

Maryland Lottery and Gaming Control Agency

Larry Hogan, Governor • Gordon Medenica, Director



Montgomery Park Business Center
1800 Washington Blvd., Suite 330
Baltimore, Maryland 21230

Tel: 410-230-8800
TTY users call Maryland Relay
www.mdlottery.com

MARG Meeting Minutes Thursday, September 12, 2019 Location: Rocky Gap Casino

Present: Kia Johnson, Tanya Lawrence, Heather Eshleman, Debbie Green, Laura Burns-Heffner, Mary Drexler, Nancy Quidas, Daniel Reiss, Chester Cadogan, Jim Logue, Jim Nielsen, Jennifer Wetherell, Matt Heiskell, Gordon Medenica, Charlie Dwailebee, John Derby, Jason Bittinger, Tanya Julius, Jim Kennedy, Mary Viggiani, Kate Tracey, Michelle Stevenson, Billy Liggitt, James Butler, Jasmine Countess, Teresa Yates, and Julianne Fiastro

Meeting Called to Order:

Jasmine Countess called the meeting to order at 12:26 p.m.

General Introductions:

The MARG members introduced themselves.

Member Updates:

a. Maryland Lottery and Gaming Control Agency: Jasmine Countess

VEP applicant numbers / removal numbers / violations

Exclusion program enrollment has increased this year. Some reasons for the increase include the Center of Excellence's outreach efforts, the update of the MD Lottery site, and the word spreading among patrons. The Lottery has had steady enrollment. Removals are a bit down, although requests for removal remain the same. As of August 31st, there were 2,252 people on the casino list and 375 on the lottery list.

World Lottery Association Certification – Level IV

Maryland Lottery & Gaming is working on an application for Level IV World Lottery Association certification. An internal meeting to brainstorm ideas for WLA is planned. Refresher responsible gaming trainings are also planned for each year. Lottery staff and retailers have access to training.

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

Dr. Bazron moved to the Behavioral Health Administration in DC. The Maryland BHA's new director is Dr. Lisa Burgess.

The BHA is continuing its commitment to veteran outreach. Preparing training for clinical peers is a priority.

c. Center of Excellence on Problem Gambling: Mary Drexler

Recap of Problem Gambling Awareness Month

Mary Drexler stated that they conducted back-of-house training at four casinos. They were able to train 1,100 employees. They also developed a problem gambling guide and 8,970 materials were distributed. They are planning to place materials at DHS's Medicare and Medicaid offices to increase responsible gambling awareness in Maryland.

The Center is looking to hire more peer recovery specialists in Maryland's Western region.

The Center of Excellence will be moving its main office on September 28. They expect to be in a new location in Baltimore by September 30.

The American Gaming Association (AGA) will host a panel discussion entitled "Getting to Know Gaming" on Monday, September 16 at MGM National Harbor. Mary will be on the panel. Mary asked that we register to watch the panel discussion.

Teresa Yates said that their research study will go out this year. Data collected in June of this year includes 1,300 gamblers and non-gamblers.

The next annual conference on problem gambling will be held 6/19/20.

Update on Center Staffing: New Hires

Heather Eshleman is working to expand outreach efforts in Maryland. She plans to conduct focus groups in local communities and will interview people for her needs assessment. She is looking to offer youth grants and get the message out about underage gambling. She asked if the casinos had any high school contacts they could share with her.

Update on Success of Peer Support Services

Mary developed training and policies for peer support services. The peer's support has been a great success and very beneficial for those not in treatment. No cost treatment is also available.

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Sports Betting Legislative Bills

James Butler stated that Senate Bill 0808, sponsored by Senator Patterson, did not pass.

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

Jasmine shared an update on behalf of Dr. Haskins. MCPG is offering small grants to increase responsible gambling awareness. The grants are open to faith/spiritual communities in jurisdictions with casinos (Allegany County, Anne Arundel County, Baltimore City, Cecil County, Prince Georges County, and Worcester County).

Each member received a flyer for the Clergy/Lay Ministers Problem Gambling Credential International Gambling Counselor Certification Board (IGCCB) Trainings. The fall trainings will take place on September 28, October 12, November 2 and December 7 at the Maryland Center for Addiction Treatment in Waldorf, Maryland.

- g. **Maryland State Senate:** Unable to attend
- h. **Maryland House of Delegates:** Unable to attend
- i. **Maryland Coalition of Families (MCF):** Nancy Quidas

The Coalition is collaborating on outreach with the Behavioral Health Administration (BHA) and the Center of Excellence on Problem Gambling. MCF wants to ensure people know how to access help.

Mary mentioned the importance of spreading the word about no cost treatment for Maryland residents.

j. Gaming facilities (Updates):

- i. **Hollywood Casino - Matt Heiskell**
There were no underage incidents at the casino in March. The casino conducts responsible gambling training every year. The casino is on guard against underage gambling by sharing responsible gambling information with customers.
- ii. **Ocean Downs - John Derby**
There were two underage gaming incidents at Ocean Downs in the month of August. Employees receive Title 31, responsible gambling, and TIPs training.
- iii. **Live! Casino & Hotel - Charles Dwaileebe**
Charles stated that the casino is looking forward to problem gambling video training. During Problem Gambling Awareness Month, casino employees worked with Mary and the staff at the Center of Excellence on Problem Gambling training. Four hundred (400) employees also had the revamped Title 31 training. Phase II of the event center's construction is under way.
- iv. **Rocky Gap Casino - Jason Bittinger**
All employees completed the annual responsible gambling re-training. They are revamping the casino's Title 31 training. There was one VEP violation.
- v. **Horseshoe Casino Baltimore – Tanya Julius (via conference call)**
Horseshoe is celebrating 30 years of responsible gambling training. During Problem Gambling Awareness Week, September 15 – 21, employees will participate in trivia and other contests, and will receive prizes and lapel pins.
- vi. **MGM National Harbor - Kia Johnson**
MGM hosted a 3 hour GameSense training for Japanese officials. Mary Drexler did a presentation as well for this group.

MGM attended and had a table at the 7th Annual Conference for Problem Gambling. Mary stated there were around 538 attendees, 8 more than last year, and 48 vendors. They are trying to book a judge from Vegas in hopes of getting a different crowd to attend the conference next year.

MGM continues to promote responsible gambling in-house. Problem Gambling Awareness Week is next week, and MGM will host back-of-house events

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Open Discussion

Gordon Medenica stated that the Lottery is working on WLA and NASPL/NCPG certifications.

Heather stated the Center is conducting focus groups for underage persons and Prince George's County substance abuse coordinators. She would love to do key interviews. She wants to start youth grants for high schools in Anne Arundel and Prince George's County where casinos are located.

Heather mentioned that Mary entered a competition for the NCPG conference and won the top award for peer-to-peer education.

Students Against Destructive Decisions (SADD) helps with charitable grants. The Center hopes people in Worcester and Allegany county will apply for grants.

Next Meeting:

The next meeting will be held in February or April of 2020.

The meeting ended at 12:53 p.m.