

MARYLAND ALLIANCE FOR RESPONSIBLE GAMING
JANUARY 2024 MINUTES

DATE: January 11, 2024

TIME: 11:30 a.m.

PLACE: Maryland Center of Excellence on Problem Gambling, located at 250 W. Pratt Street, 2nd Floor, Baltimore, MD 21201

PRESENT: Maryland Lottery - John Martin, Michael Eaton, Jasmine Countess, James Kennedy, Jose Camacho-Vargas
Maryland Center of Excellence on Problem Gambling - Mary Drexler, Heather Eshleman, Carin Miller, Christopher Welsh, Kristen Beall, Kenneth Wolfson, Blair Inniss, Jim Nowlin, Kenneth Crawford
Maryland Department of Health - Dionne Bowie, Laura Burns-Heffner
Maryland Coalition of Families - Nicole Ukoumunnee
Maryland Attorney General's Office - Daniel Baker
Ocean Downs Casino- Brenda McNelis
Live! Casino & Hotel - Charlie Dwaileebe
MGM National Harbor - Kia Johnson, Patrick Martin
Rocky Gap Casino - Sean Cantner
Horseshoe Casino Baltimore - Shamia Holmes
Prosper App - Erik Sullivan
Bi-County Business Roundtable - Darryl Barnes
Morgan State University - Shannon Dadurka

QUORUM ESTABLISHED

CALL TO ORDER:

Meeting called to order at 11:36 a.m.

Prominent Responsible Gambling (“RG”) developments over 2023 were discussed. A discussion was also held about how the Voluntary Exclusion Program (“VEP”) numbers compare to the actual player base of the casinos, and if there are any similarities.

Translations for the responsible gambling cards will cost around \$164 per language.

Meeting breaks for food at 11:57 a.m.

Meeting Resumes at 12:17 p.m.

MEMBER REPORTS:

Center of Excellence, Mary Drexler and Heather Eshleman

June 14th Annual Conference. Still finalizing speakers/panels.
The 2022 prevalence study is available online.

Center of Excellence's grantees spoke about their programs:

1. Erik Sullivan:

Mentioned that he developed/helped develop the Prosper app.

Mentioned he would like to work with people in the state and improve the Prosper app.

2. Shannon Dadurka:

Mentioned they are working on data collection and community outreach. They said they need more data.

Darryl Barnes:

Says it is important to have responsible gambling conversations with the General Assembly.

Mentioned the deficit and that there could be 1% funding for Problem Gambling built into iGaming.

Said we need more data in general.

Said people should reach out to Washington Commanders.

Said each Delegate/Senator has monthly newsletters and that could help RG messaging outreach.

Said to reach out to him if anyone would like to present in front of the Black Caucus.

Asked if casinos can track patron activity then send patrons RG messaging based on their activities.

Maryland Coalition of Families, Nicole Ukoumunnee

Asked that when people hear about Problem Gambling education, that they please support education efforts.

Hollywood Casino, Jasmine Countess on behalf of Jennifer Boyer

Besides English, the casino has responsible gambling messaging in Korean, Vietnamese, and simplified Chinese.

Ocean Downs Casino, Brenda McNelis

They have a new General Manager, Bobbi Jones.

They have bathroom signage, podium signage, and peer cards at podium.

Larger font on billboards too.

Live! Casino & Hotel, Charlie Dwaileebe

RG Cards in smoking area, messaging on screens, larger RG messaging fonts, and more RG training.

Rocky Gap Casino, Sean Cantner

Peer Counseling Cards at podiums and cages.

RG stickers added to every Video Lottery Terminal (“VLT”).

3-step verification for all additions and removals to exclusion programs.

Horseshoe Casino, Shamia Holmes

3 trainings per year for RG. Up from 2 trainings per year.

MGM National Harbor, Kia Johnson and Patrick Martin

Mentioned anti-human trafficking efforts.

Around a 2% utilization rate on uptake of RG pamphlets.

Has outdoor signage and annual RG refreshers in addition to other materials.

CLOSED SESSION

There was no need for MARG to go into a closed session.

DATE AND TIME OF NEXT MEETING

The next MARG meeting will be held in person only sometime at a date to be determined in April or May.

ADJOURNMENT

There being no further business; the meeting was adjourned at 1:21 p.m.