

Massachusetts Gaming Commission

Forum on Responsible Gaming

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National Council
on Problem Gambling

**The national advocate for programs
and services to assist problem
gamblers and their families.**

Responsible gaming is the obligation of operators to minimize individual and community harm through a formal internal responsible gaming program and support for external problem gambling services.

RG Is Essential, Ethical & Economical

- Held to higher standard as regulated industry.
- Provides good customer service.
- Improves security, retention & morale since employees/workers have higher rates of PG.
- Builds public support.
- Mitigates individual & community harms.
- Boosts government revenue by reducing healthcare and criminal justice costs.

To maximize the public benefit of gaming you must minimize the social costs of gambling addiction.

To have effective responsible gaming programs you must have effective problem gambling services, and vice versa.

State of The Art

- 2,000+ jurisdictions
- Inconsistent & incoherent, burden on all stakeholders:
 - Minimum age
 - 33 different PG helplines among 42 lotteries
 - SE siloed at property, sector and state levels
- Move to PETERRR

Prevention

Education

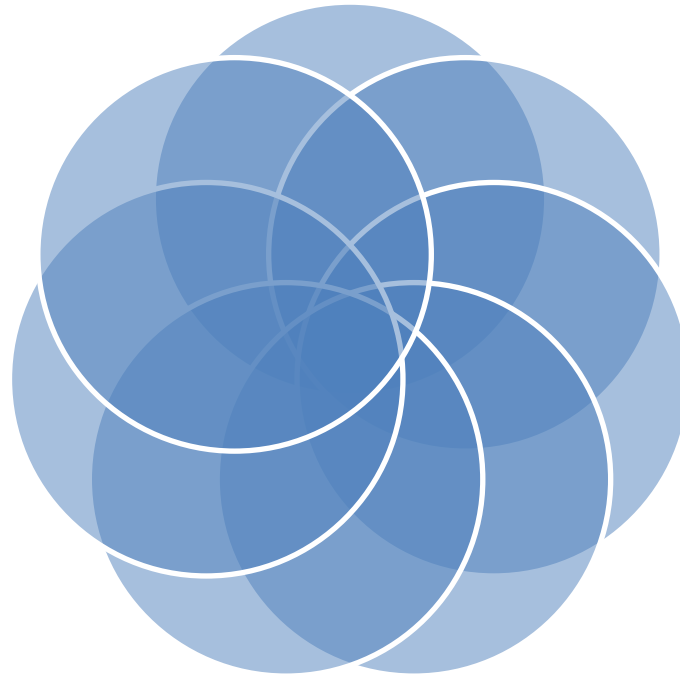
Treatment

Enforcement

Research

**Responsible
Gaming**

Recovery



Planning

- No US jurisdiction has a comprehensive, integrated PETERRR plan—yet...
 - Several have problem gambling plans.
 - None have a statewide RG plan across all sectors.
- Need for external certification/accreditation
 - WLA (3 US lotteries @ Level 3, 3 @ Level 2)
- Need for a National Framework