



State of West Virginia
 Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

Request for Quotation

RFQ NUMBER
LOT339

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF
SHELLY MURRAY 304-558-8801

VENDOR

RFQ COPY
 TYPE NAME/ADDRESS HERE

SHIP TO

LOTTERY COMMISSION

 312 MACCORKLE AVENUE, SE
 CHARLESTON, WV
 25314-1143 558-0500

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
03/25/2007				

BID OPENING DATE: **05/16/2007** BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	LS		952-21		
<p>COUNSELING SERVICES</p> <p>THE WV PURCHASING DIVISION IS REQUESTING PROPOSALS FOR THE WV LOTTERY COMMISSION TO PROVIDE A COMPREHENSIVE PROGRAM, INCLUDING, BUT NOT LIMITED TO, OUTREACH, ASSESSMENT, REFERRAL TO, AND PAYMENT FOR TREATMENT SERVICES AND PROGRAMS FOR WEST VIRGINIA RESIDENTS WHO HAVE COMPULSIVE OR PATHOLOGICAL GAMBLING PROBLEMS AS PER THE ATTACHED.</p> <p>A MANDATORY PREBID CONFERENCE WILL BE HELD ON 4/18/2007 AT 1:30 PM AT THE WV LOTTERY HEADQUARTERS LOCATED AT 312 MACCORKLE AVENUE, SOUTH EAST, CHARLESTON WEST VIRGINIA 25314.</p> <p>WRITTEN QUESTIONS SHALL BE ACCEPTED THROUGH CLOSE OF BUSINESS ON FRIDAY, APRIL 13, 2007. QUESTIONS MAY BE SENT VIA USPS, FAX, COURIER OR E-MAIL. IN ORDER TO ASSURE NO VENDOR RECEIVES AN UNFAIR ADVANTAGE, NO SUBSTANTIVE QUESTIONS WILL BE ANSWERED ORALLY. IF POSSIBLE, E-MAIL QUESTIONS ARE PREFERRED.</p> <p>ADDRESS INQUIRIES TO:</p> <p>SHELLY MURRAY DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION 2019 WASHINGTON STREET, EAST CHARLESTON, WV 25311 FAX: 304-558-4115 E-MAIL: SMURRAY@WVADMIN.GOV</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
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**GENERAL TERMS & CONDITIONS
REQUEST FOR QUOTATION (RFQ) AND REQUEST FOR PROPOSAL (RFP)**

1. Awards will be made in the best interest of the State of West Virginia.
2. The State may accept or reject in part, or in whole, any bid.
3. All quotations are governed by the *West Virginia Code* and the *Legislative Rules* of the Purchasing Division.
4. Prior to any award, the apparent successful vendor must be properly registered with the Purchasing Division and have paid the required \$125.00 registration fee.
5. All services performed or goods delivered under State Purchase Orders/Contracts are to be continued for the term of the Purchase Order/Contract, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise available for these services or goods, this Purchase Order/Contract becomes void and of no effect after June 30.
6. Payment may only be made after the delivery and acceptance of goods or services.
7. Interest may be paid for late payment in accordance with the *West Virginia Code*.
8. Vendor preference will be granted upon written request in accordance with the *West Virginia Code*.
9. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.
10. The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.
11. The laws of the State of West Virginia and the *Legislative Rules* of the Purchasing Division shall govern all rights and duties under the Contract, including without limitation the validity of this Purchase Order/Contract.
12. Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.
13. **BANKRUPTCY:** In the event the vendor/contractor files for bankruptcy protection, this contract is automatically null and void, and is terminated without further order.
14. **HIPAA Business Associate Addendum -** The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, and available online at the Purchasing Division's web site (<http://www.state.wv.us/admin/purchase/vrc/hipaa.htm>) is hereby made part of the agreement. Provided that, the Agency meets the definition of a Covered Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.

INSTRUCTIONS TO BIDDERS

1. Use the quotation forms provided by the Purchasing Division.
2. **SPECIFICATIONS:** Items offered must be in compliance with the specifications. Any deviation from the specifications must be clearly indicated by the bidder. Alternates offered by the bidder as **EQUAL** to the specifications must be clearly defined. A bidder offering an alternate should attach complete specifications and literature to the bid. The Purchasing Division may waive minor deviations to specifications.
3. Complete all sections of the quotation form.
4. Unit prices shall prevail in cases of discrepancy.
5. All quotations are considered F.O.B. destination unless alternate shipping terms are clearly identified in the quotation.
6. **BID SUBMISSION:** All quotations must be delivered by the bidder to the office listed below prior to the date and time of the bid opening. Failure of the bidder to deliver the quotations on time will result in bid disqualifications.

SIGNED BID TO:

Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130



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<p>EXHIBIT 3</p> <p>LIFE OF CONTRACT: THIS CONTRACT BECOMES EFFECTIVE UPON AWARD AND EXTENDS FOR A PERIOD OF ONE (1) YEAR OR UNTIL SUCH "REASONABLE TIME" THEREAFTER AS IS NECESSARY TO OBTAIN A NEW CONTRACT OR RENEW THE ORIGINAL CONTRACT. THE "REASONABLE TIME" PERIOD SHALL NOT EXCEED TWELVE (12) MONTHS. DURING THIS "REASONABLE TIME" THE VENDOR MAY TERMINATE THIS CONTRACT FOR ANY REASON UPON GIVING THE DIRECTOR OF PURCHASING 30 DAYS WRITTEN NOTICE.</p> <p>UNLESS SPECIFIC PROVISIONS ARE STIPULATED ELSEWHERE IN THIS CONTRACT DOCUMENT, THE TERMS, CONDITIONS AND PRICING SET HEREIN ARE FIRM FOR THE LIFE OF THE CONTRACT.</p> <p>RENEWAL: THIS CONTRACT MAY BE RENEWED UPON THE MUTUAL WRITTEN CONSENT OF THE SPENDING UNIT AND VENDOR, SUBMITTED TO THE DIRECTOR OF PURCHASING THIRTY (30) DAYS PRIOR TO THE EXPIRATION DATE. SUCH RENEWAL SHALL BE IN ACCORDANCE WITH THE TERMS AND CONDITIONS OF THE ORIGINAL CONTRACT AND SHALL BE LIMITED TO TWO (2) ONE (1) YEAR PERIODS.</p> <p>CANCELLATION: THE DIRECTOR OF PURCHASING RESERVES THE RIGHT TO CANCEL THIS CONTRACT IMMEDIATELY UPON WRITTEN NOTICE TO THE VENDOR IF THE COMMODITIES AND/OR SERVICES SUPPLIED ARE OF AN INFERIOR QUALITY OR DO NOT CONFORM TO THE SPECIFICATIONS OF THE BID AND CONTRACT HEREIN.</p> <p>OPEN MARKET CLAUSE: THE DIRECTOR OF PURCHASING MAY AUTHORIZE A SPENDING UNIT TO PURCHASE ON THE OPEN MARKET, WITHOUT THE FILING OF A REQUISITION OR COST ESTIMATE, ITEMS SPECIFIED ON THIS CONTRACT FOR</p>						

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<p>IMMEDIATE DELIVERY IN EMERGENCIES DUE TO UNFORESEEN CAUSES (INCLUDING BUT NOT LIMITED TO DELAYS IN TRANSPORTATION OR AN UNANTICIPATED INCREASE IN THE VOLUME OF WORK.)</p> <p>QUANTITIES: QUANTITIES LISTED IN THE REQUISITION ARE APPROXIMATIONS ONLY, BASED ON ESTIMATES SUPPLIED BY THE STATE SPENDING UNIT. IT IS UNDERSTOOD AND AGREED THAT THE CONTRACT SHALL COVER THE QUANTITIES ACTUALLY ORDERED FOR DELIVERY DURING THE TERM OF THE CONTRACT, WHETHER MORE OR LESS THAN THE QUANTITIES SHOWN.</p> <p>ORDERING PROCEDURE: SPENDING UNIT(S) SHALL ISSUE A WRITTEN STATE CONTRACT ORDER (FORM NUMBER WV-39) TO THE VENDOR FOR COMMODITIES COVERED BY THIS CONTRACT. THE ORIGINAL COPY OF THE WV-39 SHALL BE MAILED TO THE VENDOR AS AUTHORIZATION FOR SHIPMENT, A SECOND COPY MAILED TO THE PURCHASING DIVISION, AND A THIRD COPY RETAINED BY THE SPENDING UNIT.</p> <p>BANKRUPTCY: IN THE EVENT THE VENDOR/CONTRACTOR FILES FOR BANKRUPTCY PROTECTION, THIS CONTRACT IS AUTOMATICALLY NULL AND VOID, AND IS TERMINATED WITHOUT FURTHER ORDER.</p> <p>THE TERMS AND CONDITIONS CONTAINED IN THIS CONTRACT SHALL SUPERSEDE ANY AND ALL SUBSEQUENT TERMS AND CONDITIONS WHICH MAY APPEAR ON ANY ATTACHED PRINTED DOCUMENTS SUCH AS PRICE LISTS, ORDER FORMS, SALES AGREEMENTS OR MAINTENANCE AGREEMENTS, INCLUDING ANY ELECTRONIC MEDIUM SUCH AS CD-ROM.</p> <p>REV. 04/11/2001</p> <p style="text-align: center;">VENDOR PREFERENCE CERTIFICATE</p>						

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<p>CERTIFICATION AND APPLICATION* IS HEREBY MADE FOR PREFERENCE IN ACCORDANCE WITH WEST VIRGINIA CODE, 5A-3-37 (DOES NOT APPLY TO CONSTRUCTION CONTRACTS).</p> <p>A. APPLICATION IS MADE FOR 2.5% PREFERENCE FOR THE REASON CHECKED:</p> <p>() BIDDER IS AN INDIVIDUAL RESIDENT VENDOR AND HAS RESIDED CONTINUOUSLY IN WEST VIRGINIA FOR FOUR (4) YEARS IMMEDIATELY PRECEDING THE DATE OF THIS CERTIFICATION; OR</p> <p>() BIDDER IS A PARTNERSHIP, ASSOCIATION OR CORPORATION RESIDENT VENDOR AND HAS MAINTAINED ITS HEAD-QUARTERS OR PRINCIPAL PLACE OF BUSINESS CONTINUOUSLY IN WEST VIRGINIA FOR FOUR (4) YEARS IMMEDIATELY PRECEDING THE DATE OF THIS CERTIFICATION; OR 80% OF THE OWNERSHIP INTEREST OF BIDDER IS HELD BY ANOTHER INDIVIDUAL, PARTNERSHIP, ASSOCIATION OR CORPORATION RESIDENT VENDOR WHO HAS MAINTAINED ITS HEADQUARTERS OR PRINCIPAL PLACE OF BUSINESS CONTINUOUSLY IN WEST VIRGINIA FOR FOUR (4) YEARS IMMEDIATELY PRECEDING THE DATE OF THIS CERTIFICATION; OR</p> <p>() BIDDER IS A CORPORATION NONRESIDENT VENDOR WHICH HAS AN AFFILIATE OR SUBSIDIARY WHICH EMPLOYS A MINIMUM OF ONE HUNDRED STATE RESIDENTS AND WHICH HAS MAINTAINED ITS HEADQUARTERS OR PRINCIPAL PLACE OF BUSINESS WITHIN WEST VIRGINIA CONTINUOUSLY FOR THE FOUR (4) YEARS IMMEDIATELY PRECEDING THE DATE OF THIS CERTIFICATION.</p> <p>B. APPLICATION IS MADE FOR 2.5% PREFERENCE FOR THE REASON CHECKED:</p> <p>() BIDDER IS A RESIDENT VENDOR WHO CERTIFIES THAT,</p>						

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<p>DURING THE LIFE OF THE CONTRACT, ON AVERAGE AT LEAST 75% OF THE EMPLOYEES WORKING ON THE PROJECT BEING BID ARE RESIDENTS OF WEST VIRGINIA WHO HAVE RESIDED IN THE STATE CONTINUOUSLY FOR THE TWO YEARS IMMEDIATELY PRECEDING SUBMISSION OF THIS BID;</p> <p>OR</p> <p>() BIDDER IS A NONRESIDENT VENDOR EMPLOYING A MINIMUM OF ONE HUNDRED STATE RESIDENTS OR IS A NONRESIDENT VENDOR WITH AN AFFILIATE OR SUBSIDIARY WHICH MAINTAINS ITS HEADQUARTERS OR PRINCIPAL PLACE OF BUSINESS WITHIN WEST VIRGINIA EMPLOYING A MINIMUM OF ONE HUNDRED STATE RESIDENTS WHO CERTIFIES THAT, DURING THE LIFE OF THE CONTRACT, ON AVERAGE AT LEAST 75% OF THE EMPLOYEES OR BIDDERS' AFFILIATE'S OR SUBSIDIARY'S EMPLOYEES ARE RESIDENTS OF WEST VIRGINIA WHO HAVE RESIDED IN THE STATE CONTINUOUSLY FOR THE TWO YEARS IMMEDIATELY PRECEDING SUBMISSION OF THIS BID.</p> <p>BIDDER UNDERSTANDS IF THE SECRETARY OF TAX & REVENUE DETERMINES THAT A BIDDER RECEIVING PREFERENCE HAS FAILED TO CONTINUE TO MEET THE REQUIREMENTS FOR SUCH PREFERENCE, THE SECRETARY MAY ORDER THE DIRECTOR OF PURCHASING TO: (A) RESCIND THE CONTRACT OR PURCHASE ORDER ISSUED; OR (B) ASSESS A PENALTY AGAINST SUCH BIDDER IN AN AMOUNT NOT TO EXCEED 5% OF THE BID AMOUNT AND THAT SUCH PENALTY WILL BE PAID TO THE CONTRACTING AGENCY OR DEDUCTED FROM ANY UNPAID BALANCE ON THE CONTRACT OR PURCHASE ORDER.</p> <p>BY SUBMISSION OF THIS CERTIFICATE, BIDDER AGREES TO DISCLOSE ANY REASONABLY REQUESTED INFORMATION TO THE PURCHASING DIVISION AND AUTHORIZES THE DEPARTMENT OF TAX AND REVENUE TO DISCLOSE TO THE DIRECTOR OF PURCHASING APPROPRIATE INFORMATION VERIFYING THAT BIDDER HAS PAID THE REQUIRED BUSINESS TAXES, PROVIDED THAT SUCH INFORMATION DOES NOT CONTAIN THE AMOUNTS OF</p>						

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<p>TAXES PAID NOR ANY OTHER INFORMATION DEEMED BY THE TAX COMMISSIONER TO BE CONFIDENTIAL.</p> <p>UNDER PENALTY OF LAW FOR FALSE SWEARING (WEST VIRGINIA CODE 61-5-3), BIDDER HEREBY CERTIFIES THAT THIS CERTIFICATE IS TRUE AND ACCURATE IN ALL RESPECTS; AND THAT IF A CONTRACT IS ISSUED TO BIDDER AND IF ANYTHING CONTAINED WITHIN THIS CERTIFICATE CHANGES DURING THE TERM OF THE CONTRACT, BIDDER WILL NOTIFY THE PURCHASING DIVISION IN WRITING IMMEDIATELY.</p> <p>BIDDER: -----</p> <p>DATE: -----</p> <p>SIGNED: -----</p> <p>TITLE: -----</p> <p>* CHECK ANY COMBINATION OF PREFERENCE CONSIDERATION(S) IN EITHER "A" OR "B", OR BOTH "A" AND "B" WHICH YOU ARE ENTITLED TO RECEIVE. YOU MAY REQUEST UP TO THE MAXIMUM 5% PREFERENCE FOR BOTH "A" AND "B". (REV. 12/00)</p> <p>NOTICE</p> <p>A SIGNED BID MUST BE SUBMITTED TO:</p> <p>DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION BUILDING 15</p>						

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				2019 WASHINGTON STREET, EAST CHARLESTON, WV 25305-0130		
THE BID SHOULD CONTAIN THIS INFORMATION ON THE FACE OF THE ENVELOPE OR THE BID MAY NOT BE CONSIDERED: SEALED BID BUYER: SM-31 RFQ. NO.: LOT339 BID OPENING DATE: MAY 16, 2007 BID OPENING TIME: 1:30 PM PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY TO CONTACT YOU REGARDING YOUR BID: ----- CONTACT PERSON (PLEASE PRINT CLEARLY): -----						

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***** THIS IS THE END OF RFQ LOT339 ***** TOTAL: _____						

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REQUEST FOR PROPOSAL
WEST VIRGINIA LOTTERY

RFP LOT 339 Problem Gambling Services

PART 1 GENERAL INFORMATION / TERMS AND CONDITIONS

1.1 Purpose:

The Acquisition and Contract Administration Section of the Purchasing Division, hereinafter referred to as "State", is soliciting proposals for the Department of Revenue, State Lottery Commission, hereinafter referred to as "West Virginia Lottery", to provide a comprehensive program, including, but not limited to, outreach, assessment, referral to, and payment for treatment services and programs for West Virginia residents who have compulsive or pathological gambling problems and for persons who are the friends or significant others of such persons.

