



“I am honored to be able to work with the Queens Center for Excellence addressing this serious problem...”

– Zoe Liang (QCFE Clinician)

“... I was shocked to find that you guys exist...

It seems there are programs for every type of problem except gambling...”

” – Marion (QCFE client)

“Thank you. The help you gave me saved my life”

- John (QCFE Help Request)

Presentation Outline

- I. **Concept**
- II. **Launch & Work**
- III. **Partnerships**

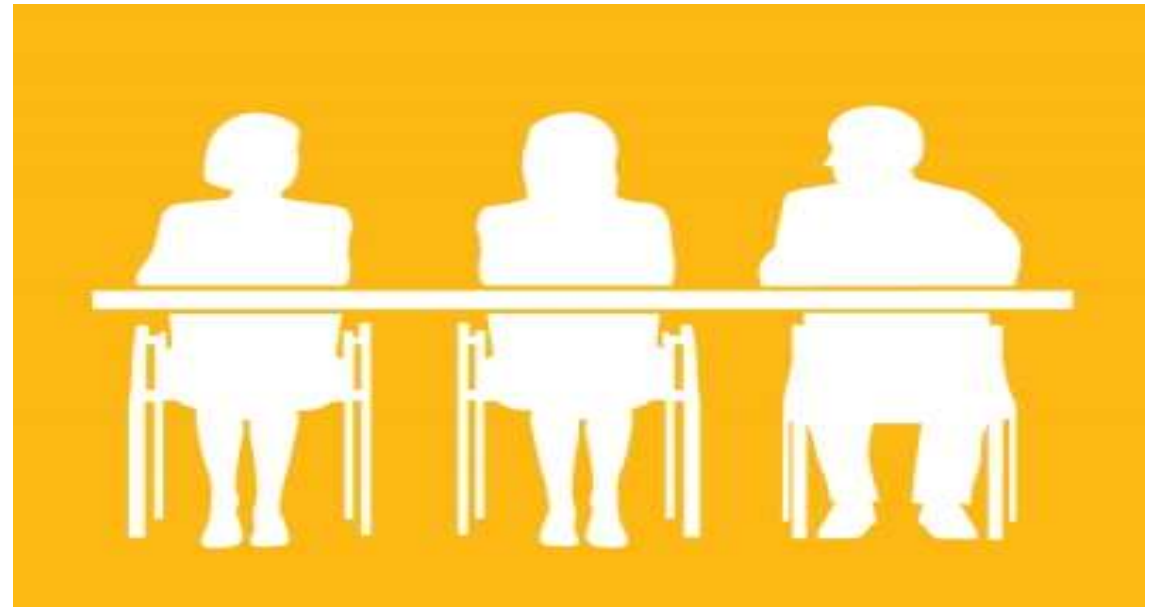
Queens Center for Excellence



March 2015

Presentation Panelists

- Rebecca Cooper
- Ellen Reiner
- Joe B.



Concept Summary

QCFE Concept



- The QCFE is a 2-year pilot program created by the NYCPG in partnership with OASAS.
- The program is dedicated to increasing awareness of problem gambling and helping those affected by it within Queens County.
- The program operates via a network of clinical and community partnerships which provide treatment, recovery support and informational resources.

Background



1. What was the inspiration for the CFE concept?
2. Why was Queens chosen for the first CFE pilot?
3. What was the key to the CFE idea becoming a reality?

