

PROBLEM GAMBLING TREATMENT & SUPPORT ADVISORY COMMITTEE (PGTSAC)

Draft Minutes

DATE/TIME: Tuesday, July 30, 2024 10:00 AM – 11:47 AM ET

LOCATION: VCSB, 6641 W. Broad St., Glen Allen, Va

Members:

	Attend	Absent
Anne Rogers, Chairperson – PG Prevention Coordinator, Office of Behavioral Health Wellness	x	
Carolyn Hawley PhD, Vice-Chair – Executive Director of VCPG	x	
Khalid R. Jones – Executive Director, Va. Lottery	x	
Michael Menefee – Program Manager of Charitable and Regulatory Programs	x	
Bernard Hettel – Interim Executive Secretary, Va. Racing Commission		x
Jim Bebeau – Executive Director of Danville Pittsylvania CSB	x	
Colleen Carraccio – Director of Compliance, Portsmouth Rivers Casino	x	
Brian Snell – Vice President of Administration, Colonial Downs	x	
Chrissy Thurmond – Head of Responsible Gaming Relations, DraftKings		x
Vacant		

Other members of the public present in person: Jennifer Mullen (Va. Lottery policy), Ray Dunkle (Va. Lottery compliance), Tad Berman, Tom Dozier (VCPG Board), Emma Freeman (VPGH)

Due to technology issues Bernard Hettel was not able to see or hear the meeting. This impacted others in the public trying to watch as well.

SUMMARY

- I. Welcome – Meeting Began 10:00 am
- II. Minutes of Last Meeting summarized. No changes requested.
- III. Is this happening in Virginia? Thoughts on replicating in Va. [Don't Gamble With Kids \(dontgamblewithkids.org\)](http://dontgamblewithkids.org) – played video on Pennsylvania media campaign aimed at raising awareness on children being left in lots and cars while adults gamble. Discussion ensued on number of cases seen and procedure for dealing with this when found. At Rivers they have had 3 occurrences, their policy is to find the adults that are supposed to be with them and police are called. The adult is then banned from the property for life. Rosies has had 4 occurrences this year between all of their properties. Their policy is to find the adults and police are called. This does not appear to be a large issue at the moment, but something to keep in mind for a possible future media campaign to notify the public and raise awareness.
- IV. Quick snapshot New 2024 Young Adult Survey Data – Data shared on the 2024 Young Adult Survey (YAS), trend data from the newest release year 2022 of All Payor Claims Data (APCD), and the newest year, 2023, of Virginia Youth Risk Behavior survey. See attached slides for more information. Discussion: Lottery mentioned that they will be surveying adults to learn more about behaviors, knowledge, and risks for problem as related to lottery products. There is interest in seeing the YAS data by age group (18-20 vs 21-25). Fairfax, Virginia Beach, Loudoun, and Richmond Counties were the main drivers of the largest increases in the 2017 to 2022 APCD data. VCPG mentioned this data lines up well with what they see in the

treatment and helpline data.

- V. Responsible Gaming Month (Sept) – Places where activities may be scheduled. Colonial Downs/Rosies is collaborating with Prince William CSB (PWC) on RG in September. This includes various activities at all Rosies sites, but with they are working with the Mayor of Dumfries for a proclamation on September being RG month. Lottery has typically focused most of their awareness activities in March and November/December, but they will look into potentially doing some RG media activities for September too. They have been having conversations around the types of messaging, using plain language, destigmatizing language in future messaging. Rivers does not do anything special for RG month, because they keep RG efforts up front year-round. This has included 56 people in past year who just want to be banned from their site. There have been 32 people this past year who came back trying to get in who they've had to stop at the door. They even report to the Lottery (regulator) when people have been able to bypass even though that means they will be fined. VCPG/VPGH are working with a company to include signage in bathroom stalls on RG.

- VI. VDACS Updates – Now permitting Texas Holdem licenses. Charities can hire an operator to run the tournament but will need to be involved with oversight to ensure following laws. This is something that will need to be kept a close eye on to ensure legal operations, due to in the past when this was allowed for other games there were several illegal activities occurring. Charities can have up to 18 pull-tab machines. There are about 3,000 machines now in Va. About \$1.2 billion in receipts. There is an allowance where some can be in public space of the charitable organization. And regulation just passed that will allow for machines to include spinning, rotating, flashing on the machines – VDACS is working on to what degree this will be allowed. They still must look like a pull-tab machine. Up to 460 permits (had been 250 in prior years) for charitable organizations. All organizations are required to post the help line and not the tip line – this is part of the inspections that VDACS does. There are 5 vendors. No cap on the number of Texas Holdem licensees.

Lottery Updates – Meeting with Lottery regulators from other states around RG and regulation. There is movement in trying to get a national Exclusion list. See RG as an enhancement to their business – RG is not restrictive but protective. See slides attached. The trend of those on exclusion looks like there may be up to 650 new people on the exclusion list this year. Rate of it rising shows the promotion work that is being done is working. The age range percentages on exclusion list aligns with helpline data and support seekers. This led to discussion on what DraftKings is doing that those who go on their exclusion list are then provided a connection to an organization that can offer help services. This may be something we can look into putting a process together for here. The only population that the exclusion list would not capture would be underage gamblers. Idea, would be interesting to find out if at the end of a persons exclusion time if they have been gambling, their attitudes, etc. How a person reactivates their self-exclusion, some do this ahead of time, some wait until after they have been off the list for a bit then reapply.

VII. Bill Ideas

- a. In the past when there has been a Lottery fine a portion has been given to the VCPG. Is there a way to bring this back in.
- b. CSB
- c. CSB's five most common ideas:
 - i. Funding: Identify and fund programs and practices that align with identified goals – funding is insufficient currently to impact growing trends
 - ii. Skill Gaming in Virginia – Ban It, or heavily regulate and tax it to funnel proceeds to Prevention work
 - iii. Underage Gambling – need ID check for Online, self-checkout, and lottery; improve awareness campaigns; severe penalties for retailers that engage in underage PG activities
 - iv. Screening and Education – Info in Schools (SOL/Financial Literacy?); Merchants, Operators; Healthcare providers to include brief screening with annual physicals
 - v. Treatment – fund provider education, enhance network and accessibility locally and via hot and warm lines
- d. Other CSB suggestions: Required enhanced signage regarding age, helpline, gambling risks, etc. Advertising limits.
- e. Amend the statute that created PGTSAC - Increase membership in this group to include either the Recovery Coordinator or when a Treatment Coordinator is hired be a member of this group. And add a member from VSP Gaming Enforcement Office.
- f. Addition of an addiction court to include Gambling Disorder Treatment.
- g. Legislation where people who win a certain amount that the Casino or Sports Betting company will have to do a check to make sure the person does not owe child support payment, and if they do that some of winnings go to that child. This is done in other States.