1.2 Project:

The mission or purpose of the project is to ensure that services for persons with a gambling problem and their significant others are provided in accordance with mandates set forth in the Video Lottery Racetrack Act §29-22A and the Limited Video Lottery Act §29-22-1408 (a) (1).

1.3 RFP Format:

This RFP has four parts. "Part 1" contains general information/terms and conditions, "Part 2" describes the background and working environment of the project, "Part 3" is a statement of the specifications for the services requested pursuant to this RFP, contractual requirements, and special terms/conditions and "Part 4" explains the required format of the Bidder's response to the RFP, the evaluation criteria the State will use in evaluating the proposals received, and how the evaluation will be conducted.

1.4 Inquiries:

Additional information inquiries regarding specifications of this RFP must be submitted in writing to the State Buyer with the exception of questions regarding proposal submission which may be oral. The deadline for written inquiries is identified in the Schedule of Events, Section 1.16. All inquiries of specification clarification must be addressed to:

Shelly Murray, Senior Buyer
Purchasing Division

2019 Washington Street, East
P.O. Box 50130
Charleston, WV 25305-0130
Fax: (304) 558-4115

Absolutely NO contact shall be made by the vendor with any member of the evaluation committee. Violation may result in rejection of the bid. The State Buyer named above is the sole contact for any and all inquiries after this RFP has been released.

1.5 Vendor Registration:

Vendors participating in this process should complete and file a Vendor Registration and Disclosure Statement (Form WV-1) and remit the registration fee. Vendor is not required to be a registered vendor in order to submit a proposal, but the successful bidder must register and pay the fee prior to the award of an actual purchase order/contract.

1.6 Oral Statements and Commitments:

Vendor must clearly understand that any verbal representations made or assumed to be made during any oral discussions held between Vendor's representatives and any State personnel is not binding. Only the information issued in writing and added to the Request for Proposal specifications file by an official written addendum are binding.

1.7 Economy of Preparation:

Proposals should be prepared simply and economically, providing a straightforward, concise description of Vendor's abilities to satisfy the requirements of the RFP. Emphasis should be placed on completeness and clarity of content.

1.8 Labeling of RFP Sections:

The sections within this RFP contain instructions governing how the Vendor's proposal is to be arranged, submitted and to identify the material to be included therein.

1.8.1 Mandatory Requirements.

The mandatory sections included in part 3 and 4 require a response, and they describe the minimum requirements requested in this RFP. Any specification or statement containing the word "must", "shall, or "will" are mandatory. The vendor is required to meet the mandatory specifications in order to be eligible for consideration and to continue in the evaluation process. A simple "yes" or "no" response to these sections is not adequate. Failure to meet mandatory items shall result in disqualification of the vendor's proposal and the evaluation process terminated for that vendor. Decisions regarding compliance with the intent of any mandatory specification shall be at the sole discretion of the State.

1.8.2 Contract Terms and Conditions:

This Request for Proposals contains all the contractual terms and conditions under which the State of West Virginia will enter into a contract.

1.8.3 Informational Sections:

All information specifications do not require a response from the vendor. They are intended to aid the vendor in structuring an effective proposal capable of meeting the needs of the issuing agency.

1.9 Proposal Format and Submission:

1.9.1 Vendors must complete a response to all mandatory specifications in order to be considered. Each proposal should be formatted as per the outline in Part 4 of this RFP. No other arrangement or distribution of the proposal information may be made by the bidder. Failure on the part of the bidder to respond to specific requirements detailed in the RFP may be basis for disqualification of the proposal. The State reserves the right to waive any informality in the proposal format and minor irregularities.

1.9.2 State law requires that the original technical and cost proposal be submitted to the Purchasing Division. All proposals must be submitted to the Purchasing Division prior to the date and time stipulated in the RFP as the opening date. All bids will be date and time stamped to verify official time and date of receipt.

1.9.3 Vendors mailing proposals should allow sufficient time for mail delivery to ensure timely arrival. In accordance with State Code 5A-3-11, the Purchasing Division cannot waive or excuse late receipt of a proposal which is delayed and late for any reason. Any proposal received after the bid opening date and time will be immediately disqualified in accordance with State law and the administrative rules and regulations.

Submit:

One original technical and cost plus three (3) convenience copies to:
 Purchasing Division
 2019 Washington Street, East
 P.O. Box 50130
 Charleston, WV 25305-0130

The outside of the envelope or package(s) should be clearly marked:

Buyer: SM / 31
 RFP#: LOT339
 Opening Date: May 16, 2007
 Opening Time: 1:30 P. M.

1.9.4. Best Value Purchasing Standard Format

All Requests for Proposals should follow the standard format defined by the Purchasing Division. This format addresses required areas and enables the agency to modify the background and scope of work to meet its needs.

1.9.4.1 Evaluation Criteria: All evaluation criteria must be clearly defined in the specifications section and based on a 100 point total score. Based on a 100 point total, cost shall represent a minimum of 30 of the 100 total points in the criteria.

1.9.4.2 Proposal Format and Content: Proposals shall be requested and received in two distinct parts: Technical and Cost. The cost portion shall be sealed in a separate envelope and will not be opened initially.

1.9.4.3 Technical Bid Opening: The Purchasing Division will open only the technical proposals on the date and time specified in the Request for Proposal. The Purchasing Division representative will read aloud the names of those who responded to the solicitation. The Purchasing Division Buyer will confirm that the original packages contain a separately sealed cost proposal prior to providing the courtesy copies to the agency to begin the evaluation process.

1.9.4.4 Technical Evaluation: The pre-selected, approved evaluation committee will review the technical proposals, deduct appropriate points for deficiencies and make a final written consensus recommendation to the Purchasing Division Buyer. If the Buyer approves the committee's recommendation, the technical evaluation will be forwarded to an internal review committee within the Purchasing Division.

1.9.4.5 Cost Bid Opening: Upon approval of the technical evaluation from the internal review committee, the Purchasing Division shall schedule a time and date to publicly open and read aloud the cost proposals. The agency and the vendors shall be notified of this date.

1.9.4.6 Cost Evaluation and Resident Vendor Preference: The evaluation committee will review the cost proposals, assign appropriate points and make a final consensus recommendation to the Purchasing Division. In accordance with West Virginia State Code §5A-3-37, the Purchasing Division will make the determination of the Resident Vendor Preference, if applicable. Resident Vendor Preference provides an opportunity for qualifying vendors to request (at the time of bid) preference for their residency status. Such preference is an evaluation method only and will be applied only to the cost bid in accordance with the West Virginia State Code. A certificate of application is used to request this preference. Generally, a West Virginia vendor may be eligible for two 2.5% preferences in the evaluation process.

1.9.4.7 Contract Approval and Award: After the cost proposals have been opened, the evaluation committee completes its review and prepares the final evaluation making its recommendation for contract award based on the highest scoring vendor. The final evaluation is submitted to the Purchasing Division buyer. Once approved by the buyer, the final evaluation must be reviewed and approved by the Purchasing Division internal review committee. The contract is prepared and signed in the Purchasing Division, forwarded to the Attorney General's Office for approval as to form, encumbered and mailed to the appropriate parties.

1.10 Rejection of Proposals:

The State shall select the best value solution according to the evaluation criteria. However, the State reserves the right to accept or reject any or all proposals, in part or in whole at its discretion. The State reserves the right to withdraw this RFP at any time and for any reason. Submission of, or receipt by the State of proposals confers no rights upon the bidder nor obligates the State in any manner. A contract based on this RFP and the Vendor's proposal, may or may not be awarded. Any contract resulting in an award from this RFP is not valid until properly approved and executed by the Purchasing Division and approved as to form by the Attorney General.

1.11 Incurring Costs:

The State and any of its employees or officers shall not be held liable for any expenses incurred by any bidder responding to this RFP for expenses to prepare, deliver the proposal, or to attend any mandatory prebid meeting or oral presentations.

1.12 Addenda:

If it becomes necessary to revise any part of this RFP, an official written addendum will be issued by the State to all bidders of record.

1.13 Independent Price Determination:

A proposal will not be considered for award if the price in the proposal was not arrived at independently without collusion, consultation, communication, or agreement as to any matter relating to prices with any competitor unless the proposal is submitted as a joint venture.

1.14 Price Quotations:

The price(s) quoted in the bidder's proposal will not be subject to any increase and will be considered firm for the life of the contract unless specific provisions have been provided for adjustment in the original contract.

1.15 Public Record:

1.15.1 Submissions are Public Record.

All documents submitted to the State Purchasing Division related to purchase orders/contracts are considered public records. All bids, proposals, or offers submitted by bidders shall become public information and are available for inspection during normal official business hours in the Purchasing Division Records and Distribution center after the award is complete and documents have been microfilmed.

1.15.2 Written Release of Information.

All public information may be released with or without a Freedom of Information request, however, only a written request will be acted upon with duplications fees paid in advance. Duplication fees shall apply to all requests for copies of any document. Currently the fees are \$0.50/page, or a minimum of \$10.00 per request which ever is greater.

1.15.3 Risk of Disclosure.

The only exemptions to disclosure of information are listed in West Virginia Code §29B-1-4. Primarily, only trade secrets as submitted by a bidder are the only exemption to public disclosure. The submission of any information to the State by a vendor puts the risk of disclosure on the vendor. The State will make a reasonable effort not to disclose information that is within the guidelines of §29B-1-4 and is properly labeled "proprietary information not for public disclosure". The State does not guarantee non-disclosure of any information to the public.

1.16 Schedule of Events:

Release of the RFP.....	03/30/2007
Vendor's Written Questions Submission Deadline.....	04/13/2007
Mandatory Prebid Conference.....	04/18/2007
Addendum Issued.....	TBA
Bid Opening Date.....	05/16/2007

1.17 Mandatory Prebid Conference:

A mandatory prebid conference shall be conducted on the date specified above at 1:30 PM. Said conference will be held at West Virginia Lottery headquarters, 312 MacCorkle Avenue, South East, Charleston, West Virginia 25314. All interested bidders are required to be present at this meeting. Failure to attend the mandatory

prebid conference shall automatically result in disqualification. No one person can represent more than one vendor.

1.18 Affidavit:

West Virginia State Code §5A-3-10a requires that all bidders submit an affidavit regarding any debt owed to the State. The affidavit must be signed and submitted prior to award. It is preferred that the affidavit be submitted with the proposal.

1.19 General Terms and Conditions:

By signing and submitting their proposal, the successful Vendor agrees to be bound by all the terms contained in this RFP.

1.19.1 Conflict of Interest:

Vendor affirms that it, its officers or members or employees presently have no interest and shall not acquire any interest, direct or indirect which would conflict or compromise in any manner or degree with the performance of its services hereunder. The Vendor further covenants that in the performance of the contract, the Vendor shall periodically inquire of its officers, members and employees concerning such interests. Any such interests discovered shall be promptly presented in detail to the Agency.

1.19.2 Prohibition Against Gratuities:

Vendor warrants that it has not employed any company or person other than a bona fide employee working solely for the vendor or a company regularly employed as its marketing agent to solicit or secure the contract and that it has not paid or agreed to pay any company or person any fee, commission, percentage, brokerage fee, gifts or any other consideration contingent upon or resulting from the award of the contract. For breach or violation of this warranty, the State shall have the right to annul this contract without liability at its discretion, and/or to pursue any other remedies available under this contract or by law.

1.19.3 Certifications Related to Lobbying:

Vendor certifies that no federal appropriated funds have been paid or will be paid, by or on behalf of the company or an employee thereof, to any person for purposes of influencing or attempting to influence an officer or employee of any Federal entity, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment or modification of any Federal contract, grant, loan, or cooperative agreement.

If any funds other than federally appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee or any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the Vendor shall complete and submit a disclosure form to report the lobbying. Vendor agrees that this language of certification shall be included in the award documents for all sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly. This certification is a material representation of fact upon which reliance was placed when this contract was made and entered into.

1.19.4 Vendor Relationship:

The relationship of the Vendor to the State shall be that of an independent contractor and no principal-agent relationship or employer-employee relationship is contemplated or created by the parties to this contract. The Vendor as an independent contractor is solely liable for the acts and omissions of its employees and agents. Vendor shall be responsible for selecting, supervising and compensating any and all individuals employed pursuant to the terms of this RFP and resulting contract. Neither the Vendor nor any employees or contractors of the vendor shall be deemed to be employees of the State for any purposes whatsoever.

Vendor shall be exclusively responsible for payment of employees and contractors for all wages and salaries, taxes, withholding payments, penalties, fees, fringe benefits, professional liability insurance premiums, contributions to insurance and pension or other deferred compensation plans, including but not limited to Workers' Compensation and Social Security obligations, and licensing fees, etc. and the filing of all necessary documents, forms and returns pertinent to all of the foregoing.

Vendor shall hold harmless the State, and shall provide the State and Agency with a defense against any and all claims including but not limited to the foregoing payments, withholdings, contributions, taxes, social security taxes and employer income tax returns. The Vendor shall not assign, convey, transfer or delegate any of its responsibilities and obligations under this contract to any person, corporation, partnership, association or entity without expressed written consent of the Agency.

1.19.5 Indemnification:

The Vendor agrees to indemnify, defend and hold harmless the State and the Agency, their officers, and employees from and against: (1) Any claims or losses for services rendered by any subcontractor, person or firm performing or supplying services, materials or supplies in connection with the performance of the contract; (2) Any

claims or losses resulting to any person or entity injured or damaged by the Vendor, its officers, employees, or subcontractors by the publication, translation, reproduction, delivery, performance, use or disposition of any data used under the contract in a manner not authorized by the contract, or by Federal or State statutes or regulations;

(3) Any failure of the Vendor, its officers, employees or subcontractors to observe State and Federal laws, including but not limited to labor and wage laws.

1.19.6 Contract Provisions:

After the successful Vendor is selected, a formal contract document will be executed between the State and the Vendor. In addition, the RFP and the Vendor's response will be included as part of the contract by reference. The order of precedence is the contract, the RFP and the Vendor's proposal in response to the RFP.

1.19.7 Governing Law:

This contract shall be governed by the laws of the State of West Virginia. The Vendor further agrees to comply with the Civil Rights Act of 1964 and all other applicable laws (Federal, State or Local Government) regulations.

1.19.8 Compliance with Laws and Regulations:

The vendor shall procure all necessary permits and licenses to comply with all applicable laws, Federal, State or municipal, along with all regulations, and ordinances of any regulating body. The Vendor shall pay any applicable sales, use, or personal property taxes arising out of this contract and the transactions contemplated thereby. Any other taxes levied upon this contract, the transaction, or the equipment, or services delivered pursuant here to shall be borne by the contractor. It is clearly understood that the State of West Virginia is exempt from any taxes regarding performance of the scope of work of this contract.