Launch and Work

QCFE Program Director

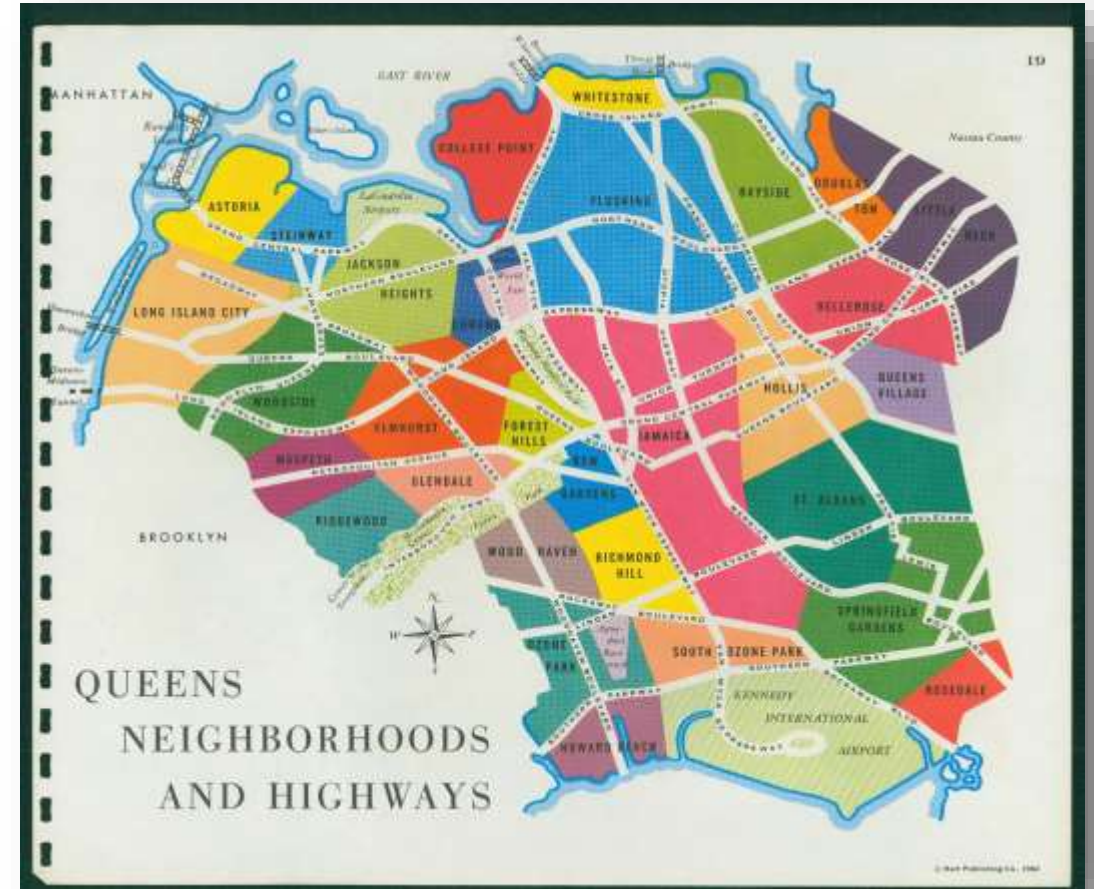
The work of the Program Director includes:

1. Receiving and processing “Help Requests”
2. Client follow-ups and surveys
3. Community outreach
4. Establishing organizational partnerships
5. Overseeing, advising and supporting clinical team



Establishing the Clinical Team

Strategy: To setup a network of certified clinicians who will partner with the QCFE to provide problem gambling treatment in Queens County. This network would represent the diversity of neighborhoods, languages, characterizing Queens County.



Clinician Eligibility



- ✓ Be a Clinical Social Worker (LCSW) in good standing
- ✓ Have your own malpractice insurance
- ✓ Provide professional references
- ✓ Fulfill training requirements
- ✓ Attend monthly clinical supervision
- ✓ Provide services in Queens County (through a practice that does not receive any funding from NYS OASAS, etc.)

