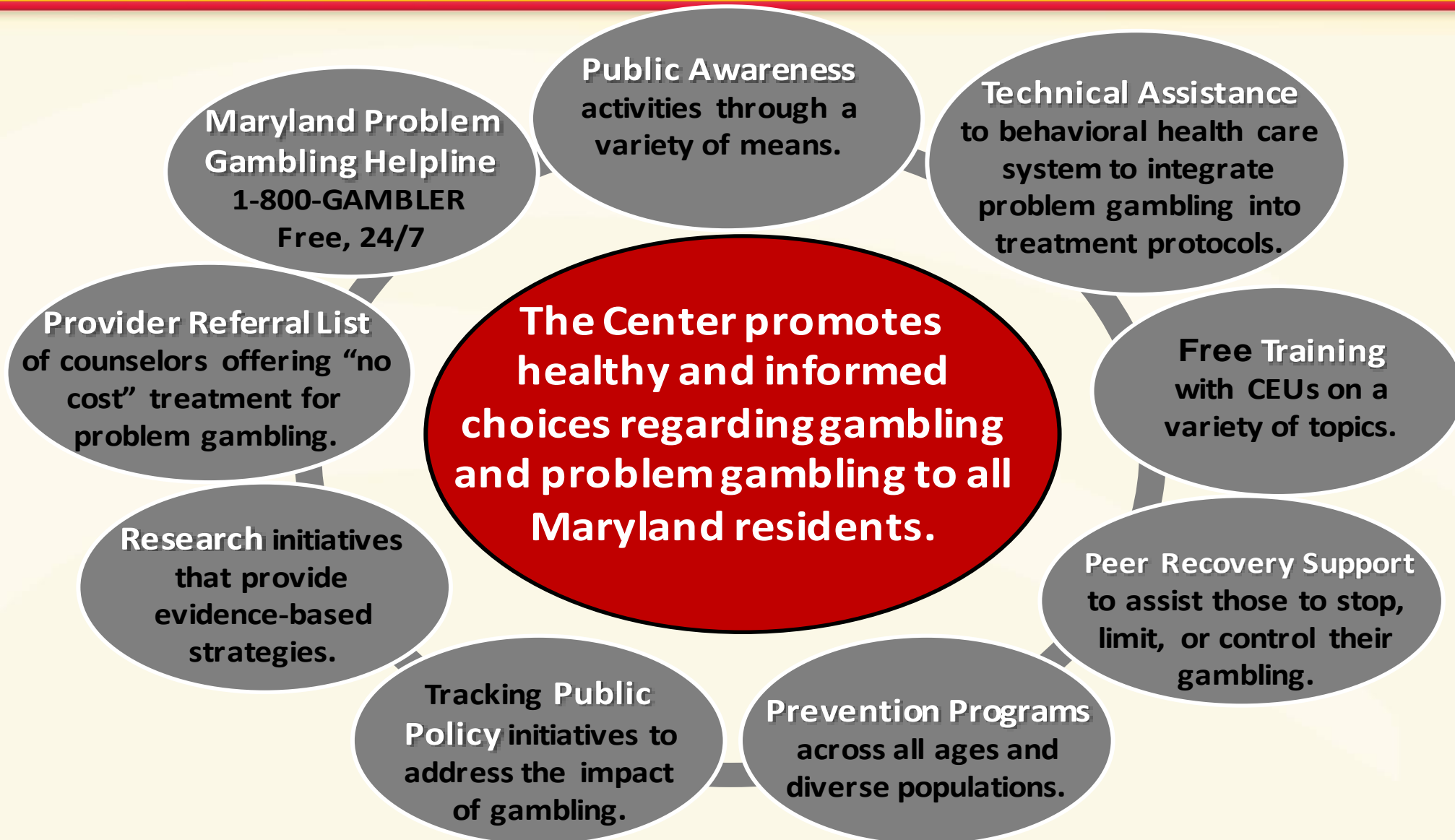


Working Together: Maryland Collaborates on Problem Gambling Prevention Strategies

Mary Drexler, MSW
and
Jasmine Countess





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



maryland alliance for
responsible gambling



COMBATING
PROBLEM GAMBLING



GROUP OF VARIOUS
STAKEHOLDERS



QUARTERLY
MEETINGS



maryland alliance for
responsible gambling™

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)

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

Collaboration At a Glance


- The Center refers players to voluntary exclusion programs
- The Center provides professional feedback for the Lottery's training webinars
- The Lottery refers players to counseling/treatment via the Center
- The Lottery participates in the Center's research efforts
- The Lottery participates in the Center's training webinars
- The Lottery participates in the Center's annual RG conference
- The Lottery acts as a Center liaison to Maryland gaming entities
- Collaboration annually on promoting Problem Gambling Awareness Month
- Collaboration on education efforts with district courts regarding VEP violators
- Collaboration at MARG meetings
- Collaboration on educational materials/brochures

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 2 years or a lifetime.
- Not automatically removed.
- If violate the VEP, can be charged with criminal trespassing and must report to court.



the maryland voluntary
exclusion program
for casino and lottery gambling



could the problem be gambling?

