

# Maryland's Voluntary Exclusion Program (VEP): Enrollment, Day-to-Day, Removals, and Violations from the Lottery, Casino, and Center's Perspectives

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# Our Shared Social Purpose: Safer Gambling

We want players to:  
Engage in low-risk gambling for enjoyment.  
And aim to:  
Prevent underage gambling.

- Collaborative Strategies
- Ongoing Communication
  - Referrals
  - Education



The Maryland Lottery and Gaming Control Agency's core mission is to generate revenue to support good causes in Maryland, including education, public health, public safety and the environment. Since its inception in 1973, the agency has contributed more than \$18.6 billion in revenue to the State, and Lottery players have won more than \$31.5 billion in prizes. To achieve our mission, we provide entertaining games that are run with honesty, integrity and transparency. We regulate:

- Lottery
- Instant Bingo Halls
- Casinos
- Daily Fantasy Sports
- Sports Wagering

# What is the Maryland Voluntary Exclusion Program (VEP)?

- Maryland Lottery and Gaming operates voluntary exclusion programs for individuals who wish to ban themselves from Maryland casinos, the Maryland Lottery, instant bingo halls, sports wagering, or daily fantasy sports.
- Can exclude for at least 2 years or for a lifetime.
- Not automatically removed.
- If person breaches the VEP, they may be charged with criminal trespassing and must report to court. Any non-cash wagering items are confiscated and given to the Problem Gambling Fund.



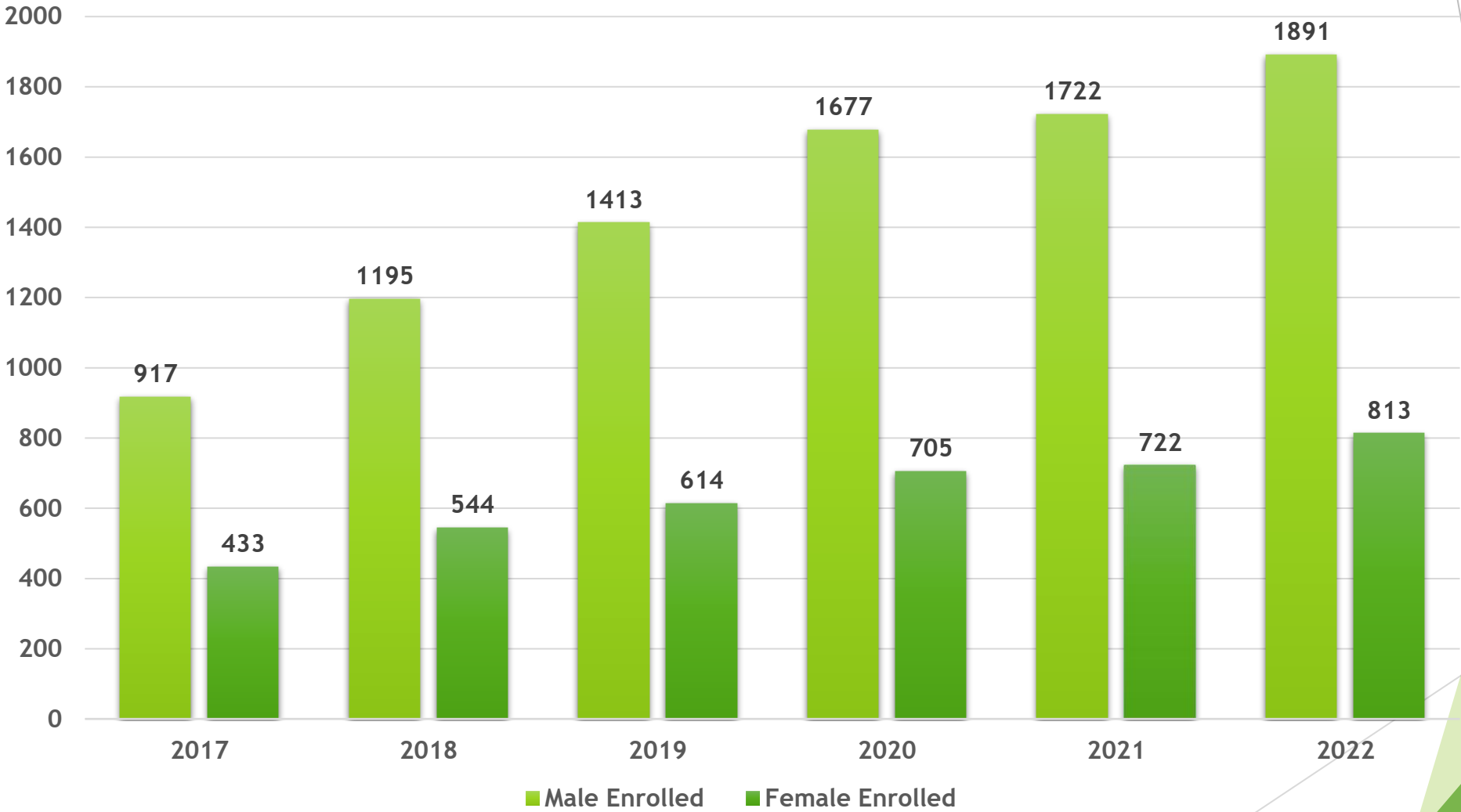
the maryland voluntary  
**exclusion program**  
for casino and lottery gambling



