

**For further assistance or information about
CPGTSP please call:**

Office of Problem Gambling

Phone: (916) 327 – 8611

Email: opg@adp.ca.gov

Website: www.adp.ca.gov/opg

Mailing Address:

Department of Alcohol and Drug Programs
Office of Problem Gambling
1700 K Street
Sacramento, CA 95811

UCLA Gambling Studies Program

Phone: (310) 825 - 4845

Fax: (310) 825 - 0301

E-mail: uclagamblingprogram@mednet.ucla.edu

Website: www.uclagamblingprogram.org

Mailing Address:

UCLA Gambling Studies Program
Semel Institute for Neuroscience at UCLA
760 Westwood Ave
Los Angeles, CA 90024

California Problem Gambling Treatment Services Program

CLIENT HANDBOOK July 2010

The California Problem Gambling Treatment Services Program (CPGTSP) is funded by the Office of Problem Gambling, a division of the California Department of Alcohol and Drug Programs.

Important Information

My CPGTSP Provider Information:

Name: _____

Phone: _____

Fax: _____

Email: _____

What is the CPGTSP?

The California Problem Gambling Treatment Services Program (CPGTSP) is a state-funded treatment program for residents of California who are in need of help for problems created by gambling. It is available to all residents of California who are over the age of 18.

It is administered by the Office of Problem Gambling, a division of the California Department of Alcohol and Drug Programs.

Do I have to pay for services?

NO. There is no cost to you to receive CPGTSP services. You will not be billed for services and CPGTSP treatment providers cannot charge you or your insurance for services.

How do I find a CPGTSP Provider?

The CPGTSP Provider Directory lists all of the currently authorized CPGTSP providers and treatment programs. You can find links to the Provider Directory online at www.problemgambling.ca.gov and www.uclagamblingprogram.org. Prospective clients can also get referrals by calling 1-800-GAMBLER (1-800-486-8597).

To access CPGTSP services you will need to contact a CPGTSP provider. You will set-up an appointment

Where do I get more information about problem gambling?

There are many trusted sources of information about problem gambling treatment and how to seek recovery. Here are a few websites:

www.problemgambling.ca.gov

www.uclagamblingprogram.org

www.calproblemgambling.org

www.ncpgambling.org

www.gamblersanonymous.org

www.gam-anon.org

www.nicoschc.org

OFFICE OF
PROBLEM GAMBLING
California Department of
Alcohol & Drug Programs



What happens after I've completed all of the visits?

Once you have completed all of the state-funded visits, you will have the following options for ongoing treatment:

- a. You can continue to see the provider, but you will be responsible for the cost of the session. You can discuss payment or insurance options with your provider; or
- b. Your CPGTSP provider may request an additional block of state-funded treatment services for you. This is subject to review by the Office of Problem Gambling and is not guaranteed.

Will the CPGTSP contact me after treatment is over?

The Office of Problem Gambling would like permission to speak to you after you have completed your time in the CPGTSP. This information is completely confidential and is a chance for you to share your thoughts about the program and the difference it made in your life.

Who do I contact if I have a complaint or grievance?

If you experience a situation, action or treatment that you consider to be unfair or unethical, you should contact the UCLA Gambling Studies Program at (310) 825-4845 and report the situation, in detail. Do not take matters into your own hands – allow the formal complaint and grievance process to assist you to resolve the issue.

directly with that provider, who will talk to you about the CPGTSP requirements and regulations.

Once you have signed the Terms and Condition of Service form received from your provider to consent to receive CPGTSP services, you will get started with treatment.

Who is eligible for services?

If your gambling is causing problems in your life (no matter how small), you are eligible for services.

If there is someone important in your life whose gambling is affecting your life in a negative way, you are also eligible for services if you are over 18 years of age.

What experience does my provider have in treating problem gambling behavior?

Every CPGTSP provider must meet the following qualifications in order to be authorized by the Office of Problem Gambling to provide services:

- Possess an active clinical license;
- Complete a 30-hour training course relating to problem gambling treatment;
- Receive 10 hours of supervision during the first year from a gambling treatment expert;
- Obtain 5 hours of problem gambling-related Continuing Education Units per year

What are my rights as a client in the CPGTSP?

You will be given a CPGTSP Declaration of Client's Rights and Responsibilities form that will clearly discuss your rights as a client.

Is the program confidential?

YES. All information that you discuss with your CPGTSP provider is confidential. All treatment providers are required to follow the policies of the Health Information Policy and Procedures Act (HIPPA), a federal law to ensure confidentiality of medical records.

However, CPGTSP is asking you for permission to use de-identified information (raw data that cannot be linked back to you) about your treatment to understand how effective the CPGTSP program is. Without this information, there will be no objective evaluation of the impact of treatment services and state-funding will be discontinued.

What services are available under the CPGTSP?

There are a wide range of treatment services available under CPGTSP, including:

- Telephone Counseling
- Outpatient Treatment (Individual and Group)
- Intensive Outpatient Treatment
- Residential Treatment
- Clinical Research Studies (UCLA)

What if I don't like the CPGTSP provider that I've met with?

We suggest that you try to work out the issue with your provider. If you would like to transfer to a new provider, you should contact the Office of Problem Gambling or the UCLA Gambling Studies Program. You will be given a choice of providers in your local area from the Provider Directory. You will be eligible to receive a full block of treatment from the new provider. Please note that the Data Management System tracks all transfers, and transfers must be approved before the start of services.

How many treatment visits can I receive?

The CPGTSP will pay for a total of 8 sessions with a CPGTSP provider. The first visit, called the Intake Visit, may be completed over 2 separate appointments. Treatment visits number 3 through 7 will happen according to you and your provider's schedules. Usually this will be weekly, but there may be more time between visits. Visit number 8 is called the End of CPGTSP Treatment visit, and this is the last session that will be paid for by the State of California.