1.19.9 Subcontracts/Joint Ventures:

The Vendor is solely responsible for all work performed under the contract and shall assume prime contractor responsibility for all services offered and products to be delivered under the terms of this contract. The State will consider the Vendor to be the sole point of contact with regard to all contractual matters. The Vendor may, with the prior written consent of the State, enter into written subcontracts for performance of work under this contract; however, the vendor is totally responsible for payment of all subcontractors.

1.19.10 Term of Contract & Renewals:

This contract will be effective (date set upon award) and shall extend for the period of one (1) year, at which time the contract may, upon mutual consent, be renewed. Such renewals are for a period of up to one (1) year, with a maximum of two (2) one year

renewals, or until such reasonable time thereafter as is necessary to obtain a new contract. The "reasonable time" period shall not exceed twelve (12) months. During the "reasonable time" period the vendor may terminate the contract for any reason upon giving the Agency ninety (90) days written notice. Notice by Vendor of intent to terminate will not relieve Vendor of the obligation to continue to provide services pursuant to the terms of the contract.

Any change in Federal or State law, or court actions which constitute binding precedent in West Virginia, and which significantly alters the Vendor's required activities or any change in the availability of funds, shall be viewed as binding and shall warrant good faith renegotiation of the compensation paid to the Vendor by the Agency and of such other provisions of the contract that are affected. If such renegotiation proves unsuccessful, the contract may be terminated by the State upon written notice to the Vendor at least thirty (30) days prior to termination of this contract.

1.19.11 Non-Appropriation of Funds:

If the Agency is not allotted funds in any succeeding fiscal year for the continued use of the service covered by this contract by the West Virginia Legislature, the Agency may terminate the contract at the end of the affected current fiscal period without further charge or penalty. The Agency shall give the vendor written notice of such non-allocation of funds as soon as possible after the Agency receives notice. No penalty shall accrue to the Agency in the event this provision is exercised.

1.19.12 Contract Termination:

The State may terminate any contract resulting from this RFP immediately at any time the Vendor fails to carry out its responsibilities or to make substantial progress under the terms of this RFP and resulting contract. The State shall provide the Vendor with advance notice of performance conditions which are endangering the contract's continuation. If after such notice the Vendor fails to remedy the conditions contained in the notice, within the time period contained in the notice, the State shall issue the Vendor an order to cease and desist any and all work immediately. The State shall be obligated only for services rendered and accepted prior to the date of the notice of termination. The contract may also be terminated upon mutual agreement of the parties with thirty (30) days prior notice.

1.19.13 Changes:

If changes to the original contract become necessary, a formal contract change order will be negotiated by the State, the Agency and the Vendor, to address changes to the terms and conditions, costs of work included under the contract. An approved contract change order is defined as one approved by the Purchasing Division and approved as to form by the West Virginia Attorney General's Office, encumbered and placed in the U.S. Mail prior to the effective date of such amendment. An approved contract change order is required whenever the change affects the payment provision and/or the scope

of the work. Such changes may be necessitated by new and amended Federal and State regulations and requirements. As soon as possible after receipt of a written change request from the Agency, but in no event more than thirty (30) days thereafter, the Vendor shall determine if there is an impact on price with the change requested and provide the Agency a written statement to identifying any price impact on the contract or to state that there is no impact. In the event that price will be impacted by the change, the Vendor shall, provide a description of the price increase or decrease involved in implementing the requested change.

NO CHANGE SHALL BE IMPLEMENTED BY THE VENDOR UNTIL SUCH TIME AS THE VENDOR RECEIVES AN APPROVED WRITTEN CHANGE ORDER.

1.19.14 Invoices, Progress Payments, & Retainage:

The Vendor shall submit invoices, in arrears, to the Agency at the address on the face of the purchase order labeled "Invoice To" pursuant to the terms of the contract. Payment will be made only upon approval of acceptable progress or deliverables as documented in the Vendor's report. Invoices may not be submitted more than once monthly and State law forbids payment of invoices prior to receipt of services.

1.19.15 Liquidated Damages:

There are no liquidated damages in this contract.

1.19.16 Record Retention (Access & Confidentiality):

Vendor shall comply with all applicable Federal and State of West Virginia rules and regulations, and requirements governing the maintenance of documentation to verify any cost of services or commodities rendered under this contract by Vendor. The Vendor shall maintain such records a minimum of five (5) years and make available all records to Agency personnel at Vendor's location during normal business hours upon written request by Agency within 10 days after receipt of the request. Vendor shall have access to private and confidential data maintained by Agency to the extent required for Vendor to carry out the duties and responsibilities defined in this contract. Vendor agrees to maintain confidentiality and security of the data made available and shall indemnify and hold harmless the State and Agency against any and all claims brought by any party attributed to actions of breach of confidentiality by the Vendor, subcontractors, or individuals permitted access by Vendor.

PART 2 OPERATING ENVIRONMENT

2.1 Location:

The West Virginia Lottery is located at 312 MacCorkle Avenue, S.E., Charleston, WV. The successful vendor may not co-locate with the Lottery.

2.2 Background:

Since August 2000, the West Virginia Lottery, in affiliation with the West Virginia Department of Health and Human Resources, has provided funding for a program for persons with gambling problems and their significant others, friends, and/or family members.

Funds to pay for such services are to be transferred from the allowance for racetrack video lottery administrative costs provided by W. Va. Code §29-22A-10(b) and from the allowance for limited video lottery administrative costs provided by W. Va. Code §29-22B-1408(a)(1).

I. §29-22A-19. Compulsive gambling treatment fund.

There is hereby created and established a separate special account to be known as the "Compulsive Gambling Treatment Fund." Such fund shall be appropriated from the commission's available administrative expense account and shall be not less than one hundred fifty thousand dollars nor more than five hundred thousand dollars per fiscal year, as determined by the commission, to provide funds for compulsive gambling treatment programs in the state.

The department of health and human resources shall develop criteria which a treatment program for compulsive gamblers must meet in order to become eligible for a grant from funds made available for such treatment programs pursuant to this provision. The department, in conjunction with the commission, shall develop a formula for the distribution of available lottery commission funds which will result in an equitable distribution submitted which meet the eligibility criteria for grants as developed by the department.

The commission shall report annually to the legislature the numbers and amounts of grants distributed and the number of people served by such programs. (1999, c. 130)

§29-22B-1408. Distribution of state's share of gross terminal income.

(a) The state's share of gross terminal income is calculated as follows:

- (1) The commission shall deposit two percent of gross terminal income into the state lottery fund for the commission's costs and expenses incurred in administering this article. From this amount, not less than one hundred fifty thousand dollars nor more than one million dollars per fiscal year, as determined by the commission each year, shall be transferred to the compulsive gambling treatment fund created in section 29-22A-19 of this chapter. In the event that the percentage allotted under this subsection for the commission's costs and expenses incurred in administering this article generates a surplus, the surplus shall be allowed to accumulate to an amount

The West Virginia Lottery current licenses four (4) racetracks located in Charles Town, Chester, Wheeling and Nitro West Virginia for video lottery gaming. Approximately 1,700

adult pouring establishments are licensed and have approximately 8,750 operating video lottery terminals under the State's Limited Video Lottery Act. Revenues from both Limited Video Lottery and Racetrack Lottery have been sufficient to allow the West Virginia Lottery to provide the maximum \$1,500,000 allowed for the Problem Gambling Program for the past three (3) years. Should impending competition from future Pennsylvania gaming destinations have a significant impact upon West Virginia racetracks, the maximum funding may not be available in future years.

West Virginia's Program for Problem Gambling currently includes a 24/7 helpline staffed by trained and licensed social workers in Charleston, West Virginia. The Program includes, but is not limited to, a network of trained counselors throughout West Virginia who are contracted directly by the vendor to provide counseling and general services to qualified, referred clients on a per diem basis. The Program provides training on problem gambling to its network of providers throughout the state. The Program conducts outreach, intake assessment, and ancillary services, as well. A fiscal year 2006 report may be found in Appendix A.

PART 3 PROCUREMENT SPECIFICATIONS

3.1 General Requirements:

The successful bidder must provide a comprehensive program to assist West Virginia residents and their family members, friends, and significant others who experience problems with gambling and who may be diagnosed as problem gamblers or pathological gamblers.

3.2 Scope of Work:

3.2.1 Outreach and Initial Intake:

3.2.1.1 Toll Free Help Line and Other Telephone Lines:

3.2.1.1.1 The successful bidder should, if at all possible, acquire the use of the 1-800-GAMBLER help line from the New Jersey Council on Problem Gambling for West Virginia resident callers using landlines in the 304 area code. Should bidders choose to propose use of an alternative, toll-free number, a comprehensive plan of migration, public information and advertising shall be included, as well as specific plans for production and placement of the number on all of the West Virginia Lottery's Limited Video Lottery terminals and at the ends of banks of video lottery terminals in the four (4) licensed racetracks.

3.2.1.1.2 The successful bidder shall provide a secondary help line for West Virginia resident callers using cellular telephones connecting through border states' cellular towers (not reflecting a 304 area code). None of the help lines shall be used for any purposes other than serving the Program's clients.

3.2.1.1.3 The successful bidder shall staff the help lines 24 hours a day, 7 days a week, and 365 days per year with clinically qualified and training personnel. The written proposal must specify the number of full-time and part-time help line staff, the credentials of those staff members, and a shift-based staffing plan. If a subcontractor(s) is used for help line staffing, at any time, the bidder's proposal must provide a signed agreement with the proposed subcontractor and specify how the bidder plans to manage and monitor the subcontractor's work. Furthermore, the credentials, hours, and telephone numbers of subcontracted staff persons dedicated to West Virginia's Program must be documented in the bidders' proposals.

3.2.1.1.4. Bidders shall propose the number of regular telephone business lines, used for non-hotline calls, and the methodology by which day-to-day communications will be handled.

3.2.1.2 Program Web Site

Bidders shall propose a website offering comprehensive information, links to relevant help sites, and email communications for West Virginia residents. The bidders' proposal shall include graphic renditions of the proposed web site contents and any proposed interactive communications capabilities.

3.2.1.3 Video Lottery Terminal Stickers, Brochures and Retail Outlet Commodities

By law, each video lottery terminal in Limited Video Lottery venues must have a sticker affixed to the face of the machine that provides a call to action to the Problem Gamblers Program's toll-free help line number. The successful bidder will be expected to design and to provide the Lottery with a continuous supply of such stickers, as approved by the Lottery Director, or his designee. Also, by policy, each bank of video lottery terminals in the four (4) licensed racetracks must bear a similar sticker. The successful bidder will be expected to design, to produce, and to provide the four (4) licensed racetracks with a continuous supply of such stickers, as approved by the Lottery Director, or his designee. Likewise, licensed video lottery venues should be continuously provided with brochures or rack cards containing information about West Virginia's Problem Gambling Program. The bidder shall propose the types of literature recommended for such venues and should include at least one draft of produced examples of such in the proposal. No literature, brochures, stickers,

rack cards or other products may be distributed to the West Virginia Lottery's retailer network without the consent of the Lottery Director, or his designee.

The staff of the West Virginia Lottery will assist in the distribution of the above items to the extent possible; however, the successful bidder shall ultimately bear full responsibility for adequate inventories and timely distribution to Limited Video Lottery retail outlets and the four licensed racetracks with video lottery gaming upon the Lottery's request.

3.2.1.4 Media-Related Advertising and Public Service Announcements

At no time shall the successful bidder place or provide paid advertising or public service announcements without the signed approval of the Lottery Director, or his designee. For paid media that is proposed, the bidder shall include a one-year media plan (including design, production and placement) with the submitted proposal. If advertising agencies or any design/production subcontractors are to be used, the bidder must include detailed information about such subcontractors in the written proposal.

3.2.1.5 Public Information

Bidders should develop and submit a comprehensive public information plan for one year that includes, but is not limited to, public speaking venues, media relations, newsletters, and conference presentations.

3.2.1.6 Personal and Professional Memberships and Affiliations

3.2.1.6.1. Bidders should list and describe the organizations and affiliations in which staff are currently members or plan to be members. Fees for individual memberships in organizations and for educational enhancements should be considered personal and should not be paid from the Problem Gamblers' Treatment Fund unless deemed to be of necessary value to the Program and pre-authorized by the Lottery Director, or his designee.

3.2.1.6.2 The successful bidder shall support the activities of the West Virginia Council on Problem Gambling and participate on the Council on behalf of the West Virginia Lottery.

3.2.1.6.3 The bidder's proposal must describe a current or a proposed relationship with the National Council for Problem Gambling, including, but not limited to, support and participation on behalf of the West Virginia Lottery.

3.2.1.7 Prevention

The bidder shall describe a one-year plan for outreach, focusing on prevention of problem gambling for West Virginia residents. The plan shall include program descriptions for at-risk populations.

3.2.1.8 Acknowledgement of West Virginia Lottery Funding

All materials produced and publicly disseminated by the successful bidder must contain a prominent display of the West Virginia Lottery's logo and acknowledgement of the Lottery as the Program's funding entity. All such materials must be approved by the Lottery Director, or his designee.

3.2.1.9 Client Intake Processes

Bidders shall describe the level of client information that will be obtained in the initial intake call. The proposal must provide a detailed description of how the intake call will be handled, including, but not limited to, the type of information to be obtained, disposition of such information, how emergencies are to be handled, and how the bidder plans to respond with a course of intervention and assistance.

Bidders shall include, in the proposal, the methodology by which caller intake data will be collected, maintained and developed for reporting purposes. Bidders shall describe all policies and procedures employed relative to the protection of callers' privacy.

3.2.1.9.1 Services Provided

Bidders shall describe, in the written proposal, the methodology by which callers will be provided services and the type of services planned for a variety of callers and their individual situations.

At minimum, the successful bidder shall ensure that any West Virginia resident with a gambling problem, or the family member, friend or significant other of the resident, receive services deemed appropriate given the presenting problem, and that such services are located within a one (1) hour drive travel time of each client's residence. Specific services to meet diverse needs must be available.

Bidders must submit, in the written proposal, comprehensive and detailed information demonstrating:

The statewide network of licensed and trained providers to whom clients may be referred, including, but not limited to, the academic and clinical

qualifications of each provider, and the geographical location of the provider;

The statewide network of self-help groups and support groups to whom clients may be referred, including, but not limited to, the geographical locations of the groups. Should the group(s) prefer to maintain the privacy of the location(s), a written explanation of such must be provided;

Documentation of working relationships between the bidder and the proposed providers, in the form of signed agreements, contracts or memoranda of understanding is required in the bidders' response.

3.2.1.10 Training

3.2.1.10.1 To ensure that qualified providers are constantly available to serve the at-risk West Virginia population, bidders must submit a one-year plan for providing free programs of education and training updates for qualified counselors and clinicians who will serve the Program. The written educational and training plan must specify the qualifications of the instructor(s), the frequency and type of training provided, and the planned curriculum to be used for education. It is **desirable** that bidders utilize the resources of West Virginia's medical schools and institutions of higher learning in the educational and training programs.

3.2.1.10.2 Each bidder must submit a written plan for retaining and recruiting qualified client service providers who are to be located within a one (1) hour travel time for all West Virginia residents referred for services. The retention and recruitment plan shall address the bidder's methodologies for ensuring continuous client access to qualified providers. The successful bidder shall be required to maintain and report provider availability, to the Lottery, on a quarterly basis, at minimum.

3.2.2 Direct Treatment Services

3.2.2.1 Outpatient Treatment Services

3.2.2.1.1 Bidders must submit a written plan or proposal whereby program clients who have no immediate means of paying for outpatient services may receive such in accordance with best practices for treatment of problem gambling. Each bidder must submit a written strategy outlining the proposed protocol of assessment for client eligibility, the types of services received, the frequency of services for various needs, and the maximum

reimbursement rates per type of service that will be provided at no cost to the client.