VIII. Other: A question on the id checking system that Colonial Downs uses – where it does many different things allowing many types of notifications

Another question that came up is if the Racing Commission had reached out to Lottery about getting the 4 internet providers that allow horse betting who were not currently using the exclusion program list, to begin to use the self-exclusion program list to block people from betting. Lottery has not heard from VRC yet on these companies needing the self-exclusion list.

IX. Wrap-up & Adjourn – Adjourn 12:00.

Next meeting October 29 10:00-12:00



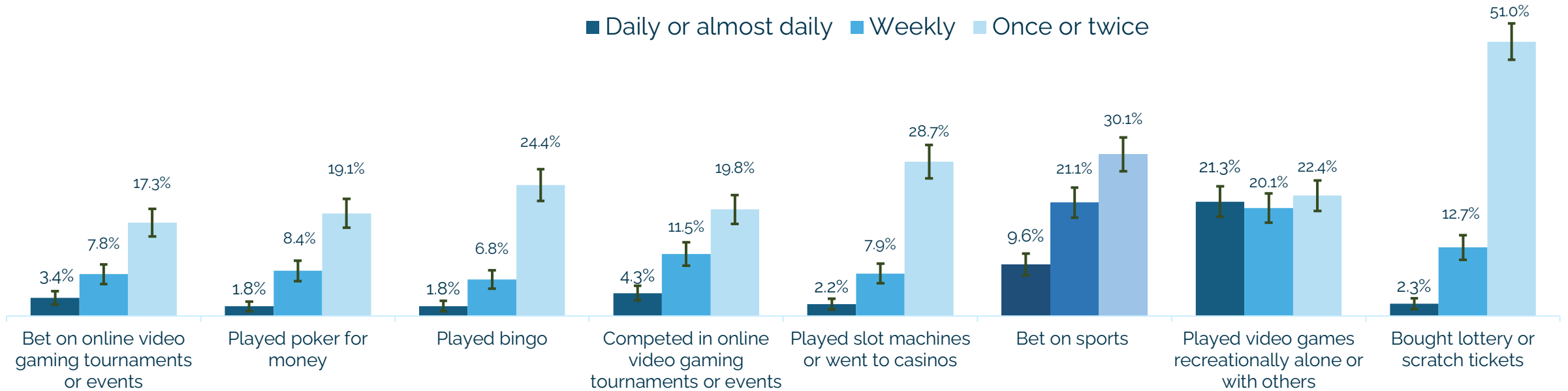
New Gambling & Gaming Data

PGTS Advisory Committee 07/31/2024

Anne Rogers, Problem Gambling Prevention Coordinator
Department of Behavioral Health and Developmental Services
<https://www.virginiapreventionworks.org/our-initiatives/gaming-and-gambling/>
Anne.Rogers@dbhds.virginia.gov



Sports betting was the third most popular form of gaming or gambling among young adults who gamed/gambled in the past 30 days despite only being legalized in Virginia in 2022. Nearly 2 in 3 young adults who reported gambling in the past 30 days participated in sports betting. Nearly 1 in 10 young adults who gambled in the past 30 days engaged in sports betting daily or almost daily.



20.5%

of respondents who have gambled in the past 30 days reported **participating in gambling activities helps build or maintain social connections.** [17.8, 23.3]

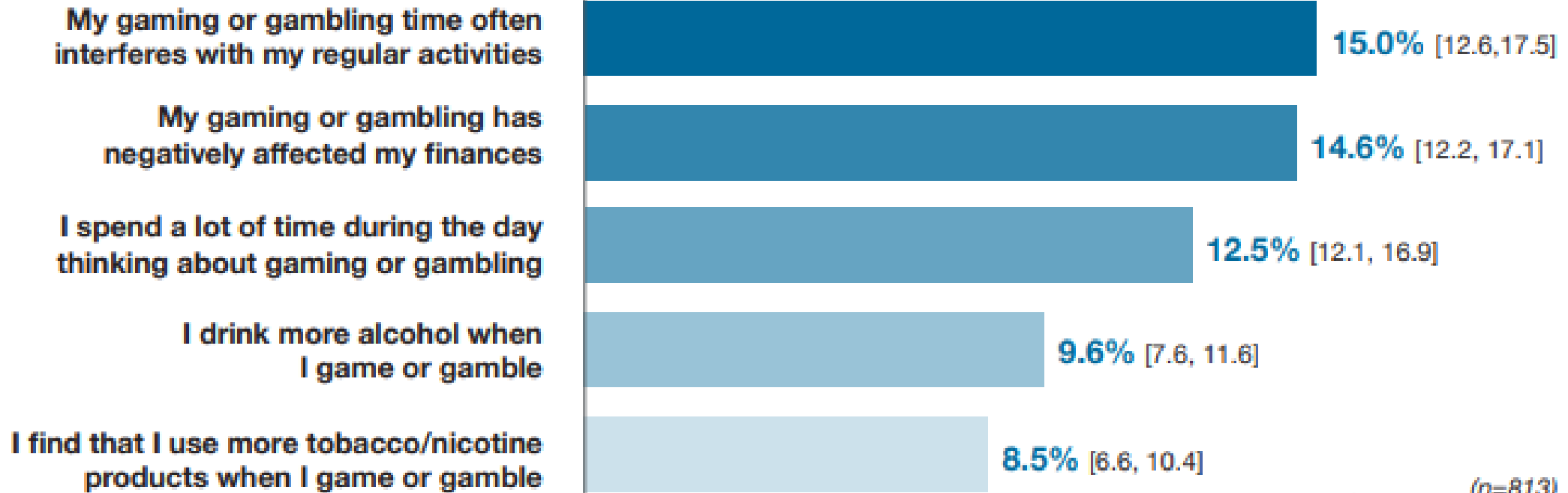

YET**24.3%**

of young adults who gambled in the past 30 days were not honest about the money they spent gambling [19.9, 28.8]

23.4%

of young adults who gambled in the past 30 days were not honest about the time they spent gambling [19., 27.8]