410-230-8800
or visit mdgamblinghelp.org

VEP Enrollment

The Lottery

- Promote at casinos
- Provide application
- Handle administration of enrollment
- Send lists to operators
- Connect enrollees to the Center's peer recovery support specialists

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 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.

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.

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/ga/virtual-meetings>
- GA Locations: <https://www.gamblersanonymous.org/ga/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
 - 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.

VEP Violations

The Lottery

- Police may come to property for criminal citation, lottery notified.
- Violator goes to court, Responsible Gaming Director gets subpoena of court date.
- Education for court staff on resources for help.

VEP Violations

The Center

- Director of Operations educates court staff.
- Court refers VEP violators to the Center for help.
- Education of court staff on the resources for help

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
- **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:** 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.



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 problem 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
- **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.
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VEP Removals

The Lottery

- Provide workbook for those who want to be removed.
- Send the person to the Center to connect with a counselor.
- Receive Counselor review form back directly.
- Receive application form from gambler.
- Remove people from the VEP list.

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:)			

**Healthy Lifestyle Choices
Participant Workbook**

Updated 1/27/22

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.

VEP Day to Day

The Lottery

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

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.

Webinars, Trainings, Communication Campaigns

- Gift Responsibly Campaign (webinar)
- Problem Gambling Awareness Month (Collaboration through MARG: Joint press release, Senate Proclamation of PGAM, sports betting flyer, and small card, webinar, back of house, Governor's Proclamation)
- VEP Removal - Counselor Training

Education for Lottery Employees and Industry Leaders

- Center input on employee training.
- Center assists with retailer newsletter content and education.
- The Center provides data and other presentations at MARG meetings.
- The Lottery hosts Champion Meetings quarterly with participation from the Center.

PROMOTE RESPONSIBLE GIFTING OF LOTTERY GAMES

Our holiday scratch-offs will soon arrive, making this a great time to remind your players that Lottery tickets aren't appropriate gifts for anyone under age 18. You'll find the "Play Responsibly" logo in all of our marketing materials, and there are more resources for your players on the **Responsible Play page** of our website. The Lottery carefully designs its advertising and marketing efforts to avoid appealing to children. Here are a few facts to consider:

- Lottery sales to minors are illegal in all states.
- In Maryland, retailers are subject to prosecution for selling Lottery tickets to minors.
- 33% of a sample of Baltimore City 6th-12th graders reported receiving Lottery tickets as gifts.

We're teaming up with lotteries worldwide to promote responsible holiday gifting of lottery games. Watch for messages on our Lottery-in-Motion (LIM) monitors and Lottery vending machines about this initiative, which ties into the National Council on Problem Gambling's new year-round "Gift Responsibly" campaign. Do your part to encourage responsible gifting.

This article appears in collaboration with the Maryland Center of Excellence on Problem Gambling. Information: www.helpmygamblingproblem.org.



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:



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

SCAN HERE



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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?

An answer of "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?

- Voluntary Exclusion Program
- No-Cost Professional Counseling
- Talk to Someone RIGHT NOW

1-800-GAMBLER

Help and Hope is available right now
It's free, confidential, and 24/7

CALL



TEXT



CHAT



We Can Help



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responsible gambling

PSAs - Lottery Retailers



Common Challenges

- Different Stakeholder Needs - e.g., general information vs resources for help
- Different Goals - e.g., prevention/treatment as primary focus vs. regulation/revenue as primary focus
- Funding constraints
- Policy challenges
- Staffing challenges

Coming Up ...

- Champions Meetings
- Retailer Education Program
- Employee Training
- MARG strategies and expansion
- Other

Questions?



Thank you!

Mary Drexler, MSW, Maryland Center of Excellence on
Problem Gambling MDrexler@som.umaryland.edu

Jasmine Countess, Maryland Lottery & Gaming Control
Agency
Jasmine.Countess@Maryland.gov