

MARG Meeting Minutes
Wednesday, October 30, 2018
Location: MGM National Harbor

Present: Barbara Bazron, Jason Bittinger, James Butler, Rachel Carpenter, Patrick Martin, Eugenia Connolly, Jasmine Countess, John Derby, Charles Dwaileebe, Michael Eaton, Kathy Rebbert-Franklin, Deborah Haskins, Matthew Heiskell, Jim Logue, Jim Nielsen, Nancy Quidas, Mary Viggiani, Kate Tracy, Marissa Stagg, Jennifer Wetherell and Teresa Yates

Meeting Called to Order:

Jasmine Countess called the meeting to order at 12:31 p.m.

General Introductions:

The MARG members introduced themselves.

Member Updates:

a. **Maryland Lottery and Gaming Control Agency**

VEP Application Numbers

Jasmine stated that as of September 30, there were 1,918 VEP casino enrollees, 19 violations for the month of September and 226 VEP removals. On the Lottery side, there were 324 VEP enrollees. There were no additional enrollments to the bingo hall VEP program for this reporting period; the total number is 14.

Jasmine stated that Anne Arundel County is sentencing more violators to problem gambling counseling and treatment. Dr. Haskins said that many people are not aware of what happens if they violate. Dr. Bazron asked what happens in the other counties and what sentencing options do they offer. Jasmine said they may offer options such as community service or counseling.

Dr. Bazron suggested that the VEP program determine why people are removing themselves from the program. It would be interesting to track the possible reasons for VEP applicants wanting to remove themselves from the program. Jasmine said there are many different reasons why individuals choose to reinstate themselves.

Holiday Campaign Participation

NCPG gives lotteries the opportunity to participate in a holiday campaign to raise responsible play awareness. Level 1 and 2 commitments feature social media and press releases from the lotteries about playing responsibly during the holidays. ML&G is participating at Level 1 this year.

VEP Notification Procedure Discussion

The casinos should submit their plan of action for accessing the SFTP site by January 31, 2019.

Rachel Carpenter asked what the ultimate goal for this new system is. Jasmine clarified that the ultimate goal is to not have physical VEP books. Casinos will store information on a secure drive. Rachel indicated that MGM would like to be able to search the entire VEP list by name. Jim Nielson asked if MGM wanted the file all-inclusive by name, to which they answered in the affirmative.

Staff Webinars /Training

ML&G is seeking to ramp up responsible play staff training for ML&G employees. NCPG created videos for how to handle responsible gambling referrals, which may be useful.

b. Behavioral Health Administration (Department of Health & Mental Hygiene [DHMH]):

Dr. Bazron asked how do we get service and support to the people who need it? Regardless of a person's income, the Alliance needs to do more to ensure the public knows that support is free of charge. The BHA is collaborating with the Maryland Coalition of Families (MCF) to provide peer support services. Some gamblers are hesitant to seek assistance because of the stigma surrounding their gambling problem. During her visits to the casinos, Dr. Bazron noticed a brochure near an ATM, but people were not paying attention to the brochure. She would like to know how the Alliance can get information to the people who need it.

The US military at Quantico will receive responsible gambling training.

Lastly, the crisis line number has changed. Dr. Tracy thanked Kathy Rebbert-Franklin, who worked to reconfigure the crisis line. It was moved to 211; a caller can now press 1 anywhere in the State to access help. There will be sports betting references on the line by the next Governor's election. Stakeholders will need to intervene earlier on this issue.

c. Center of Excellence on Problem Gambling:

Prevalence Study

Statewide Gambling Prevalence in Maryland: The 2017 study is available. According to the recent survey, gamblers spend an average of \$503 a month. 73.9% go to the casino and 77.6% go to gamble. The major goal is to figure out how to get people the help they need.

Public Awareness/Outreach: Veterans/Military

The military performs gambling screening and does outreach to military veterans with a focus on recovery.

Meetings with Casino Compliance and VEP Compliance Personnel

Casino compliance officers will learn about peer support in partnership with MCF.

Prevention Manager/Peer Specialist Job Openings

There are two open positions for Peer Specialist.

- d. **Department of Public Safety and Correctional Service (DPSCS):** Unable to attend
- e. **Maryland Judiciary:** Unable to attend
- f. **Maryland Council on Problem Gambling:**

Dr. Haskins reported that the Council continues to train faith and community leaders.

Small Grants Clergy Spiritual Outreach printed the 1800-GAMBLER and Get Food phone numbers on their give-away bags.

The Council is also doing a community faith outreach in December at Security Mall in Baltimore County.

- g. **Maryland State Senate:** Unable to attend
- h. **Maryland House of Delegates:** Unable to attend
- i. **Maryland Coalition of Families:**

The Coalition is expanding their peer support offering thanks to the Center of Excellence helpline. The Maryland Coalition of Families will be visiting the casinos to disseminate information.

- j. **Gaming facilities (Updates):**

- i. Hollywood Casino (Matthew Heiskell)

Matt reported that casino employees attended annual responsible gambling training. The employees were quizzed on the content of the training and were able to win prizes.

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ii. Ocean Downs (John Derby)

John stated that there were 32 new hires. All 350 employees will complete Responsible Gambling training in December. In addition, employees are required to complete Title 31 training.

iii. Live! Casino & Hotel (Charles Dwaileebe, Regulatory Compliance Manager)

Charles reported that Live! has a responsible gambling interactive video loop. He also mentioned that the casino had their Annual Responsible Gambling training in July/August. The new Live! Casino hotel opened on June 6, 2018.

iv. Rocky Gap Casino (Jason Bittinger)

Jason stated that their employees received Annual Responsible Gambling training in July/August

v. Horseshoe Casino Baltimore (Marissa Stagg) Call-in

Marissa reported, via conference call, that casino employees had responsible gambling training in August. She also stated that the employees would undergo refresher training by October 31.

vi. MGM National Harbor (Rachel Carpenter)

All 3,700 employees will complete refresher Problem Gambling training by January 2019.

Open Discussion

Dr. Bazron wanted to know if casino employee problem gambling prevention is available. For example, do employees report if they start to show signs of problem gambling? Horseshoe stated that they have an employee assistance program. However, enrolling in a problem gambling program is at the employees' discretion. Each casino has resources available if an employee needs help with problem gambling.

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Next Meeting:

January/February, tentatively

The meeting ended at 1:33 p.m.