

TRAINING AND CERTIFICATION STANDARDS

CERTIFIED DISORDERED GAMBLING COUNSELOR

**NEBRASKA COMMISSION ON PROBLEM GAMBLING
GAMBLERS ASSISTANCE PROGRAM
3401 VILLAGE DRIVE, SUITE 100
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THE NEBRASKA COMMISSION ON PROBLEM GAMBLING

Preamble

Nebraska Revised Statutes Section 9-1004(4), adopted by the Nebraska Legislature in 2013, directs the Commission on Problem Gambling to “develop standards and guidelines for training and certification of problem gambling counselors.” The Nebraska Commission on Problem Gambling has adopted these standards and guidelines to implement the Legislature’s direction.

The Commission issues certificates to counselors who have completed training and a series of prescribed mentoring consultations. The requirements are specified in this manual.

Where applicable, these standards and guidelines are incorporated in contracts between the Commission on Problem Gambling and counselors offering services to Nebraska residents.

TABLE OF CONTENTS

<i>Chapter 1</i>	Definitions	4
<i>Chapter 2</i>	Expected Scope of Practice	8
<i>Chapter 3</i>	Certification of Counselors: Education on Addiction to Gambling Post-Training Mentoring Consultations Application for Certification	10
<i>Chapter 4</i>	Miscellaneous	13
<i>Chapter 5</i>	Certificate Maintenance and Renewal	14
<i>Chapter 6</i>	Code of Ethics and Disciplinary Procedures	20
<i>Chapter 7</i>	Procedures for Reinstatement of a Certificate	25
<i>Chapter 8</i>	The Disordered Gambling Certification Advisory Board	27

CHAPTER 1 DEFINITIONS

As used in these standards and guidelines, unless the context otherwise requires:

Approved mentoring panel means Certified Disordered Gambling Counselors appointed by the Director to serve as mentoring panel members.

Approved continuing education means courses, seminars, workshops, lectures, institutes or training programs that pertain to the clinical knowledge and skills associated with disordered gambling therapy services.

Assessment means the process used by a counselor to evaluate the nature and severity of the client's gambling-related problems and behaviors. This will include, but is not limited to, use of interview and testing techniques to identify potential co-morbid disorders for which consultation or referral may be appropriate.

Board means the Disordered Gambling Counselor Certification Advisory Board.

Case management means the coordination of client care throughout the treatment process. This will frequently involve referral to other professionals or support systems to match client needs with appropriate resources.

Certification means the process by which the Nebraska Gamblers Assistance Program sets minimum standards for certification of disordered gambling counselors and grants recognition of individuals who have met those standards.

Certified Disordered Gambling Counselor (CDGC) or Counselor means a person who has met the standards for certification under these guidelines and holds a valid certificate issued by the Nebraska Gamblers Assistance Program. An individual may not represent himself or herself as a Certified Disordered Gambling Counselor unless he or she holds a valid certificate.

Clinical mentoring consultation call means a virtual forum using Zoom or another comparable web-based platform hosted by an approved mentoring panel, during which counseling topics are discussed among the panel and one or more provisionally certified disordered gambling counselors.

Code of ethics means the mandatory behavioral guidelines set forth in these standards to govern the conduct of certified disordered gambling counselors.

Commission means the Nebraska Commission on Problem Gambling.

Complainant means a person who has filed a complaint pursuant to the procedures in these standards against any person who is seeking or has obtained certification.

Counselor performance domains means the duties required of a disordered gambling counselor. These are client and family education, intake and assessment, counseling, case management, and professional responsibility.

Disordered gambling client means a person with a diagnosis of gambling disorder based upon the criteria in the current edition of the *Diagnostic and Statistical Manual* of the American Psychiatric Association who receives services from the Gamblers Assistance Program. It also refers to any individual significantly impacted by a family member's gambling behavior, and who is the recipient of disordered gambling counseling services provided by a counselor under contract with this Program.

Disordered gambling counseling means providing counseling services to disordered gambling clients for remuneration.

Education means formal classroom education or instruction in the form of workshops, seminars, institutes, college or university course work, online classes and self-directed study as authorized in Chapter 5 of these standards.

Family member treatment means therapy services provided to people who are in a family or comparable domestic relationship with a disordered gambling client who are either impacted by the disordered gambling or, in turn, impact the gambler.