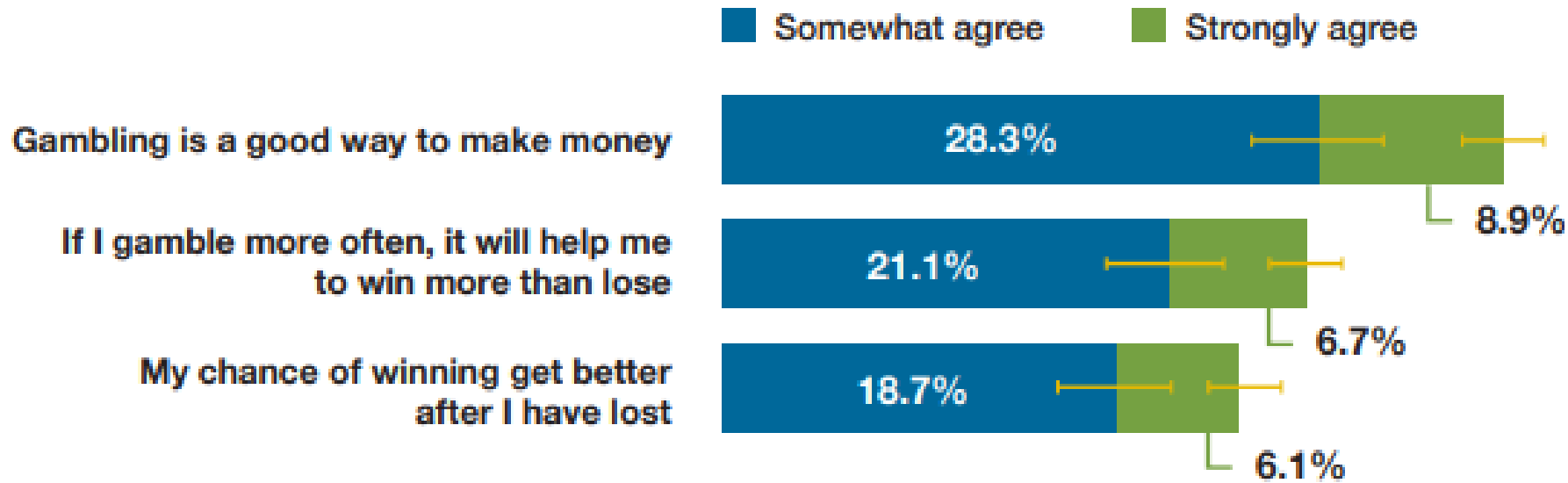
RISKS



(n=813)



Fallacies

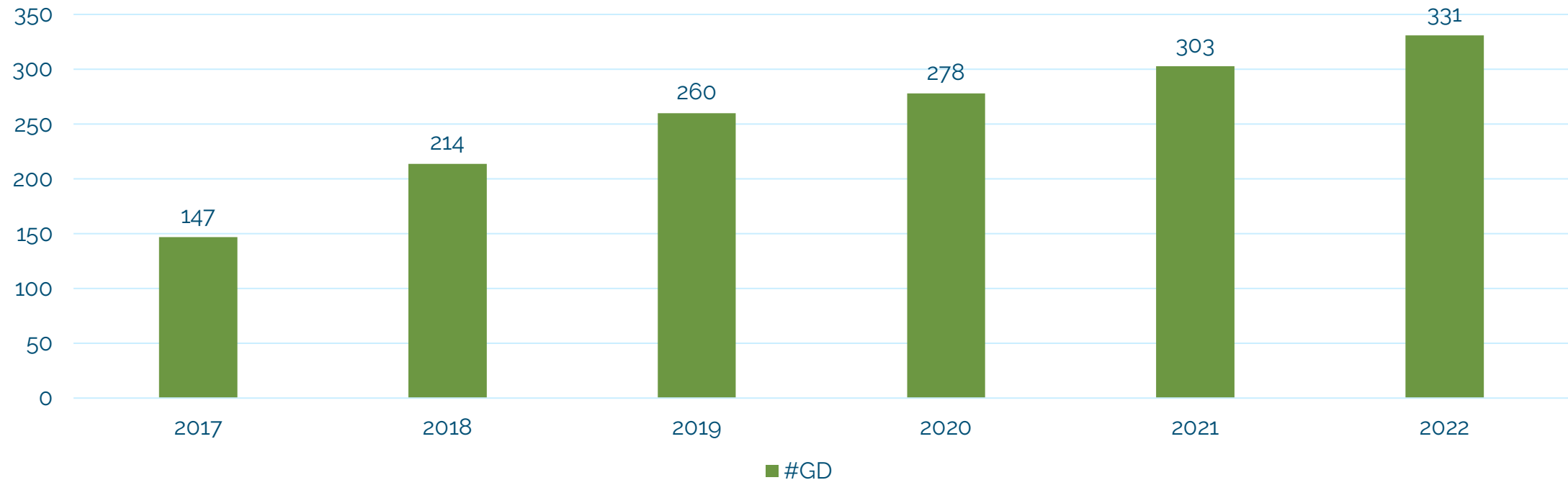


(n=822-26)