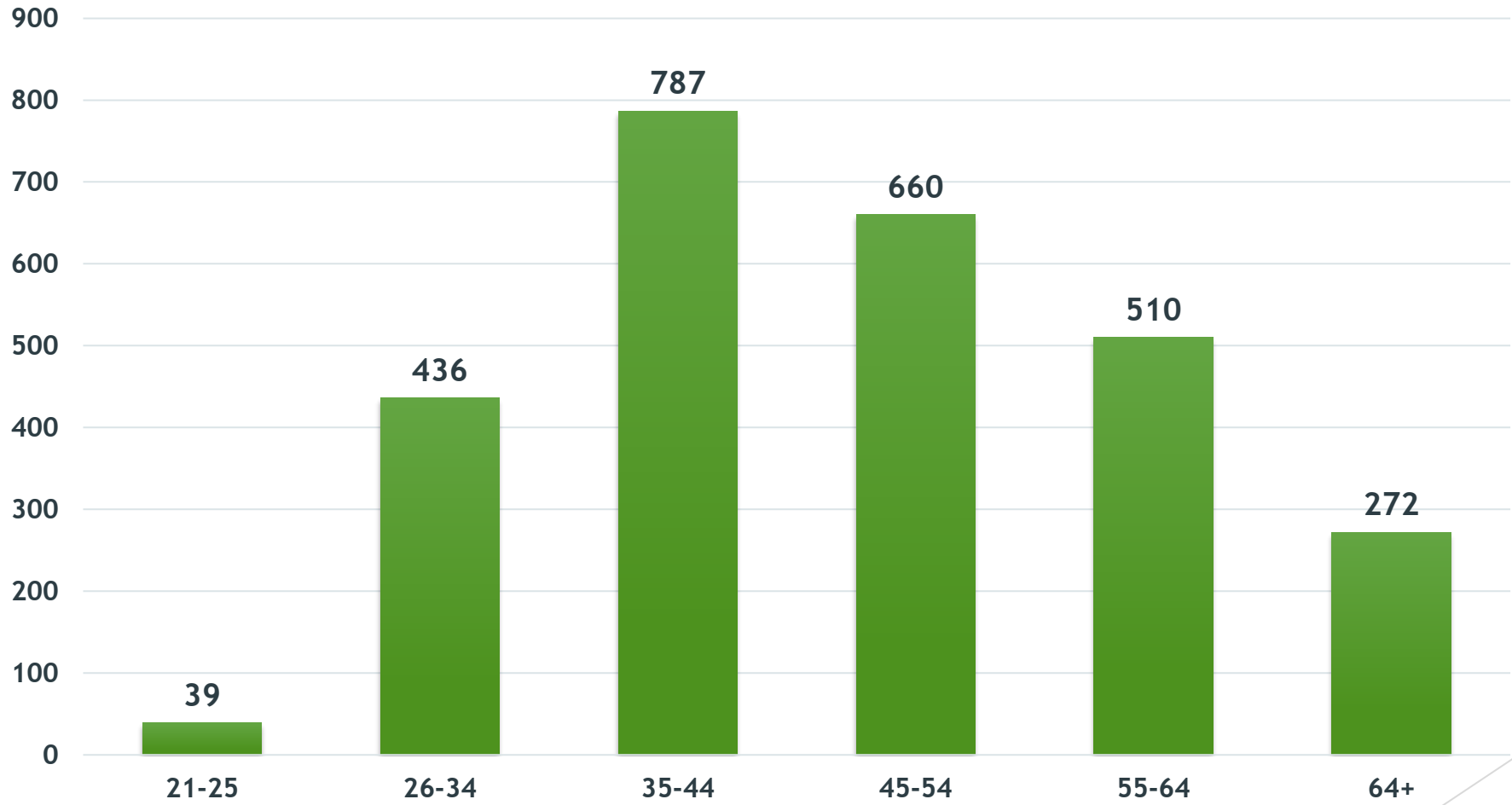
could the problem be gambling?

**410-230-8800**  
or visit [mdgamblinghelp.org](http://mdgamblinghelp.org)

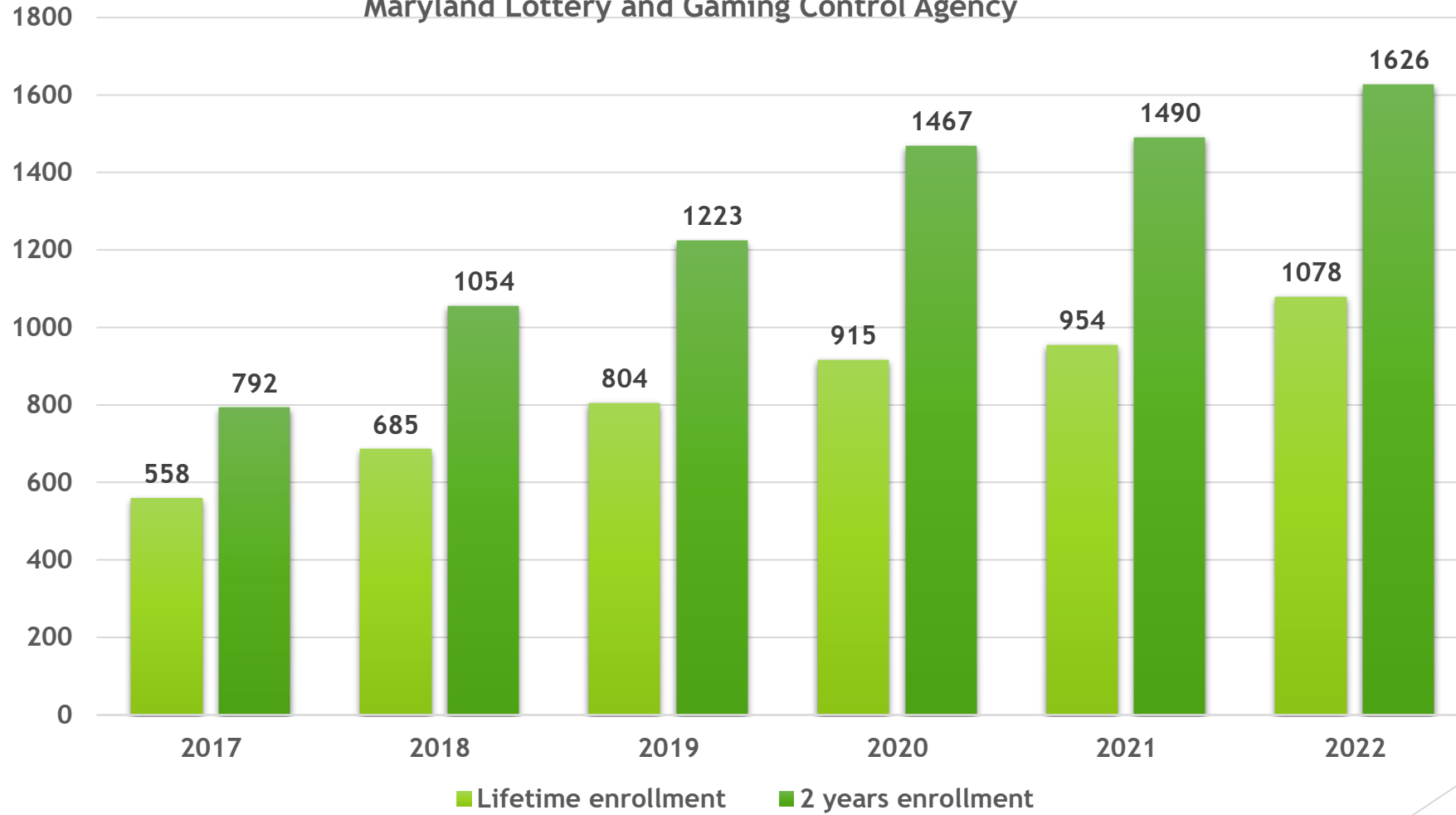
**Casino VEP Enrollees by Gender  
End of Year 2017-2022  
Maryland Lottery and Gaming Control Agency**



