

MARG Meeting Minutes
Wednesday, September 20, 2017
Location: Hollywood Casino Perryville

Present: Mary Drexler (MLGCA), Gordon Medenica (MLGCA), Jim Nielsen (MLGCA), James Butler (MLGCA), Jennifer Wetherell (MLGCA), Rachel Carpenter (MGM-NH), Ardenia Holland (BHA), Jason Bittenger (RG), Eugenia Connolly (BHA), Crystal Layton (OD), Charles Dwaileebe (MDL), Travis Lamb (MDL), George MacFarlane (HSB), Shonette Carew (HCP), Timothy Shea (HCP), Matt Heiskell (HCP), Rob White (Center), Dr. Chris Welch (Center)

Action Items:

- Mary will reach out and coordinate a first meeting of the Electronic Database Subcommittee.
- Mary will have further discussions with the Center of Excellence about warm transfers.
- Rachel Carpenter would like to know the total amount of VEPs who have come off and then gone back on since the beginning of the program.
- Rachel Carpenter would like Mary to compile court outcomes from 2017.
- Rachel Carpenter would like to know the date of the Office of Courts seminar/training event.

Meeting Called to Order:

Mary Drexler called the meeting to order at 11:47 a.m.

General Introductions:

The MARG members introduced themselves.

Member Updates:

Maryland Lottery and Gaming Control Agency (MLGCA):

The MLGCA is working towards World Lottery Association (WLA) Level 3 certification. The first draft is finished and the agency plans to submit the application in February 2018.

Mary shared VEP charts for Casino and Lottery. Casino VEP: total active 1,547, inactive 144. Lottery VEP: total active 289.

There has been an uptick in requests for removal since the opening of MGM. Mary is currently receiving 2-3 requests for removal per week.

About 1 month ago, Mary sent out an email about forming a committee to discuss the electronic database. The MLGCA has no funding for this database. Tech specs exist. The research component (Kate Tracy) of the Center of Excellence is more than willing to see how they can

assist and collaborate on an electronic database. Eugenia, Ardenia, Kate and Senator Klausmeier would like to be involved in the Electronic Database Subcommittee.

Director Medenica thinks it is great that MARG gathers so regularly and does such great work. He attended NASPL last week, where Lori Rugle was hired by NASPL as a consultant for ongoing responsible gambling program work at headquarters in Cleveland. NASPL is making an extended commitment to responsible gambling initiatives.

Behavioral Health Administration (Eugenia Connolly):

Problem Gambling Reimbursement for SUD Ambulatory and Residential Providers

- The BHA continues its collaborative agreement with the Behavioral Health System Baltimore (BHSB) to provide administrative support to process and pay claims for problem gambling treatment services. Reimbursement has been enhanced to include outpatient and residential treatment services delivered by substance use treatment providers. Payment for problem gambling disorder treatment services will be provided regardless of patient income and insurance status.
- The CEPG Provider Network List has been modified to identify eligible programs and /or private practitioners.
- To educate and promote awareness of the additional treatment resources, the Maryland Center of Excellence on Problem Gambling is implementing a statewide public awareness campaign to educate the public and communities about the availability of these treatment services.

Center of Excellence on Problem Gambling (Rob White):

Maryland Center of Excellence on Problem Gambling-Research

- Statewide prevalence study staff is due to complete data collection this month. An analysis of the data will begin immediately and a report will be made to the Behavioral Health Administration by January 2018.
- Also, as a reminder, the Research Program on Gambling team is interested in supporting efforts to design and implement electronic data capture for the VEP program. We are interested in participating on a subcommittee to advance this important endeavor if the group moves that idea forward.
- Peer Recovery Support – the Center of Excellence is hiring six peer recovery specialists.

Mary has taken Ken (Peer Recovery Specialist) to four of the casinos (working on all casinos). He has met the compliance staff, and a flyer/info sheet will be added to VEP paperwork packets by October. Further outreach is planned with health departments, recovery and wellness centers.

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- September Recovery Awareness Month – The Center of Excellence is participating in that national campaign.
- Handouts were distributed to the group.

Eugenia Connolly on behalf of Kate Tracy (Research):

- Staff is willing to work with the VEP subcommittee.
- A statewide prevalence study is underway (required by legislation to be performed every 5 years). Data collection will be completed this month, and then data compilation will begin. The study will be turned over to BHA by January 2018 and will be released to the legislature and the public following Spring 2018.

Department of Public Safety and Correctional Service (DPSCS): Not present

Maryland Judiciary (Gray Barton): Not present

Mary (MLGCA) does know that the Office of the Courts is having a conference/seminar at the end of September or October. Lori Rugle will be presenting at that event. Mary is looking to also present on the VEP program.

Maryland Council on Problem Gambling (Written report submitted by Deborah Haskins):

We have completed our strategic planning process although we will continue to explore new strategies to respond to the community needs. Our new logo and website was launched in June.

Other outcomes occurred:

*We received June funding to provide a 12-hour Clergy/Layministers PG training along with BHA and the Center's collaboration.