3.2.2.1.2 Bidders must develop and submit a written protocol and screening assessment tool for referral and disposition of clients who are diagnosed with co-morbid behavioral or physical health disorders. The plan shall contain the bidder's strategy for ensuring that clients with co-occurring disorders will be referred to applicable, coordinated services for problems that may accompany the primary diagnosis of a gambling disorder. (Treatment of co-morbid disorders is not a part of the funding plan of the State's *Compulsive Gamblers' Treatment Fund*.)

3.2.2.1.3 Bidders shall describe, in the proposal, the planned process of utilization review that will be put in place to evaluate and pre-authorize outpatient treatment services as recommended by each provider. The successful bidder shall be required to provide documentation of expenditures by type of service and by provider, while protecting the privacy of the client. Such documentation must accompany invoices for payment and must contain the signature of the Program director, at minimum, to verify that such services were provided and received.

3.2.3 Reporting Requirements

3.2.3.1 The successful bidder must provide monthly, quarterly and annual statistical and narrative reports to the Lottery that include, but are not limited to, the number of intake calls received, the number of persons referred for services, the services provided, and the statistics of intervention outcomes. For the purpose of the evaluation, the bidders' proposals should contain a comprehensive reporting plan that documents the type of reports that will be provided and the frequency with which such reports shall be provided.

3.2.3.2 It is **desirable** that the bidders' proposals include the academic and experiential qualifications of the individual(s) who will be compiling the proposed reports. If the bidder plans to use subcontractors for developing statistical and narrative reports, comprehensive information concerning the subcontractor must be included in the proposal. All bidders must explain how client privacy will be protected in the reporting process.

3.2.3.3. Prior to the beginning of each calendar year, the successful bidder shall provide the Lottery Director with a fiscal year summary report. Upon approval of the Lottery Director, such report will be presented in a format that may be used for public dissemination. Duplicate copies of the report in an amount of approximately 200 will be expected at the beginning of the calendar year.

3.2.4 Corporate Overview

3.2.4.1 The successful bidder must furnish the West Virginia Lottery with evidence of its ability to provide clinically experienced and academically credentialed personnel in the areas of business administration and behavioral health care services. It is **mandatory** that such personnel have academic and experiential credentials in the area of problem gambling or addiction management. Documentation to verify the experience and qualifications of the personnel assigned to manage the Program must be provided to verify each proposed individual's credentials and the credentials of individuals proposed as sub-contractors, if applicable, should be submitted, as well. If the successful bidder substitutes primary administrative staff for the account, at any time during the term of the contract or possible extension years, the experience and qualification levels must be of a similar quality to the level of those initially proposed. The Lottery reserves the right to request staff changes throughout the term of the contract.

3.2.4.2 The successful bidder must have the financial wherewithal to provide services, on behalf of the Lottery, for a period of at least ninety (90) days. A letter of credit or audited corporate financial statements must be submitted to document financial capabilities. As an Agency of the State of West Virginia, the West Virginia Lottery may not make payments in advance of services rendered. All expenditures must be invoiced on a monthly basis, in arrears.

3.3 Special Terms and Conditions:

3.3.1 Bid and Performance Bonds:

There are no bid or performance bonds required.

3.3.2 Insurance Requirements:

The successful Bidder will be required to provide the insurance listed below throughout the contract period, and any extensions thereof. As with the performance guarantee funds, the insurance moneys will provide the State of West Virginia and/or the State Lottery Commission with compensation for fees, legal costs, or other damages resulting from the Vendor's inability to provide the contracted services/products. Proof of all insurance must be provided prior to the issuance of the resulting contract, and certificates of insurance **must** be kept current and on file with the West Virginia Lottery and with the West Virginia Division of Purchasing. Each such policy except for the errors & omissions and fidelity policies must name the West Virginia Lottery as an additional insured; errors & omissions policies must name the State of West Virginia as a certificate holder; and fidelity policies must

name the West Virginia Lottery as a loss payee. The West Virginia Lottery shall receive notice of cancellation from insurance companies ten (10) days in advance of cancellation. **Self-insurance is not an acceptable form of insurance for any of the cited coverages.**

The types of insurance required for the resultant contract include the following:

3.3.2.1 Public and Professional Liability with limits of \$1,000,000 for any one person, and \$1,000,000 for any one occurrence of personal injury, as well as \$1,000,000 for any one occurrence of property damage.

3.3.3 License Requirements:

3.3.3.1 All Bidders are recommended to be registered, and the successful Bidder **MUST** be registered with the State of West Virginia for a license to do business. Registration requires completion of Form WV-1, the Vendor Registration and Disclosure Statement.

3.3.3.2 Owners, executives, staff, and associated subcontractors, suppliers, and consultants that are proposed and/or contracted with may be subject to initial and/or periodic background checks. A proposal may be rejected, or a contract may be terminated or an individual may be removed from supporting the contract as an outcome of the background checks.

3.3.4 Right to Audit

The West Virginia Lottery reserves the right to periodically audit financial aspects of the successful bidders' program.

PART 4 PROPOSAL FORMAT

4.1 Vendor's Proposal Format:

The proposal should be formatted in the same order, providing the information listed below:

Title page - Should state the RFP Subject and number, the name of the Vendor, Vendor's business address, telephone number, name of authorized contact person to speak on behalf of the Vendor, dated and signed.

Table of Contents - Clearly identify the material by section and page number. Note, each page should be numbered with contents easy to access.

Section I - Outreach and Initial Intake.

Describe how each component of Section 3.2.1 shall be addressed in accordance with the mandates set by that section of the RFP. Describe the proposed help lines; the proposed web site; video lottery terminal stickers, brochures and retail outlet commodities; media-related advertising and public service announcements, if any; public information plans; personal and professional memberships and affiliations; proposed prevention programs; and how the West Virginia Lottery will be acknowledged as the funding source of the Program.

Section II – Client Services

Describe how each component of Section 3.2.2. and other client services shall be addressed in accordance with the mandates set by that section of the RFP. Describe the proposed client intake process; services provided; ongoing provider training; and the arrangements for ensuring that qualified service providers will be available to any resident of West Virginia within a one-hour travel time. Describe the protocol and screening assessment tools utilized to ensure accurate diagnoses and efficient intervention mechanisms. Describe the documentation requirements proposed for compensation to providers.

Section III –Reporting Requirements

Describe how each component of Section 3.2.3 shall be addressed in accordance with the mandates set by that section of the RFP. Provide a narrative describing the required reports and include examples of such. Describe the qualifications of the staff members, or subcontractor, responsible for developing the required reports. Describe actions planned to protect client confidentiality.

Section IV – Corporate Overview

Describe how each component of Section 3.2.4 shall be addressed in accordance with the mandates set by that section of the RFP. Describe corporate capabilities and provide organizational charts and resumes/curriculum vitas of persons who will be responsible for the day-to-day management of the Program. Provide a letter of credit or audited financial statements to ensure financial ability to operate the Program.

Section V – Direct and Proposed Treatment Services

Describe the type of treatment services proposed for persons who have no immediate means of payment for such. Describe the best practices proposed for treating various types of problem and pathological gambling. Provide a written strategy outlining the proposed protocol of assessment for client eligibility for State-funded treatment, the types

of services received; the frequency of services for various needs, and the range and maximum rates per type of service that will be provided at no cost as required in Section 3.2.2.1. Describe how each component of sections 3.2.2.1.1, 3.2.2.1.2 and 3.2.2.1.3 may be met, including, but not limited to, methods of referral and the strategy for ensuring that clients are referred to other health care providers and services for non-gambling related disorders.

Section VI - Cost

As long as sufficient revenues exist, the West Virginia Lottery will annually contribute up to \$1,500,000, as allowed by law, to fund a comprehensive program to assist West Virginia residents and their family members, friends, and significant others who experience problems with gambling and who may be diagnosed as problem gamblers or pathological gamblers.

The Cost Bid shall be comprised of a percentage of the \$1,500,000 that the bidder seeks for performing all services **with exception to the services set forth in Section 3.2.2. designated as direct treatment services.**

The bidder's percentage rate or fee will serve as the Cost Bid for the purpose of this Request for Proposal. The funds remaining from the sum of \$1,500,000, or the maximum amount of funding that the Lottery may provide, will be available to the bidder for use on direct treatment services, only.

The Cost Bid Sheet is attached.

4.2 Evaluation Process:

4.2.1 Method of Evaluation:

The proposals will be evaluated by a committee of three (3) Individuals. The Vendor who meets all the mandatory specifications and attains the final highest point score of all vendors (possible one-hundred 100 points maximum) shall be awarded the contract. The selection of the successful vendor will be made by a consensus of the evaluation committee.

4.3 Evaluation Criteria: The following are the evaluation factors and maximum points possible for technical point scores:

A. Outreach and Initial Intake (3.2.1)	30
B. Client Services (3.2.2)	20
C. Reporting (3.2.3)	10
D. Corporate Capabilities (3.2.4)	10
E. Cost	30 Points Possible

Total

100 Points Possible

Each cost proposal cost will be evaluated by use of the following formula for all vendors who attained the Minimum acceptable score only:

$$\frac{\text{Lowest price of all proposals}}{\text{Price of Proposal being evaluated}} \times (?) 30 = \text{Price Score}$$

4.4 Minimum Acceptable Score:

Vendors must score a minimum of 70% of the total technical points possible (if doing oral presentation may require it for technical criteria not including the oral, in order to avoid interviewing non-qualified vendors). The minimum qualifying score would be 70% of 70 points or a technical score of 49 points or greater to be eligible for further consideration and to continue in the evaluation process. All vendors not attaining the minimum acceptable score (MAS) shall be disqualified and removed from further consideration. The State will select the successful vendor's proposal based on best value purchasing which is not necessarily the low bidder. Cost is considered but is not the sole determining factor for award. The State does reserves the right to accept or reject any or all of the proposals, in whole or in part, without prejudice if to do so is felt to be in the best interests of the State.

Vendor's failure to provide complete and accurate information may be considered grounds for disqualification. The State reserves the right if necessary to ask vendors for additional information to clarify their proposals. Nothing may be added to alter the written solution or method contained in the original proposal after the bid opening.

(Cost Bid and Appendix A Attached)

COST BID SHEET

Amount for all services excluding those set forth in section 3.2.2.

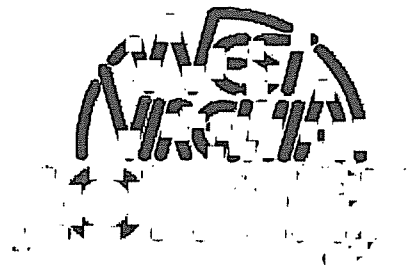
_____ %
of \$1,500,000 = \$ _____

Includes:

Toll-free and other telephone services	\$ _____
Program website	\$ _____
Staffing for intake	\$ _____
Retail outlet and public information commodities	\$ _____
Media-related advertising and public information	\$ _____
Public information program	\$ _____
Prevention programs	\$ _____
Training and retention of service providers	\$ _____
Monthly, quarterly, annual and ad hoc reports	\$ _____
Administrative staff and other miscellaneous program expenses	\$ _____
Total Cost Bid	\$ _____

The total of the line items, above, shall equal the total of the stated percentage of \$1,500,000, above.

The lowest percentage bid of administrative costs will receive the maximum points allotted (30 points). All other bidders will receive a proportional share of points.



**Fiscal Year 2006 Annual Report
with Six Year Summary**

**The Problem Gamblers Help Network
of West Virginia**

1-800-GAMBLER

**A First Choice Health Systems, Inc. Program
Funded by the West Virginia Lottery
Administered by WV-DHHR
Bureau for Behavioral Health and Health Facilities**

The Problem Gamblers Help Network of West Virginia is providing outstanding service. Their innovative techniques have placed them in the forefront of the problem gambling field.

**Keith Whyte, Executive Director
National Council on Problem Gambling
Washington, DC**

Table of Contents

It is my perception that this service system has been developed on a foundation of sound theory, policy and appears to have been implemented well.

**Tim Christensen, Treatment Administrator
Arizona Office of Problem Gambling
Phoenix, AZ**

Program History	Page 3
Outreach and Public Awareness	Page 4
How Callers Learned About the Help-line	Page 4
Help-line Intakes/Therapeutic Interventions	Page 6
Persons Helped	Page 7
County of Residence of Help-line Callers	Page 8
Primary Form of Gambling (game of most losses)	Page 8
Gender of Problem Gamblers	Page 9
Age of Problem Gamblers	Page 9
Amount of Gambling-Related Debt	Page 10
Gambling-Related Financial Problems	Page 11
Household Income	Page 11
Source of Income/Occupation	Page 12
Precipitating Problem	Page 12
Level of Education	Page 13
Marital Status	Page 14
Symptoms of Problem Gambling	Page 15
Risk Factors	Page 15
Referral Status	Page 15
West Virginia Lottery Funded Outpatient Treatment	Page 16
Six-Month Follow-Up Outcomes	Page 17
One-Year Follow-Up Outcomes	Page 17
Clinician Training and Evaluation	Page 18
Ongoing Initiatives and Program Highlights	Page 19
Professional Recognition and Accomplishments	Page 22
Program Funding and Expenditures	Page 24
Six Year Summary and Observations	Page 25
Six Year Trends Regarding Gender of Problem Gamblers	Page 25
Six Year Trends Regarding Type of Gambling	Page 26
Help-line Intakes Over a Six-Year Period	Page 27
Program Professional Staff and Credentials	Page 30

Problem gambling is gambling behavior that causes disruptions in any major area of life: psychological, physical, social or vocational. The term "Problem Gambling" includes, but is not limited to, the condition known as "Pathological", or "Compulsive" Gambling, a progressive addiction characterized by increasing preoccupation with gambling, a need to bet more money more frequently, restlessness or irritability when attempting to stop, "chasing" losses, and loss of control manifested by continuation of the gambling behavior in spite of mounting, serious, negative consequences.

National Council on Problem Gambling, Washington, DC

Program History

Since 2000, First Choice Health Systems, Inc., has operated The Problem Gamblers Help Network of West Virginia through a contract with the West Virginia Department of Health and Human Resources, Bureau for Behavioral Health and Health Facilities. The West Virginia Lottery funds the program.

For over six years, the Problem Gamblers Help Network of West Virginia has successfully met or exceeded the needs of outreach, assessment and treatment for West Virginians affected by a gambling problem. Additional accomplishments of the program include collection and aggregation of demographic statistics as well as other clinical data relating to problem gambling. The program recruits and trains new treatment providers each year, as well as offers continuing education and ongoing clinical supervision. The program has also conducted six-month, one-year, and two-year follow-up interventions in order to track long-term outcomes and measure efficacy of the various help and treatment interventions offered.

In its first six years, the program has provided initial therapeutic intervention, screening, referral, and information services to 5308 callers concerned about a gambling problem. One thousand three hundred and sixteen (1,316) of those calls were completed in FY 06. This report includes clinical and demographic data on the FY 06 callers, as well as a six-year summary at the end.

Outreach and Public Awareness

Travelling the interstates each day of work, I am impressed by the high visibility that the Problem Gamblers Network has been able to get with its billboard ads. They are the best and I hear others commenting on them as well.

Gerald J. Schmidt, MA, LPC, MAC
Chief Operations Officer Valley HealthCare Systems
Morgantown, WV

The program conducted a multi-pronged approach to create public awareness about problem gambling and how those affected can access help. Callers were asked how they learned about the program. The FY 2006 data collected on those who provided it indicates that *paid advertising*, including billboards, television, radio, newspaper and Yellow Page ads, was cited as the source of the referral by almost half (44%) of those who called. Another significant source of referrals include the toll-free help-line number posted on some West Virginia Limited Video Lottery Terminals in bars and clubs, as well as Video Lottery Terminals at the four state racetracks.