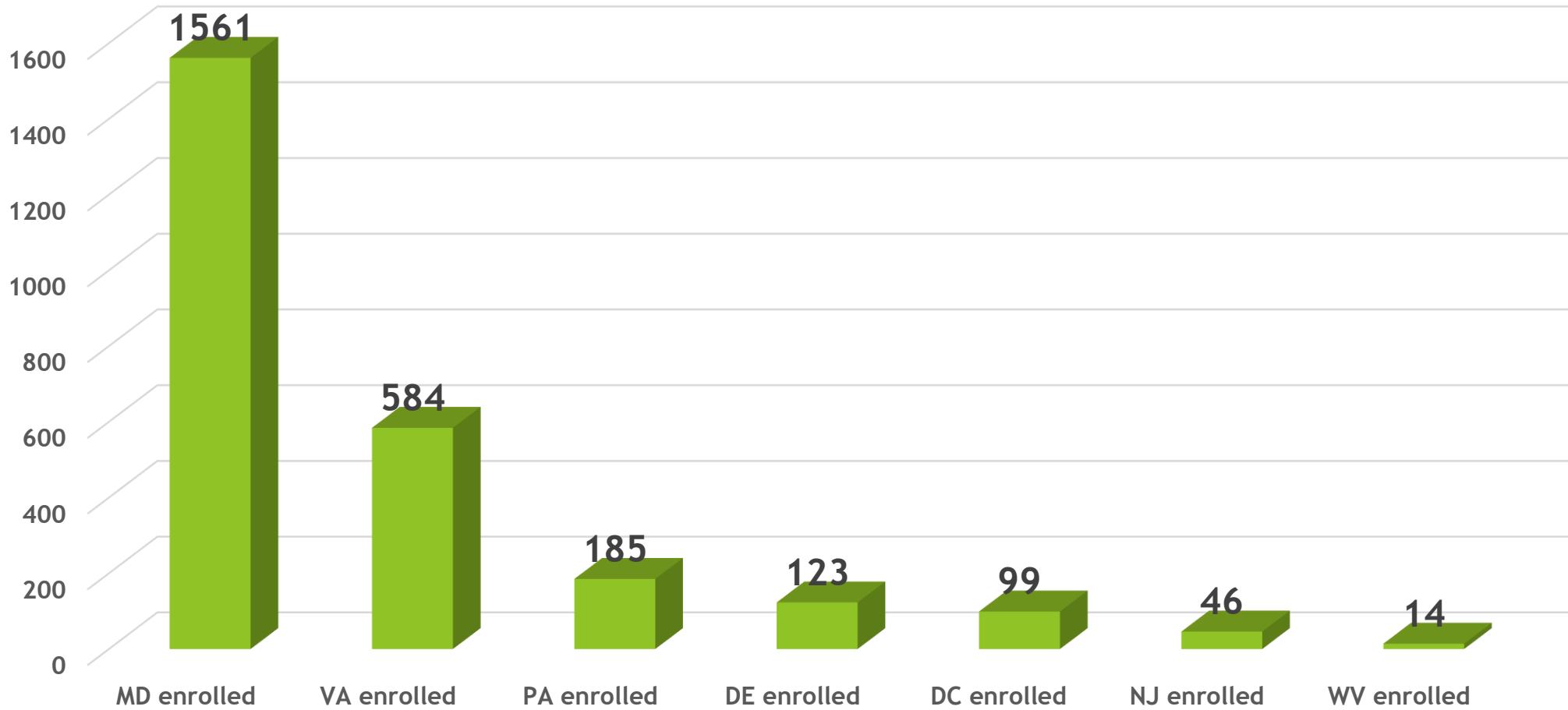
Casino VEP Enrollees by Age  
End of Year 2022  
Maryland Lottery and Gaming Control Agency



Casino VEP Exclusion Period  
Jan 2017-2022  
Maryland Lottery and Gaming Control Agency



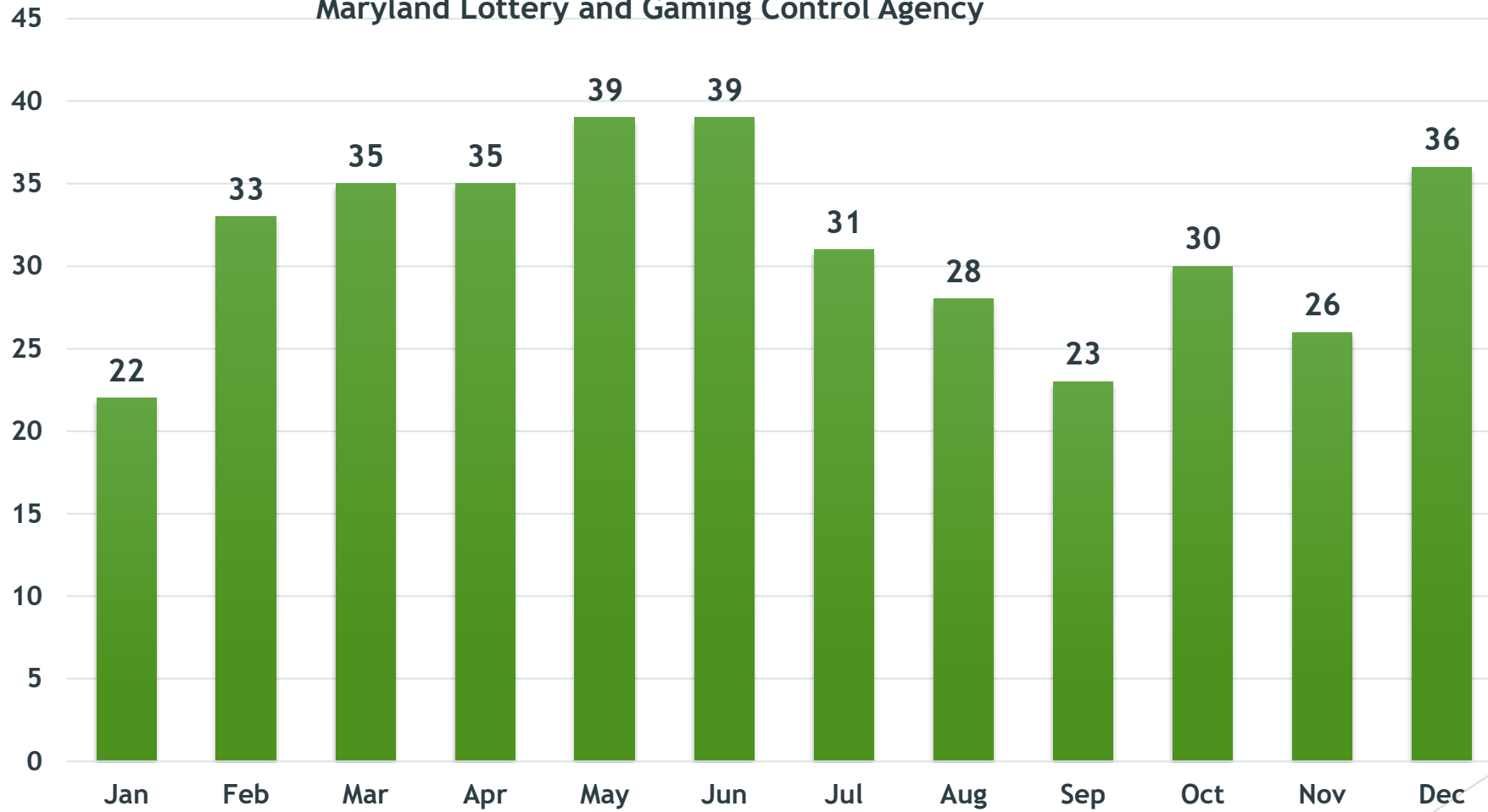
Casino VEP State of Residence  
Point In Time  
2022  
Maryland Lottery and Gaming Control Agency