* The June grant also included development of three Faith Community PG Webinars. One out of the three resulted in successful participation of 35 participants on "How to Have the Conversation about Problem Gambling," which included a guest former gambler (African American male from Baltimore City) who shared his family socialization of gambling, prison, and heavy dice games, resulting in a \$10,000 debt. This webinar is hosted on the Council's website.

*Successful launch of the Clergy/Layminister's new initiative. We will sponsor Modules 3/4, the last 12 hours to follow the June training. MCPG has 18 remaining \$50 application fees we will subsidize for participants seeking the Clergy/Layministers credential.

* Dr. Deborah G. Haskins (President) and Ms. Ardenia Holland, Program Manager, received their Clergy/Layministers Problem Gambling credential in August and are two of the trainers; Ms. Tineka Rice,

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Board Secretary and a LCSW-C is finalizing her requirements and is one of the three trainers for this credential training.

* Funding included selection of three Public Awareness Cards, which will be translated once the June funding comes in. A State-eligible translation service has submitted a proposal for Spanish translation. MCPG will explore translation to one of the more prevalent Asian-descent languages.

* MCPG is committed to sponsoring two of these 24-hour trainings per year. The next training after our 9/30 and 10/14 modules 3 and 4 will occur in March 2018 for NPGAM.

* The MCPG Board voted to launch the Joanna Franklin Robertson PG Speaker Bureau to honor our esteemed leader and advocate's legacy. We are finalizing the process and will be recruiting speakers to include clinicians trained by the Center, Clergy/Layministers Credentialed persons, and other trained speakers.

Finally, a need: we are working to expand our Board. Please send recommendations to Debby Haskins. We will need to appoint a new Treasurer to replace Ms. Tamala Law, who relocated. We are very grateful for Tammy's dedicated leadership and financial expertise. We are better thanks to her amazing, tireless work to strengthen our Affiliate Council. We are also in need of fundraising support so recommendations of organizations that can help us with enhancing our funding sources is a great need.

We are in need of representation in Western Maryland and the Eastern Shore, male representation, a family in recovery representative, a gambler in recovery representative, business and industry representation, and ethnic diversity representation to include Asian-descent, Latino/a descent, Native American, etc.

Maryland State Senate (Sen. Kathy Klausmeier)

As of Oct 1, 2017, the Senate passed a bill to collect change and donated TITO tickets to go to the Veteran's Trust Fund. It asks casinos to place as many boxes out as possible in their facilities; this way, people are encouraged to donate vouchers. Senator Klausmeier thanks everyone for supporting this.

Maryland House of Delegates: Not present

Gaming facilities (updates):

- i. Hollywood Casino Perryville (Matt Heiskell): The casino is hosting Dr. Bazron and Ardenia Holland to discuss responsible gambling work at HCP and to show off the facility. The casino just completed annual training for all employees.
- ii. Ocean Downs Casino (Crystal Layton): The casino is under construction for an expansion area and live table games. As of Sept. 19, there are no underage or alcohol issues. Staff held quarterly responsible gambling meetings and participated in responsible gambling week in August. This included messaging in breakrooms, employee newsletters, and etc.

- iii. Maryland Live! Casino (Travis Lamb/Charles Dwaileebe): The casino is building a 310-room hotel, events center, and spa. Construction staff is working to close up the building and build the inside in winter. Staff anticipates a late 2nd quarter Spring grand opening. Last month, the casino had responsible gambling awareness quizzes for employees. 861 team members took the quizzes and prizes were given out.
- iv. Rocky Gap Casino (Jason Bittinger): Staff completed responsible gambling annual training; there have been no underage violations this year and zero VEP violations this year. The casino is wrapping up its busy season.
- v. Horseshoe Baltimore Casino (George MacFarlane): The casino completed responsible gambling week during the first week of August; they held a number of activities with employees, who won credits/prizes. Staff is working on completing annual responsible gambling training, nearing 90% done.
- vi. MGM (Rachel Carpenter): MGM is installing GameSense at the property. Rachel explained briefly the idea behind GameSense. MGM will be installing GameSense at all US properties.

Open Discussion:

Ardenia asked Rachel if GameSense advisors refer patrons to another individual or do they provide treatment? Rachel stated no, they will refer patrons to the VEP program and/or Center of Excellence/Maryland BHA. Approximate implementation will be end of calendar year 2017.

Gordon thanked MGM for pioneering with the GameSense initiative in Maryland. He gave a shout-out to BCL (British Columbia Lottery), as this was developed in their jurisdiction.

Senator Klausmeier reminded the group that she is always willing to help in any way possible through the Senate. Just give her a call.

James Butler (MLGCA) applauded BHA (Dr. Bazron) on their work towards no-cost treatment.

Next Meeting:

Maryland Live! Casino has volunteered to host the next meeting. It will be in December or January. Mary (MLGCA) will send out an email with a handful of dates for a vote.

The meeting ended at 12:37 p.m.