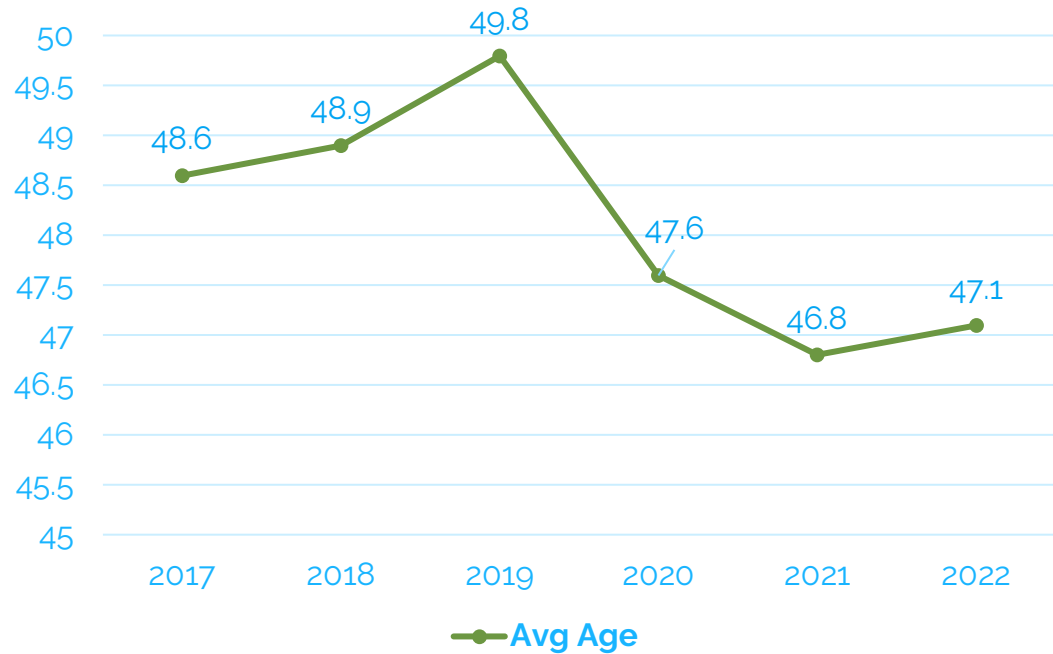
Increase 2017 to 2022

Number of Patients with Gambling Diagnosis, APCD

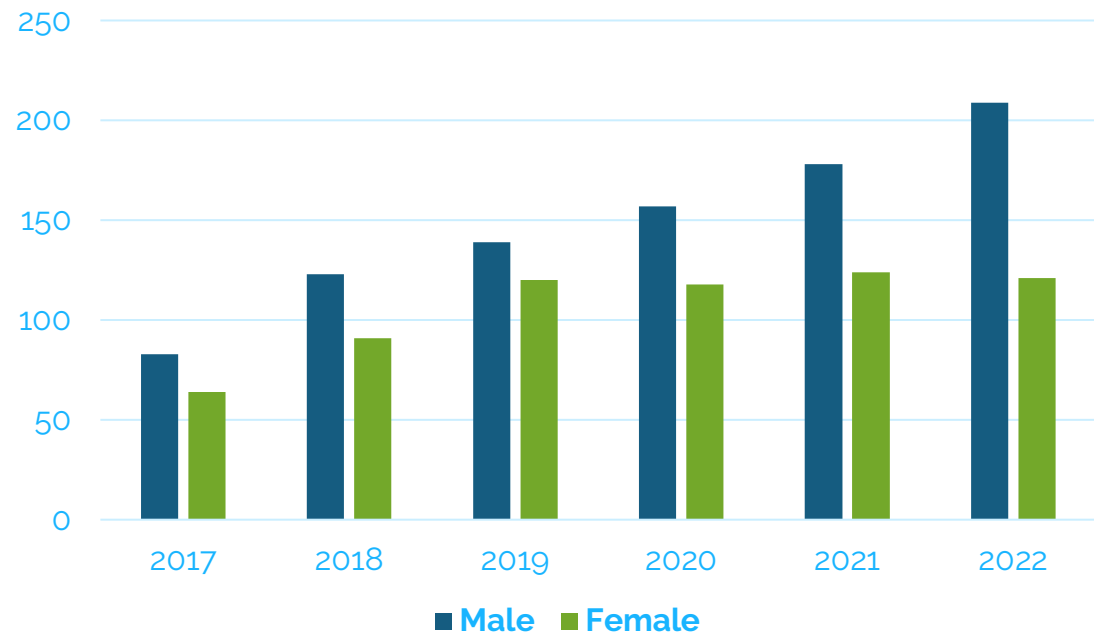


All Payor Claims Data, 2017-2022

Average Age of Person with GD*



Gender of Those with GD*

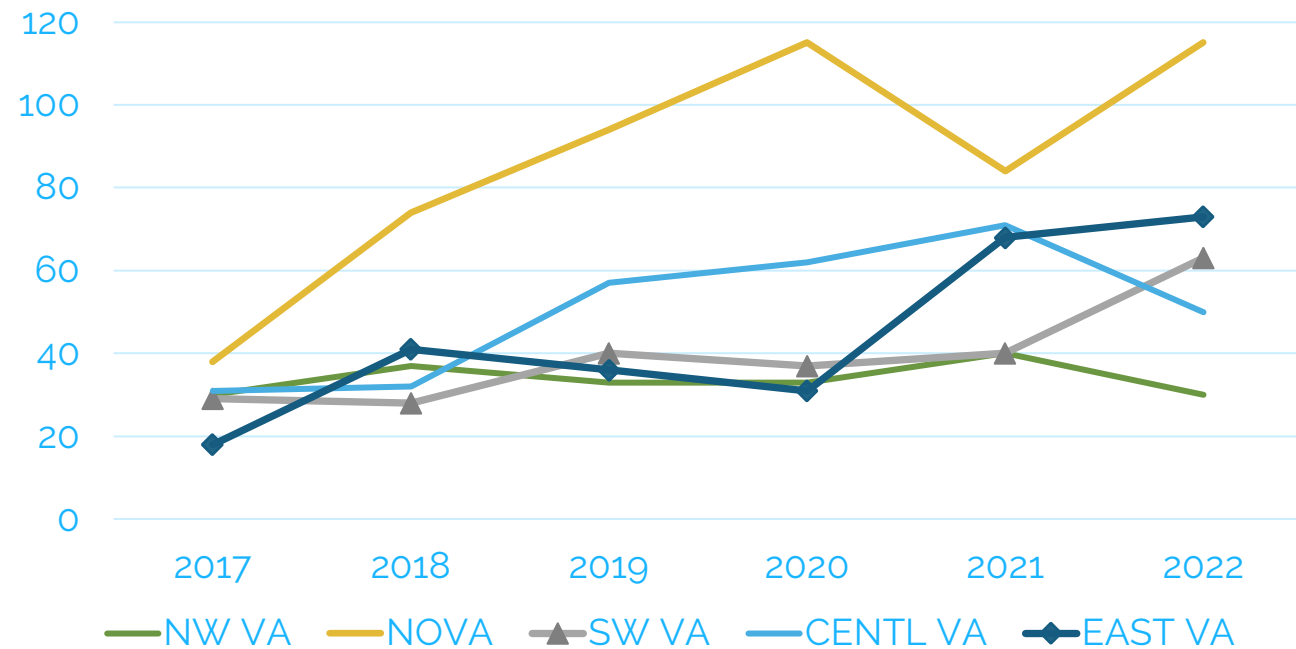


*GD = Gambling Disorder

Number of GD per Region

- All except NW region have seen an increase in GD diagnosis
- Largest increase from 2017 to 2022 was in Eastern Va with 305% increase
- Second largest was Northern Va. With 203% increase.