Gambling Disorder is the term used in the DSM-V 312.31 (F63.0). This term is synonymous with DSM IV Pathological Gambling to the extent that the diagnostic criteria are the same. It may also be referred to as compulsive gambling or gambling addiction. The term "problem gambling" as it appears in Nebraska statutes refers to the entire spectrum of life problems that may result from disordered gambling behavior.

Hour of education means 60 minutes of instruction. One hour of post-secondary academic credit per semester constitutes 15 hours of education. An hour of post-secondary academic credit per quarter constitutes 10 hours of education. One online hour means instruction offered by an approved online training program granting one hour of credit for the training.

Inactive certification means the voluntary termination of the right or privilege to practice disordered gambling counseling and use of the title Certified. The certificate holder retains the right or privilege to represent himself or herself as having an inactive certificate.

Incompetence means proven lack of proficiency, skill or ability to perform the duties and functions of a disordered gambling counselor.

Intake means the process by which a client is diagnosed and oriented to the treatment process by review of therapeutic goals, costs, expectations, rights and responsibilities. This will also include the gathering of relevant client data for administrative, research, and clinical purposes with the client's written informed consent.

Lapsed or expired certification means the termination of the ability to represent oneself as a certified disordered gambling counselor, and to practice disordered gambling counseling under contract with the Program.

Professional means an individual who possesses specialized knowledge and skills in a field of endeavor, which is readily accepted and recognized by other practitioners in the profession and the public, and for which remuneration or fees for services is received.

Professional responsibility includes adherence to the code of ethics outlined in these standards and guidelines and the generally accepted standards of care applicable to practitioners in the fields of behavioral health services, maintaining appropriate clinical records, seeking consultation when needed, and completion of continuing education for professional growth.

Program means the Nebraska Gamblers Assistance Program.

Provisional Certificate means a certificate issued by the Commission on the recommendation of the Certification Advisory Board that authorizes an individual to provide treatment services on the terms provided in Chapter 3.

Shall means required.

CHAPTER 2 EXPECTED SCOPE OF PRACTICE

2-001 Authority The Commission has authority under Nebraska statute section 9-1004(4) to establish certification standards for disordered gambling counselors.

2-002 Scope of Practice Disordered gambling counseling requires the application of evidence-based counseling theories and methods to treatment of individuals with gambling disorder. Candidates for new certification and renewal of existing certificates are expected to be proficient in the following areas:

2-002.1 Client and Family Member Education

2-002.1A Educating the client on the pathology of disordered gambling, theoretical approaches to treatment, self-help options, the recovery process, and available literature on disordered gambling.

2-002.1B Educating members of the family of a disordered gambler on disordered gambling, family dynamics and the impact of disordered gambling on families, self-help organizations, and the recovery process.

2-002.2 Intake and Assessment

2-002.2A With client signed informed consent, gathering relevant client data for administrative, research, and clinical purposes.

2-002.2B Using evidence-based interview and testing techniques and processes to determine the nature and severity of an individual's gambling related problems and behaviors.

2-002.2C Recognizing potential co-morbid disorders or medical conditions including suicide ideation which warrant referral or concurrent treatment interventions.

2-002.2D Coordinating services with other professionals via exchange of assessment information within the guidelines of the code of ethics and local, state, and federal laws.

2-002.3 Counseling

2-002.3A Developing an appropriate treatment plan, in collaboration with the client, which establishes therapeutic goals of the counseling relationship.

2-002.3B Using appropriate evidence-based therapy to assist the client to reach treatment goals.

2-002.3C Following evidence-based crisis identification and intervention techniques.

2-002.3D Continual monitoring of potential co-morbid disorders which require referral or consultation.

2-002.4 Case Management

2-002.4A Providing therapy services to clients as described in the client-approved treatment plan.

2-002.4B Continuously evaluating the client's progress in recovery and revising the treatment plan as indicated.

2-002.4C Evaluating the client's financial status and selection of therapeutically appropriate resources for financial recovery.

2-002.4D Facilitating and coordinating professional and community resources that promote and support recovery.

2-002.5 Professional Responsibility

2-002.5A Maintaining professional relationships with clients, co-workers, and the community.

2-002.5B Complying with the Gamblers Assistance Program code of ethics.

2-002.5C Providing therapy services to clients in compliance with generally accepted standards of care in the counseling profession.

2-002.5D Refraining from interactions with clients that are not part of the therapeutic process.

