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Annual Members' Meeting July 19, 2018 8:00AM – 4:30PM

Hilton Cleveland Downtown, Cleveland, Ohio

AGENDA and MINUTES

8:00-9:30 AM Joint meeting of APGSA and NCPG's Helpline Symposium (Superior B on the 5th Floor)

- Standards of Care Workgroup will bring the Helpline Standards developed for APGSA by the workgroup chaired by Scott Anderson (OH)

Several APGSA members attended. **Contact USA** representative, Gail Selander, described their mission of setting national standards for several types of helplines, and their role in working with problem gambling helplines. Scott Anderson, representing APGSA's work group on Standards of Care, discussed the standards that the group has developed for problem gambling helplines. While there was discussion noting that there is wide diversity in states' circumstances and therefore in structure of helplines, there was agreement that APGSA helpline standards were very helpful. NCPG helpline committee chair, Robyn Filler, thanked APGSA for our involvement with the NCPG helpline committee on this important work.

9:30-10:45 AM APGSA Business Meeting (Center Street Meeting Room D on the 3rd Floor)

- Welcome and introductions of members Terri Sue Canale, president

Terri Sue welcomed members and asked us to introduce ourselves and comment on any anticipated summer fun. Attending: Eric Preuss (IA), Stacey Frohnapfel-Hasson (OH), Carol Spiker (KS), Alison Drain (NC), Elise Mikkelsen (AZ), Mary Drexler (MD), Jennifer Berg (NY), Greta Coe (OR), Liz Lanza (PA), Terri Sue Canale-Dalman (CA), Nancy Murray (RI), Jeremy Wampler (CT), Gajef O'Neill (IL), Nicole Corbin (OR), Rob Henson (LA), Ken Saucier (LA), Kathy Scanlan (admin.), Jennifer Davis-Walton (WV), Scott Anderson(OH), Trevor Urman (MN).

Terri Sue also welcomed to APGSA, state representatives who were attending for the first time: Gajef O'Neill, Rob Henson, Mary Drexler, Nancy Murray, and Alison Drain.

- Minutes: April Members' Meeting, June Board meeting Stacey Frohnapfel-Hasson, acting sec. Minutes were distributed and accepted after a motion made by Stacey and seconded by Liz Lanza.

- Annual Report 2018:

- Board Goals 2018
- Organizational Activities
- Fiscal 2018: Account balances, budget
- Acknowledgements

Terri Sue
Jeremy Wampler
Eric Preuss, treasurer
Jennifer Berg, vice-president

APGSA's Annual Report for FY2018 was distributed and discussed. Terri Sue reviewed the past year Board goals and the membership goal. Jeremy reviewed the past year activities. There was discussion of the google analytics website stats showing users from every state and numerous other countries, as well as the popularity of the discussion forum with members. Eric reviewed the current balance sheet and the profit & loss budget vs. actual both of which were positive for APGSA. Jennifer thanked the many members who were active in several areas during the past fiscal year and noted that their contributions have promoted APGSA's growth.

- Present Budget for FY 2019

Eric

Eric distributed and presented the FY 2019 Budget that was approved by the Board at its May 30, 2018 meeting. He noted areas where there were differences from the previous fiscal year's budget.

- Describe plans for APGSA growth in FY2019
 - Introduce Kate Scalley - fiscal services
 - Kris Petersen - board and member coordination

Terri Sue

Terri Sue distributed information and talked about the Board's plans to promote APGSA's growth in the coming year. Toward that end, Kathy Scanlan, executive director, will focus on increasing resources for APGSA, building partnerships and collaborations, and expanding member services. The fiscal, operations and administrative tasks Kathy has been doing will be contracted out to Kate Scalley and Kris Peterson. The members met virtually with Kris and Kate who introduced themselves. Terri Sue reviewed the information which listed contact information and described a scope of services for each.

- Present proposal for APGSA Membership
Discussion, decision

Jeremy/Liz Lanza

Jeremy distributed information on the work done by the committee to consider the expansion of APGSA membership. After some significant discussion, the decision was made to continue exploring the question. The committee – Jeremy, Liz Lanza, Greta Coe, and Jennifer Davis-Walton – will: review APGSA by-laws to clarify parameters, develop a working definition of *problem gambling services*, present to the board, and present to membership for a decision. (If accepted, an application process might need to be developed.)

- Announce new Board of Directors

Nicole Corbin

The announcement of the FY 2019 Board was moved on the agenda to after the lunch break.

