Gaming Compliance

PGTSAC October 2026 Update

Responsible Gaming

Responsible Gaming Update

Responsible Gaming

VEP Program at a Glance

REPORTING SNAPSHOT

Enrollment activity, access channels, and direct-line engagement as of September 30, 2026

ACTIVE ENROLLMENTS

2,491

As of 9/30/2026

YEAR-OVER-YEAR CHANGE

65.4 %

Compared with 9/30/2025

AVERAGE SIGNUPS PER DAY

3.38

Reporting-period average

WALK-IN ENROLLMENTS

285

Enrollment channel

ONLINE ENROLLMENTS

1,399

Enrollment channel

VEP DIRECT-LINE CALLS

152

Calls received

TOTAL PROGRAM REAPPLIED

133

Enrollment channel

DEMOGRAPHIC TREND

Enrollment profile remains unchanged

Based on gender and age distribution

Gender and age trends remain consistent with the prior comparison period.

Responsible Gaming

Initiatives Underway

Improving how callers' access VEP information and problem gambling resources

IN PROGRESS

Collaborative phone routing

Partnering with Public Relations and VCPG to strengthen the routing of VEP-related calls.

Scenario development

Created caller scenarios that highlight common VEP questions and provide consistent, plain-language program information.

One-stop resource connection

Provides callers with basic VEP information and a single point of access to problem gambling support and resources.



Responsible Gaming

Initiatives Underway

Expanding education, participant communication, and community outreach

IN PROGRESS

VEP enrollment and resource guide

Developed for publication a VEP enrollment and responsible gaming resource guide for informational use at casinos and external gaming entities.

Expiration and reenrollment communication

Developing a letter for individuals nearing VEP expiration that explains reenrollment options and shares VCPG and VPGH resources.

Community outreach

Expanding VEP program outreach with VCPG, including engagement with veterans and GA meetings.



Responsible Gaming

RG Compliance Initiatives

Strengthening enrollment, data integrity, and operator oversight

IN PROGRESS

VEP enrollment form refresh

Refreshing the VEP enrollment form to improve clarity, usability, and consistency.

VEP data integrity and verification

Advancing participant verification and data-quality safeguards through DocuSign Liveness and evaluation of an alternative VEP system.

Sports betting platform reviews

Reviewing sports betting operator platforms with a focus on VEP integration and responsible gaming compliance.

Violation letters

For active VEP enrollees who attempt to enter Virginia casinos.

Forfeited funds

Donated to the Commonwealth's Problem Gambling Treatment and Support Fund.



INTENDED OUTCOME | Clearer enrollment • Stronger verification • Consistent platform oversight

Gaming Compliance

Responsible Gaming - Questions

Gaming Compliance



Thank You

VCPG
VIRGINIA COUNCIL on PROBLEM GAMBLING

The Virginia Helpline

VIRGINIA LOTTERY

1-888-532-3500

Call, text, or chat • 24/7 • Toll-free & confidential

These numbers route to us, connecting Virginia callers to Virginia-specific resources.

1-800-MY-RESET
NATIONAL PROBLEM GAMBLING HELPLINE™

THE COUNCIL ON COMPULSIVE GAMBLING OF NJ
800-GAMBLER®

vcpg.net

Virginia Helpline Data

January – September 2026

15,197

Total calls, texts, & chats

1,195

Total intakes

▲ 3.5% increase over same time in 2025

Intakes are counted once the caller asks for help with problem gambling.

VIRGINIA COUNCIL on PROBLEM GAMBLING

JANUARY – SEPTEMBER 2026 INTAKE

Intake by Gender & Age

GENDER

75%

identify as male

25%

identify as female

2025 saw 71% male and 29% female

AGE



Ages 34 and under are trending higher than in 2025

VIRGINIA COUNCIL on PROBLEM GAMBLING

Quarter 3 2026 Public Awareness Metrics
July - September 2026

VCPG Website
1,568 New Visitors
225 Returning Users (229 last qtr)

Web Traffic Source: 1,825 direct; 82 by referral sites

Newsletter
Total Sent: 2,423
Average Open Rate: 37.23%

Facebook & LinkedIn
Impressions: 11.35K (+6.33%)
Interactions: 1224 (+62.77)

VCPG
VIRGINIA COUNCIL on PROBLEM GAMBLING

Gambling Shouldn't Cost More Than You Expect:

Understanding Gambling Risks After Age 55

VIRGINIA COUNCIL on PROBLEM GAMBLING

WHY IT MATTERS

- Many adults enjoy **bingo, lottery tickets, casino games, slot machines, and games on their phones**. What many people don't realize is that these are all forms of gambling.
- While gambling can be a fun and social activity, it can also become risky when it starts affecting your **finances, relationships, health, or well-being.**

WHY OLDER ADULTS MAY BE MORE VULNERABLE

Life after 55 often brings important changes:

- Retirement or reduced income
- Living on a fixed income
- Loss of a spouse, family member, or friend
- Loneliness or isolation
- Health concerns
- Increased free time

These life changes can make gambling seem like a way to stay busy, socialize, cope with stress, or ease financial concerns.