Regional Gambling Disorder Trend



Increases from 2021 to 2023

HS Males
2023 - 28.5%
2021 - 23.2%

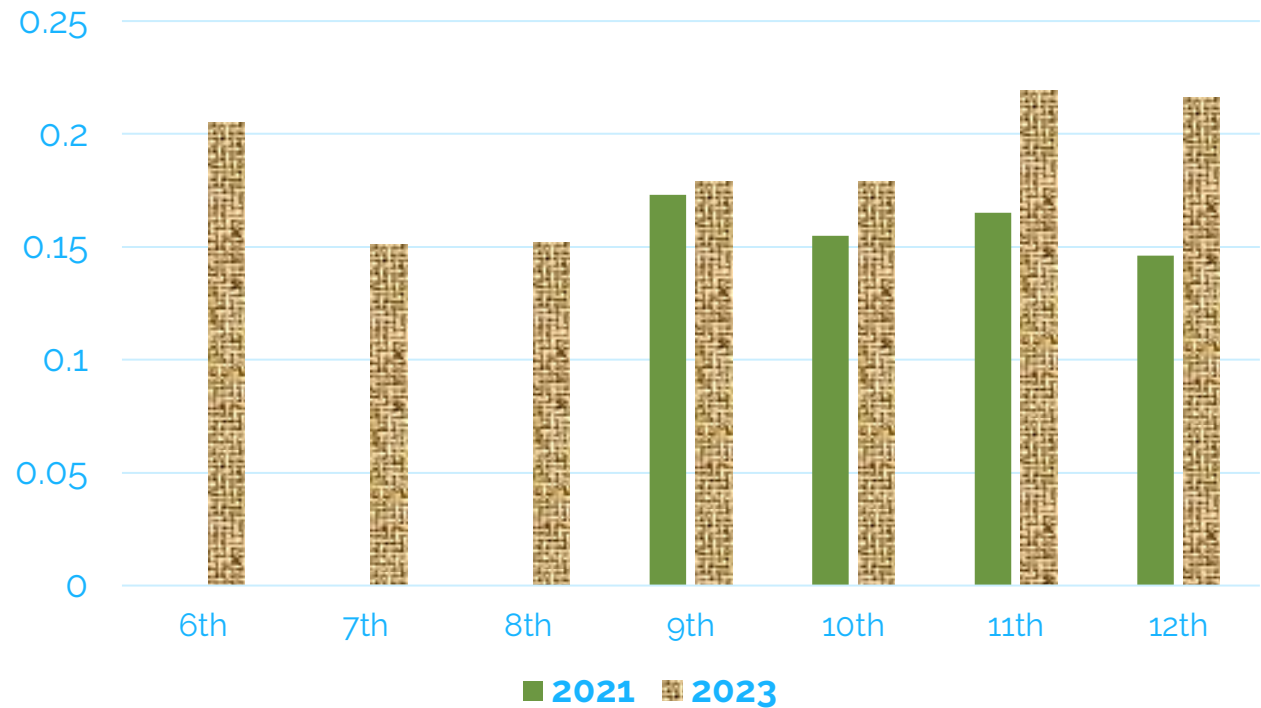
HS Females
2023 - 10.6%
2021 - 9.7%

Physical
Fight

Drink Alcohol

Consider
Suicide 13%
higher

% Students Who Gambled per Grade & Year





VIRGINIA LOTTERY

Voluntary Exclusion Program Update

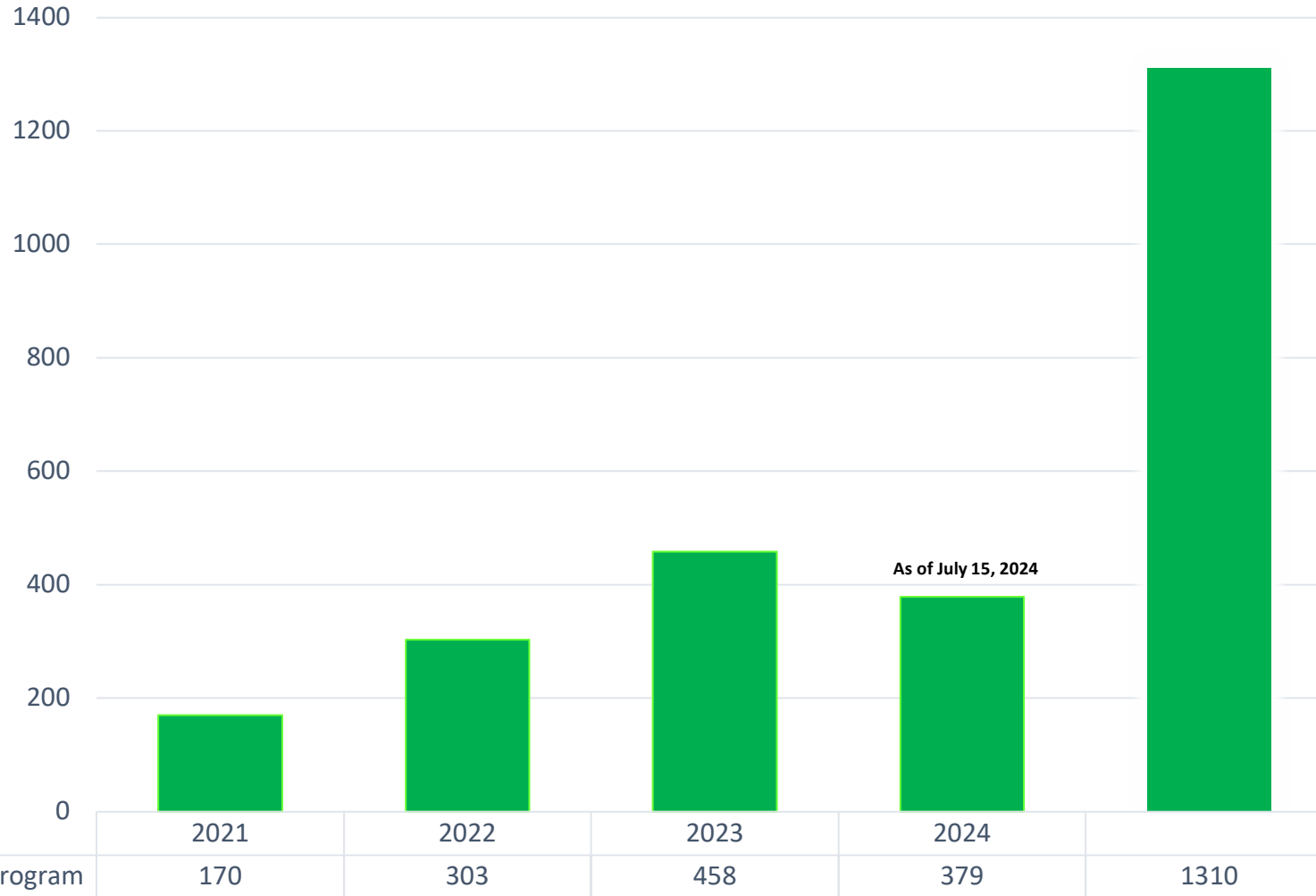
Problem Gambling Treatment and Support Advisory Committee