How Callers Learned about the Help-Line and Treatment Program

FY 2006

Billboard	362	Health care (doctor, clinic, etc.)	30
Had called previously	146	Brochure/poster at racetrack	20
Number on VLT's	137	Traditional lottery retailers	14
Media (TV, newspaper, radio)	120	Program brochure/poster	13
Family or friend	110	Gamblers Anonymous	10
Not provided	95	Legal System	10
In-Network provider	91	Employer/EAP	7
Yellow Pages	58	Workshop/conference exhibit	5
Other	50	WV Lottery	5
Follow-Up Calls made by Staff	42	Alcoholics Anonymous	3
Website	35	National Gamblers Hotline	3
Racetrack advertising	34	Directory Assistance	2

I have been most impressed by Ms. Moran-Cooper and her staff members who assist in educating our membership regarding The Problem Gamblers Help Network of West Virginia. Their brochures, posters, and other educational materials are clear, well-written, and well received by our professional membership. This program fills a much needed niche.

Jimelle Rumberg, MA, CAE
Executive Director
West Virginia Psychological Association

I appreciate your willingness to include gambling in the broad spectrum of addictions discussed during this week. Your presentation was well-received.

**Dr. Rolly Sullivan, MD, Professor
West Virginia University School of Medicine
Morgantown, WV**

In addition to paid advertising, no-cost and low-cost outreach included earned media as well as professional presentations and conference exhibits to target audiences who might be in a position to recognize a person with a gambling problem and make a referral. Professional workshop presentations and/or informational displays were offered to attendees at the following professional conferences and meetings:

**WVU Medical School Addictions Institute, Morgantown
Tri-State Race Track and Gaming Center, Cross Lanes
Governors Summit on Aging, Canaan Valley
WV Association of Drug and Alcohol Addiction Counselors, Canaan Valley
Mountain State Counseling Alliance, Flatwoods
WV National Association of Social Workers Conference, Charleston
WV Limited Video Lottery Operators Conference, Morgantown
Governors Summit on Worksite Wellness, Charleston
West Virginia Psychological Association, Charleston
Rural Health Conference, Morgantown
West Virginia Family Medicine Conference, Huntington
Parent Resource Center Conference, Charleston
School-Based Health Conference, Flatwoods
West Virginia Probation Officers Conference, Wheeling
West Virginia State University, Institute
South Charleston Rotary Club
Senior Institute, Morgantown
Teen Expo, Nitro
Court Appointed Special Advocates Conference, Charleston
Veterans Administration Center, Morgantown
Kiwanis Club, Parkersburg
Vandalia Rotary Club, Charleston
Guyan Valley Health Fair
Ripley High School Health Fair
Summersville Junior High School Health Fair
Albright Health Fair**

Your expertise, teaching style and program content were well-received by participants.

**Charlotte Whipkey, MPA/MSW, LGSW
West Virginia University Division of Social Work
Morgantown, WV**

You were great and the material came in a timely manner. I hope in the future we can have a return session. Again thanks for a job well done.

**John Rockhold, President
Kiwanis Club
Parkesburg, WV**

Help-line Intake/Therapeutic Intervention

1

The Problem Gamblers Help Network of West Virginia provides a 24 hour, seven days a week, toll free number (1-800-GAMBLER) staffed by trained, credentialed clinical professionals. When a caller accesses the Help-line, he or she is asked to complete a preliminary clinical assessment and offered initial therapeutic treatment intervention by telephone. The professional help-line clinicians also complete intakes from calls dialed from a (304) area code to the National Council on Problem Gambling whose help-line telephone number is 1-800-522-4700.

All help-line callers are asked if they have any thoughts of suicide. Those who say yes are further assessed for suicidal plan, intent and means. Those in imminent danger are encouraged to seek immediate help from the local hospital emergency room. For those who are found to be suicidal (or homicidal) and who refuse to commit to safety, the local emergency authorities are notified.

The Problem Gamblers Help Network is a tremendous program, helping our state know that those who are developing gambling problems can get access to all of the help they need quickly, privately, and professionally with one phone call.

Rev. Dr. Sky Kershner, Executive Director
Kanawha Pastoral Counseling Center
Charleston, WV

The gambler was suicidal and I am convinced she would have killed herself had it not been for the six-month follow-up call (by PGHNWV employee) Steve Burton. What a tremendous job this network does!

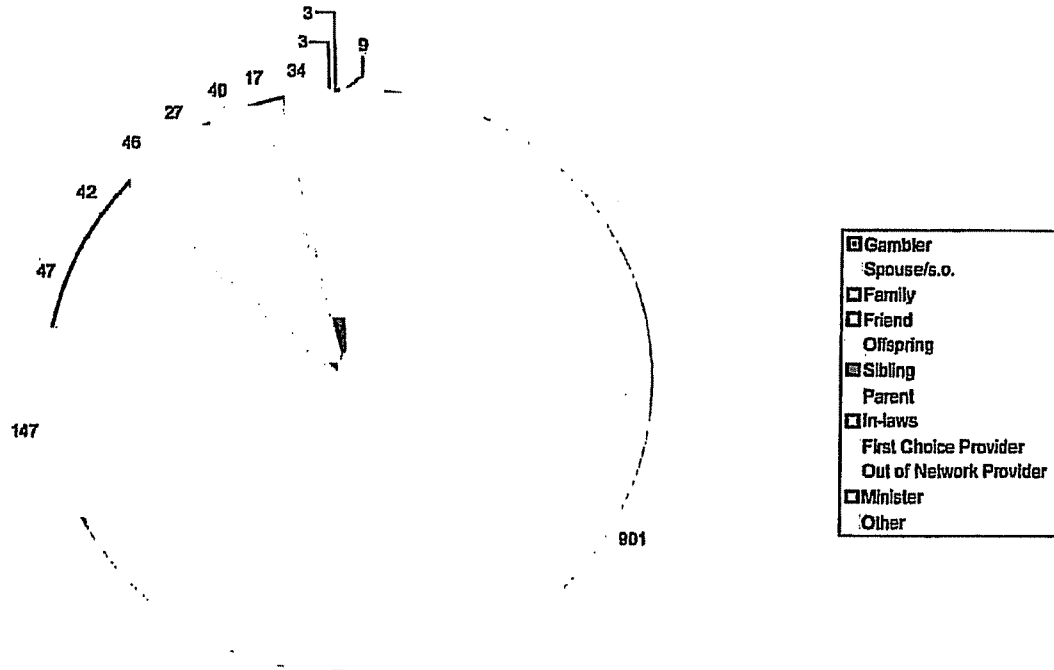
David Frederick, Ph.D
Huntington, WV

Persons Helped

I think one of the best parts about this program is that it is data driven. Data is collected continually and reviewed regularly to help improve the program and monitor program efficiency.
 Norman Kruedelbach, Ph. D.
 Pine Island, Florida

From July 1, 2005 through June 30, 2006, 1316 people completed a telephone intake through the Problem Gamblers Help-Line toll-free number, seeking assistance for their own or someone else's gambling problem. The Help-Line clinical staff answered another additional 1294 calls during that period that are described as "non-intake" calls (hang-ups, wrong numbers, media and legislative inquiries, requests for information for research, etc).

Of the persons who self-identified to Help-line staff, 68% or 901 of them were the gambler. One hundred and forty-seven (147) callers were the spouses or significant others of a problem gambler. This graph shows how the callers to the help-line in FY 06 identified themselves.



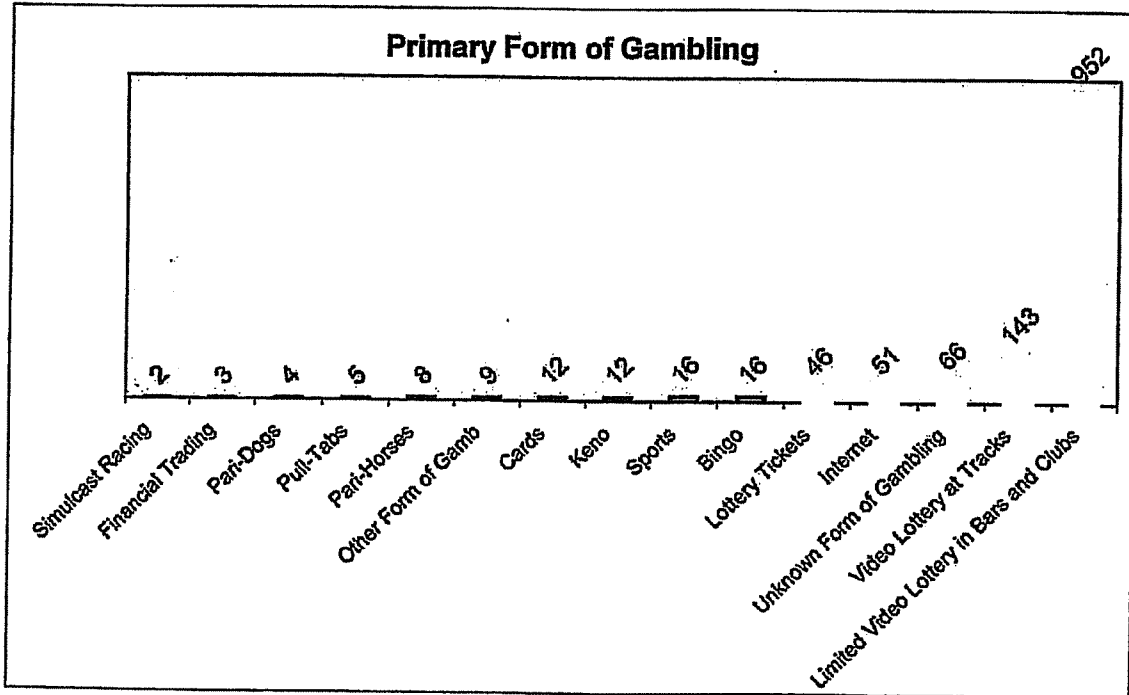
**County of Residence of the Callers Seeking Assistance
with a Gambling Problem for Themselves or a Loved One**

Calls came in from all West Virginia counties except Grant, Morgan and Webster. Kanawha County residents completed the most intake calls at 178, followed by Wood County with 92 calls and Cabell with 82 calls. Counties from which at least 10 residents called for help are as follows:

Berkeley	81	Jefferson	32	Preston	27
Boone	21	Kanawha	178	Putnam	34
Brooke	34	Marion	39	Raleigh	47
Cabell	82	Marshall	17	Randolph	12
Fayette	27	Mercer	33	Summers	10
Greenbrier	13	Monongalia	66	Wayne	12
Hancock	55	Ohio	30	Upshur	14
Harrison	60	Pleasants	10	Wood	92

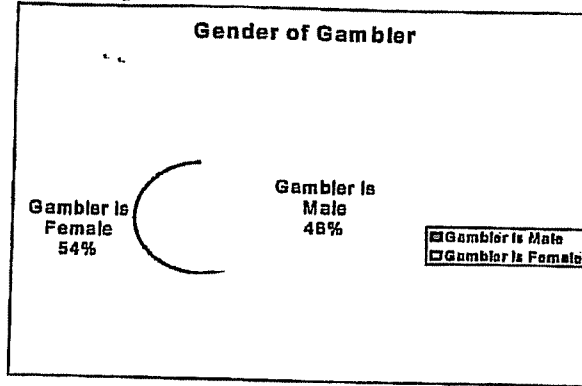
Primary Form of Gambling (Game of Most Losses)

Of data provided by callers, 88% reported Limited Video Lottery as their primary form of gambling: Video Lottery machines at the racetracks were noted by 11% and 76% said they were playing Limited Video Lottery machines at bars, clubs and restaurants. In some cases, the problem gamblers engaged in more than one primary form of gambling. Although still small in number, calls regarding problem gambling on the internet increased by 78% over FY 2005. This graph illustrates the primary form of gambling cited by callers to the help-line in FY 06. Callers were either self-reporting or were reporting on the type of gambling their loved one does.



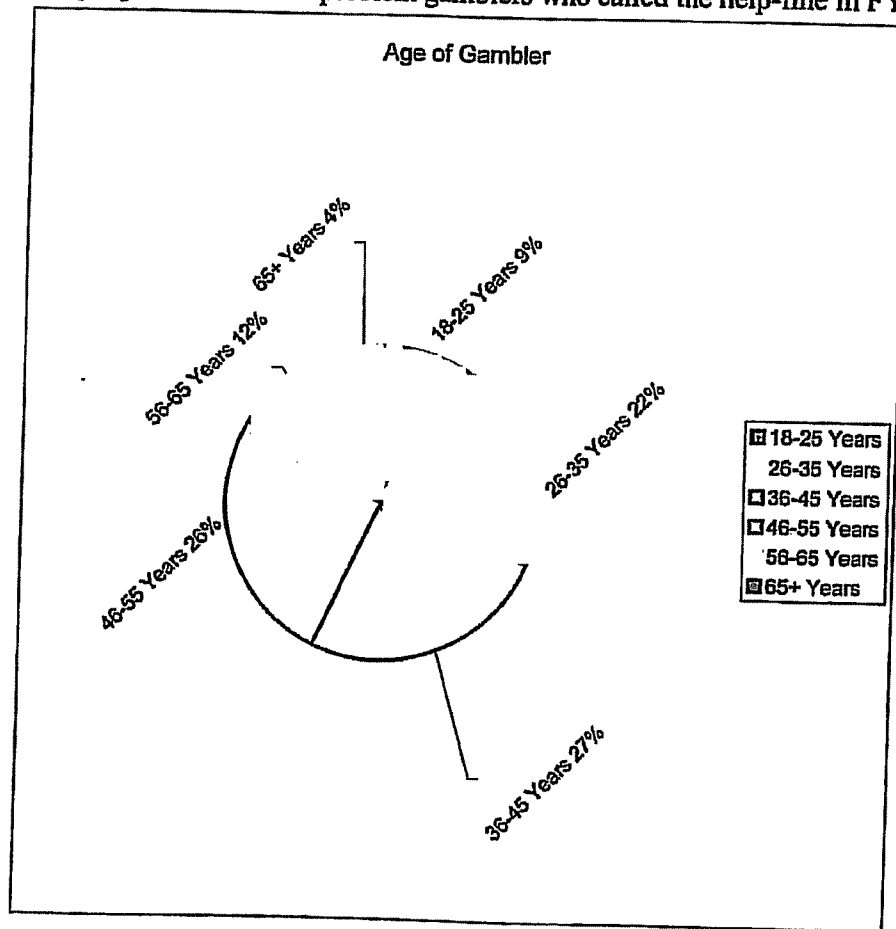
Gender of the Problem Gamblers

Continuing a trend first noted in 2004 and that was repeated again in 2005, fifty-four percent (54%) of the problem gamblers were female and forty-six percent (46%) were male in the 1316 intakes completed in FY06.