The Board elected for FY 2019 is:

President – Terri Sue Canale-Dalman

Vice-President – Jeremy Wampler

Secretary – Jennifer Berg

Treasurer – Eric Preuss

Members – Nicole Corbin, Liz Lanza, Stacey Frohnapfel-Hasson, Helen Ghebre

10:45-11:00AM Break

11:00-12:00 noon

Members' Exchange

Ken Saucier

With the Supreme Court decision to overturn PASPA, what has been your state's response? What is the expected impact of these efforts?

What is a success regarding problem gambling services that you have experienced in your state in the past year?

Ken lead a discussion that included members' descriptions of a success they had experienced during the past year, and that explored the impact of the US Supreme Court's decision to overturn PASPA. There were two positions that states were taking regarding PASPA. There were some states that were anticipating that the law would be overturned and were already in a position to capitalize on its reversal almost immediately. Other states like Louisiana, have taken a wait and see attitude. The concerns by the wait and see states were that there could be unintended effects/consequences related to the implementation.

(APGSA Board members will leave at 11:30 to meet with NCPG Board.)

Board members joined with the NCPG Board to meet respective members, to introduce APGSA and its mission, and to discuss APGSA's vision and goals. NCPG and APGSA confirmed a mutual interest in collaborating with each other that will be followed up with future meetings.

12:00-1:30 PM LUNCH and networking- @ Burnham Restaurant

1:30-2:15 PM APGSA Survey of the States Eric

Discussion, decision

Jeff Marotta of Problem Gambling Solutions, who was awarded and completed the APGSA and NCPG sponsored *2016 Survey of Problem Gambling Services in the US*, provided feedback on the overall process. Jeff highlighted challenges, including:

- the size and scope of the project for the funding available
- Timing of the survey and completing APGSA Data Survey
- Tool Structure (Phone vs Online) and vast differences on state and affiliate data collection/reporting
- How often the survey is done and survey year to survey year comparisons

Jeff provided several suggestions to consider for future surveys:

- Possibility of annual smaller surveys leading up to more in depth survey at a longer time frame
- Release of the RFP in the spring for adequate planning and work with steering committee for a fall project.
- Strong Steering Committee
- Need to differentiate/be clear on collecting budget or expenditures
- Need time to reconcile both state and affiliate numbers
- Build in time in the process for each state to review their page of the report.
- Look at a Project Period of more than 1 year (small projects leading up to a big project to help with consistency, etc.)

Questions to answer before next RFP:

- Priority Areas for the Survey (Who, What data, What info)
- Flow of the Survey (annual, biannual, triannual, every 5, etc.)
- What is it that AGPSA would like to see as the scope of the project?
- Who will be the intended audience of the project.

Eric then opened further discussion which included suggestions on finding state efficiencies, resolve difficulties related to collecting data over two fiscal years, importance of written timelines and scope of project.

2:15-4:00 PM Goal Workgroups: Moving APGSA Forward Terri Sue

Review to date, discussion; Implementation moving forward (breakout groups)

Terri Sue introduced the work groups that had been formed in response to 2016 and 2017 annual meeting planning, and the leaders of workgroups reviewed the goals on which they have been working. After that, members joined with a workgroup discuss next steps and to explore interest in joining with that group.

- Developing Standards of Care Scott Anderson
Scott talked about the helpline standards that the group had developed, the presentation to the NCPG helpline symposium in the morning, the next step of sending out to members and promoting the standards, and moving forward with standards in additional areas such as screening, treatment, and training.
Carol Spiker, Jennifer Davis-Walton, and Jeremy Wampler have joined this group.
- Collecting Data: Uniform reporting tool Eric
Eric described the work group on data collection and the focus on state data collection and presented an integrated reporting system based on TEDS. The next step for the group is to determine what to do with it next.
Gajef O'Neill and Trevor Urman have joined this work group.
- Building APGSA's Resource Library Nancy Murray
Nancy has spoken with David Geier who has been the leader of this group and who was unable to attend this meeting, and collected information he has developed to date. Nancy will proceed to work with the group to figure out where to go next in developing a useful resource directory.
Mary Drexler joined this workgroup.
- Marketing APGSA Stacey
Stacey described the work the group has done on sending quarterly press releases and web announcements as well as the articles that resulted. the plan to diversify topics for the coming year and to incorporate sports betting topics was discussed.
Robert Henson and Elise Mikkelsen joined this work group.
- Survey of the States Jennifer
The survey was reviewed and discussed earlier in the meeting.
Nancy Murray and Stacey Frohnepfel-Hasson joined this workgroup.
- APGSA membership expansion Jeremy/Liz
The work group will take the decision from the earlier part of this meeting and proceed with the planned steps to bring to board and members for further decisions based on their information.

4:00-4:30 PM Closing of APGSA Annual Members' Meeting Jennifer

The meeting closed with members sharing thoughts on what they would need in order to do their jobs better.

Meeting adjourned at 4:30.