, Iowa Dept. of Public Health, Division of Behavioral Health
- iv. Secretary Helen Ghebre, Program and Policy Consultant, Minnesota Department of Human Services Alcohol and Drug Abuse Division
- v. Members: Jeremy Wampler, Problem Gambling Services Program Director, Connecticut Dept. of Mental Health and Addiction Services; Stacey Frohnepfel-Hasson, Bureau of Problem Gambling Chief, Ohio Dept. of Mental Health and Addiction Services; Nicole Corbin, Adult Behavioral Health Services Manager Oregon Health Authority; Elizabeth Lanza, Director Pennsylvania Gambling Control Board, Office of Compulsive and Problem Gambling

**Break** 15 minutes

### **APGSA Activities**

Cynthia Salzman, APGSA webmaster, joined the meeting (by web) and clarified web procedures with Kathy. Cynthia explained the importance of notifying APGSA if you leave your position so that email can be de-activated to prevent inadvertent blocking of other members.

### **Summary of 2017 World Café Results**

Helen, who facilitated the World Café process at the last Annual meeting, summarized what took place. New workgroup chairs provided a summary of goals that they worked on this past year.

- *Marketing APGSA Workgroup*: see A-5 under *Annual Report* on p. 1.
- *Collecting Data Workgroup*: conducted a survey of members to determine the data collected in each state. Eric Preuss presented the results of the survey and identified next steps that the group plans to explore.  
In addition to this survey, the *2016 Survey of Problem Gambling Services in the US* was conducted by Problem Gambling Solutions and in collaboration with NCPG, and overseen by the Board Executive Committee.
- *Developing Standards of Care Workgroup*: has begun to identify areas of service where Standards of Care could be most useful to APGSA members. The group includes Lori Rugle, Terri Sue Canale, Eric Preuss, Quinetta Womack, Helen Ghebre, Victor Ortiz, Heather Wright, and Scott Anderson. The group looked at some areas of concern:
  - Minimum Standards or the Highest Level of Care?
  - Counselor certification/credentials, who can treat Disordered Gambling and why
  - Levels of care - ASAM and how to implement it? Criteria? Surveying the field
  - Problem Gambling Capability in SUD and MH programs, workforce training
  - Cultural Competency
  - Helpline staff and referrals, challenges to staff, QA, best practices
  - Engagement of clients, screening protocols, Evidence-based practices
  - Treatment Outcome and Monitoring

### **Resource Library Workgroup**

Terri Sue presented for David Geier. After members had identified the Resource Library as a priority, David's survey last September received minimal response, making it hard to draw conclusions. There is interest in research on gambling addiction; legislation; links to useful websites; and samples of member-developed materials that successfully define program standards and guidelines.

The APGSA resource library tab and NCPG's site already have quite a number of links to other sources of data. Following these links can be nonproductive. Keith Whyte sends out a monthly newsletter with gambling-related stories from around the world. David thinks our members could benefit from a similar effort focused on: (1) latest scientific research on gambling addictions and treatment; (2) latest legislation; (3) ideas that work/evidence-based programming.

Members were very supportive of the direction suggested by David above. They suggested the library might have tabs related to each topic, and offered additional topics: 1. Multi-cultural 2. Youth advertising tips/standards (this could include YouTube videos and links to posters/brochures) 3. Prevention 4. Resources/Tools. Carol Spiker from Kansas was interested in joining this workgroup.

### **Retiring Board Members**

APGSA Board Members leaving the Board, Lori Rugle, Mark VanderLinden, and Smith Worth, were thanked for their combined 22 years (!) of commitment and leadership and were presented with a plaque.

**Lunch 12:30 – 1:30 PM** at *Gather* in the Hilton Hotel - break

### **1:30 – 4:30 PM APGSA mission**

The afternoon session was facilitated by Helen Ghebre and focused on ***Where is APGSA now?***  
***Where do we want to grow?***

### **Where is APGSA now?**

Kathy Scanlan facilitated a section aimed at identifying where APGSA is now in the lifecycle of a non-profit. There was some consensus that APGSA was living between Start-up, Growth, and Maturity

phases, and that there were some unfinished tasks in all those categories. There was consensus that, “yes,” we do want to continue APGSA’s growth.