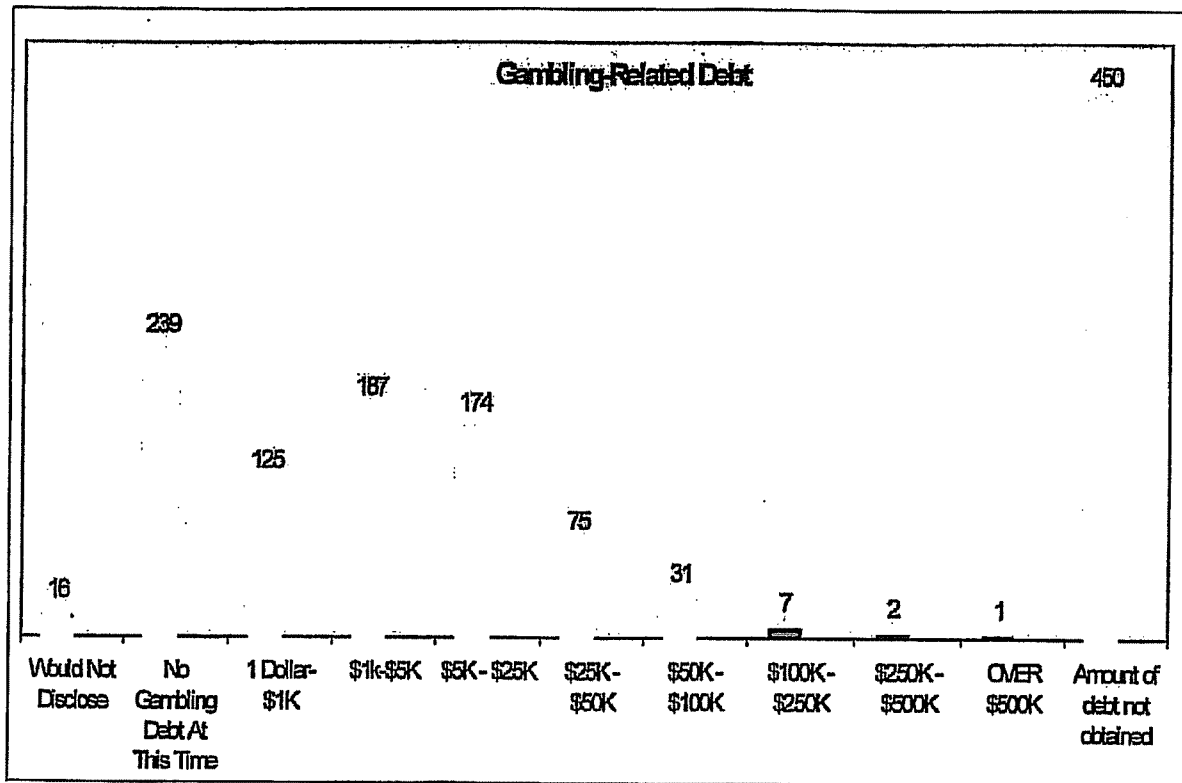
Age of Problem Gambler

The age ranges provided for the problem gamblers who called the help-line in FY 06.



Debt Due to Gambling

Callers were asked the amount of gambling-related debt, not including mortgages, for example, unless the problem gamblers had borrowed against their home to get money because of gambling. About half of the callers reported financial debt due to gambling. In the following chart, "amount of debt not obtained" refers to those callers who either did not know the gambling-related debt (usually those calling about a loved one) or those for whom this information was not obtained.



They provide a much needed service to the citizens and families of West Virginia. With an increase of people facing financial difficulties as a result of gambling, this service is necessary. Without this service many individuals and families would not have anywhere to turn for help.
Jeff Wise, President
Consumer Credit Counseling Service of Southern WV

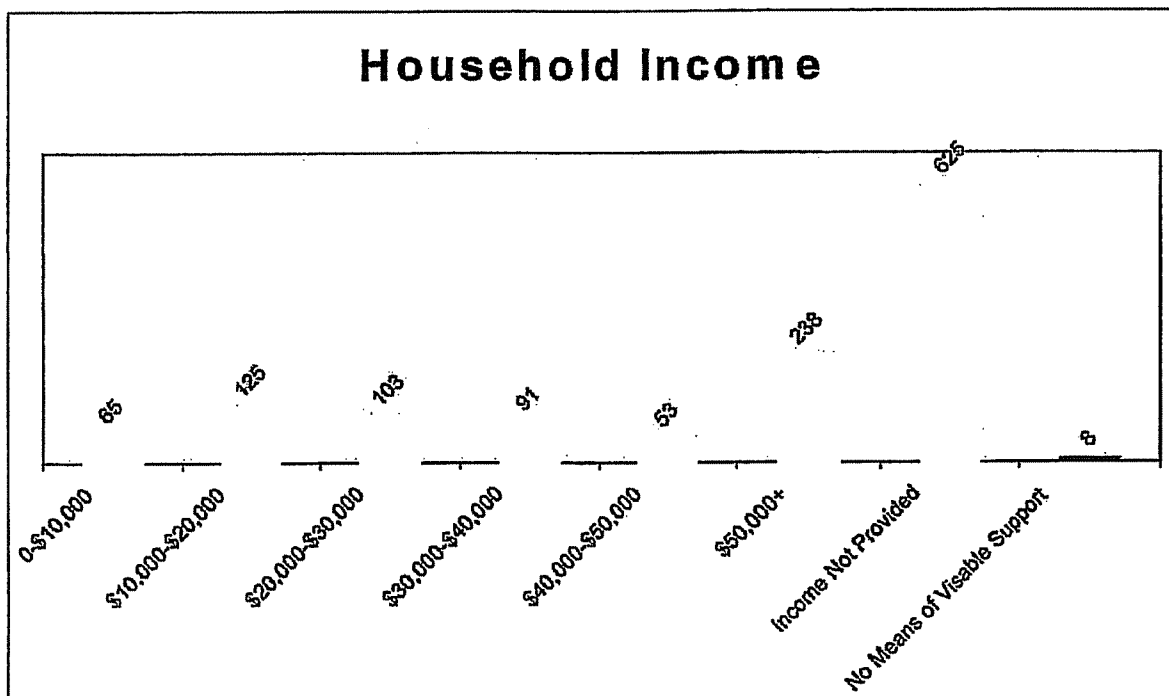
Financial problems related to gambling:

Callers were asked to self-report the type of financial problems caused by the gambling. Of those who provided information, almost two-thirds (65%) admitted to using all expendable income on gambling.

All Expendable Income Spent on Gambling	856
Bills Payable	672
Borrowed Money from Relatives	456
Credit Card Charges	398
Borrowed Money from Friends	368
Wrote Bad Checks	308
Spent All Savings	135
Sold Property to Gamble	134
Obtained Bank Loans	109
Stole Money to Gamble	103
Filed Bankruptcy Because of Gambling	88
Borrowed Money from Retirement	40
Second Mortgage Due to Gambling	34
Contemplating Bankruptcy	27
Business Debts Payable	26
Car Repossessed	20
No Financial Issues Identified	35

Household Income

Callers were asked to give the estimated annual household income of the problem gambler. The following graph represents household income for callers in FY 06



Source of Income/Occupation

The source of income/occupation data was asked during each help-line intake and was provided on 1070 problem gamblers. Of those, 12% noted "disability" and 10% noted "unemployment" as the primary source of income. This was followed by work in or with the gaming industry at seven percent (7%). Callers are categorized into one of forty-six different employment/occupational categories, and those categories that totaled 3% or more of the problem gamblers are as follows:

Unemployment	12%
Disability	10%
Gaming Industry	7%
Retired	6%
Health Care/Social Services	6%
Restaurant	6%
Homemaker	5%
Labor/manufacturing	4%
Self-employed	4%
Sales	4%

Precipitating Problems or "Why They Called:"

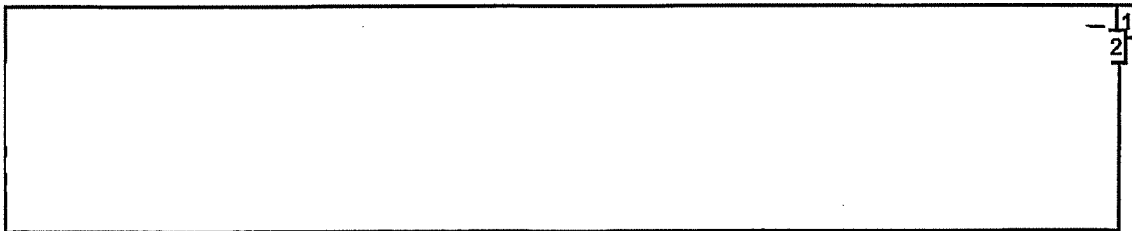
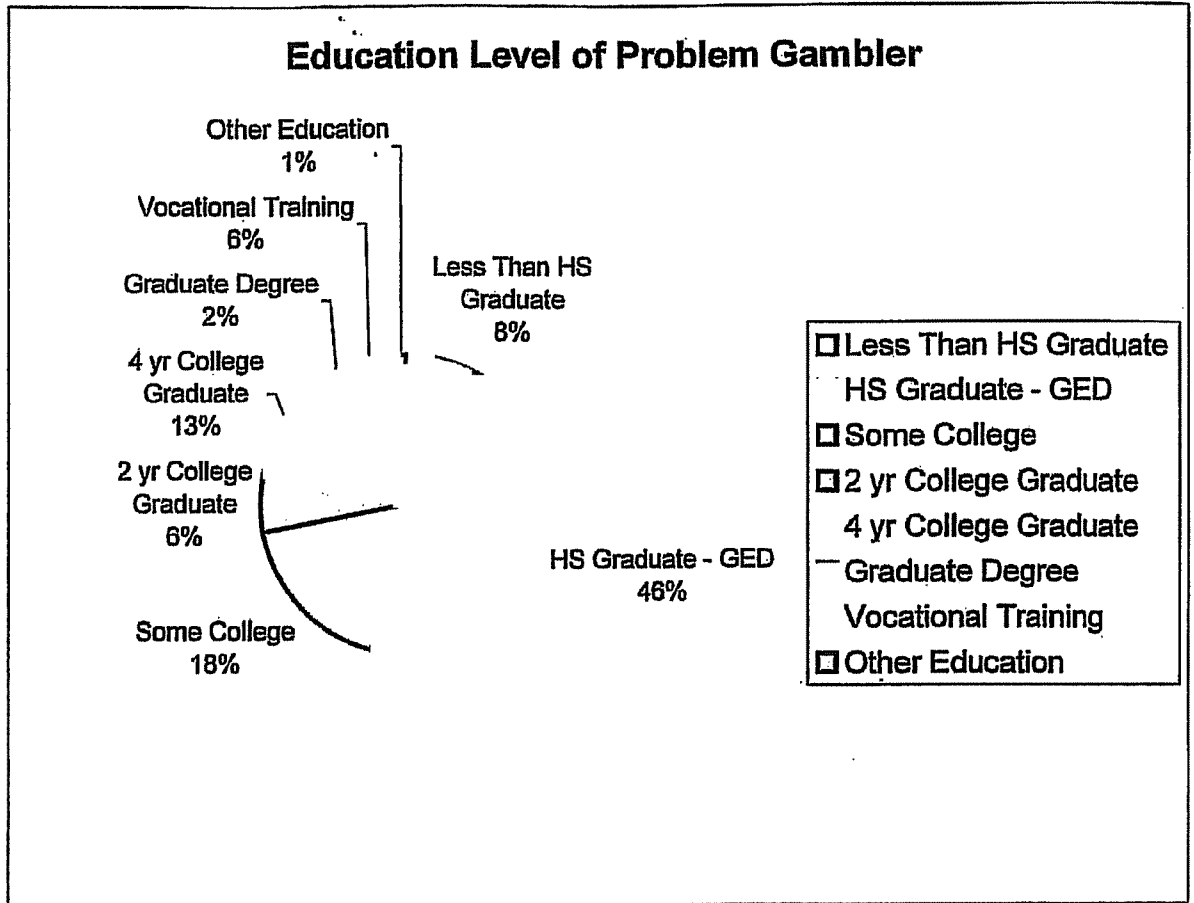
Help-line callers are asked what prompted their call and most report several reasons. Thirty-two percent (32%) call to get help for a loved one. Thirty-seven percent (37%) report deciding to call on their own to stop gambling, while forty-four percent (44%) say a family member asked them to get help. Other reasons cited include legal problems (some are court ordered to treatment), employment problems, and health problems. Please note that some callers reported more than one reason for calling.

With so many problem gamblers in denial, it is great that the Problem Gamblers Help Network offers free help to loved ones when the gambler won't admit a problem. It is refreshing to see the kind of passion for their work demonstrated by the staff of the Problem Gamblers Help Network of West Virginia. Their clients, and the citizens of West Virginia, are getting incredible service from the model program.

Samuel A. Hickman, ACSW, LCSW
Executive Director
National Association of Social Workers
West Virginia Chapter

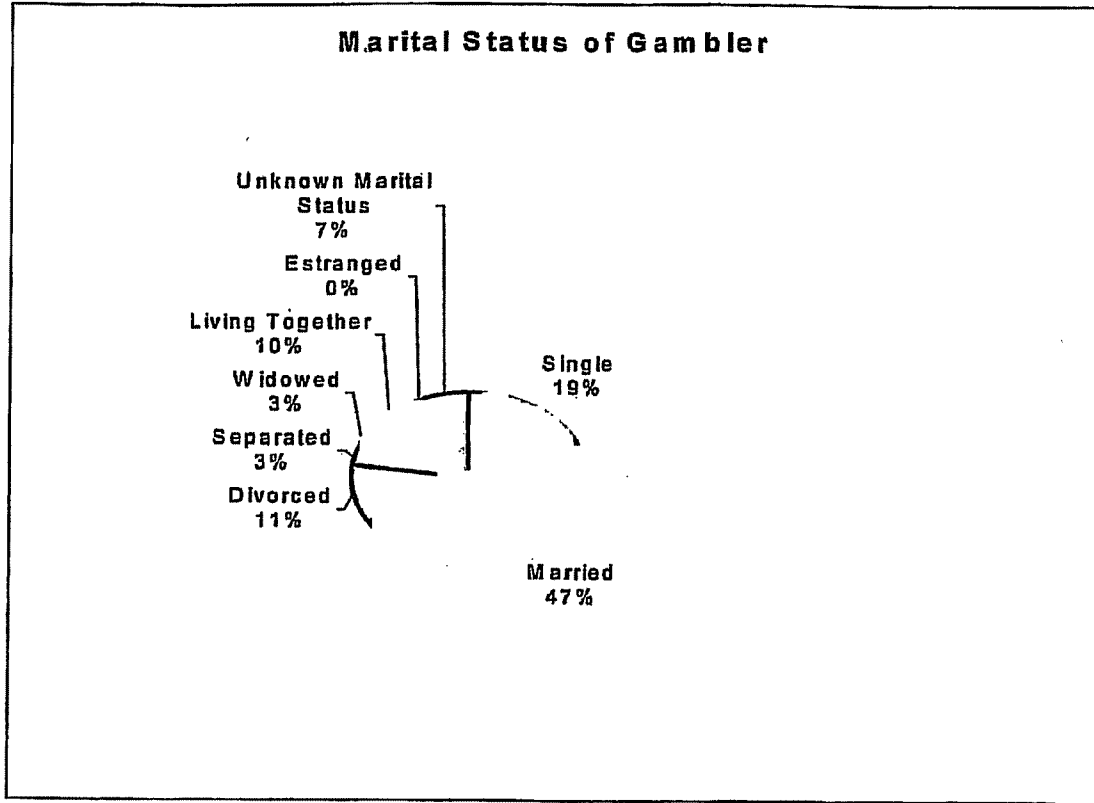
Level of Education

Callers to the help-line are asked about the highest level of education the gambler has attained. This graph illustrates that data for callers in FY 06.



Marital Status of Gamblers

Of callers providing marital status of the gambler, less than half of the problem gamblers were married. The following graph represents marital status of callers in FY 06.



1

Symptoms of Problem Gambling

Our professional help-line clinicians use 10 symptoms outlined in the DSM-IV (American Psychiatric Association's Diagnostic and Statistical Manual of Mental Disorders Fourth Edition) to do an initial diagnostic screen. The symptoms reported below are repeated (in volume) as "pathological" gamblers will have five (5) or more symptoms each and "problem gamblers" each may have up to four (4). The most common symptom noted was "loss of control" which is defined by the DSM-IV as "*has repeated unsuccessful efforts to control, cut back, or stop gambling.*" This is followed by "chasing losses" which the DSM-IV notes as "*after losing money gambling, often returns another day to get even.*" Lying, defined as "*lies to family members, therapist, or others to conceal the extent of the involvement in gambling*" was the third noted in terms of frequency among those seeking help.