July 30, 2024



Voluntary Exclusion Program

Program Enrollment as of 7/15/2024 – 1310 *(Active & Inactive)*

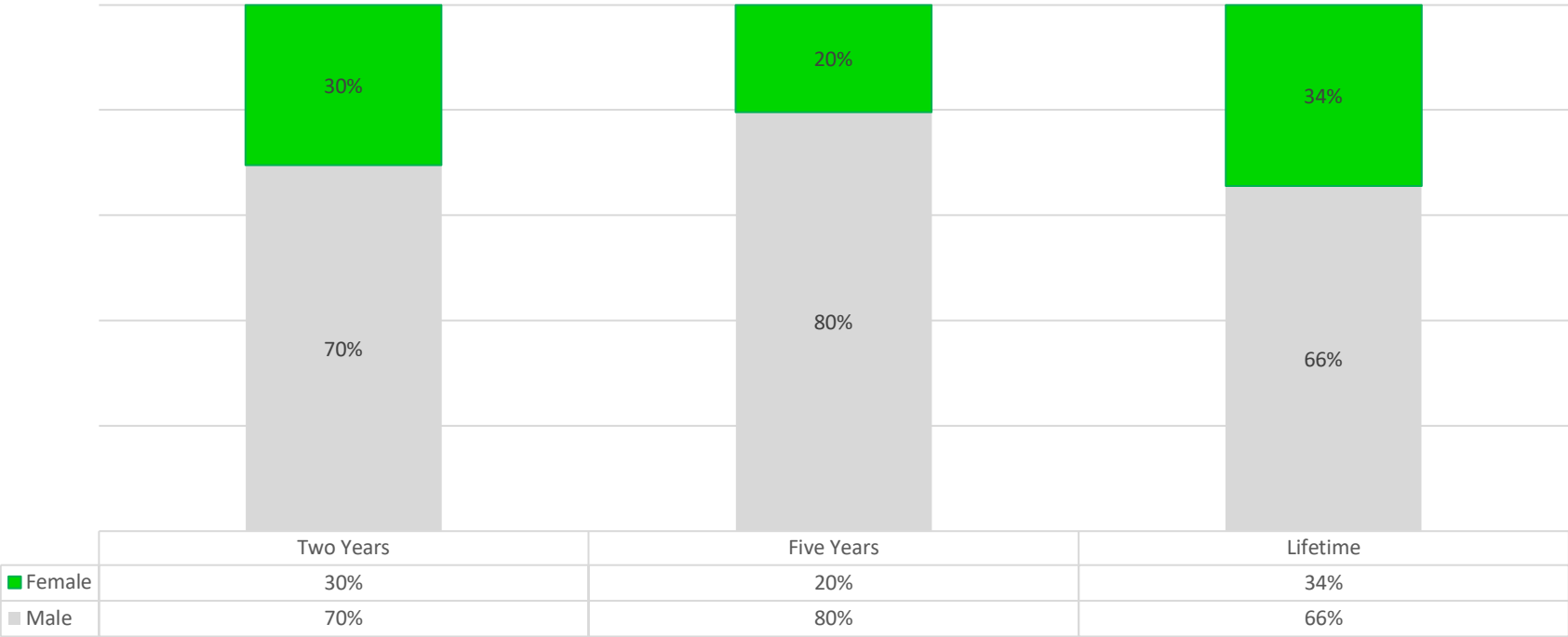


VIRGINIA LOTTERY

Voluntary Exclusion Program

Exclusion Period Breakdown by Gender

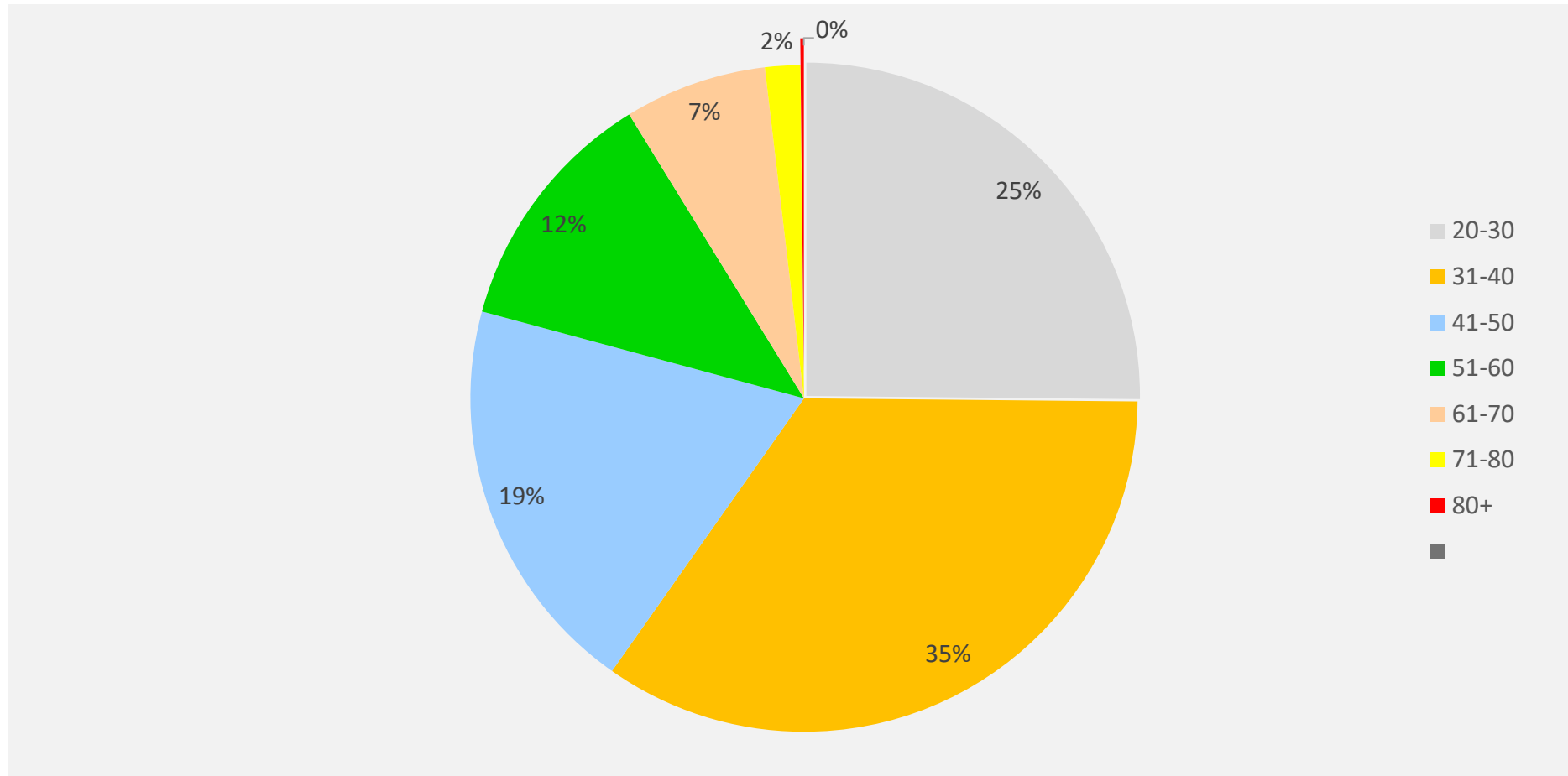
Active enrollments as of July 15, 2024 = 1173 (879 Male (75%); 294 Female (25%))



