



Meet Jenna Hotaling, Team Leader of FL Problem Gambling Resource Center

1. Describe Your Organization:

The Finger Lakes Problem Gambling Resource Center (PGRC) is a program of the New York Council on Problem Gambling. We are a small, non-profit organization that maintains a neutral stance on gambling; our main focus is to raise awareness on problem gambling and connect individuals and loved ones to the care they need. The Finger Lakes PGRC is dedicated to the positive transformation of lives harmed by problem gambling. This vision of transformation includes individuals with a gambling problem as well as their families and communities. With a focus on supporting the individual and reducing barriers to care, the Finger Lakes PGRC is truly the premier organization providing problem gambling services in the Finger Lakes region of New York State.

2. Tell us your story:

I began my career as a Health Educator after graduating from SUNY Potsdam with a BS in Community Health. I have been fortunate to experience a wide variety of positions including coordinating various health programs, aiding at risk populations as a community health worker, and most recently as the Team Leader for the Finger Lakes PGRC. I love having the opportunity to travel and meet with other organizations about our programming and ways we can work together to raise awareness on problem gambling as a whole. Every day is different, which I thoroughly enjoy!

3. What has helped you succeed and gain experience?

It has been the tremendous support from our agency that has really helped me to gain courage to publicly speak and conduct presentations. Our main office is also diligent about providing training, as well as keeping us in the loop on current media. I also enjoy working with my team (shout out to my Program Managers, David Young and Sarah Bryant!) because I believe through our constant communication, that we continue to succeed by helping anyone who calls us.

4. What inspires you?

I love to see how our team succeeds by hearing about success stories from clients in care, as well as the audiences we speak to regarding problem gambling. I am also inspired by when I meet with other agencies and learn about how their programs operate. It's always a pleasure to exchange ideas and see what has worked along the way for someone else.

5. What keeps you up at night? What are your challenges?

I've been focusing on making more community members aware that gambling can become an addiction just like alcohol and other drugs. I am hoping to reach more businesses about our program who also want to talk about their community as it relates to gambling activity.

6. What is your favorite local activity?

I love visiting local state parks for hiking and kayaking. Letchworth is a fun day trip!

7. Is there anything else we should know about you?

I am a Saranac Lake 6er (hiking challenge)

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