2-002.5E Identifying issues and disorders beyond a counselor's scope of practice and referral of the client to appropriate resources to meet client needs.

CHAPTER 3 CERTIFICATION OF COUNSELORS: CURRENT NEBRASKA-ISSUED MENTAL OR BEHAVIORAL HEALTH LICENSE

Applicants for first-time certification must have a current Nebraska-issued license in the categories of PLMHP, LMHP, LIMHP, PLADC, LADC or Licensed Psychologist and shall comply with the following requirements to become a Certified Disordered Gambling Counselor. The requirement of prior licensure for first-time certification does not apply to a person with a CDGC certificate issued before the adoption of these standards, or to renewal of a certificate under Chapter 5 of these standards.

3-001 Current license status The applicant shall submit verification of current Nebraska licenses and post-secondary education to the Commission to confirm eligibility to proceed under this chapter.

3-002 Education on Addiction to Gambling Applicants shall complete the Commission-approved training on addiction to gambling or an IGCCB-approved training course. Upon completion of the education classes the applicant shall take the Commission-approved knowledge test. A passing score on the test is required.

3-003 Provisional Certification

Upon completing the education required in 3-002, a candidate is eligible for provisional certification. The terms of provisional certification are as follows:

3-003.1 Residency and Citizenship The candidate must be a citizen of the United States, or lawfully present in the United States, and a resident of the state of Nebraska.

3-003.2 Application for provisional certification The candidate must complete the Gambler Assistance Program certification application form and supply the required supporting documentation, and submit these materials to the office of the Gamblers Assistance Program, for review by the Certification Advisory Board. Required supporting documentation is:

(A) Valid, current driver's license or state-issued identification.

(B) Copy of degree or certificate and transcript showing completion of the education requirements in sections 3-001 and 3-002 of this manual.

3-003.3 Issuance of the provisional certificate Upon approval by the Certification Advisory Board, the application will be submitted to the Commission on Problem Gambling. Upon approval by the Commission, the provisional certificate will be issued.

3-004 Post-training mentoring consultations. Counselors with provisional certification must participate in a series of twelve or more clinical mentoring calls as follows:

3-004.1 The applicant shall participate in clinical mentoring calls beginning with the issuance of the provisional counselor's certificate.

3-004.2 The calls shall be moderated by an approved mentoring panel. The panel shall arrange the timing of the calls, identify other participants, and guide the discussion. The panel may prescribe standards including expected attendance and participation in the mentoring sessions. The goal shall be to enhance understanding of gambling disorder as it presents in a client's case and promote collaboration among experienced counselors to improve the quality of care offered to clients of the Nebraska Gamblers Assistance Program.

3-004.3 The applicant for certification shall present a client's case for discussion during at least one of the calls and shall continue to participate in the calls for a minimum of twelve months or until making the case presentation, whichever is later. The case presentation shall include the bio/psycho/social background of the client; diagnostic impression; treatment plan; progress in therapy; and other relevant information. The mentoring panel may require the applicant to revise the case presentation or make a further presentation.

3-004.4 No individual-identifying personal information about any client shall be disclosed during a clinical mentoring call.

3-004.5 No participant in the clinical mentoring calls other than the applicant who presents a case for discussion shall assume professional responsibility for a client's care.

3-005 Application for certification

Upon completion of the clinical mentoring calls required by 3-004, the candidate may apply for full certification.

3-005.1 The application form is prescribed by the Commission. The applicant shall submit the application and supporting documentation to the Program Director who shall determine that the application is complete. The application and supporting documentation shall then be reviewed by the Certification Advisory Board.

3-005.2 The supporting documentation shall include certificates and diplomas verifying post-secondary education, the results of the Commission-approved test required in 3-002, and verification of attendance and participation in the mentoring calls procedure as confirmed by the mentoring panel.

3-005.3 The Board may request additional information or clarification.

3-005.4 Upon completing its review of the written application and supporting documents, the Board shall issue its recommendation to the applicant. If the Board's recommendation is unfavorable, the reasons shall be specified in writing.

3-005.5 An applicant receiving an unfavorable recommendation by the Board may ask permission to supply additional documentation to satisfy the Board's concerns.

3-005.6 The Certification Advisory Board shall forward the application with supporting documentation and the Board's recommendation for approval of the application to the Commission for consideration. The Commission is the certifying body for the Gamblers Assistance Program.