### **Where do we want to grow?**

#### **I. APGSA Visioning: 2:15 pm – 4:30 pm**

Facilitated by Helen Ghebre

**Big Question: What possibilities exist to enhance the growth of APGSA?**

##### **A. World Café Conversation: 2:15 pm -3:30 pm**

*Break into small groups (4 groups) & record response on large sheets of paper:*

**Q1: What’s important to you about the APGSA and why do you care? (20 minutes)**

*Mix groups and form 4 small groups again*

**Q2: What assumptions if explored/tested could open up new possibilities for APGSA? (20 minutes)**

*Mix groups and form 4 small groups again*

**Q 3: What would it take to create growth for APGSA? What bold steps might we choose? (20 minutes)**

*\*Allow 5 minutes after each question for new groups to form for a total of 15 questions max!*

#### **II. World Café Harvest: 3:30 pm – 4:30 pm (In Large Group)**

*“In a large group conversation make the pattern of wholeness visible to everyone”*

1. Group Large Sheet Paper by Question
2. Reflect on group responses to the 3 questions
3. Offer opportunity to ask clarifying questions about responses
4. Identify emerging themes and patterns
5. Explore commitment and buy-in
6. Outline immediate next steps & establish follow-up plan

## **World Café Responses**

### **Q1: What’s important to you about the APGSA and why do you care?**

- To provide TA to the State
- To serve as the Center of Excellence
  - Resource Project
- Forum for networking
- Quality services to individuals (**ONE DOT**)
- To promote gambling awareness at the national level (**ONE DOT**)
- Networking and knowledge base (**TWO DOT**)
- Support-“You Are Not Alone” (**ONE DOT**)

- Shared Experience (**ONE DOT**)
- Keep Coming Back! (**ONE DOT**)
- A Phone Call Away-Access to Other State Policy, Legislation, Research, Experience, etc. (**ONE DOT**)
- Makes me a better Administrator-Make Job Easier (**ONE DOT**)
- Somebody Has Too-But We Do! (**ONE DOT**)
- Mission Field-Building Converts (**ONE DOT**)
- Shared Commitment & Drive to Make a Difference (**ONE DOT**)
- Sharing Info & Ability to collaborate & support- to take on the task of the?
- Help with learning curve (for a new director)
- Empowerment to each other
- Fill void of any other body who relates to this position
- Problem Gambling is a small part of our larger organizations
- High Turnover (+ and -)
- Support/Supporting new members
- Sharing Knowledge
- Comradery- “you’re not alone”/Venting

**Q2 What assumptions if explored/tested could open up new possibilities for APGSA? Group 1**

- We can’t get funding
- Nobody cares about our issue
- Tribes don’t want to partner
- If we lose administrators, then we lose knowledge and connection
- We don’t have a legitimate political voice; limitation for political voice\* (**ONE DOT**)

**Group 2**

- Opening memberships; exploring different levels of membership
- NASADAD, SAMHSA collaboration
- Gambling addiction leads to higher burden on health care systems

**Group 3**

- We need \$\$ to grow (“Do what you love – the money will follow.”) (**ONE DOT**)
  - National experts (Who needs SAMHSA!)
    - Speakers’ Bureau
    - Expert panel
    - Media Resource
- (3 DOTS)**
- Targeted marketing
  - Everyone who needs treatment, gets it.
  - We believe that we are all in the know
  - Understanding disparity between states
  - Impact of ACA on access and state funding

**Question #3:** What would it take to create growth for AGPSA? What bold steps might we choose?

- Invite tribal champions to become engaged (**8 DOTS**)
- Increase membership (**6 DOTS**)
  - Update new membership policy with levels
- Define our products: deliver, promote & evaluate – expand use of products (**6 DOTS**)
- Increase APGSA staff to help with fundraising and minimally funded state support (**5 DOTS**)
- Target SSA's and importance of integrated services: recovery, 100% participation (**4 DOTS**)
- Invite federal agencies (ie. Veterans) to become involved (**5 DOTS**)
- Collaborative spirit with other national organizations (**ONE DOT**)
- Designate scholarship funds for legislative champions (**ONE DOT**)
- APGSA Academy – meeting/orientation for new people (**ONE DOT**)
- Meeting for State Administrator's bosses (**ONE DOT**)
- Recognition "APGSA – yeah they do \_\_\_\_\_" (**ONE DOT**)
  - State and National awareness of APGSA
- Hire a Lobbyist (**ONE DOT**)
  - support/sponsor federal legislation
- Create PSA's/Tools to sell to states
- Create a problem gambling administrator certification/certificate

**Unfinished at the Annual Meeting from the World Café Harvest (3:30-4:30):**

(to be continued at membership meeting in the Fall)

4. Identify emerging themes and patterns

5. Explore commitment and buy-in

6. Outline immediate next steps & establish follow-up plan

**Adjourn**

Annual Meeting adjourned at 4:50pm.