Voluntary Exclusion Enrollees By Age

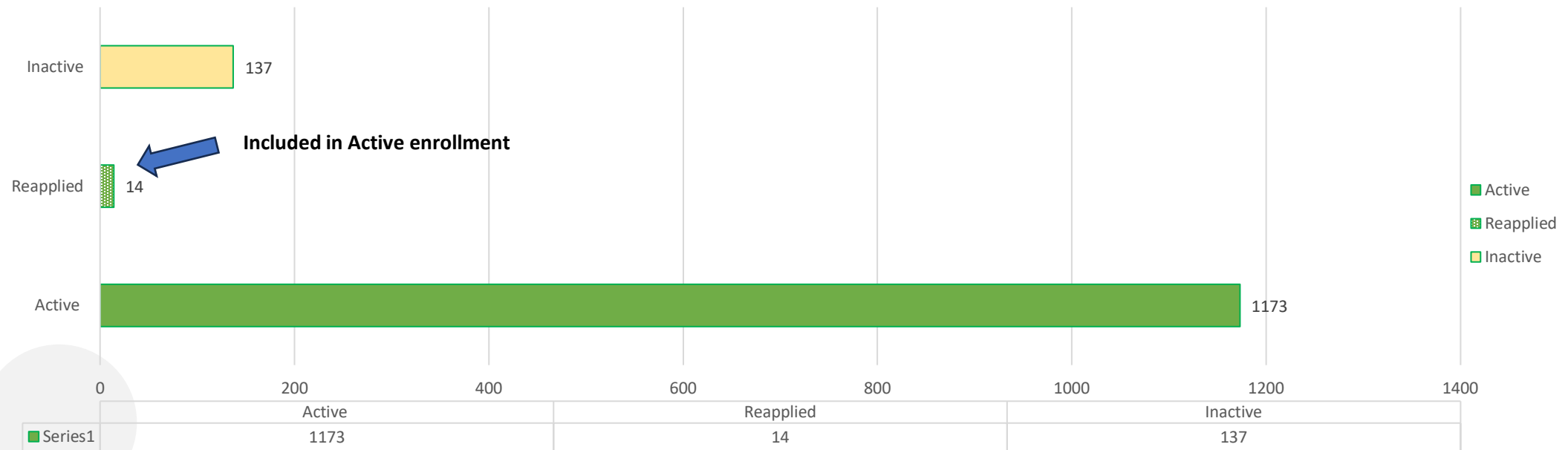
Data as of July 15, 2024

Total Active = 1173



Voluntary Exclusion Program

Active, Reapplied and Inactive enrollment as of July 15, 2024



Responsible Gaming and Advertising Policy

Version	2.0	Applicability	All
Updated Date	December 2023	Owner	Legal

1. Statement Of Policy

Churchill Downs Incorporated (“CDI”) offers gaming and wagering for the entertainment for our guests. CDI recognizes that the products it offers, while a source of entertainment for its guests, may also be a problem for some. In order to promote and support responsible gaming and marketing, CDI maintains a Responsible Gaming Policy (“Policy”) focused on promoting safe and enjoyable wagering experiences and to prevent problem gambling.

CDI and its subsidiaries and affiliates (“CDI Business Units”) are committed to complying with all laws and regulations pertaining to responsible gaming. Each CDI Business Unit shall follow this Policy and may establish a more comprehensive responsible gaming program. Where state requirements differ from this Policy, the more stringent standards and procedures will apply.

2. Scope

This Policy applies to “Covered Person(s),” which includes all directors, officers, and employees of CDI and its Business Units.

3. Definitions

- A. “Problem Gambling” includes all gambling behavior patterns that compromise, disrupt, or damage personal, family, or vocational pursuits. The symptoms include increasing preoccupation with gambling, a need to bet more money more frequently, restlessness or irritability when attempting to stop, “chasing” losses, and loss of control manifested by continuation of the gambling behavior in spite of mounting, serious, negative consequences. In extreme cases, problem gambling can result in financial ruin, legal problems, loss of career and family, or even suicide.¹
- B. “Responsible Gaming” is where guests responsibly enjoy gaming as a form of entertainment, while minimizing the potential for risky or problem gambling.²

4. Promote Responsible Gaming

CDI is committed to promoting responsible gaming and designating assistance to employees and guests who may, or are, dealing with problem gambling. CDI promotes responsible gaming through various methods such as providing a toll-free number for the National Council on Problem Gambling (1-800-GAMBLER), print information and signage to be available and visible on our properties and websites, annual and period responsible gaming training, and ensuring responsible advertising methods and channels.

¹ For more information on the American Psychiatric Association’s criteria for gambling addiction, please see the DSM 5 at www.psych.org

² [American Gaming Association \(AGA\) Responsible Gaming Code of Conduct](#)

5. Prevent Underage Gambling

CDI makes diligent efforts to prevent underage individuals from participating in any gambling, entering into or loitering in gaming areas, and from gaining access to mobile or online gambling opportunities. CDI communicates the legal age to gamble through messaging as appropriate in its facilities, online platforms, and in gambling promotions, and trains employees in detection of underage persons according to the requirements of the state.

5.1. Employees

Employees working in relevant areas will complete training in procedures for the prevention of underage gaming. Training will include the requirement to check identification as required by state regulations or for any person who appears to be under a certain age as determined by the CDI Business Unit.

A list of acceptable forms of valid identifications includes, but is not limited to, the following:

- Driver's License
- Passport
- Military ID
- Other forms of current State or recognized government agency document with photograph and Date of Birth.

Employees will be trained to identify false or fraudulent forms of identification and procedures to respond to presentation of false identification.

5.2. Unattended Children

If a child is unattended or appears to be in violation of local curfews and other laws, security or appropriate personnel will be contacted and action will be taken to locate the parent or responsible adult on the premises using methods outlined in the facility's standard operating procedures for security or appropriate personnel.

6. Employee Training

CDI will educate new employees on responsible gaming and train and provide refresher training to front line employees. The training program will include the following topics:

- i. Define the characteristics of responsible and problem gambling;
- ii. Learn different gambling behaviors;
- iii. Understand the progression and signs of problem gaming;
- iv. Know what to do when you recognize a problem;
- v. Understand self-exclusion; and
- vi. Assist and refer information, including specific resources and training on how to share information with guests concerning available services.

6.1. Responsible Gaming Ambassador

Each Business Unit may identify a Responsible Gaming Ambassador. Ambassadors will be provided with additional training to assist guests who may be dealing with problem gambling. This training takes one step further than the general employee training. While no employee may act as a counselor or therapist, ambassadors will have unique skills to assist guests with necessary resources on responsible gaming.

6.2. Employee Assistance Program

CDI provides an Employee Assistance Program ("EAP") for the benefit of employees and their families.

The program offers short-term, confidential counseling from Licensed Professional Counselors for a full range of help for psychological, mental, emotional, and other concerns at no cost to the employee. Employees may seek assistance with gambling or other addictions, stress, family relationships, elder care, childcare, and similar sources of personal concern. In a crisis, emergency help is available 24/7.

CDI publishes information about EAP through annual healthcare enrollment, brochures, a toll-free phone number and online messages that show how to access the EAP services.

7. Self-Exclusion

CDI is committed to complying with all laws and regulations and to provide entertainment in a responsible way. Many of the states where CDI operates offer a voluntary state exclusion option, where the patron may sign up to exclude themselves from gaming establishments on a state-wide basis. In addition to complying with these state exclusion programs, certain CDI Business Units also provide guests with the option to self-exclude at each business unit. CDI Business Units may also choose to honor a patron's exclusion from another jurisdiction.

8. Responsible Advertisement

CDI advertising and marketing complies with all state and federal standards and will not contain images, symbols, celebrity/entertainer endorsements, and/ or language designed to appeal specifically to children and minors. CDI will not feature anyone who is, or appears to be, below the legal age for gambling in a gambling activity. CDI will not knowingly advertise to an audience that is ordinarily expected to be below the legal age to participate in gambling activities. Further, CDI will not directly advertise to customers who have self-excluded.

CDI will not advertise claims or representations that gambling activity will guarantee an individual's social, financial, or personal success. CDI will not suggest any illegal activity of any kind.