3-005.7 The certificate of Certified Disordered Gambling Counselor will be effective when issued by the Commission and remain in effect until September 1 of the even-numbered year following the date of initial certification.

CHAPTER 4 MISCELLANEOUS

4-001 Reciprocal Certification An applicant holding current certification issued by the International Gambling Counselor Certification Board is eligible for certification in Nebraska by reciprocity, upon submitting documentation of the current ICGC status. An applicant seeking certification based on another state's certification or license shall submit documentation of the other state's training and certification or licensing standards and proof of certification or license. The applicant for certification by reciprocity shall submit documentation to the Certification Advisory Board, which shall issue its recommendation to be considered by the Commission.

4-002 Code of Ethics All applicants for certification shall attest to having read and agreed to be bound to the code of ethics set forth in these standards and sign a statement to that effect as part of the application process.

4-003 Permanent Program Records All application materials are the property of the Program and will not be returned to the applicant.

CHAPTER 5 CERTIFICATE MAINTENANCE AND RENEWAL

Counselor certificates are in effect until August 31 of the first even-numbered year following the year of issuance. Certified counselors are required to complete continuing education trainings as specified in this chapter during the period the certificate is in effect. Proof of continuing education is presumptive proof of continued competency.

5-001 Certification Period All Counselor certificates are in effect until August 31 of the even-numbered year following the date of issuance and are renewable upon meeting the renewal requirements in these standards. A certificate issued after August 31 of an even-numbered year shall be valid until August 31 of the next even-numbered year.

5-002 Certificate Renewal Procedures

5-002.1 The Program will send each certificate holder a renewal notice no later than 30 days prior to the expiration date of the certificate.

5-002.2 The notice will be sent to the certificate holder's address as noted in the records of the Program and may be sent electronically. It is the responsibility of the certificate holder to notify the Program in writing of any name or address change.

5-002.3 Non-receipt of the renewal notice does not release the certificate holder from responsibility for certificate renewal.

5-002.4 Applications for renewal shall be submitted by the method prescribed by the Program.

5-002.5 Failure to pay a renewal fee, if applicable, or provide documentation of the required continuing education constitutes non-renewal of certification, and the certificate is deemed to be lapsed, or expired, unless a waiver of, or extension of time to complete continuing education hours, has been granted, or the certificate is placed on inactive status.

5-003 Continuing Education Requirements for Certificate Maintenance and Renewal

5-003.1 General Requirements

5-003.1A Certificate holders shall complete Program-approved continuing education during the two-year certification period. A total of 24 credit hours are required for all certificate holders. Specific requirements are:

5-003.1A.1 At least 12 hours on topics that are specifically related to disordered gambling.

5-003.1A.2 Up to 12 hours on topics in addictions, psychology, sociology, or a field relevant to the enhancement of skills needed to perform disordered gambling counseling, to include at least 2 hours of professional ethics.

5-003.1A.3 A maximum of 25% of required hours per certification period may be for presentation of approved continuing education programs. A presenter may receive credit for only the initial presentation if the presentation is repeated during a certificate period.

5-003.1A.4 The continuing education hours required for renewal will be reduced in proportion to the fraction of the two-year certification period for a certificate holder whose certificate was granted with less than two years remaining before the renewal date.

5-003.1A.5 No continuing education shall be required if the certificate holder completed the Commission-approved training during the 12 months preceding the renewal date.

5-004 Approval of Continuing Education Training

5-004.1 General Requirements Continuing education that complies with the following shall be approved:

5-004.1A College or university courses in counseling theory or practice.

5-004.1B Continuing education courses recommended by the Program.

5-004.1C Gambling-specific education provided by the National Council on Problem Gambling, any state affiliate of the National Council, NABHO, NCA,

NAADAC, Midwest Consortium, or other state, regional or national entity accredited by CACREP.

5-004.1D Continuing education sponsored or underwritten by the Commission or recommended by the Certification Advisory Board.

5-004.2 Other Continuing Education Programs To be approved, a continuing education program other than those described in 5-004.1 shall meet the following criteria:

5-004.2A A program may be by in-person instruction, web-based virtual instruction, or intentional study of current literature concerning gambling and addiction to gambling.

5-004.2B A program's content shall be at a level which contributes to the development of the clinical knowledge and skills of a Counselor.