WARNING SIGNS

Take a closer look if you:

- Spend more money than planned
- Gamble to cope with loneliness, boredom, grief, or stress
- Try to win back losses
- Use money needed for food, housing, medications, or healthcare
- Depend on gambling winnings to help pay bills
- Hide gambling activity from family or friends

KNOW THE FACTS

Gambling cannot:

❌ Replace retirement income
❌ Solve financial problems
❌ Guarantee a win
❌ Eliminate loneliness or stress
❌ Recover money that has already been lost

Gambling should be:

✅ Fun
✅ Affordable
✅ Occasional
✅ Entertainment, not income

ASK YOURSELF

"Am I gambling for fun, or am I gambling to cope with loneliness, boredom, stress, grief, or financial worries?"

If gambling is becoming a way to cope rather than a form of entertainment, help is available.

NEED SUPPORT OR GUIDANCE? WE ARE HERE TO HELP

Virginia Problem Gambling Helpline

Call, text, or chat: 1-888-532-3500

24/7 • Free • Confidential

www.VCPG.net

The helpline isn't just for someone with a problem - it's also for caregivers looking for guidance and support.

Virginia Council on Problem Gambling

Youth & Young Adult Gambling:
What You Need to Know

VIRGINIA COUNCIL on PROBLEM GAMBLING

For parents, coaches, teachers, and trusted adults

WHY IT MATTERS

Gambling looks different today. With **sports betting, apps, and online games**, it's easier than ever for youth and young adults to access and engage in gambling. Some video games include loot boxes, skins betting, or other chance-based features that can blur the line between gaming and gambling. **In Virginia, nearly 1 in 5 people contacting the problem gambling helpline for support are age 24 or younger.** Early exposure to gambling can increase the risk of financial, emotional, and behavioral harms later in life.

1 WHAT TO LOOK FOR

- Talking a lot about betting, odds, or "winning big"
- Using apps, games, or websites that involve chance or money
- Being secretive about phone or online activity
- Borrowing money or missing money/items
- Mood changes tied to wins/losses
- Losing interest in school, sports, or friends

2 HOW TO START THE CONVERSATION

Keep it open, calm, and judgment-free.

Try:

"I've been hearing more about sports betting- what do you see or hear about it?"

"Do people your age ever bet or use apps like that?"

"What do you think about the risks?"

Do:

- Listen more than you talk
- Stay curious, not critical
- Keep the conversation ongoing

3 WHAT TO SAY

- Gambling is designed so the house wins over time
- It's easy to lose more than you expect
- Apps and games can make gambling feel like skill- but chance plays a big role
- It can become hard to stop, especially for young people

4 HOW YOU CAN HELP

- Set clear expectations about gambling
- Talk openly about money, risk, and peer pressure
- Know what apps/games they're using
- Encourage positive activities and connections
- Model healthy attitudes about gambling

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Early, open conversations can make a real difference.