Loss of control	1066	Financial ballouts	628
Chasing Losses	1008	Loss of job/relationship	555
Lying	1001	Illegal activities	432
Tolerance	921	Withdrawal	298
Escape	881	Diagnose unknown	118
Preoccupation	699	No symptoms identified	7

Risk Factors

National research indicates there are several "factors" that alone, or in combination with others, may make someone more at risk for developing a serious gambling problem. Of all the risk factor information provided, an "early big win" was the most common occurrence, cited by 70% of the gamblers who later developed a problem. The most common risk factors, as identified by 10% or more of the callers were:

Early Big Win	70%
Personal history of mental health issues (depression, anxiety, etc)	42%
Family history of alcoholism	26%
Family history of gambling	18%
Personal history of alcohol abuse/dependence	14%
Empty nest/lonely/bored	11%

Referral Status

Of the total calls received, 821 people accepted and were scheduled for a face-to-face clinical assessment and consultation with one of West Virginia's specially trained outpatient treatment providers.

Of those referred, 602 (73%) completed the initial diagnostic assessment and consultation. This "show-up" data is significantly higher than the national average "show up" estimates of 5% to 10%, and is indicative of the proactive efforts and high skill level of the help-line clinical professionals.

Additional services offered were referrals to self-help support and recovery groups, Consumer Credit Counseling offices, and packets of educational materials, resources and information to be sent by US mail.

West Virginia Lottery Funded Outpatient Treatment

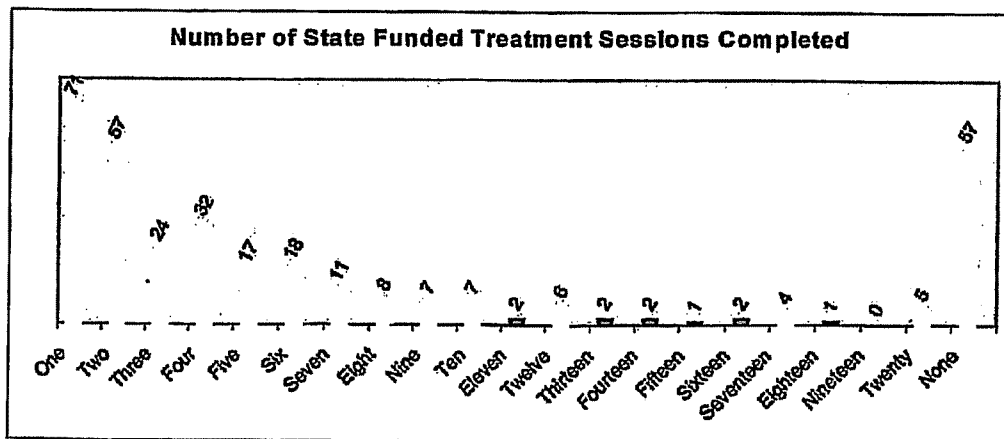
1

For clients who wished to continue with outpatient treatment/psychotherapy and who have no alternate payer, such as health insurance, network clinicians may provide a written treatment plan and request pre-certification to continue to provide additional individual sessions. Counselors are given approval for further lottery-funded treatment in three or six session increments.

The primary reason why West Virginia Lottery treatment funds were requested:

Client had no health insurance	195
Treatment provider not in client's insurance network	91
Client's health insurance deductible exceed treatment costs	42
Pathological Gambling not covered by client's health insurance	13
Other	8

As a payer of last resort, when the client meets the clinical criteria, our program funds pay for up to 20 outpatient treatment sessions for problem gamblers and up to 10 outpatient sessions for the family members. More than half of the clients completed up to six sessions. The following graph shows the number of sessions completed per client. This graph does not show sessions completed for callers with private insurance.



Outcomes: Six-month and One Year Follow-Up

1

After voluntary entry into the Problem Gamblers Help-line and Treatment Program, Help-line clinical professional staff contacts clients at intervals of six months and one year to determine program efficacy and measurable outcomes. Toward the end of FY 06 two-year follow-up calls were also initiated and data is currently being compiled on these calls. The information is self-reported by the gambler, or in some cases reported about the gambler by the loved one who called on their behalf. Recidivism, abstinence and gambling-related debt are some of the factors measured and reported as follows:

Six-month follow-up outcomes

Of the 528 callers providing information, 264 or 50% of the callers said that the gambler was no longer gambling. An additional 124 or 24% of callers reached said that he/she or the gambler had significantly decreased gambling activity. Combined, of the 528 callers, 388 or 74% said the gambler had either stopped or had significantly reduced gambling activity. Two hundred and twenty-three (223), of the callers reached, or 48% who previously reported a gambling debt, reported a decrease in gambling debt.

One-year follow-up outcomes

Of the 261 callers reached, 142 or 55% said the gambler was no longer gambling. An additional 55 or 21% of callers said that the gambler had significantly decreased gambling activity. Combined, of the 261 callers, 197 or 76% callers said that he/she or the gambler either stopped or significantly reduced gambling activity. Eighty-nine (89) of the callers reached, or 41% of those who previously reported a gambling debt, reported a decrease in gambling debt.

2

Clinician Training and Education

The program recruits, screens, trains and contracts with individual behavioral health professionals (counselors, social workers, psychologists) statewide to assure that all West Virginia residents have ready access to needed face-to-face services within a 30-mile drive of their place of residence. In order to maintain an adequate level of trained professionals to serve the West Virginians in need, the program offers these initial 35-hour trainings once or twice annually. The training includes four and one half (4 1/2) days of classroom training in the diagnosis and treatment of problem gamblers and their loved ones, detailed review of area resources for problem gamblers and their loved ones, as well as hands-on gambling experience.

In FY06, one 35-hour basic training was provided to 14 new clinicians working in underserved areas.

1]

In addition to basic training, the Problem Gamblers Help Network of West Virginia program conducts regular ongoing clinical supervision sessions around the state so that clinicians providing assessment and treatment have professional oversight of their work.

Over 60 clinicians attended at least one of seven (7) Clinical Supervision sessions conducted at various locations statewide by Norman Kruedelbach, Ph.D., our program's clinical supervisor/consultant.

The field of problem gambling is fast growing with new research findings added regularly. Therefore, the Problem Gamblers Help Network of West Virginia also provides a statewide continuing education conference for advanced training. National experts come to West Virginia to share new information that will better prepare the help-line and treatment professionals to serve their clients.

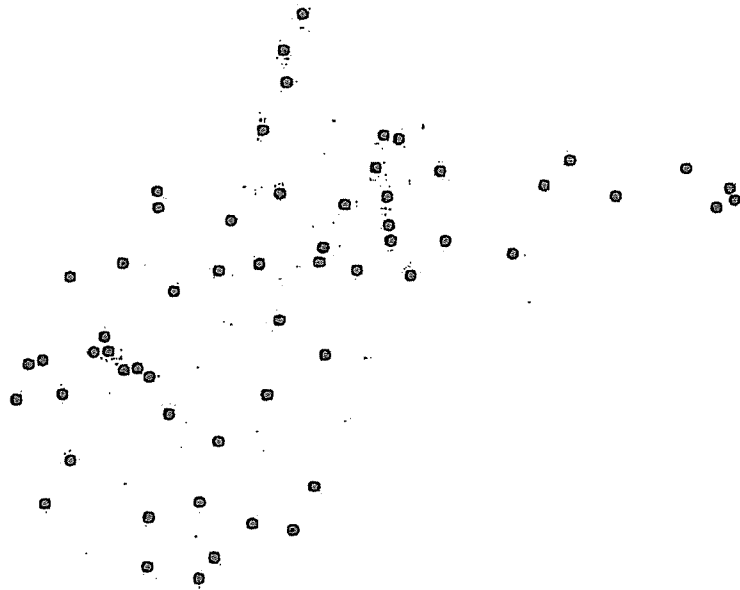
An advanced continuing education training for 50 clinicians and program staff was held in Charleston in December 2005.

Ongoing Initiatives and Program Highlights

Recruitment and Retention

The Problem Gamblers Help Network of West Virginia goal is to offer all callers an appointment with a trained professional within 72 hours of their calls and within 30 miles of their homes. West Virginia's rural geography and lack of credentialed problem gambling professionals in some remote areas make ongoing recruitment and training imperative. In order to reduce attrition, additional efforts and incentives are offered for provider retention. The Problem Gamblers Help Network of West Virginia has trained at least one professionally licensed provider in many West Virginia cities, as shown by the following map. Some cities have multiple providers to meet the needs of help-line callers.

Communities in which Problem Gamblers Help Network of West Virginia has at least one treatment provider as of September 8, 2006



- | | | | | |
|---------------|-------------|------------------|------------------|-----------------|
| Barboursville | Fl. Ashby | Logan | Romney | Webster Springs |
| Beckley | Glenville | Martinsburg | Shepherdstown | Weirton |
| Belington | Grantsville | Morgantown | South Charleston | Welch |
| Bluefield | Hamlin | Moundsville | Spencer | Wellsburg |
| Buckhannon | Harrisville | Mullens | St. Albans | West Union |
| Cabin Creek | Hinton | New Martinsville | St. George | Weston |
| Charles Town | Huntington | Parkersburg | Summersville | Westover |
| Charleston | Hurricane | Petersburg | Sutton | Wheeling |
| Clarksburg | Jane Lew | Phillipi | Teays Valley | Williamson |
| Elkins | Keyser | Point Pleasant | Union | Winfield |
| Fairmont | Kingwood | Princeton | Vienna | |
| Fayetteville | Lewisburg | Ravenswood | Wayne | |

National Certification

The program is actively pursuing the NCGC certification (Nationally Certified Gambling Counselor) for treatment providers and help-line professionals in West Virginia network. This certification will ensure that clinicians meet the minimum national competency for treating problem gamblers. Candidacy status requires an additional 15 hours of training as well as completion of the national exam. Training was held in both Morgantown and Charleston in November 2006. To date, forty-eight (48) clinicians and staff have pre-registered for national certification in March 2007.

PROBLEM GAMBLING
COUNSELING TRAINING

Joanna Franklin, Chair, National Certification Board for Gambling Counselors, Baltimore Maryland traveled to West Virginia to educate and train local treatment providers for national exam

Additional Support Services

The Problem Gamblers Help Network of West Virginia is in the process of setting criteria whereby some of the outpatient treatment sessions might be offered by telephone on an occasional basis. The program has also initiated steps to start additional support groups in areas in which larger numbers of problem gamblers have been identified. Residential care has also been identified as an enhancement to current program offerings.

Gambling Problem Prevention for Youth

In FY 06, The Problem Gamblers Help Network initiated and/or participated in specific activities for West Virginia's youth who may be at risk for developing gambling problems. A youth poster design contest was launched in fall of 2005.

Ongoing Initiatives and Program Highlights (Continued)

Racetrack Employee Education

A staff member provides education about problem gambling to new employee orientation each week at Tri-State Racetrack and Gaming Center, Cross Lanes, WV. Each year, during National Problem Gambling Awareness Week, we set up a table-top display with educational materials for players, as well as offer ongoing employee education sessions.

I thought the employee training was informative and insightful.

**Brian Hamra, Group Sales
Tri-State Racetrack and Gaming Center.**

Publication of Newsletter

In July of 2005, the Problem Gamblers Help Network of West Virginia started publishing a newsletter to create awareness about problem gambling and highlight program initiatives. In FY 2006 the Network published and distributed three editions of the newsletter. In addition to mailing a copy to each help-line caller and all state gambling addiction treatment providers, copies of the newsletter are mailed to targeted referral sources. They include but are not limited to:

Members of National Association of Social Workers, West Virginia Chapter
Members of the West Virginia Association of Drug and Alcohol Counselors
Management Employees of the State's Four Racetrack and Gaming Centers
Members of the West Virginia Legislature
Members of the WV Psychological Association
Members of Charleston City Council
Members of West Virginia Rural Health Agencies
West Virginia Committee on Aging
County Senior Centers
Kanawha County Magistrates & Commissioners
Limited Video Lottery Operators
West Virginia Probation Officers
Clergy members of the WV Council of Churches
West Virginia Judges
WV DHHR County Offices
Family Resource Network Offices

Professional Recognition and Accomplishments

National Problem Gambling Awareness Week

This is tremendous! I just wanted to be sure to let you know how much all your efforts and time are appreciated by NCPG. Thanks again!

Dennis P. McNeilly, Psy. D. Associate Professor of Psychiatry, Associate Director of Medical Student Psychiatry Education, University of Nebraska Medical Center Omaha, Nebraska

In 2004, 2005 and 2006, because of the demonstrated experience and success within our own state, the Problem Gamblers Help Network's Executive Director was asked to serve as Chairperson of the National Problem Gambling Awareness Week campaign. For more information, go to www.npgaw.org.

We have passed the halfway mark of our NPGAW campaign and I must say this is the best year ever! Kudos to Mia for her leadership, enthusiasm, creativity and resourcefulness in pulling off this special project.

**Dr. Rena Nora, MD, Expert in Diagnosis and Treatment of Problem Gambling
Las Vegas, Nevada**

National Conference on Problem Gambling

As early as June 2002, in Dallas and subsequently in 2003 in Louisville, 2004 in Phoenix and New Orleans in 2005, the Problem Gamblers Help Network of West Virginia was asked to present various workshops regarding its program at the National Conference on Problem Gambling.

National Council on Problem Gambling

In June 2006, the program's executive director was elected to a three-year term on the Board of Directors for the National Council on Problem Gambling, Washington, DC.

The West Virginia program has garnered national recognition because of its success in transitioning callers with gambling problems into treatment with trained counselors.

**Rachel A. Volberg, Ph. D.,
Former President of the National Council on Problem Gambling
Northampton, MA**

West Virginia Council on Problem Gambling

Two Problem Gamblers Help Network professionals hold positions on the 12-member Board of Directors of the West Virginia Council on Problem Gambling.

Inter-State Collaboration

By coordinating with the Kentucky Council on Problem Gambling and the Pennsylvania Council on Gambling Problems, both whom share the same toll-free help-line number as West Virginia, the program is able to save money on shared outreach billboards at several border areas.

Sharing the ultimate goal to help problem gamblers, the Problem Gamblers Help Network of West Virginia and the Kentucky Council on Problem Gambling have collaborated on projects. Such collaborative efforts between states is rare among the emerging programs to assist problem

**Mike Stone, Executive Director
Kentucky Council on Problem Gambling
Frankfort, KY**

International Think Tank on Problem Gambling

In 2006, the executive director of The Problem Gamblers Help Network of West Virginia was asked to serve as a delegate to the 50-member International Think Tank on Problem Gambling. She was one of three Americans.

I am working in the Ministry of Community Development, Youth and Sports in Singapore. International researcher Dr. Volberg had suggested that I approach you on efforts in West Virginia to evaluate the effectiveness of problem gambling treatment services.

Su Chern Ong, Singapore

Alberta Gaming Research Institute Annual Conference

The executive director of the Problem Gamblers Help Network of West Virginia has been asked to present its program design and outcomes in a session titled "Innovations in Help-line Services and Their Evaluation." All expenses for this presentation provided by the Alberta Gaming Research Institute, Canada.

Please know your dedicated work with the members of the WVA & LVLOA is very much appreciated.

**Patricia R. Pope
Executive Director West Virginia Amusement and Video Lottery Operators Association**

Program Funding and Expenditures

The state's gaming industry considers West Virginia's problem gamblers help network program to be one of the best in the nation.

John C. Musgrave, West Virginia Lottery Director

The West Virginia Lottery Commission is the sole funding source for the Problem Gamblers Help Network of West Virginia, a program established in the calendar year 2000 to assist problem gamblers and/or those who care about them. The program is available to all residents of West Virginia regardless of age, gender, or the type of gambling in which they, or a loved one, engage.

By statute, the West Virginia Lottery may provide a maximum of \$1.5 million from available administrative expense from Racetrack Video Lottery and Limited Video Lottery, to the Compulsive Gambling Treatment Fund.

In FY06 the West Virginia Lottery Commission approved the maximum funding for the Compulsive Gambling Treatment Fund.

Governing laws related to West Virginia Lottery Commission funding of this program may be found in the Racetrack Video Lottery Act, 29-22A-19 and the Limited Video Lottery Act, 29-22-1408.