5-004.2C Presenters of programs and authors or publishers of literature and web-based virtual instruction shall be qualified by education, experience, or training.

5-004.2D The program shall be open or available to all Counselors certified by the Program.

5-004.2E The counselor seeking approval of a continuing education program under 5-004.2 shall describe the content of the course, identify the author or presenter by name and credentials, date of presentation, and duration of the course. The request for approval may be presented before or at the time of the request to renew the counselor's certificate.

5-005 Certificate Holder Responsibility for Documentation of Continuing Education The certificate holder is responsible for:

5-005.A Verifying that a continuing education program is approved by the Commission.

5-005.B Maintaining documentation of attendance and/or completion of approved continuing education programs.

5-005.C Maintaining documentation of presentation of an approved continuing education program.

5-005.D The certificate holder shall maintain records of continuing education for a period of two years after the end of each two-year certificate cycle. The records shall verify the program content; name of presenter, author or publisher; date of the program; amount of continuing education credit claimed; and sufficient information to permit audit. The certificate holder shall make the records available for audit upon request by the Certification Advisory Board or the Program Director.

5-06 Waiver or Extension of Time to Complete Continuing Education

5-06.1 Waiver at individual request The Program may waive the continuing education requirements in whole or in part or extend the time to complete continuing education requirements for any two-year certification period, when a certificate holder submits documentation that extenuating circumstances beyond his or her control prevented him or her from completing the requirements. Extenuating circumstances include that the certificate holder has:

5-06.1A Been in the service of the regular Armed Forces of the United States during any part of the certification period;

5-06.1B Been suffering from a serious or disabling illness or physical disability which prevented completion of the required number of continuing education hours during the certification period; or

5-06.1C Encountered other unforeseen circumstances beyond the certificate holder's control that prevented completion of the continuing education hours during the certification period.

5-06.2 Denial of waiver or extension The Program will not grant a waiver or extension of time to complete continuing education if the basis for the request is an employer's unwillingness to pay for training, give time off from work, change of employment or unemployment, or training not available in immediate geographic area.

5-06.3 Application Any certificate holder who seeks a waiver or extension of time to complete continuing education shall make an application to the Program before the

certificate expiration date. Applications shall be postmarked on or before the date of certificate expiration. The certificate holder shall submit a completed application for a waiver or extension of time to complete continuing education supported by one of the following:

5-06.3A Official documentation stating dates of service of regular Armed Forces of the United States.

5-06.3B A statement from the treating physician(s), stating that the certificate holder was injured or ill, the duration of the injury or illness, and the recovery period that the certificate holder was unable to attend continuing education activities during that period.

5-06.3C A statement from an individual other than the certificate holder who can attest to the unforeseen circumstances that prevented the certificate holder from completing the continuing education hours. There shall be evidence of the certificate holder's intent and good faith effort to meet the continuing education requirements.

5-06.4 Answer to request for waiver or extension. The Program will notify the certificate holder in writing of the approval or denial of the request for a waiver or extension of time to complete continuing education within 30 days of receipt of the application.

5-06.4A If the Program grants an extension of time to complete continuing education requirements, it will be for a specified period of time not to exceed six months. The certificate holder shall meet any conditions that may be prescribed by the Program in granting the extension.

5-06.4B If the Program denies the application for a waiver or extension of time to complete continuing education requirements, the notice shall be sent by certified mail, and set forth the reasons for denial. The applicant may contest this decision by following the procedures in these standards.

5-007 Blanket waiver or extension. The Commission may on request or on its own initiative waive any of the continuing education requirements in this chapter, extend

duration of certificates, or take any other decision regarding the requirements of this chapter it deems necessary at the time.

5-008 Inactive Status

5-008.1 A Counselor who is not currently practicing disordered gambling counseling in the State of Nebraska is eligible to apply for inactive status.

5-008.2 A certificate holder who seeks inactive status may make an application to the Program at any time before expiration of their current certificate.

5-008.3 The certificate holder shall submit documentation verifying non-practice and the inactive status fee, if applicable.

5-008.4 A certificate holder who is granted inactive status shall complete 12 hours of continuing education during each two years, with 6 hours specific to gambling and 6 hours in a related field. The requirements for acceptable continuing education in this chapter shall apply to this rule.

5-008.5 If the Commission denies the application for inactive status, the notice will be sent by certified mail and set forth the reasons for denial.