## Casino VEP Violations by Month 2022

Maryland Lottery and Gaming Control Agency



The background features abstract, overlapping geometric shapes in various shades of green, ranging from light lime to dark forest green. The shapes are primarily triangles and polygons, creating a dynamic, layered effect. The central area is white, providing a clean space for the text.

# VEP Process by Organization

# VEP Enrollment

## The Lottery

- Promotes at casinos
- Provides application
- Provides treatment resources packet
- Connects enrollees to the Center's peer recovery support specialists
- Handles administration of enrollment
- Sends lists to operators

### Application and Agreement for Placement on the Maryland Lottery and Gaming Control Commission's Voluntary Exclusion List

#### Instructions – Read carefully

- Read this entire Application and Agreement before answering the questions.
- Print the answers to all questions in blue or black ink.
- Present a valid driver's license or government-issued identification.
- Do you need a language interpreter or other assistance to fully understand this Application and Agreement?  
 Yes  No **Initial** \_\_\_\_\_ *If yes, go to Section 5 - Interpreter and Other Assistance Information.*

#### Important Notices

By submitting this Application and Agreement for Placement on the Maryland Lottery and Gaming Control Commission's Voluntary Exclusion List ("Commission's Voluntary Exclusion List"), you are asking to be placed on the Commission's Voluntary Exclusion List within the State of Maryland. This means that you are voluntarily saying you do not want to participate in the gaming-related activities that you identify in Section 1, called *Select Your Exclusion*. If you are approved to be on the Commission's Voluntary Exclusion List, you will not be allowed to do those gaming-related activities in Maryland, and the places and people that offer these gaming-related activities are required to stop you from being on their premises or online site, and from doing any gaming. You could be arrested if you try to enter a place that offers the kind of gaming from which you want to be excluded.

After you complete this Application and Agreement, we will review it and let you know whether your application is approved so that you are placed on the Commission's Voluntary Exclusion List. If you are placed on the Commission's Voluntary Exclusion List, we will notify businesses that operate the gaming activity that you selected for exclusion that you are not allowed to be in their in-person or online site, and that you are not allowed to do any gaming with them, in-person or online. In other words: **If we approve your application and place you on the Commission's Voluntary Exclusion List, you will be prohibited from all gaming-related activities that you choose in Section 1 of this Application, such as casino gambling, playing the Lottery, playing Instant Bingo at facilities with more than 10 instant bingo machines, participation in fantasy competitions, and sports wagering.**

You are releasing the State from any liability that results from you submitting your application. This is described in Section 3, *Waiver and Release from Liability*.

Your exclusion will be effective, and will be enforced, for the period you select in Section 1 of this Application. *You will stay on the Commission's Voluntary Exclusion List for at least two years, regardless of any change in your personal circumstances. No exceptions.*

*You will not be automatically removed from the Commission's Voluntary Exclusion List.* To be removed, you must send a request in writing to the Commission's Responsible Gaming Coordinator at 1800 Washington Blvd., Suite 330, Baltimore, MD 21230 or email at [responsible.gaming@maryland.gov](mailto:responsible.gaming@maryland.gov) showing that you meet all the requirements in Code of Maryland Regulations ("COMAR") 36.01.03.06. The Responsible Gaming Coordinator will review your request, and let you know if you can be removed from the List.

Initial here if you understand these Important Notices: \_\_\_\_\_

*If you do not understand any of these Important Notices, stop here. Ask any questions you have to the person who is helping you with this form. If you still do not understand these Important Notices, stop here, and request the assistance of the Responsible Gaming Coordinator at 410-230-8798 or [responsible.gaming@maryland.gov](mailto:responsible.gaming@maryland.gov).*

#### Section 6: Maryland Residents Only

##### Maryland Center for Excellence on Problem Gambling- Consent for Contact

**MCEPG promotes healthy and informed choices regarding gambling and problem gambling. Do we have permission to give the MCEPG your name and contact information so they may contact you to give you information about responsible gambling help that is free and confidential?**

Yes  No

*If yes, how would you like to be reached:* \_\_\_\_\_

# Application Resource Packet



## Peer Recovery Support Specialists

The Maryland Center of Excellence  
on Problem Gambling

The Maryland Center of Excellence on Problem Gambling (the Center) offers Peer Recovery Support Specialists to help individuals seeking to limit, control or stop their gambling. The Center's Peers have lived experience with addiction and have been in recovery a minimum of two years. They are trained in how to assist those seeking help with gambling behaviors by providing access to treatment, connecting them to resources, and supporting them with encouragement during the recovery process.

The Center's Peer Recovery Support Program for problem gambling can assist your organization by:

- Connecting with existing peer support specialists located within your treatment delivery system; and
- Offering assistance with resources for those identified as a problem gambler.

## Support Group Meeting Locators

The Center's Peer Recovery Support Specialists connect help seekers with the most useful resources in their communities, including Support Meetings like Gambler's Anonymous. Peer Recovery Support Specialists can help persons navigate their recovery journey and promote sustained recovery as a living example that recovery is possible. Please do not forget to remind help seekers that Peers can join them in going to their first 12 step or SMART recovery meeting.

### Gambler's Anonymous

- Maryland Hotline Number: 855-2CALLGA (855-222-5542)
- Virtual Meetings: <https://www.gamblersanonymous.org/va/virtual-meetings>
- GA Locations: <https://www.gamblersanonymous.org/va/locations>
- Phone Meetings: <http://dmvgamblinghelp.org/>
  - Attendees to the phone meeting will be provided with New Member Welcome Packets
  - Dial: (267) 930-4000 | Access Code: 913 627 911#
  - For questions email: [marylandmeeting@gmail.com](mailto:marylandmeeting@gmail.com)
    - Monday-Friday 7:00pm – 8:30pm
    - Saturday 1:30pm – 3:00pm
    - Sunday 6:30pm – 8:00pm



## DELAWARE SELF-EXCLUSION PROGRAM INFORMATION

DELAWARE PROBLEM GAMBLING HELP LINE: 1-800-GAMBLER

### BE PLACED ON THE DE SELF-EXCLUSION LIST YOU:

- MAY OBTAIN INFORMATION AND AN APPLICATION FORM BY USING ONE OF THE FOLLOWING METHODS:
  - BY CALLING THE DELAWARE LOTTERY OFFICE AT: (302)-739-5291
  - IN PERSON AT THE DE LOTTERY OFFICE LOCATED AT:

DELAWARE LOTTERY  
1575 MCKEE ROAD, SUITE 102  
DOVER, DE 19904-1903
  - OR BY GOING TO: <https://www.delottery.com/Content/assets/internet-lottery/VideoLotterySelfExApp.pdf>
- YOU MUST COMPLETE THE SELF-EXCLUSION APPLICATION AND SUBMIT IT **IN PERSON** TO THE DELAWARE LOTTERY OFFICE (ADDRESS ABOVE) DURING NORMAL BUSINESS HOURS.

