

NATIONAL COUNCIL OF LEGISLATORS FROM GAMING STATES  
COMMITTEE ON RESPONSIBLE GAMING  
ATLANTIC CITY, NEW JERSEY  
FRIDAY, JUNE 12, 2015  
DRAFT MINUTES

The Committee on Responsible Gaming of the National Council of Legislators from Gaming States (NCLGS) met at The Water Club at Borgata in Atlantic City, New Jersey, on Friday, June 12, at 9:00 a.m.

Rep. Lois Delmore of North Dakota, acting committee chair, presided.

Other legislators present included:

Rep. Kevin Ryan, CT	Rep. Thomas Loertscher, ID
Rep. Helene Keeley, DE	Rep. Marvin Abney, RI
Sen. Bill Cowsert, GA	Del. Eric Nelson, Jr., WV
Rep. Matt Ramsey, GA	

Others present were:

Susan Nolan, Nolan Associates, NCLGS Executive Director  
Candace Thorson, Nolan Associates

#### MINUTES

The Committee accepted the minutes of its last meeting on January 9, 2015, in Las Vegas, Nevada.

#### PENNSYLVANIA CASINO RESPONSIBLE GAMING TRAINING

Josh Ercole, Chief Operating Officer of the Council on Compulsive Gambling of PA (CCGP) reported that CCGP's responsible gaming training, known as the Customer Assistance Program (CAP) Training, is conducted at 11 of the 12 casinos operating in the state of Pennsylvania. He said that every casino in the state of Pennsylvania must go through an annual responsible gaming program, as mandated by the Gaming Control Board of Pennsylvania.

Mr. Ercole said that CCGP has operated the state-funded helpline services in Pennsylvania since 1997, working closely with the Pennsylvania Lottery, the casino industry, and the Pennsylvania Department of Drug and Alcohol Programs. He said that CCGP provides training programs, speakers, workshops, prevention, and clinical training programs to businesses, schools, treatment organizations, and casinos. He said this helpline is a 24-hour a day, seven day a week, live service, so at any time someone can call one of its 1-800 numbers and be connected with a live person who can offer assistance. He reported that though casinos did not open in Pennsylvania until 2006, the hotline service has been available since 1997 providing help to individuals suffering with problems associated with gambling.

Mr. Ercole reported that CAP training is conducted annually at each casino and that it is mandated by the Gaming Control Board that every single casino employee completes the training each year. He said it is extremely important to discuss a number of different areas with these employees to enable them to make an impact on someone who may be suffering from a

problem. He said the training focuses on the fact that the majority of the population visiting the casino can conduct themselves in a responsible way, but that there is a small percentage of the population that cannot engage in the activity responsibly. He stated the training program also includes information regarding underage and intoxication policies, gambling disorders, warning signs, and what they can do to help.

Mr. Ercole said the main focus of the CAP training is to ensure that all casino team members are “keeping an eye out” and know what steps to take should a patron ask for help. He reported that the helpline received just shy of 18,000 calls in 2014. He stated that the fact that the casinos are advertising the helpline numbers has resulted in a tremendous spike in calls. He said by offering casino team members a simple phone number to pass along, this can make them the link between help that is available and somebody who is in need of assistance.

Mr. Ercole stated that the self-exclusion program is another focus of the Pennsylvania Council of Compulsive Gambling. He said the Council has seen a tremendous amount of success since this program started in 2006. He stated that The Office of Compulsive and Problem Gambling of the Pennsylvania Gaming Control Board has established and will maintain the self-exclusion program. He said this program allows people in Pennsylvania to voluntarily ban themselves for a period of one year, five years, or the rest of their lives. He said that the casinos agree to work with the individual and the state by removing all of the individual’s information from their databases and restricting the individual from using on-site amenities such as check cashing, credit lines, and player’s club memberships. He stated that the individual is also told that if they violate the terms of the program they can be possibly fined or arrested and cited for criminal trespass. Mr. Ercole reported that 8,461 individuals have signed up for self-exclusion in Pennsylvania over the last nine or ten years. Mr. Ercole also reported that Pennsylvania has risen to have the third highest rate of self-exclusion in the entire country.

In response to a question by Representative Delmore about the ability of an individual removing themselves from the self-exclusion program, Mr. Ercole stated that the one-year and five-year options allow an individual to go through a removal process, which is an application that has to be approved by the Gaming Control Board. He said that an individual who signs up for the lifetime option does not have the ability to be removed from the program at this time.

#### NEW JERSEY GAMING SELF-EXCLUSION REGISTRATION

Steve Ingis from Spectrum Gaming Group reported that the New Jersey Self-Exclusion Program was implemented in 2001 to allow people with problem gambling to voluntarily exclude themselves from all Atlantic City casinos. He said that the program was expanded in 2013 to include a self-exclusion from Internet gaming and that anyone that was on the self-exclusion list for casinos was automatically included on the self-exclusion from Internet gaming. He also said that a person can elect to self-exclude from Internet gaming only and still be permitted to gamble in a casino.

Mr. Ingis stated that the program was implemented by the Casino Control Commission and that various procedures were developed to ensure that individuals were signing up for the program voluntarily. He said that people were required to come physically, in person, to the Commission office to fill out a form and complete a comprehensive interview process. He stated that it is important to note that when the legislature was considering instituting this program it was

determined that only the person who wanted to be self-excluded could put themselves on the list. He said that family members or anyone else could not put a third party on the list.

Mr. Ingis reported that the program includes one-year, five-year, and lifetime periods of self-exclusion. He stated that it is important to emphasize that once an individual signs up they cannot modify the length of their self-exclusion and they cannot change their mind. He said the casinos are charged with the responsibility of ensuring that people that are on the self-exclusion list do not gamble in their facilities.