9. Problem Gambling Awareness Month

This event is sponsored by the National Council on Problem and Compulsive Gaming and occurs every March. CDI Business Units are challenged to create and execute in a series of awareness raising exercises among employees with a particular focus on prevalence of problem gaming and intervention tools. These exercises consist of activities like quizzes, scenario reaction simulations, and guest speakers. Employees are engaged into these exercises by offering incentives such as swag bags, gift cards, free hot dogs in the TMDR, etc. Each Business Unit's executive management team is fully supportive and engaged in the awareness raising efforts throughout the month via e-mails, speaking engagements, small group pre-shift meetings, social media, and other methods of communication.

10. Responsible Gaming Education Month

Responsible Gaming Education Month is an event sponsored by the American Gaming Association to promote gaming literacy and consumer education, elevate employee training, and advance understanding of responsible gaming. CDI and its Business Units are committed to Responsible Gaming and the opportunity to educate our employees and guests and to advocate for gaming to be conducted safely and for the purpose of entertainment.

11. Violations

Failure to comply with this Policy will result in disciplinary action up to, and including, termination of employment. If a third-party vendor, supplier, or distributor is found to have violated this Policy, CDI will promptly take remedial measure to address the violation, up to and including, termination of the business relationship.

12. Record Retention

All records pertaining to Responsible Gaming shall be retained in accordance with both state and federal requirements.

13. Contacts and Resources

<p>National Council on Problem Gambling</p>	<p>Call: 1-800-GAMBLER (426-2537) Chat: 1800gamblerchat.org Text: 800GAM</p>
<p>Florida – Florida Council on Compulsive Gambling</p>	<p>P.O. Box 2309 Sanford, FL 32772 Tel: 888.236.4848 Fax: 407.865.6103 Email: fccg@gamblinghelp.org Website: www.gamblinghelp.org Helpline: 888-ADMIT-IT (236-4848) Text: 888-ADMIT-IT (236-4848) Live Chat: www.gamblinghelp.org (24/7)</p>
<p>Indiana – Indiana Council on Problem Gambling</p>	<p>3935 N. Meridian St. Suite B-1 Indianapolis, IN 46256 Tel: 317.632.1364 Website: www.indianaproblemgambling.org Helpline: 800-994-8448 or 866-699-4274</p>
<p>Iowa – Iowa Gaming Association</p>	<p>Iowa Gaming Association 13350 Cedarwood Ave. Clive, Iowa 50325 Website: iowagaming.org/contact Helpline: 1-800-BETS-OFF</p>
<p>Kentucky – Kentucky Council on Problem Gambling</p>	<p>P.O. Box 4595 Frankfort, KY 40604-4595 Tel: 502.223.1823 Website: www.kycpg.org and www.kygamblinghelp.org Helpline: 1-800-GAMBLER</p>
<p>Louisiana – Louisiana Association on Compulsive Gambling</p>	<p>1325 Barksdale Blvd Ste 219 Bossier City, LA 71111 Tel: 318.227.0883 Fax: 318.221.0005 Email: lacg@helpforgambling.org Website: www.helpforgambling.org Helpline: 877-770-7867</p>
<p>Maine – Maine Council on Problem Gambling, Inc.</p>	<p>PO Box 128, 4 Water Street Searsport, ME 04974 Tel: 207-520-0293 Email: info@maineproblemgambling.org Website: www.maineproblemgambling.org</p>

Maryland – Maryland Council on Problem Gambling	Address: PO Box 31623, Gwynn Oak, MD 21207 Tel: 443-292-2809 Email: MarylandCouncilPG@yahoo.com Website: Marylandproblemgambling.org Helpline: 1-800-522-4700
Mississippi – Mississippi Council on Problem & Compulsive Gambling	141 Executive Drive, Suite 4 Madison, MS 39110 Tel: 601.853.8351 Fax: 601.853.8355 Email: mcpcg@netdoor.com Website: www.msgambler.org Helpline: 888-777-9696
New Hampshire – NH Council on Problem Gambling	100 N. Main St, Suite 400 Concord, NH 03301 Website: info@nhproblemgambling.org Helpline: 1-603-724-1605
Ohio – The Problem Gambling Network of Ohio	355 E Campus View Blvd Ste 285 Columbus, OH 43235 Tel: 614.750.9899 Fax: N/A Email: info@pgnosio.org Website: http://www.pgnosio.org/
Pennsylvania – Council on Compulsive Gambling of Pennsylvania, Inc.	P.O. Box 444 Spring House, PA 19477 Tel: 215.643.4542 Email: josh@pacouncil.com Website: www.pacouncil.com Helpline: 1-800-GAMBLER
Virginia – Virginia Council on Problem Gambling	PO Box 980330 Richmond, VA 23298 Tel: 804.827.0921 Email: info@vcpg.net Website: vcpg.net Helpline: 1-800-522-4700



Churchill Downs Incorporated maintains an unwavering commitment to the safety of its guests and responsible gaming. CDI feels it has a moral, social, and business responsibility to promote responsible gambling among our employees and patrons.

In furtherance of this commitment, CDI maintains a company-wide Responsible Gaming Policy focused on promoting safe and enjoyable wagering experiences and to prevent problem gambling.

CDI employees receive extensive and continual training on the company's commitment and their role in promoting responsible gaming. This includes training to:

1. Define the characteristics of responsible and problem gambling;
2. Learn different gambling behaviors;
3. Understand the progression and signs of problem gaming;
4. Know what to do when you recognize a problem;
5. Understand self-exclusion; and
6. Assist and refer information, including specific resources and training on how to share information with guests concerning available services.

In Virginia, CDI strictly complies with all responsible gaming regulations. This includes:

1. Conspicuous posting of contact information for problem gambling resources
2. Written materials at the facility on the dangers associated with problem gambling
3. Information on problem gambling and resources in marketing and promotional materials
4. Routine audits of patron activity to identify patrons at risk of problem gambling
5. Training to prevent impaired wagering activity
6. Compliance with the state's "self-exclusion" program
7. An annual report to the Virginia Racing Commission on efforts to identify problem gamblers.

CDI also takes proactive steps to prevent gaming by underaged individuals, including mandatory photo identification checks and protocols for responding to unattended minors at or near gaming facilities.

CDI is a proud participant in both Problem Gaming Awareness Month in March and Responsible Gaming Education Month in September. During these months, CDI engages in special initiatives and programming to promote safe, responsible gaming.

CDI's commitment to responsible gaming is consistent with its company-wide commitment to be a good partner for its guests and the communities in which it operates. The centerpiece of this community commitment in Virginia is the "Rosie's Gives Back" program which has made \$2.5 million in direct donations, \$195,000+ in-kind contributions, and more than 2,500 hours of donated volunteer service. The program supports a range of nonprofits and causes around Virginia including groups providing services in education, workforce development, and support for veterans and law enforcement.

In the Prince William region, CDI recently pledged \$2 million to support the development of the Clyde Washington Community Center in Dumfries, and has supported numerous community causes and organizations including Special Olympics, Prince William Community Foundation, Virginia Black Business Directory, National Coalition of 100 Black Women, and housing, veterans, youth development, and public safety organizations.