Virginia Council on Problem Gambling

VCU College of Health Professions
Rehabilitation Counseling

Strengthening Virginia's Response as Gambling Expands

Carolyn E. Hawley, PhD
Professor, Executive Director
cehawley@vcu.edu

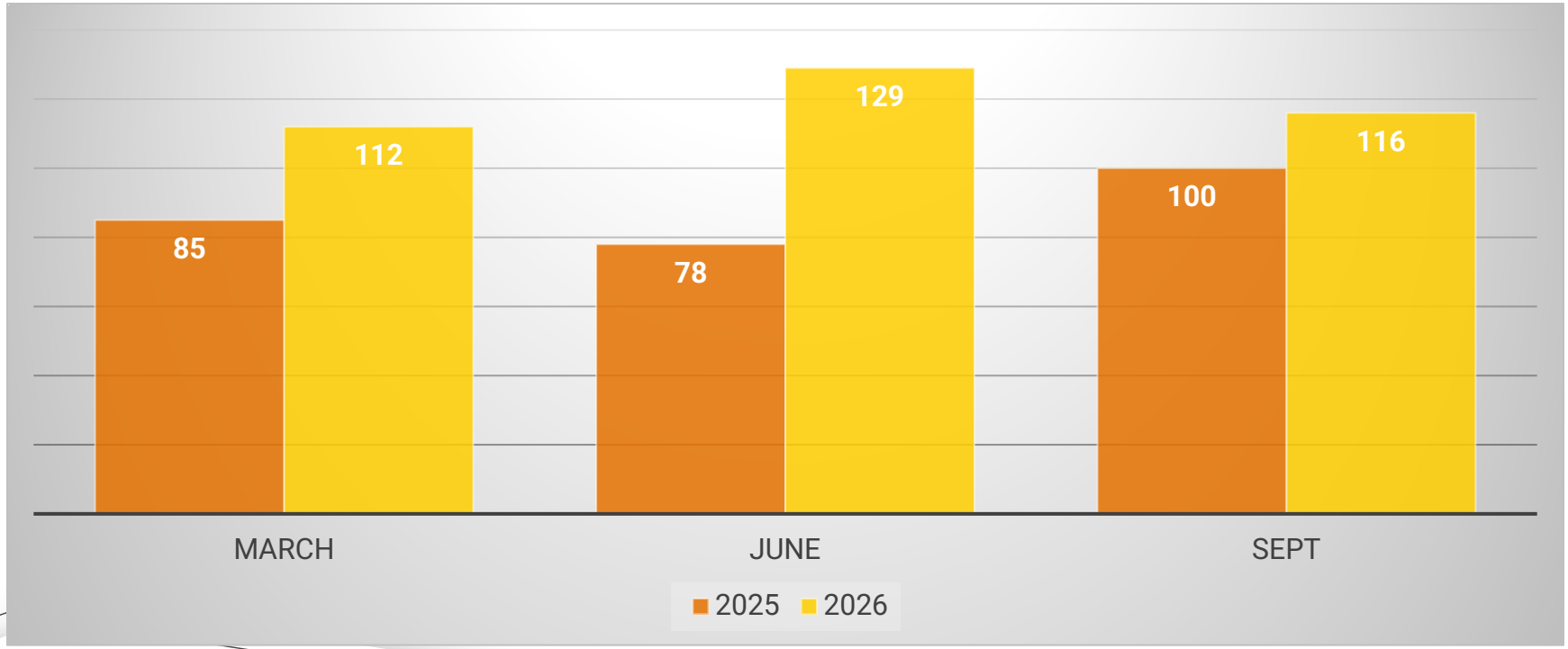
DBHDS
Virginia Department of Behavioral Health and Developmental Services

Virginia Partnership for GAMING & HEALTH
Hope | Support | Solutions

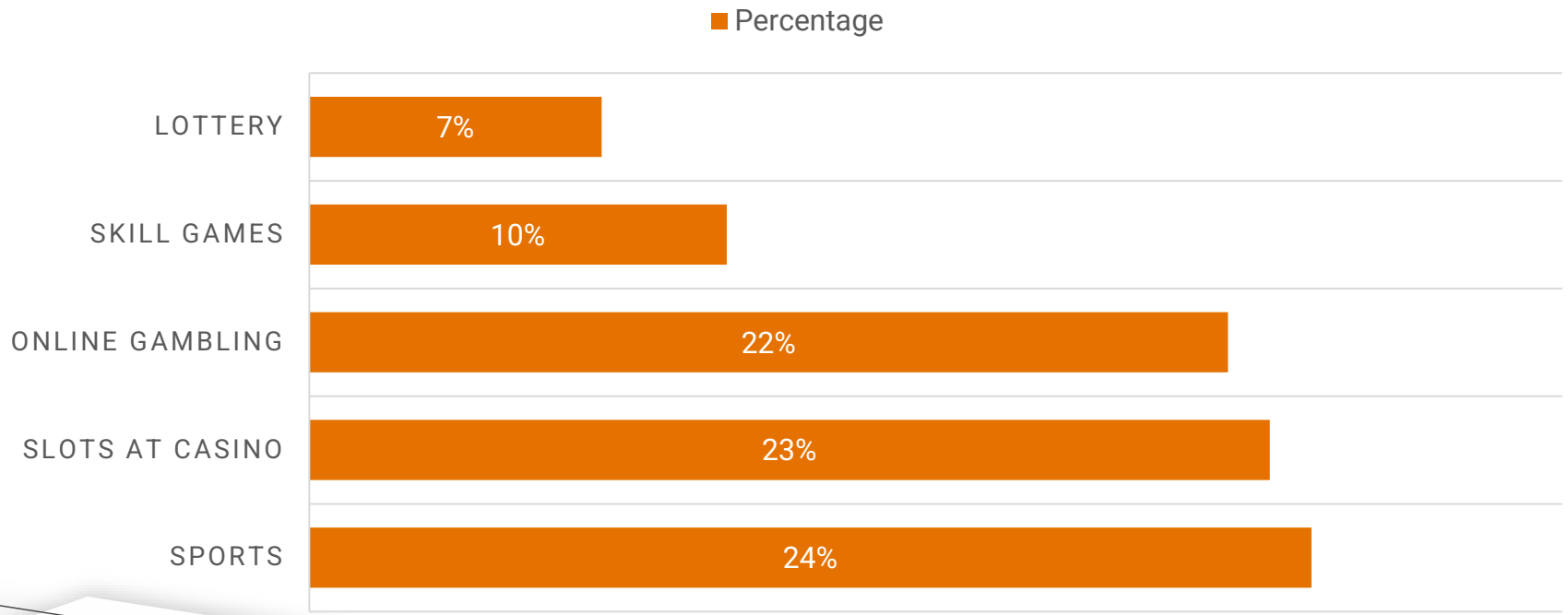
Welcome Brian Overstreet!