Mr. Ingis also reported that recently there has been a dramatic change in the regulation of casino gaming in New Jersey and that the Division of Gaming Enforcement is now responsible for the self-exclusion list. He said that there also have been several changes to the program. He said that now it is not required that a person apply in person for the Internet gaming self-exclusion. He stated a person can register online to be self-excluded from Internet gaming only, however there is no lifetime period offered. Mr. Ingis said another recent change was that a person is no longer required to confess that they are a problem gambler in order to sign up for the self-exclusion program.

Dan Heneghan, Public Information Officer, New Jersey Casino Control Commission, stated that when the program was created, it was not made a criminal offense for a person to come back into a casino after they signed up. He said the theory behind creating self-exclusion was to get people help, not to have people arrested.

Mr. Heneghan said another feature of the program is that any money won by an individual on the self-exclusion program is subject to forfeiture. He said the winnings are forfeited to the state and in New Jersey half goes to the programs for compulsive gambling. He also stated that if a casino knowingly lures an individual who is on the self-exclusion program back to their casino by way of promotional mailings, the casino is subject to a fine and any money won by the casino from the excluded player is also subject to forfeiture.

Mr. Heneghan reported that there are currently about 2,700 people on New Jersey's self-exclusion list.

Mr. Heneghan stated it is important that legislators around the country think about the idea of reciprocity between the states. He said that if legislators amend the laws to allow reciprocity between the states, it would allow a lot more protection for problem gamblers.

In response to a question by Representative Keeley about how reciprocity between the states would be possible, Mr. Heneghan said that the first step would be to allow individuals who are signing up for the self-exclusion program to have the ability to choose if they want their information shared with other participating states. He said the information then would be transferred from that state's regulatory agency to other participating state's regulatory agencies. He stated that in order to implement this idea, statutory changes would be needed to allow the information to be shared between the government agencies.

#### NCPG INTERNET GAMING STANDARDS

Cheryl Chandler from the Connecticut Council on Problem Gambling said that the National Council on Problem Gambling (NCPG), which was founded in 1972, is the national advocate for programs and services to assist problem gamblers and their families.

Ms. Chandler reported that in 2012 NCPG developed the first Internet Responsible Gambling Standards based on best practices around the world. She said based on these standards NCPG created a program, known as the Internet Responsible Gambling Compliance Program (iCAP) that evaluates whether or not operators, regulators, and consumers are practicing responsible gambling. She stated that iCAP provides an independent objective assessment that the vendor or operator has voluntarily met NCPG's high standards for responsible gambling.

Ms. Chandler said that legislators and regulators are encouraged to require licensees to utilize the Internet Responsible Gaming (IRG) standards and the iCap process. She said that NCPG will acknowledge certified companies on its website and throughout their public communication initiatives. She stated that companies or agencies licensed to operate online gambling in US jurisdiction are eligible to apply for the operator assessment. She also said that companies who provide Internet or gambling software platforms are eligible to apply for vendor assessment.

#### SPORTS BETTING & PROBLEM GAMBLING

Elizabeth McCall from the Connecticut Council on Problem Gambling reported that according to the American Psychiatric Association, the definition of gambling is betting something in the hopes of obtaining something of greater value. She stated that in 2015 an estimated 5 million American adults and 500,000 adolescents met the criteria for a gambling problem. She said that gambling is the addiction with the highest rates of suicide.

Ms. McCall said that a tremendous amount of individuals who indulge in fantasy sports and illegal betting are on their personal systems during the work day. She stated that our youth is also a concern and 30 percent bet on sports in a given year, which is almost double that of the adult population. She said about 67 percent of all college students bet on sports. She said that sports betting is the most popular form of gambling among our youth, ages 14 through 22. She also stated that our youth is starting gambling on sports at a very young age, approximately 8 to 12 years old.

Ms. McCall reported that one of the current laws impacting online sports betting is the Professional and Amateur Sports Protection Act, which defines the legal statute of sports betting throughout the United States and effectively outlawed sports betting, excluding a few states. She also said additional laws impacting online sports betting are the Interstate Wire Act and the Uniform Internet Gambling Enforcement Act (UIGEA).

Ms. McCall reported that the American Gaming Association estimated that \$3.9 billion would be bet on the Super Bowl, with 95 percent of that being illegal. She also reported that it is estimated that \$9 billion would be spent during March Madness, which is the heaviest betting time of the year. She said primarily college students bet on March Madness. She stated that legal sports wagering represents a mere one percent to three percent of all sports betting.

Ms. McCall said that fantasy sports is a huge industry right now and is growing astronomically. She said that fantasy sports are legal because it has been determined that you have to have a

certain skill to pick your fantasy teams. She noted a trend that a lot of high school students are betting heavily on fantasy sports with their parents, but once they reach college they have access to credit cards for the first time and it is a quick switch to “pay to play.”

Ms. McCall reported that advocates of expanded gambling, including legalized sports betting, often state or imply that such expansion will be accompanied by increased support for addiction, prevention, and treatment programs, but not specified are any amounts or sources of funding, nor who would provide the “education about responsible gambling.” She said that the National Sports Betting Task Force is putting together a white paper to outline the support that would need to be in place for addicted individuals and their families.

Ms. McCall stated that responsible gaming framework that is being developed on the national level includes commitment to corporate responsibility, supporting informed player choice, providing protection within physical environment, establishing a minimum age for sports gambling and related fantasy games, ensuring responsible marketing, managing high-risk financial transactions, and engaging the community.

#### ADJOURNMENT

There being no further business, the meeting is adjourned at 10:00 a.m.