MARG Meeting Minutes

Wednesday, January 25, 2017

Location: MGM National Harbor

**Present**: Laura Levy, Mike Doss, Deborah Haskins, Lori Rugle, Jeannie Magdefrau, Matt Heiskell, Crystal Layton, Jason Bittinger, Skylar Dice, Mary Drexler, Jennifer Wetherell, Jasmine Countess, Danielle White, Tamala Law, Rachel Carpenter, Ardenia Holland, Deirdre Davis

**Action Items**:

* Mary will follow up with senior staff about submitting a bill to require funding for an electronic VEP database.
* Mary will reach out to MARG members to set a meeting date in May, possibly at Ocean Downs.

Meeting Called to Order:

Mary Drexler called the meeting to order at 12:28 p.m.

General Introductions:

The MARG members introduced themselves.

Member Updates:

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

*Opening of MGM:*

Mary thanked MGM for hosting the MARG meeting. She stated that the agency is establishing a good relationship with the casino and that she observed responsible gambling training prior to the casino’s opening. Tamala Law shared that the casino has a lot of responsible gambling messaging posted at their back-of-house and has been getting the word out to customers as well.

*Responsible Gambling Electronic Database*

Mary shared that Maryland Lottery and Gaming does not have the funding for an electronic VEP database. The casinos expressed interest in possibly funding a database. Jeannie Magdefrau noted that the manual process is not secure through Gmail.

*VEP applicant numbers/removal numbers/pending removals*

Mary reviewed the current VEP numbers. 89 individuals are pending removal. Despite letters being issued to participants, numerous violations have occurred post MGM-opening. Five people have signed up for the instant bingo hall VEP program.

Deborah Haskins asked if the agency follows up with people who come off the VEP list. Mary responded that she sends 6-month survey follow ups. Lori Rugle suggested that perhaps survey participation could somehow be incentivized so that more people will follow up.

Ardenia added that the center is looking at how they may increase interactions with those coming on and off the list.

*Update on WLA and NASPL/NCPG Certifications*

ML&G received NCPG certification. Only 4 of 7 states were awarded. The agency plans to apply for WLA Level III next year. Responsible gambling information will be placed in the upcoming year in pouches on the sides of lottery retail machines as another initiative towards WLA III certification.

Mary contacted lead state’s attorneys about VEP program violations, with the recommendation to send violators for problem gambling assessments.

*Webinars for professionals in community: Responsible Gambling/VEP*

49 people signed up for the responsible gambling webinar. Another VEP webinar will be held this week on the removal process.

*MARG Website*

The MARG website is being updated to make it more user-friendly; some Spanish or Asian-languages may be added to the site.

*National Problem Gambling Awareness Month*

Senator Klausmeier will be doing a proclamation for Problem Gambling Awareness Month on the Senate floor.

Mary has multiple projects scheduled for Problem Gambling Awareness Month and there is some consideration for advertising on bus billboards. Ardenia suggested advertising on the Charm City Circulator.

1. **Behavioral Health Administration (DHMH) (Ardenia Holland)**:

The state health department has a new Secretary of health; there have also been numerous changes within the BHA. The health department is moving to a different grant structure.

1. **Center of Excellence on Problem Gambling (Lori Rugle)**:

Lori passed out the Center’s Super Bowl™ flyer; she indicated that the Super Bowl™ could be a relapse trigger for those with gambling problems. The Center is working intensely with Anne Arundel County and is hoping to work in Worcester County as well.

Lauren stated that staff is gearing up for the next round of the prevalence study and will start collecting data in the summer. Questions about problem gambling messaging on Lottery items and at the casinos were added to the survey. For the Pegasus study, staff will be following 1500 people over the course of 5 years. 900 people have been recruited so far.

1. **Department of Public Safety and Correctional Service (DPSCS):** N/A
2. **Maryland** **Judiciary (Gray Barton):** N/A
3. **Maryland Council on Problem Gambling (Deborah Haskins)**

Deborah stated that she is excited to announce the Council’s clergy initiative. The goal is to reach those with problem gambling issues in the spiritual community. Trainings will be held on 3/10 and 3/11. A flyer on this initiative was distributed to the group.

1. **Maryland State Senate:** N/A
2. **Maryland House of Delegates**: N/A
3. **Gaming** **facilities (updates):**
   * 1. Hollywood Casino Perryville (Matt Heiskell):

The casino is working on their annual responsible gambling report. They went through 2016 without experiencing any underage violations.

* + 1. Ocean Downs Casino (Crystal):

Joe Cavilla is no longer with the company. The casino is now owned by Churchhill Downs and construction of a new building is under way. The casino completed its 2016 responsible gambling training and met new hire goals. There were no underage violations in 2016.

* + 1. Maryland Live! Casino (Rachel Carpenter):

Responsible Gambling training is completed on a rolling basis now.

* + 1. Rocky Gap Casino (Jason Bittinger):

Title 31 training has wrapped up and the casino is looking to roll out training on its internal network.

* + 1. Horseshoe Baltimore Casino (Marissa Ruthven):

The casino completed its annual responsible gambling training and is doing another round of ambassador training. The responsible gambling director in Las Vegas will participate in quarterly meetings. Noah Hirsch was promoted.

* + 1. MGM (Tamala Law):

Nothing additional to add.

Open Discussion

Lori noted that the annual conference will be held on 6/16 at BWI.

Next Meeting:

Mary will reach out to MARG members to set a meeting date in May, possibly at Ocean Downs.The meeting ended at 1:35 p.m.