5-009 Appeal of Program Decision A counselor may appeal a Program decision to deny renewal, waive continuing education requirements, extend the time to complete continuing education, or allow inactive status, by written request as follows:

5-009.1 The appeal request shall be submitted to the Program director within 30 days after the decision. The request shall include specific grounds for appeal of the decision.

5-009.2 The Program director shall present the appeal to the Certification Advisory Board within thirty days after receipt. The Board shall respond to the appeal within thirty days, and its decision shall be final.

CHAPTER 6 CODE OF ETHICS AND DISCIPLINARY PROCEDURES

6-001 Code of Ethics

All Certified Disordered Gambling Counselors shall:

1. Provide and support the highest quality of care to all clients served which shall include referring or releasing a client to other health professionals or services, if that is in the client's best interest.
2. Respect the unique characteristics of the professional counseling relationship which demands sound, non-exploitative inter-personal transactions between client and counselor.
3. Respect the therapeutic needs of the client by not engaging in a personal or sexual relationship with the client.
4. Respect the therapeutic needs of the client by not conducting any business or political transactions with the client that may jeopardize their recovery.
5. Adhere to a strict policy of non-discrimination based on race, disability, appearance, religion, age, sex, intelligence, sexual orientation, national origin, marital, economic, educational, or social status.
6. Respect the basic human rights of all clients, including their right to make their own decisions, to participate in any plans made in their interests, and to reject services unless a court order stipulates otherwise.
7. Adhere to the legal requirements for confidentiality of all records, materials, and communications regarding clients, their families and significant others.
8. Assess their own personal and professional strengths and limitations, biases and effectiveness on a continuing basis, and strive for self-improvement and assume responsibility for professional growth through further education and training.
9. Respect the rights and views of colleagues and members of other professions.
10. Refrain from the abuse of mood-altering chemicals or gambling in a manner that will reflect adversely on the credibility and integrity of the profession.

11. Report evidence of incompetent, unethical, unprofessional, or illegal practice of a certified disordered gambling counselor, including self.

6-002 Disciplinary standards: The Program may deny, refuse renewal of, limit, suspend, or revoke certification on any of the following grounds:

1. Using fraud, forgery, or misrepresentation of material facts in procuring, or attempting to procure certification, or re-certification as a counselor, or knowingly assisting another in procuring, or attempting to procure certification, or re-certification using fraud, forgery, or misrepresentation of material facts.
2. Conviction of a misdemeanor or felony under state law, federal law, or the law of another jurisdiction, and which if committed within this state, would have constituted a misdemeanor or felony under state law, and which has a rational connection with the applicant's or certificate holder's fitness or capacity to practice the profession.
3. Practice of the profession while impaired by alcohol, controlled substances, narcotic drugs, disability or mental incapacity.
4. Practice of the profession fraudulently, beyond its authorized scope, or in a continued course of negligent conduct.
5. Practicing the profession while the individual's certificate is revoked, suspended, or in contravention of any limitation placed upon the individual's certificate.
6. Failing to adhere to the Code of Ethics.
7. Performing services in the field of practice of any profession licensed or certified by the State of Nebraska which the certificate holder is not licensed or certified to practice.
8. Action taken by another jurisdiction to deny, refuse renewal, limit, suspend, or revoke a license and/or certificate to practice disordered gambling counseling.
9. Delegating to other personnel those client-related services for which the clinical skills of a certificate holder are required.
10. Agreeing to split or share fees received for professional services with any person bringing or referring a client.

6-003 Disciplinary Procedures

6-003.1 A procedure to discipline the holder of a certificate issued by the Commission on Problem Gambling must begin with a written statement by the complainant to the Program, which shall include:

6-003.1A. The exact nature of the complaint outlining what professional or ethical standards it is alleged the certificate holder has violated.

6-003.1B. Information and facts supporting the complaint including; dates, times, locations, names, and addresses of witnesses or other individuals with knowledge about the situation, and any other supporting information. All materials submitted become a part of the record and may be used in the disciplinary review process.

6-003.1C The signature of the complainant, address, and a daytime telephone number.

6-003.1D No anonymous complaints will be considered.

6-003.2 The Program, by action of the Director, may serve as the complainant in any allegation.

6-003.3 The Program Director reviews all complaints and determines whether to investigate, and in making a determination may consider factors as:

6-003.3A Whether the complaint pertains to a matter within the authority of the Program to enforce.