# Placement on the list

- ▶ Placement must be **voluntary**
- ▶ Individuals confirm they are sober and informed about the program at sign up
- ▶ Individuals confirm identity with government-issued identification
- ▶ Interpretation in many languages is available to applicants at sign-up
- ▶ Any individual participating in the Program will agree to refrain from the forms of gambling selected
- ▶ Direct marketing to individuals will cease
- ▶ No early removal
- ▶ Participation is **confidential**

# Approval Letter

On 11/2/2023, the Maryland Lottery and Gaming Control Commission (“Commission”) received your application for all Maryland casinos, lottery, instant bingo halls containing more than 10 machines, daily fantasy sports, and sports wagering. This letter is to inform you that the Commission approved your application and you are on the voluntary exclusion list. As you requested, your exclusion period is for at least two years. Your VEP number is #.

Enclosed are letters from each Maryland operator prohibiting you from entering onto their property. There is no automatic removal from the voluntary exclusion list. Those on the voluntary exclusion list for at least two (2) years may request removal from the Commission in accordance with Code of Maryland Regulations 36.01.03.05 by contacting me.

Honoring your request for voluntary exclusion is of the utmost importance to the Commission. Therefore, if you receive any direct marketing or solicitation materials from a Maryland casino after six weeks, please contact me immediately.

If at any time while you are on the voluntary exclusion list there is a change to any of your personal information, please notify me by completing the Change of Information form, which is enclosed.

In six months, you may receive a brief survey asking about your experience with the voluntary exclusion process and your progress with the program thus far. We would greatly appreciate your time in completing and returning this survey to me. If at any time during your exclusion you have questions, please do not hesitate to contact me.

Thank you for participating in the Voluntary Exclusion Program.

# 6-Month Follow Up Survey

## Voluntary Exclusion Program 6 Month Follow-Up Survey Demographic Information:

- 1) Gender:  Male  Female
- 2) Age:  Under 18  45-54  
 18-24  55-64  
 25-34  65 or older  
 35-44
- 3) Age at the time of voluntary exclusion: \_\_\_\_\_
- 4) County of Residence: \_\_\_\_\_

- Non-casino bingo  
 Non-casino cards  
 Dogs
- Horses  
 Illegal gambling  
 Other \_\_\_\_\_

### Financial History:

- 12) In the past 12 months:
- What is your average loss per event? \$ \_\_\_\_\_
  - What is your average win per event? \$ \_\_\_\_\_
- 13) In your lifetime:
- What is your average loss per event? \$ \_\_\_\_\_
  - What is your average win per event? \$ \_\_\_\_\_
- 14) To the best of your knowledge, how much do you estimate you lost at gambling:
- In the last year? \$ \_\_\_\_\_
  - In the last three years? \$ \_\_\_\_\_

26) Check one answer for each of the following questions:

- Yes  No I have attended a Gamblers Anonymous meeting.
- Yes  No I attend a Gamblers Anonymous meeting regularly.
- Yes  No I have sought counseling for my gambling problem.
- Yes  No I attend counseling regularly for my gambling problem.
- Yes  No I have completed problem gambling treatment.
- Yes  No I have sought counseling for other personal problems.

### Voluntary Exclusion Information:

- 27) I voluntarily excluded for:
- At least 2 years  Lifetime
- 28) I found information on the Voluntary Exclusion Program at:
- Casino  Problem Gambling Helpline  
 Internet  Other \_\_\_\_\_
- 29) The Voluntary Exclusion Program application process was:
- Easy  Somewhat difficult  
 Somewhat easy  Difficult
- 30) I was treated with respect during my application process:
- Yes  No

# VEP Violations

## The Lottery

- Lottery may reach out with treatment resources electronically if a newly excluded person is discovered at a retail location.
- Police may issue a citation; lottery is notified.
- Participant reports to court, Responsible Gaming Director gets subpoena of court date.
- Education of court staff on the many resources for help.
- Any confiscated funds are transmitted to the Problem Gambling Fund.



# Documents Created



## What the Courts Need to Know: Maryland's Voluntary Exclusion Program (VEP) for Individuals Experiencing Gambling Problems

VEP violators are at greater risk of experiencing problems due to gambling behaviors. The number of individuals on the casino VEP has increased over the years from 1,350 in 2017 to 2,724 in 2023 and violations have increased with 141 excluded individuals caught in Maryland casinos in 2016, up to 377 in 2022 [Maryland Lottery and Gaming Control Agency (MLGCA)].

### What is VEP?

- Allows individuals to voluntarily exclude from entering Maryland casinos for two years or for life to decrease out of control gambling and the risk of developing a gambling addiction.
- For those wanting to be removed after 2 years, requests for removal go to MLGCA per Code of Maryland Regulations 36.01.03.05. Persons are not automatically removed after 2 years.

### Violations to VEP:

- Entering a casino when on the VEP or prior to official removal from the VEP, may result in a criminal citation requiring a court appearance.

### The Maryland Center of Excellence on Problem Gambling's (the Center's) Recommended Approach:

- Maryland residents have access to free counseling and treatment. The Center recommends states attorneys inform judges of the option to refer VEP violators for screening and assessment with a problem gambling treatment provider prior to issuing any other sentencing options (Community Service, Fines).
- The individual should be given the Center's phone number (667-214-2120) as a resource for a referral to a problem gambling treatment provider.
- Upon completion of a screening and assessment for problem gambling, the individual notifies the Court, providing the results and any recommended course of action given by the clinician.
- The Center recommends any criminal charges be expunged from the individual's record due to compliance with this process.

### FREE RESOURCES

- **For more information on VEP,** Contact Jasmine Countess, Responsible Gaming Director, MLGCA by calling (410) 230-8798 or emailing [responsible.gaming@maryland.gov](mailto:responsible.gaming@maryland.gov)
- **The Maryland Problem Gambling Helpline 1-800-GAMBLER (call, text, chat):** Confidential, 24/7 access to resources including but not limited to "No Cost" treatment, peer recovery support and gamblers anonymous.
- **[www.helpmygamblingproblem.org](http://www.helpmygamblingproblem.org):** online information for problem gamblers and/or their family members.
- **For additional information on education and training for court staff:** contact Mary Drexler MSW, Director of Operations, Maryland Center of Excellence on Problem Gambling by calling (667) 214-2121 or email [mdrexler@som.umaryland.edu](mailto:mdrexler@som.umaryland.edu).



