

# Gambling Disorder – Engaging Clients in Treatment



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# Welcome

## ■ For CEU's

- You will need to complete a post-quiz survey
- You will receive a post-webinar “thank you” email from GoToWebinar with the post-quiz survey link.
- Paste the link URL into your web browser to access the survey
- Certificates will be emailed to you within 1/2 business days

# March – Problem Gambling Awareness Month




- March 2016 is Problem Gambling Awareness Month. This is a great time to “*Have the Conversation*” about the risks of gambling and how to keep gambling safe with family, friends, community members and clients. Please visit our website [mdproblemgambling.com](http://mdproblemgambling.com) for our “Have the Conversation” Toolkit and other materials

# Overview

- Common Concerns and Perspectives of Clients
- Listening to and Using Clients Goals and Priorities
- Providing Hope and Structure
- Motivational Interviewing Skills for Engagement

# Engaging Problem Gambling Clients

First focus: The Intake begins the assessment process. The most important of all services.

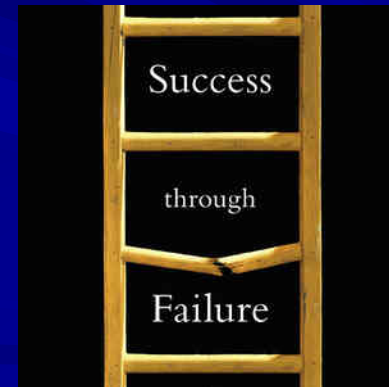
- ANCHOR- the caller  - Engagement
  - What is their first priority
  - Client's fears, conflicts and crises define the first interactions.
- If the client believes you can help, that you do not judge them and that you care, they will begin to allow you to help.
- Begin with the client's strengths, aspirations and goals

# Lessons Learned

- Engagement begins at first phone call, at the reception desk, in the waiting room...
- Intake forms and requirements – what do they have to do with gambling issues, what do they have to do with client priorities

# How do Clients enter Treatment?

- “treatment agencies are not considered points of intervention, but merely last resorts when all other possibilities have been exhausted.” (Evans & Delfabbro, 2005)



# Engaging Problem Gambling Clients

- Who are these gamblers and how do we help them.
- First note that when a call comes in the caller is either:

<u>Gambler</u>	<u>Significant Other</u>
■ Afraid	Angry
■ Desperate	Confused
■ Resigned	Worried
■ Depressed	Hurt
■ Ashamed	Determined

■ OR

■ Angry	Afraid
■ Confused	Desperate
■ Worried	Resigned
■ Hurt	Depressed
■ Determined	Ashamed

■ PLUS.....



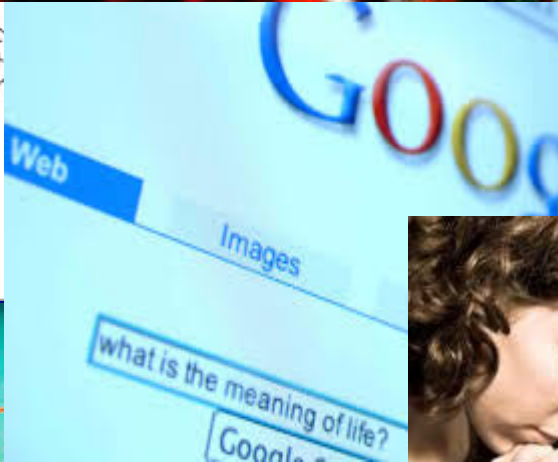
# Greg

Greg is a 30 year old European American single male. College grad. – got a degree in business as a result of pressure from his father, but had wanted to major in interior design. Casino gambling for 5 years. Parents have been paying his rent and expenses for the past year. He has been working in the family business as accountant but finds it boring and meaningless. Parents come to your office as a result of Greg saying he feels like killing himself since they have threatened to discontinue their financial support. They think he needs to go to an inpatient treatment program. Greg is not willing to come to sessions. He has been to a gambling counselor and GA in past.

What are parents feeling?

# What Has Client Already Tried?

- On their own clients have used many of our standard therapeutic techniques



# What Others (Including Counselors) Have Already Tried ala Star Trek

■ Don't you *see* . . . . (McCoy)



■ Let me explain . . . (Spaak)



■ Have you tried . . . (Scotty)



■ If you don't . . . (Worf)



# What have others including counselors already tried?

## Four Common Ideas

- Insight Induction - if you can make people *see*, then they will change
- Knowledge Induction - if people *know* enough, then they will change
- Skill Induction - if you teach people *how* to change, then they will do it
- Distress Induction - if you can make people feel *bad or afraid* enough, they will change

# Greg – First Session

After several sessions with parents, Greg agrees to come to see you.

What is Greg likely to be feeling? What is his attitude apt to be?

What is your first statement to Greg?

# Greg's First Statement

- My parents have been on my case about stopping gambling, but it's not that bad. I've already seen a shrink and I can't see what good it did.
- How do you respond?

# Affirmations – Responses Clients have not Received

- Ways to point out the positive aspects of person
  - Behavior
  - Intention
  - Struggles
  - Thinking
  - Feelings
  - Traits, qualities
- Affirmations are free
  - Used not nearly enough

# Motivation

- It is impossible to have an unmotivated client.
- Everybody is always motivated towards something.
- The question is what?