6-003.3B Whether the circumstances indicate that a complaint is made in good faith and is not malicious, frivolous, or vexatious.

6-003.3C Whether the complaint is timely or has been delayed too long to justify present evaluation of its merits.

6-003.3D Whether the complainant may be a necessary witness if action is taken and is willing to identify himself or herself and come forward to testify.

6-003.3E Whether the information provided or within the knowledge of the complainant is sufficient to provide a reasonable basis to believe that a violation may have occurred, or to secure necessary evidence from other sources.

6-003.4 If the Program Director concludes that investigation is appropriate, and in all cases of a complaint under 6-003.2, the Director shall seek evidence relevant to the complaint using available methods.

6-003.5 If, after initial investigation, there appears to be a possible violation of the criminal laws of the State of Nebraska, the Program Director shall notify the appropriate authorities.

6-003.6 If after initial investigation, there is reasonable cause to believe there may be imminent danger to the public health and safety, the Program Director may, upon written notification to the certificate holder, immediately suspend certification for a maximum of 90 days while conducting a further investigation.

6-003.7 If, after initial investigation, the Program Director determines there is insufficient documentation of an alleged violation, the case may be dismissed.

6-003.8 If, after initial investigation, the Program Director determines there is sufficient information supporting an alleged violation, a notice of allegation shall be sent by certified mail to the certificate holder. The notice will include a complete statement of the allegations.

6-003.9 The certificate holder shall respond in writing to the allegations. The response shall be received at the Program office within 20 days of the mailing of the notice.

6-003.10 Failure of the certificate holder to respond to the allegations within 20 days of receipt will be construed as agreement with the allegations, and the Program Director shall act on the certification promptly without further investigation.

6-003.11 The Program Director may conduct an additional investigation of all allegations responded to by the certificate holder.

6-003.12 Upon completion of the investigation, the Program Director shall refer the complaint, including all materials gathered during the investigation, to the Certification Advisory Board. The Board may conduct any further investigation it finds is appropriate. Upon completing its investigation, the Board shall refer the complaint, all materials gathered during its investigation, and any recommendations for discipline, to the Commission for a final decision. The Commission may conduct such further investigation or proceedings it deems appropriate. Upon completing its investigation and review of materials submitted to it, the Commission shall issue its decision, which shall be binding.

6-003.13 Investigational materials and related records will remain confidential within the Commission except as part of a hearing contesting disciplinary action.

6-003.14 The Commission shall issue its findings by certified mail to the certificate holder.

6-004 Procedure to Contest Program Decisions

6-004.1 An applicant for an initial certificate or renewal of a certificate may contest Program decisions regarding certification status.

6-004.2 The individual shall request a hearing with the Certification Advisory Board within 30 days of receipt of the denial notice. The request for hearing shall include a statement of the basis for the applicant's claim.

6-004.3 The Board may grant the applicant a hearing, deny the request for a hearing, or forward the matter to the Commission for further consideration.

6-004.4 An applicant who is aggrieved by a recommendation made by the Certification Advisory Board or by the Program Director shall be entitled to a hearing before the Commission. The request for such a hearing shall be filed with the Program Director within 30 days of receipt of the recommendation in question.

CHAPTER 7 PROCEDURES FOR REINSTATEMENT OF A CERTIFICATE

7-001 Reinstatement After Inactive Status A person whose Certified Disordered Gambling Counselor certificate has been placed on inactive status may move to active status by completing the continuing education requirements in effect at the time he/she wishes to regain active status, and payment of a renewal fee, if any. The person shall submit:

7-001.1. A verified complete Application for Reinstatement.

7-001.2 The regular renewal fee, if applicable.

7-001.3 Documentation of 12 hours of Program-approved continuing education, including 2 hours of ethics, completed within a 12-month period prior to receipt of the Application for Reinstatement.

7-002 Reinstatement of Certificate After Expiration

7-002.1 Reinstatement within one year of expiration. A person whose Certified Disordered Gambling Counselor certificate has expired may be reinstated by the Program within one year of expiration. The person shall submit:

7-002.1A A verified complete Application for Reinstatement.

7-002.1B. The regular renewal fee and late fee, of applicable.

7-002.1C. Documentation of 72 hours of Program-approved continuing education within 24 months prior to receipt of the Application for Reinstatement.

7-002.2 The petition for reinstatement will be presented for review and recommendation at the next meeting of the Board that is held.