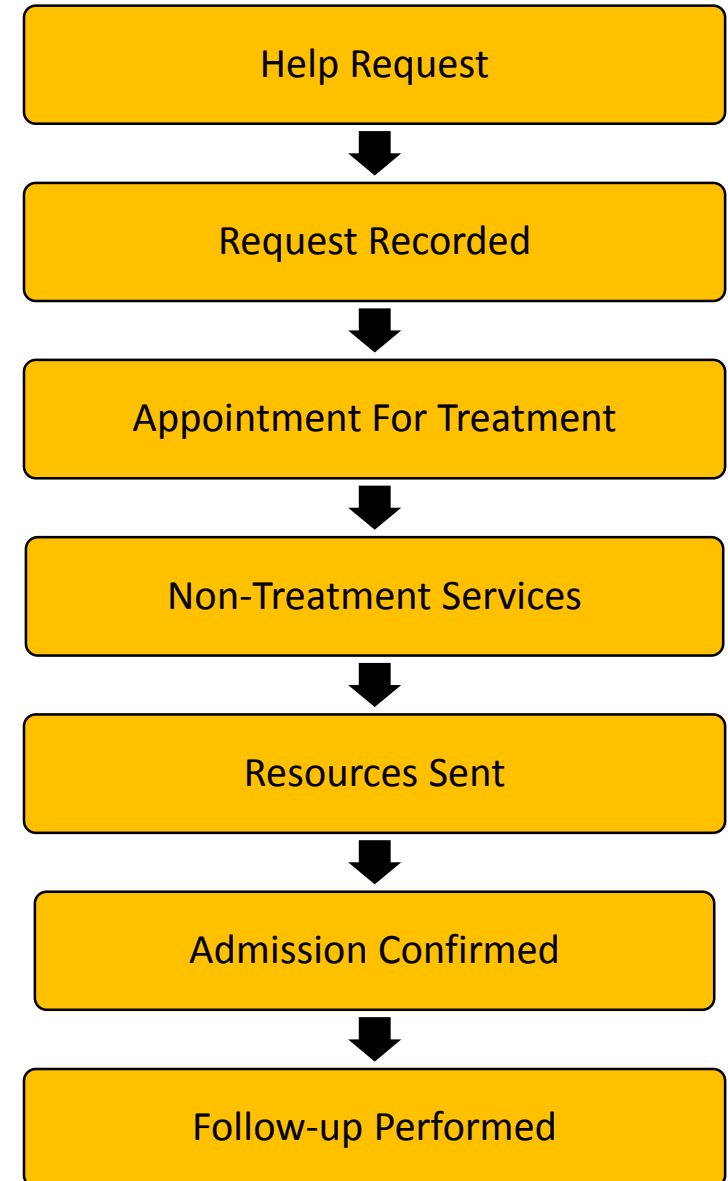
Certification & Support

QCFE clinicians are certified professionals entrusted with providing care to clients struggling with problem gambling. To support and promote success the QCFE provides clinicians with:

- 1-Day Problem-Gambling Seminar
- 60-Hour Curriculum Training
- Monthly Clinical Supervision
- Bi-weekly Informational Resources

QCFE Referral Process

1. Help Requests is received via call, text or email
2. Request details is recorded on a call record
3. An appointment for treatment AND/OR
4. Connection to non-treatment services as preferred
5. Informational Resources are sent upon request
6. Clinician confirms attendance
7. Follow-ups and surveys performed



Customer Service

One of the important values of the QCFE is quality customer service. This begins with the initial Help Request and continues throughout the course of service. These values include:

- Sincere Respect
- Enthusiasm/Urgency
- No Barriers to Treatment
- Here to Help

QCFE Clinician



1. How and why did you become a QCFE clinician?
2. Can you discuss your experience as a QCFE clinician?



Partnerships

Partnerships



Our clinical partners provide one side of the QCFC referral process. The other side of the referral process is its generation. Referrals are generated in a few different ways, but the primary way is via our network of “concerned community partners.”

- **NYS Hopeline**
- **GA/GAM-Anon**
- **District Attorney**
- **Queens Probation**
- **RWCNYC**
- **Community Organizations**

NYS Hopeline



- Can you talk to us about the NYS Hopeline and its partnership with the QCFE?



1-877-8-HOPENY

Find Help for **1-877-846-7369**

Alcoholism, Drug Abuse, Problem Gambling

Gamblers Anonymous (GA)



1. Background
2. Can you tell us a little about GA and its partnership with the QCFE?



Resorts World Casino NYC

1. Responsible Gambling
2. Partnership with the QCFE
3. RGA Referrals
4. Self-exclusion Referrals
5. Kiosks



Overcoming the Odds (OTO)

The QCFE also offers help to mandated clients in partnership with the **District Attorney's Office** and **Queens Probation**, provided by our **"Overcoming The Odds" (OTO)** program.

Overcoming the Odds is a 6-month, alternative-sentencing program focused on addressing gambling disorders thorough use of education, clinical treatment and recovery support. All participants are assessed by a licensed, QCFE-trained clinician who will performs an individual evaluation and assigns a 6-month program of treatment and/or and support services when appropriate.



Thank You!

Joe B.

Jim Maney

Jamie Costello

NYS Hopeline

District Attorney's Office

Rebecca Cooper

Michelle Hadden

Peter Yee

Jennifer Stachacz

Doug Knight

Ellen Reiner

Anyone I forgot!

Linda Torres

Beth Schwartz

Jennifer Berg

Chuck R

Mimose Nelson

Scott Brady

OverIT

Veronica Hemmings

Steve Block

Eileen Butler

Beth Covelli

Bruce

Gloria Block

Board of Directors

Eileen Dwyer

GA

GAM-Anon

NYCPG

Queen Community House

Queens Symposium

OASAS

RWCNYC