TO: The Honorable Representative Tomei, Chair
House Human Services and Housing Committee

FROM: Jeff Marotta, Ph.D.

DATE: February 15, 2013

SUBJECT: HB 2166 – Alcohol server training expanded to include problem
gambling education

Chair Tomei and members of the committee, I am Dr. Jeff Marotta, Owner and
Senior Consultant of the consulting firm, Problem Gambling Solutions, Inc..

In 2007 I served as a consultant to an Oregon State Lottery video lottery retailer
training initiative focused on promoting responsible gambling and assisting
customers who express interest in learning more about help for problem gamblers.
A component of this project involved conducting focus groups with front line staff
and managers of establishments that offered video lottery. One of the take a-ways
from these focus groups was that participants viewed additional training on how to
respond to customers who displayed gambling related problems as welcomed and
important. The challenge was developing a mechanism to train frontline video
lottery retailer staff as turnover is common and there are hundreds video lottery
retailers across the state.

HB 2166 addresses the issue of how to transfer this information to video lottery
retailer front line staff by incorporating education about problem gambling into
required OLCC server training. Although only a portion of those that obtain
alcohol server training will work within an establishment that offers video lottery,
obtaining information about problem gambling signs, symptoms, resources, and
soft interventions could be of great benefit. This type of information is useful to
just about anyone and particularly to alcohol servers as their chances of interacting
with a person who could benefit from information about problem gambling is high.

This bill should not be viewed as a replacement to Oregon Lottery retailer training efforts to address responsible gambling, but as a complementary approach to creating a workforce that is better educated about problem gambling and available resources for help.

I would offer one suggested edit to this bill; to include language requiring the topic of problem gambling to include education about available resources that address problem gambling. This could be accomplished by adding the following language in bold to the statement on page 2, lines 15 – 17, to read:

> (h) Recognizing characteristics exhibited by players of games of the state lottery that are indicative of addiction to, or other emotional or behavioral issues related to, playing games of the state lottery, **and being knowledgeable of responsible gambling and problem gambling resources including community treatment programs, helplines, and agencies that offer problem gambling and responsible gambling information.**

Thank you for the opportunity to testify before you today. I would be happy to answer any questions.