## Courts and Gambling Related Crimes

- 5.5% of Maryland adults are disordered gamblers, by population, 264,836 (Statewide Gambling Prevalence in Maryland, 2020).
- 2 million U.S. adults (1% of the total US population) are estimated to meet the criteria for severe gambling problems each year (National Council Problem Gambling, 2022).

The Courts can serve as a proactive agent of change by intervening in the cycle of problem gambling-related criminal behavior through early intervention, similar to other diversion programs in Maryland. Problem Gambling Disorder is an addiction that has a clinical diagnosis and can be treated with therapy under the care of a licensed clinician.

Professionals in the legal system, from judges and attorneys to police and parole officers, may encounter an individual with a gambling disorder at any point in the judicial process. Often the problem gambling behavior is hidden. Cases where problematic gambling may be an issue may include, but are not limited to, possession of illegal substances, bankruptcy, divorce, unpaid child support, domestic violence, fraud, theft, or embezzlement.

### RECOMMENDED APPROACH

If an individual presents in the courtroom facing charges, such as possession of illegal substances, bankruptcy, divorce, unpaid child support, domestic violence, fraud, theft, or embezzlement, the Maryland Center of Excellence on Problem Gambling (the Center) recommends asking the following questions:

- Did gambling-related behaviors or activities contribute to this individual's crime?
- If **Yes**, has the individual ever sought treatment for a gambling problem?
- If the individual has not sought treatment, provide options for screening and assessment with a problem gambling treatment provider as one of the sentencing options.
- The individual may be given the Center's phone number ( 667-214-2120) as a resource for a referral to a problem gambling treatment provider.

### FREE RESOURCES

- **For information on the Voluntary Exclusion Program (VEP),** contact Jasmine Countess, Responsible Gaming Director, Maryland Lottery and Gaming Control Agency (MLGCA) by calling (410) 230-8798 or emailing [responsible.gaming@maryland.gov](mailto:responsible.gaming@maryland.gov)
- **The Maryland Problem Gambling Helpline 1-800-GAMBLER (call, text, chat):** Confidential, 24/7 access to resources including but not limited to "No Cost" treatment, peer recovery support, and gamblers anonymous.
- **[www.helpmygamblingproblem.org](http://www.helpmygamblingproblem.org):** online information for problem gamblers and/or their family members.
- **Further information on education and training for court staff:** contact Mary Drexler MSW, Director of Operations, Maryland Center of Excellence on Problem Gambling by calling (667) 214-2121 or email Mary Drexler at [mdrexler@som.umaryland.edu](mailto:mdrexler@som.umaryland.edu).

# VEP Removals

## The Lottery

- Provide healthy lifestyle choices workbook for those who want to be removed. Persons may also choose to participate in other programs, like Smart Recovery.
- Send the person to the Center to connect with a counselor.
- Receive Counselor review form back directly.
- Make any further recommendations to applicant
- Receive application form from participant.
- Remove applicant from the VEP list.
- Provide with release confirmation.

# Healthy Lifestyle Choices Workbook

Which of the characteristics of low risk gambling apply to you?

## Low Risk

- I play for fun.
- I set a limit on money and stop when I get to it.
- I keep track of time.
- I only think about gambling sometimes.
- I stop playing when I lose.
- I don't gamble to reduce my money worries.
- I know I will lose over time.
- Gambling is only one of my entertainment options.
- I only gamble for enjoyment.
- I gamble socially with friends.
- I know that my actions may affect other people's feelings.
- TOTAL

## High Risk Gambling Characteristics

- I play to win.
- I spend more money than I plan to or want to.
- I stay longer than I plan to.
- I often think about gambling.
- I gamble to win back losses.
- I gamble to solve my money worries.
- I am sure that I will win over time.
- Gambling is my most important form of entertainment.
- I gamble to reduce stress or escape from problems.
- I gamble alone.
- I don't think my gambling affects others.
- TOTAL

1. Please indicate which of the following types of gambling you have done in the past 12 months. For each type, mark one answer: "Not at All," "Less than Once a Week," or "Once a Week or More."

PLEASE "/>			
a. Played cards for money			
b. Bet on horses, dogs, or other animals (at OTB, the track or with a bookie)			
c. Bet on sports			
d. Played dice games, including craps, over and under or other dice games			
e. Went to casinos (legal or otherwise)			
f. Played the numbers or bet on lotteries			
g. Played bingo			
h. Played the stock and/or commodities market			
i. Played slot machines, poker machines, or other gambling machines			
j. Bowled, shot pool, played golf, or some other game of skill for money			
k. Played pull tabs or "paper" games other than lotteries			
l. Bet on the internet			
m. Played fantasy sports for money			
n. Some form of gambling not listed above (please specify:)			

Participants are welcome to reach out to us at anytime. We communicate about:

- ▶ Treatment resources
- ▶ Other resources
- ▶ Helping loved ones/friends
- ▶ Program rules
- ▶ Information about other states
- ▶ Enrolling in additional programs
- ▶ Re-enrollment



maryland alliance for™  
**responsible** gambling



COMBATING  
PROBLEM GAMBLING



GROUP OF VARIOUS  
STAKEHOLDERS



QUARTERLY  
MEETINGS



## Current Members

- Maryland Department of Health
- Maryland Lottery and Gaming Control Agency
- Maryland Department of Public Safety and Correctional Services
- Maryland State Senate
- Maryland Council on Problem Gambling
- Maryland Coalition of Families
- The Maryland Center of Excellence on Problem Gambling
- Maryland casinos (Hollywood Casino Perryville, The Casino at Ocean Downs, Maryland Live! Casino, MGM National Harbor, Rocky Gap Casino Resort, Horseshoe Casino Baltimore)

# Printed MARG Materials Available

**MOBILE BETTING ON YOUR FAVORITE SPORTS?**







If you are 21+ and physically present in Maryland it is legal to sports bet

BEFORE YOU JOIN THE EXCITEMENT OF SPORTS BETTING CONSIDER THESE TIPS ....



**TIPs for Safe Mobile Sports Betting**

- Only bet through Licensed operators
- Educate yourself on betting terminology, how to read stats, types of bets and odds of winning
- Set limits on wagers, time spent, deposits, and losses
- Want to block gambling sites? Use BetBlocker or GamBan
- Bet what you can afford to lose, for entertainment, not to win money
- Want to self-exclude from mobile betting? The Voluntary Exclusion Program is available
- To make clear decisions, avoid alcohol use while gambling

**Signs of a Gambling Problem:**

 Always thinking of betting	 Chasing losses
 Unable to take a break	 Lying about gambling
 Using gambling to cope	 Using more than planned or borrowing money

If some of these signs apply to you or a loved one, help is available ...

