



2022 STAKEHOLDER LISTENING SESSIONS

The Office of Problem Gambling Services (OPGS) brings together a variety of community partners, community members, and advocacy groups to participate in annual Stakeholder Listening Sessions (SLS). These sessions are held in the casino host communities of Everett and Springfield. The goals of the SLS are:

- To engage the community to promote health and racial equity
- To gain input on the continued development of programs and services regarding problem gambling

OFFICE OF PROBLEM GAMBLING SERVICES

The Massachusetts Department of Public Health's Office of Problem Gambling Services (OPGS) serves to ensure a comprehensive and integrated public health response to problem gambling that uses data to inform initiatives, engage communities, and ensure cultural intelligence and humility.

The OPGS has worked with over 2,000 community members through its community engagement strategies. These include regional planning processes, community health worker needs assessments, and stakeholder listening sessions.

For more information on the Office of Problem Gambling Services, please visit:

<https://mass.gov/opgs>



ENGAGEMENT

Stakeholders provide input on a variety of topics: populations disproportionately impacted by problem gambling, service delivery regarding problem gambling, and community-level interventions.



EVALUATION

The perspectives shared by the stakeholders are compiled by the OPGS and later shared in the form of a memo and a report.



ACTION

Stakeholder input is then used to inform the OPGS' programs and services to address problem gambling in Massachusetts.

WHY COMMUNITY ENGAGEMENT?

Community engagement is “the process of working collaboratively with and through groups of people affiliated by geographic proximity, special interest, or similar situations to address issues affecting the well-being of those people.” The Massachusetts Department of Public Health promotes the health and well-being of all residents by ensuring access to high-quality public health and healthcare services, and by focusing on prevention, wellness, and health equity for all people.

2022 STAKEHOLDER LISTENING SESSIONS

6

virtual listening sessions
3 in Everett & 3 in Springfield



300 people

representing 39 distinct community,
government and service
organizations



2 overarching questions
discussed

1. What are the major community priorities for OPGS focus in the development of the Office's strategic plan?
2. What areas of focus are most critical to OPGS's mission to mitigate harm from problem gambling?

WHAT WE HEARD FROM STAKEHOLDERS

On Intersectional Programming

- Develop funding structures that encourage collaboration and multidisciplinary approaches to problem gambling.
- Recognize the historical and current socioeconomic conditions that drive individuals into problem gambling and integrate system level interventions to address the conditions.
- Focus on priority populations, especially men of color who are re-entering society from incarceration.

On Awareness and Visibility

- Continue to launch communications campaigns educating communities on the warning signs of problem gambling and the resources available.
- Continue to partner with community-based organizations to spread awareness on problem gambling and provide prevention interventions.
- Create a multilingual online hub where all problem gambling related resources and interventions can be found.

On Community-Led Research

- Create community-based research trainings for individuals who would like to learn how to collect, analyze and evaluate data and programs.
- Ensure that community members are involved in all research and evaluation of current and future problem gambling programs and interventions.

"[...] to talk about social determinants of health and sort of the broader socioeconomic and social conditions that determine quality of life for marginalized folks all day, is how to really actualize prevention from a social determinants of health lens; particularly in regards to problem gambling."

"[...] awareness of problem gambling, that's not very present in my community that I engage with."

"Until programs come together and think about collective action, and think about community level change. So I think that's where the policy work can come in and be really impactful."