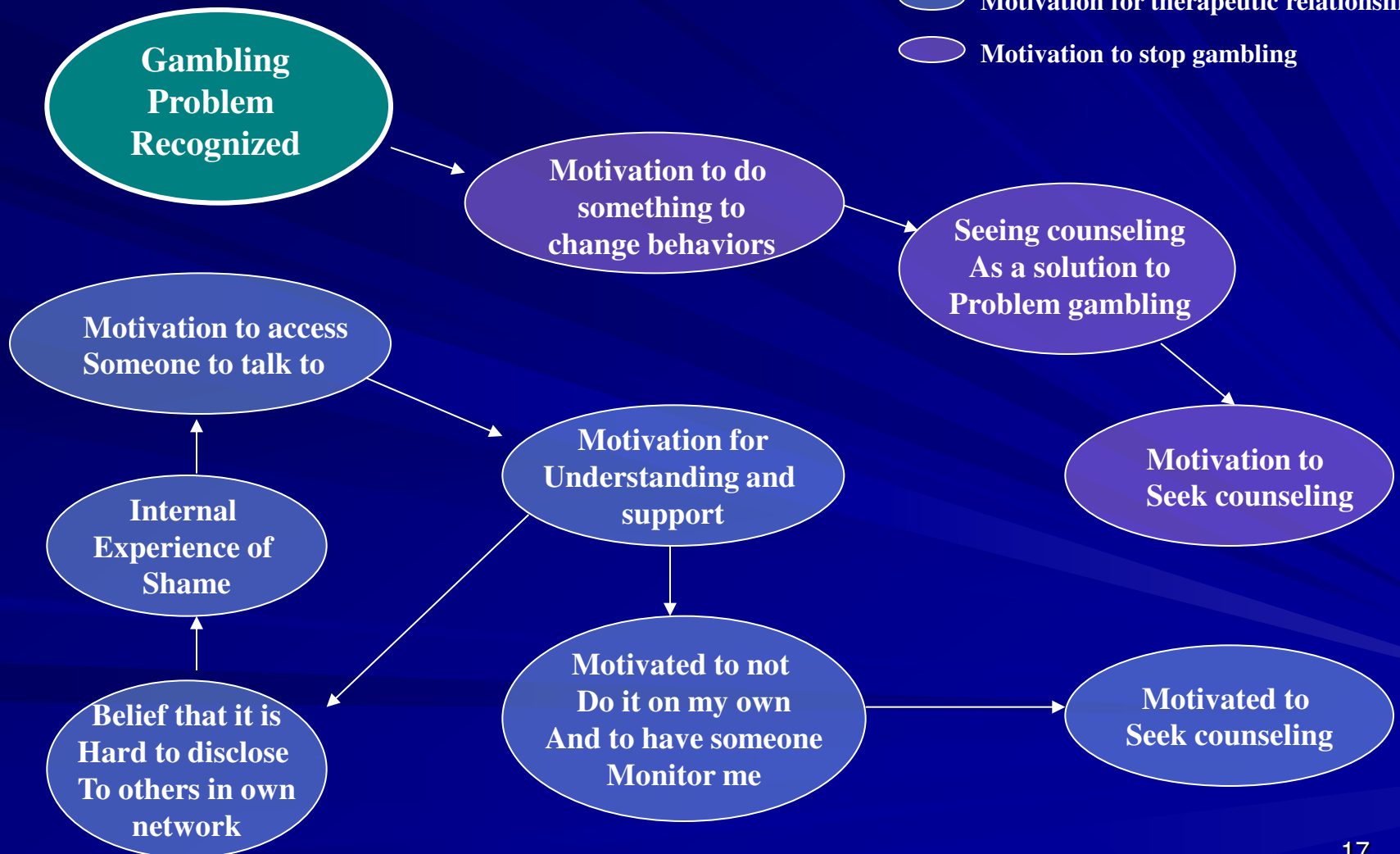




# Dual Motivation for Seeking PG Counseling ( Carnie, 2007)

○ Motivation for therapeutic relationship

○ Motivation to stop gambling



# Greg's Motivation

- What is motivating for Greg?
- How can you reframe Greg's "resistance" as motivation?
- What else would you like to know?

# Remember to ask Permission

- Would it be ok with you if I \_\_\_\_\_
  - Asked you some more questions to get a better understanding of how you view your gambling?
  - Asked you some more questions to better understand how you and your parents see your gambling differently

# Greg

## ■ Define Aspirations and Goals

- What do you like most about gambling? What does it do for you? How do you think it makes or has made your life better?
- What would you most like to accomplish in the next 1 – 5 years of your life?

# Engaging Problem Gambling Clients

- Be familiar with the most common crises of the problem gambler and be ready with some problem solving strategies that emphasize engagement in the treatment process:
  - Financial conflicts – “I’m losing my house...”
  - Family conflicts – “My spouse is leaving me”
  - Mood stabilization – “I can’t go on like this anymore...”
  - Vocational conflicts – “I’m going to lose my job”
  - Legal conflicts – “I’m about to go to jail...”
- “I understand and I can help you, we know what to do...”

# Engaging Problem Gambling Clients

- Speak to the client in specific terms they can relate to directly. Begin to bring structure to chaos.
- Simple things can bring structure

## Readiness Rulers

How Important is it...How confident are you...How ready are you...



# Engaging Problem Gambling Clients

- What concrete help (menu of options) do you have for them that matches motivational level to address common problems?
  - Help to sort out and manage emotions
  - Structure problem solving
  - Budget and Pressure relief, CCCS
  - Help family to understand, cope..
  - Local attorneys, etc.
- What few items of basic client education can you offer to help each client better understand this is a disorder and help is available?

# Back to Greg

- What bits of education/information would you offer to Greg?
- What would motivate him to come in for another session?
- Ask – How helpful was this session or how well did this session meet your needs?
- How well did I listen to your needs and concerns?
- How well did I respond to your concerns and questions?
- Etc
- If you would like to have another appointment, how many sessions do you expect would be best?



# Thank you