SCAN HERE  

## IS YOUR GAMBLING OUT OF CONTROL?

- Have you ever felt the need to bet more and more money?
- Have you ever had to lie to people important to you about how much you gamble?

Answering "yes" to either or both of these questions may indicate a problem with gambling

CALL  

TEXT 

CHAT 

### 1-800-GAMBLER

## Do you or someone you know have problems with gambling?

**Where Can You Turn?**

TALK TO SOMEONE RIGHT NOW

# 1-800-GAMBLER

HOPE AND HELP IS AVAILABLE  
It's free, confidential, and 24/7

CALL  

TEXT 

CHAT 



maryland alliance for responsible gambling

Contact the Center: [Info@mdproblemgambling.com](mailto:Info@mdproblemgambling.com) for all materials go to: <https://www.mdproblemgambling.com/public-awareness/print-outreach-media/>

The logo features the word "Live!" in a large, red, cursive script font. Below it, the words "CASINO • HOTEL" are written in a black, sans-serif font, with a small registered trademark symbol (®) to the right. Underneath that, the word "MARYLAND" is written in a smaller, black, sans-serif font. The background of the slide is white on the left and transitions into a dark green on the right, with several overlapping, semi-transparent green geometric shapes (triangles and polygons) creating a dynamic, abstract design.

CASINO • HOTEL<sup>®</sup>  
MARYLAND

▶ Charlie Dwaileebe, Director of Compliance



# Live!

## Casino & Hotel

- ▶ **VEP**

- ▶ Casino Perspective
- ▶ Responsible Marketing
- ▶ Self-Exclusion Program

# Casino Perspective

- ▶ Problem Gambling Awareness
  - ▶ Training
  - ▶ Marketing
  - ▶ Collaboration

# Employee Training

- ▶ **Live! Casino & Hotel-  
Responsible Gaming Training**

- ▶ New Hire Orientation
- ▶ Annual refresher training
- ▶ NCPG's Problem Gambling Awareness Month every March
- ▶ AGA's Responsible Gaming Education Month every September





## Responsible Gaming Exam

### Training Acknowledgement Form

I, \_\_\_\_\_, acknowledge that I have received training on the Responsible Gaming Code of Conduct and the employee pledge agreement through the AGA. I further acknowledge that I have read and have had the opportunity to ask any questions about the Responsible Gaming policies and procedures and that I fully understand these policies and procedures as evidence by the Responsible Gaming exam. I further understand that my failure to abide by these regulations and Live! Casino policies and procedures may result in disciplinary action. I also agree to attend all future Responsible Gaming Compliance training as a condition of my continued employment.

#### Employee

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Department: \_\_\_\_\_

Job Title: \_\_\_\_\_

Employee #: \_\_\_\_\_

#### Witness

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Department: \_\_\_\_\_

Job Title: \_\_\_\_\_

Employee #: \_\_\_\_\_

Required Passing Score **80%**

Exam Score \_\_\_\_\_%

Coached Score \_\_\_\_\_% (Intl \_\_\_\_\_)

Coaching Comments:

\_\_\_\_\_

\_\_\_\_\_

# Responsible Marketing



- ▶ RG messaging throughout the property
  - ▶ Interior and exterior digital signage
  - ▶ Slot Machines
  - ▶ ATM's
- ▶ RG materials are available in high traffic areas throughout the property
- ▶ QR codes with links to RG information are available throughout the property
- ▶ Include the gambling assistance message on all advertisements encouraging responsible play



MARYLAND LOTTERY  
ENCOURAGES  
**RESPONSIBLE**  
PLAY

Please play responsibly;  
for help visit  
[mdgambinghelp.org](http://mdgambinghelp.org)  
or call  
**1-800-GAMBLER**

**GUARANTEED**  
**TO HIT BY**  
**\$100,000**  
**\$86,991.2!**

**Live**  
**CASINO**

# Responsible Marketing



- ▶ Live! Casino integrates RG messaging throughout its properties
- ▶ RG Messaging is displayed on ATM's, Sports Wagering Kiosks and Slot Machines

# Collaboration



- ▶ Live! is proud to be a member of The Maryland Alliance for Responsible Gambling
- ▶ Live! works closely with MLGCA on its RG Plan

Maryland  
Department of  
Health and Mental  
Hygiene

Maryland Lottery and  
Gaming Control  
Agency

Maryland  
Department of Public  
Safety and  
Correctional Services

Maryland State  
Senate

Maryland Council on  
Problem Gambling

The Maryland Center  
for Excellence on  
Problem Gambling

Maryland casinos (Maryland Live! Casino,  
Hollywood Casino Perryville, The Casino at  
Ocean Downs, MGM National Harbor, Rocky  
Gap Casino Resort, Horseshoe Casino  
Baltimore)