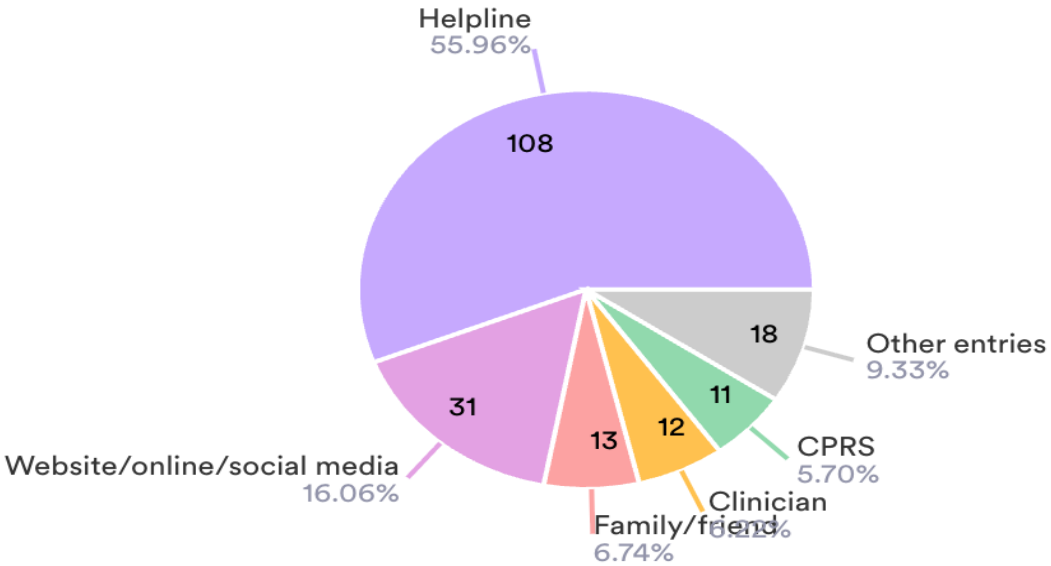
Comparing 2025 – 2026: Intakes 36% Increase



2026 Type of Gambling



VPGH 3rd Quarter (July –Sept): Referral Source



VPGH 3rd Quarter Outreach

- 33 Events
- 5729 individuals reached (health fairs, student outreach, conferences, webinars)

K–12 School Outreach & Awareness

Building awareness and identifying education needs among school personnel, students, and families



VAIS School Staff Survey: Launched a statewide survey assessing school personnel's awareness, knowledge, and perceptions of youth gambling.



Identifying Education Gaps: Assessing school staff's ability to recognize gambling behaviors, understand risks, and identify students who may need support.



Developing Targeted Messaging: Using findings to guide age-appropriate awareness campaigns, educational materials, and awareness resources for staff, students, and families.



Strengthening Early Identification: Helping schools recognize emerging gambling concerns,

College & University Outreach

Expanding partnerships and developing practical resources for campus communities

- **Campus Partnerships:** Expanding outreach and collaboration with community colleges & Universities including the University of Virginia (UVA), James Madison University (JMU), the University of Mary Washington, etc.
- **Campus Gambling Toolkit:** Developing a comprehensive toolkit for college staff and students that includes:
  - Gambling awareness and risk identification
  - Screening tools and referral pathways
  - Educational materials and campus messaging
  - Information on VPGH treatment and peer recovery resources
- **Student Research Integration:** Incorporating toolkit development into VPGH's college student gambling research initiative. Conducting focus groups to evaluate toolkit content, messaging, relevance, and effectiveness with college students.
- **Long-Term Goal:** Create an adaptable toolkit that can be distributed across Virginia colleges and universities to strengthen awareness, early identification, and access to support.

Expanding Problem Gambling Training for School & University Counselors

Strengthening early identification, intervention, and referral capacity across K–12 schools and higher education

Outreach to School & University Counselors: Engaging K–12 school counselors, college counseling centers, and university mental health providers across Virginia to increase awareness of youth and young adult gambling.

Free Specialized Training: Offering VPGH's 30-hour approved gambling certification coursework at no cost to school and university counseling professionals.

Building Professional Capacity: Equipping counselors with the knowledge and skills to recognize gambling-related concerns, conduct screenings, provide early intervention

VCU