7-002.3 The Program will act upon the petition for reinstatement within 90 days after review by the Board.

7-002.4 Denial by the Program of the petition for reinstatement will be issued by certified mail.

7-002.5 Following one year of expiration, an applicant shall complete the requirements for initial certification in order to be reinstated.

7-003 Reinstatement of Certificate After Revocation

7-003.1 A person whose Certified Disordered Gambling Counselor certificate has been revoked, may petition the Commission for reinstatement. The person shall submit:

7-003.1A A petition for reinstatement.

7-003.1B Three recommendations from Certified Disordered Gambling Counselors having personal knowledge of the activities of the petitioner since the certificate was revoked. A letter of recommendation may not be submitted by family members.

7-003.1C Two letters of personal recommendation, each relating direct knowledge of the activities of the petitioner since the certificate was revoked. A letter of recommendation may not be submitted by family members.

7-003.1D The regular renewal fee, if applicable.

7-003.1E Documentation of 12 hours of Program-approved continuing education including 2 hours of ethics completed within 12 months prior to the date of the application for reinstatement.

7-003.2 The petition for reinstatement, and any necessary accompanying documents, will be presented for review and recommendation at the next meeting of the Certification Advisory Board. The Board may request additional information or take such other action as the Board finds appropriate.

7-003.3 After completing its review, the Board shall submit the application, all materials accompanying the application, and its recommendation to the Commission at its next regular meeting. The Commission shall then act upon the petition for reinstatement. The Commission shall notify the petitioner of its decision, which shall be final.

CHAPTER 8 THE DISORDERED GAMBLING CERTIFICATION ADVISORY BOARD

8-001 Composition of the Board

8-001.1 The Board consists of seven members nominated by the Program Director and confirmed by the Commission, at least one of whom shall hold the credential of Certified Disordered Gambling Counselor, and one of whom is a member of the Commission.

8-001.2 The Program Director shall serve as moderator but shall not have authority to vote on matters presented to the Board. The Board shall select a chairperson.

8-001.3 Members of the Board shall serve until replaced.

8-002 Conduct of Business:

8-002.1 The Board will meet in person or electronically as often as necessary to fulfill its obligations.

8-002.2 The Board will act by a vote of a majority of the appointed members.

8-002.3 The Board may adopt procedures for the conduct of its meetings.

8-002.4 The Board will consider applications for new certification of Disordered Gambling Counselors, including provisional certificates, and for renewal of existing certifications.

8-002.5 The Board will consider and advise the Director and the Commission on matters relating to the Provider Manual of the Program, the terms of provider contracts, approval of training programs, and such other matters that are submitted to the Board by the Director or the Commission or are brought to the Commission on the Board's initiative.

8-002.6 In all matters submitted to the Board for its consideration, the Board shall serve in an advisory capacity only. All final decisions regarding certification and other matters covered by these standards and guidelines shall be made by the Commission.

8-003 Reimbursement of Expenses: Board members may be reimbursed by the Program for actual and necessary expenses of attendance at Board meetings if allowed under state law.

8-004 Schedule of Fees

8-004.1 A fee schedule may be adopted by the Program on an annual basis after review by the Board, with approval by the Commission.

8-004.2 Fees will be based on actual Program costs.

8-004.3 Fees may be charged for, but not limited to, the following:

1. Initial certification
2. Certificate renewal
3. Inactive status
4. Duplicate original certificate
5. Copies of materials in a certificate holder's application file and supporting documentation
6. Administrative fee portion of initial certification fee, if certification is denied after portfolio review, or if application is withdrawn prior to portfolio review
7. Late charge, in addition to the renewal fees, for reinstatement of a certificate that has been expired for less than one year
8. Application fee
9. Re-examination fee for written examination

8-005 The final authority for the application of these standards rests with the Nebraska Commission on Problem Gambling.

The membership of the Disordered Gambling Counselor Certification Advisory Board, appointed and confirmed by the Commission, shall be:

Deb Hammond

Chuck Spence

Michael Sullivan

Gina Fricke

Kit Johnson

Claudia Moore, M.D.

Justin Antons

This manual was adopted by the Nebraska Commission on Problem Gambling at its regular public meeting this 7th day of February, 2025.

/s/ Susan Lutz

Susan Lutz, Chair of the Commission

/s/ Todd Zohner

Todd Zohner, Secretary