In FY 06, the Problem Gamblers Help of West Virginia spent*:

◇ Outreach, Advertising, Public Awareness	\$440,274.00
◇ Diagnostic Assessment and Outpatient Treatment	\$267,613.00
◇ Administration (rent, utilities, supplies, etc)	\$252,434.00
◇ Training (new clinician; continuing education; clinical supervision)	\$80,183.00
◇ Help-line Personnel (salaries, benefits, payroll taxes, travel)	\$309,339.00

*This does not include administration fee taken by the Department of Health and Human Services.

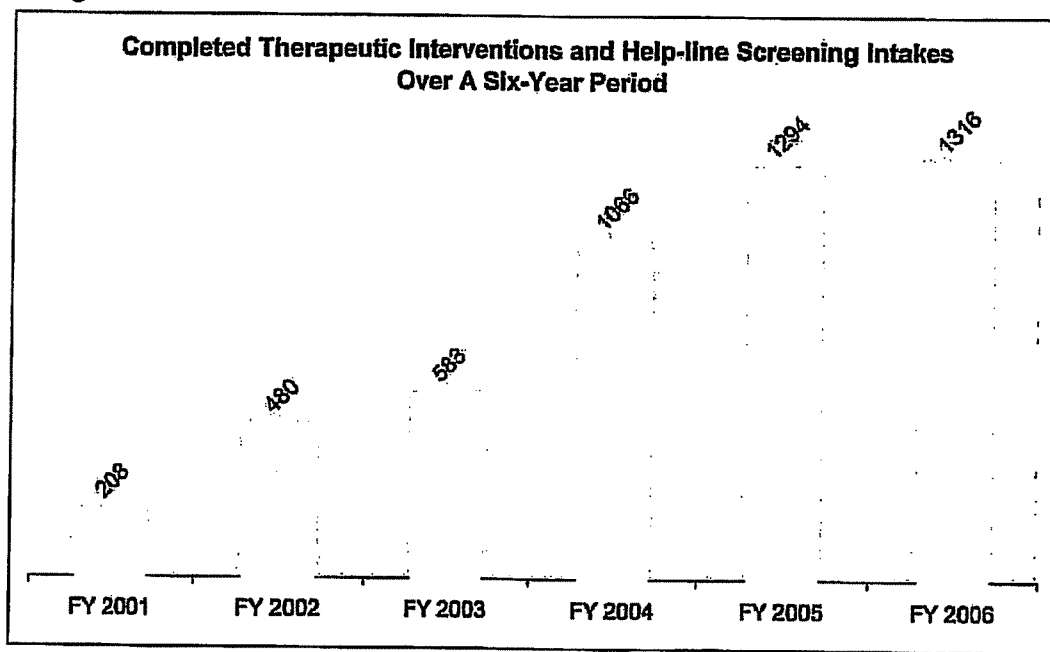
The Problem Gamblers Help Network of West Virginia receives substantial funding from the West Virginia Lottery and is therefore able to provide a high level of service to problem gamblers in the state.

**Keith Whyte
Executive Director
National Council on Problem Gambling
Washington, D.C**

Six Year Summary and Observations

1

Help-line calls have increased yearly since the program began. This graph shows the number of help-line intakes completed for each fiscal year since the program was started in August 2000.



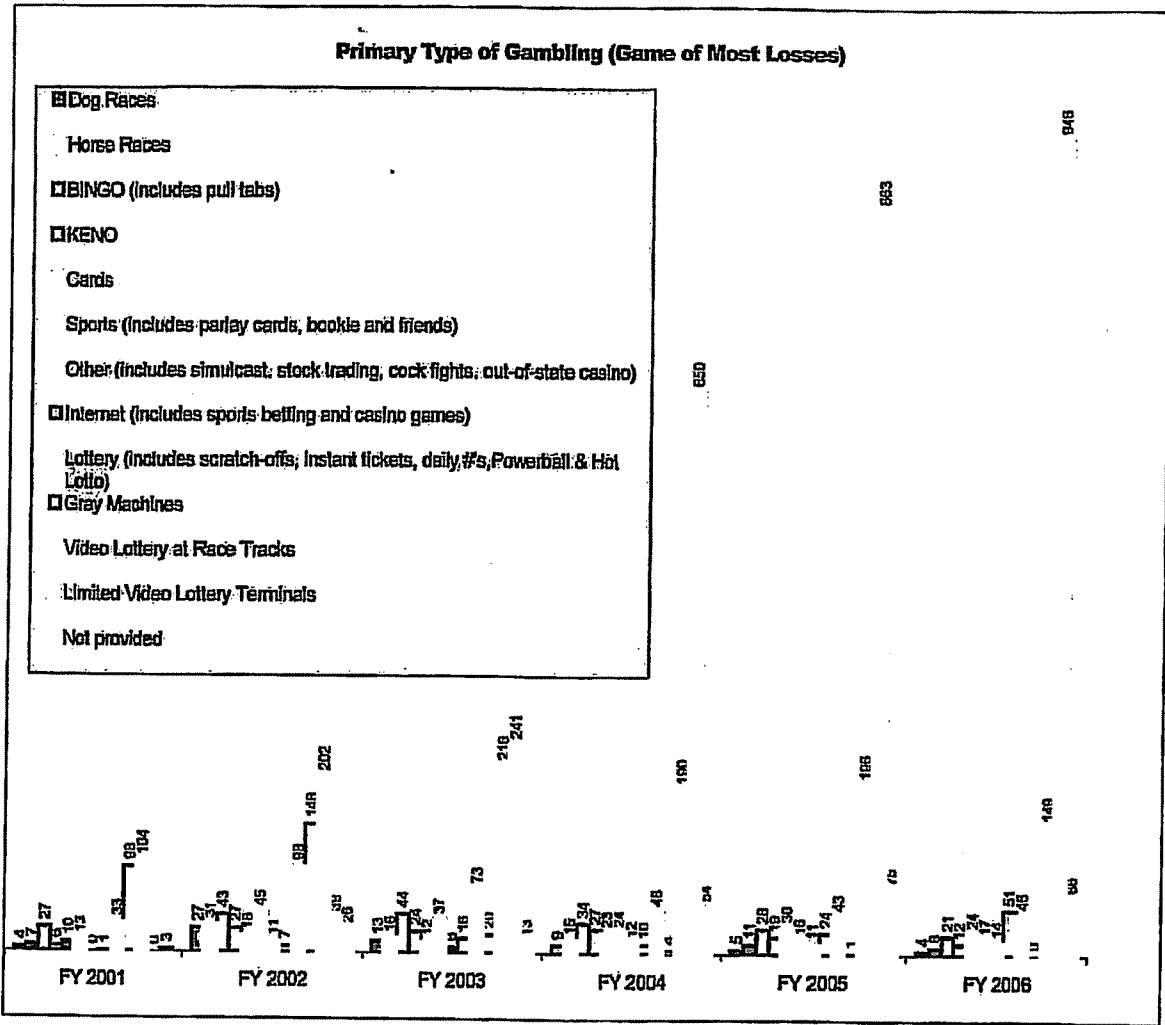
Six-Year Trends Regarding the Gender of the Gambler with a Problem

For the first four years of program operations, reported male problem gamblers outnumbered reported female problem gamblers. For the past three years, problem gamblers who are women make up over half of the client intakes:

Fiscal Year 2000	Male	36	Female	23	Unknown/Unclear	0
Fiscal Year 2001	Male	198	Female	148	Unknown/Unclear	8
Fiscal Year 2002	Male	292	Female	223	Unknown/Unclear	9
Fiscal Year 2003	Male	411	Female	377	Unknown/Unclear	9
Fiscal Year 2004	Male	521	Female	632	Unknown/Unclear	15
Fiscal Year 2005	Male	639	Female	689	Unknown/Unclear	12
Fiscal Year 2006	Male	598	Female	705	Unknown/Unclear	12

Six Year Trends Regarding Type of Gambling

While the growth rate in calls from all other forms of gambling have remained constant or dipped, the help-line calls related to gamblers having a problem with VLT machines have continued to increase each year. This graph shows the type of primary form of gambling reported by help-line callers for each fiscal year the program has been in operation



1

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1-800-GAMBLER HELP-LINE DATA*

August 1, 2000 through July 31, 2006

5038 clients

The Problem Gamblers Help Network of West Virginia

P. O. Box 3324, Charleston, WV 25333 304-344-2163

** All data is self-reported by the callers. Missing data is due to direct omission by the caller or incomplete telephone call.*

Caller/Client is:		Number of Dependents		Amount of Gambling Debt	
Gambler	3398	0	1971	\$0	761
Spouse/Sig. Other	603	1	740	\$1.00 - \$1000	426
Offspring	195	2	650	\$1000 - \$5000	706
Friend	202	3	258	\$5000 - \$25,000	828
Parent	138	4+	108	\$25,000 - \$50,000	287
Sibling	92	Unknown	1311	\$50,000 - \$100,000	149
Other Family	215			Over \$100,000 +	49
First Choice Provider	129			Unknown	1832
Other	66				
		Highest Education Attained		Type of Gambling*	
Gender of Gambler		Less than HS grad	383	Slots Machines	1148
Male	2437	HS Grad/GED	1488	Video Poker/VLT	3016
Female	2519	Some college	593	Lottery/Powerball/KENO	670
Unknown	82	Vocational training	229	Bingo	259
		2 year college grad	222	Pull tabs/tip boards	137
Current Age		4 year college grad	410	Parlay cards	16
0-17	07	Advanced degree	87	Sports with bookie	126
18-25	333	Unknown	1626	Sports with friends	83
26-35	931			Cards (poker, blackjack)	111
36-45	1127	Employment status		Horse Racing	121
46-55	1200	Full time	2587	Dog racing	90
56-64	518	Disabled	527	Internet gambling	144
65+	172	Unemployed	465	Craps	10
Unknown	750	Part time/Seasonal	382	Stocks	07
		Retired	293	Other	62
Age When Started		Homemaker	185	Unknown	971
0-11	137	Self-employed	111	*some gamblers engage in multiple types	
12-17	378	Military	15		
18-25	894	Unknown	473	Place Gambled*	
26-35	788			Racetracks	1265
36-45	767	Household Income		Clubs, bars, restaurants	3021
46-55	537	0 - \$10,000	320	Store / market	378
56-64	140	\$10,000 - 20,000	549	Lottery retailer	288
65+	48	\$20,000 - 30,000	508	Bookie	74
Unknown	1349	\$30,000 - 40,000	341	Private Home	160
		\$40,000 - 50,000	256	Church	22
Marital Status		\$50,000 +	862	Internet	109
Married	2344	Unknown	2202	Fire Hall	30
Single	934			Other	171
Divorced	647	Gambling Frequency		Unknown	356
Living Together	431	Daily	3041	Casino	69
Widowed	168	Weekly	957	* some gamblers play at several venues	
Separated	166	Monthly	101		
Unknown	348	Unknown	939		

Demographic and Clinical Data 5038 clients

Financial Problems

Bills payable	2795
Borrowed money from others	3049
Credit card charges	1597
Bank loans/finance co.	675
Bad checks	1290
Cashed in stocks, savings, insurance, retirement	919
Sold property to gamble	622
Bankruptcy	545
Second mortgage	188
Taxes payable	129
Owes bookie or loan shark	80
Owes casino/racetrack	23
Stole money to gamble	358
Spending all income	2640

DSM-IV Symptoms

Loss of control	3869
Chasing losses	3791
Lying to others	3765
Preoccupation	2472
Escape	3078
Loss of job/relationship	2268
Bailouts	2422
Tolerance	3152
Withdrawal	1036
Illegal Activities	1495

Reason for Disability

MS	18
CP	03
Cardiovascular	66
Back injury	108
Spinal cord injury	05
Diabetes	34
Other internal/physical	143
Vision impairment	06
Bipolar	71
Major depressive	75
Schizophrenia	21
Obsessive Compulsive	08
Other	196

CO-MORBIDTY

Pre-existing mood disorder	1455
Pre-existing anxiety disorder	370
Pre-existing other	155
Pre-existing alcohol abuse	838
Pre-existing drug abuse	355

Family History

Family hx. of alcoholism	1255
Family hx. of gambling	1130
Family hx. of other addictions	255
Family hx. of mental illness	446

Early Big Win 2133

Stressful Life Event/Trigger

Death of a loved one	451
Divorce/Break-up	445
Illness, injury, disability	429
Unhappy relationship	420
Job loss/demotion	274
Work stress/New job	257
Marriage/Birth	241
Began care taking relative	133
Empty nest/lonely/bored	402
Financial problems	251
Loved one has illness, injury, or disability	233
Relocation	188
Retirement	122
Victim of violent crime	11
Jail detention/release	14
Other SLE's	354
Unknown	420

REFERRAL SOURCES

6 month Follow-up	80
Billboards	1298
Website	107
Radio	85
Newspaper article	127
TV commercial	193
TV news	92
Newspaper ad	72
Yellow Page ad	367
411	20
Racetrack rack card	131
Sticker on machine	477
Lottery retailer	44
WV Lottery	33
GA	49
Church bulletin	04
Racetrack poster	22
Family/friend	397
1 st Choice Provider	286
Health Care other	93
AA	14
Lottery website	29
National help-line	18
Racetrack ads	14
School	09
Civic organization	09
Brochure	39
Walk-in	03
Other	194
Unknown	361
Former Caller	329
Miscellaneous	140
Legal System	20

1-800-GAMBLER Help-line Calls by County
5038 Clients (August 1, 2000 through July 31, 2006)

Barbour	28	Mineral	34
Berkeley	235	Mingo	20
Boone	60	Monongalia	197
Braxton	23	Monroe	14
Brooke	105	Morgan	04
Cabell	287	Nicholas	29
Calhoun	02	Ohio	270
Clay	09	Pendleton	04
Doddridge	07	Pleasants	20
Fayette	92	Pocahontas	09
Gilmer	06	Preston	68
Grant	03	Putnam	164
Greenbrier	44	Raleigh	143
Hampshire	18	Randolph	48
Hancock	172	Ritchie	08
Hardy	10	Roane	06
Harrison	243	Summers	29
Jackson	54	Taylor	32
Jefferson	156	Tucker	03
Kanawha	885	Tyler	12
Lewis	29	Upshur	41
Lincoln	41	Wayne	49
Logan	55	Webster	01
Marion	141	Wetzel	29
Marshall	78	Wirt	11
Mason	24	Wood	374
McDowell	15	Wyoming	19
Mercer	149	*Out-of-State	155
		Unknown	274

*Out of state callers do not receive treatment paid for by the WV Lottery

A F F I D A V I T

West Virginia Code §5A-3-10a states:

No contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and the debt owned is an amount greater than one thousand dollars in the aggregate

DEFINITIONS:

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Debtor" means any individual, corporation, partnership, association, limited liability company or any other form or business association owing a debt to the state or any of its political subdivisions. "Political subdivision" means any county commission; municipality; county board of education; any instrumentality established by a county or municipality; any separate corporation or instrumentality established by one or more counties or municipalities, as permitted by law; or any public body charged by law with the performance of a government function or whose jurisdiction is coextensive with one or more counties or municipalities. "Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceed five percent of the total contract amount.

EXCEPTION:

The prohibition of this section does not apply where a vendor has contested any tax administered pursuant to chapter eleven of this code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

LICENSING:

Vendors must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, West Virginia Insurance Commission, or any other state agencies or political subdivision. Furthermore, the vendor must provide all necessary releases to obtain information to enable the Director or spending unit to verify that the vendor is licensed and in good standing with the above entities.

CONFIDENTIALITY:

The vendor agrees that he or she will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the agency's policies, procedures and rules. Vendors should visit www.state.wv.us/admin/purchase/privacy for the Notice of Agency Confidentiality Policies.

Under penalty of law for false swearing (West Virginia Code, §61-5-3), it is hereby certified that the vendor acknowledges the information in this said affidavit and are in compliance with the requirements as stated.

Vendor's Name: _____

Authorized Signature: _____ Date: _____