# Self-Exclusion Program

Live! Casino uses a variety of tools to manage the self-exclusion program

Process VEP enrollments and removals timely

VEP enforcement

# VEP Enrollments & Removals



MLGCA staff provides updated VEP lists on a regular basis



Live! has a designated team that processes all enrollments and removals



Utilize a variety of tools to process the list

Collect individual information  
Manage the list of active members

# VEP Enforcement



# Self-Exclusions

01

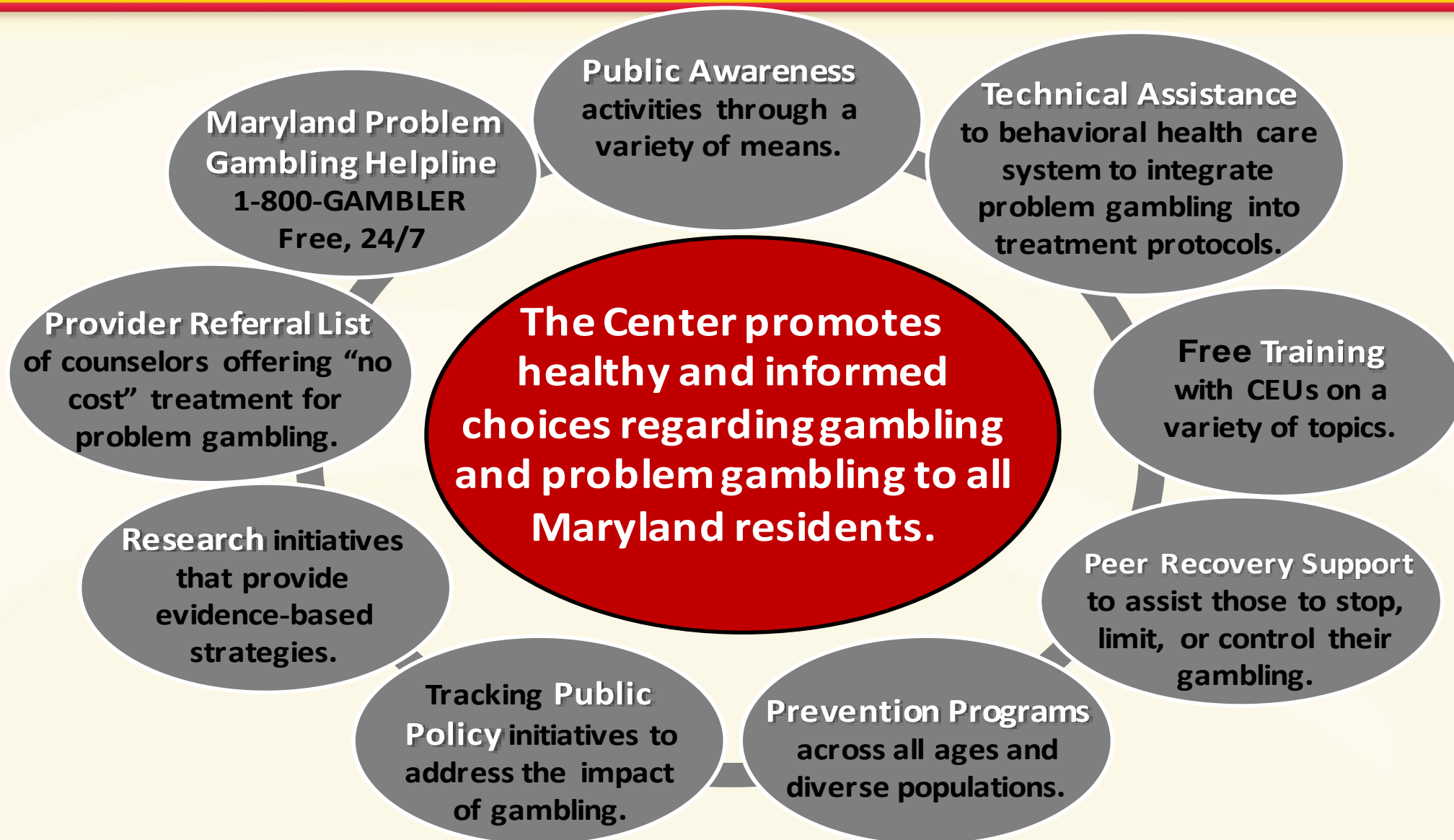
Live! utilizes its player tracking system to prevent self-exclusions from gaming

02

Live! follows its MLGCA approved RG Plan

03

Live! has committed to honor self-exclusion lists in other jurisdictions where it's operating



# VEP Enrollment

## The Center

- Peers take calls from VEP enrollees
- Peers take calls from 1-800-GAMBLER helpline and refer them to VEP
- Peer will go with VEP applicant to enroll in VEP at casino or lottery if requested.

# VEP Day to Day

## The Center

- Peers check-in with clients that are on VEP through daily texts or periodic phone calls.
- Peers offer clients resources for help such as counseling, Gamblers Anonymous, financial assistance, family assistance.

# VEP Violations

## The Center

- Director of Operations educates court staff.
- Court refers VEP violators to the Center for help.
- Assist with mailing of court documents: October mailing to 319 judges across the State.



# VEP Removals

## The Center

- Peers connect the person seeking removal to a counselor and offer help, if needed.
- Ensure client knows to have therapist complete counseling form.
- Receive copy of Counselor review form so payment for VEP removal can be made to the Counselor.
- Peers reach out periodically.

# VEP Stories of Success From the Center's Peer Recovery Support Specialists

## Jim Nowlin, CPRS



“I have two help seekers who are ecstatic that they finally signed up. One has a neighbor who still goes to the casino and she feels relieved to not feel pressured to go with her. She thinks the friend has a problem.”

“The other help seeker feels as if she has her life back. After so many years of not being able to control the urges, VEP has brought her a sense of peace.”

Jim checks in with both help seekers regularly.

VEP is working for so many people.

# VEP Stories of Success From the Center's Peer Recovery Support Specialists

Carin Miller, CPRS, RPS



“One help seeker signed up for VEP and then asked to be removed after two years. She was doing fine, but her gambling started to get out of control again. She re-enrolled in the VEP. I went with her to the casino to re-enroll. She signed up for lifetime VEP. When we left the casino, she jumped for joy and said a huge weight had been lifted off her shoulders. She is doing well now and has maintained her recovery for over five months. She is active duty in the military.”

“Another help seeker reached out in 2021. I checked in with him periodically, offering resources, but he continued to gamble. I talked to him and he said his gambling was getting out of control and he was going to lose his house. He made money daily as a driver and would gamble the money. He said he hoped to win his money back. I helped him with no cost treatment, attending GA meetings, and credit counseling services. He went to the casino and signed up for lifetime VEP. He is relieved and he is doing much better.”

# VEP Stories of Success From the Center's Peer Recovery Support Specialists

Will Hinman, CPRS, RPS



“I have been assisting a help seeker who attends GA meetings. She has had several relapses in the past that led to severe relationship problems with her daughter and son-in-law. She lives with them due to financial problems from gambling. They were close to asking her to leave so she signed up for the VEP. She is relieved that she can no longer go to casinos.”

“The trend with VEP I am seeing is that if the person is not ready to address the underlying issues of the gambling problem, the VEP by itself will not work. Some turn to other forms of gambling, drive to another state, or risk going back to the casino. VEP works well for people ready to change and using multiple sources of help.”

# VEP Stories of Success From the Center's Peer Recovery Support Specialists

## Kenny Crawford, CPRS



“I have a help seeker who is on the VEP and it has worked. Originally, she called because she wanted to be removed from the VEP. She wanted peer support in case the removal did not work out. About 2 months later she called back and said she was going back on the VEP. She was having financial problems due to gambling. I am still in touch with her and it has been great to see her go from misery and despair to being happy again. The VEP has worked for her.”

# VEP Stories of Success From the Center's Peer Recovery Support Specialists

Ken Wolfson, CPRS, RPS



“Over the years I have seen VEP clients sign up to appease a husband, wife, or significant other to get the pressure off, but they continue to gamble. The gambler has to want to stop for themselves.”

“VEP is often a great first step for problem gamblers. The problem gambler also has to take steps to address the addiction. Since it is a progressive disease, other changes have to be made to address the root causes of the behavior. To move from the “deterrent” level that VEP offers, clients can deal with underlying causes of problem gambling through no-cost treatment.

“Once I had a VEP client I was walking to security to get a guard escort at the casino and the client disappeared. He went to gamble one last time before enrolling in the VEP. He needed one last hoorah! He has been in active recovery ever since as the VEP has very much assisted him on his path to recovery. The VEP works for those that are motivated to change.”

# Thank you! Any Questions?

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