



NOTICE OF MEETING/RESPONSIBLE GAMING FORUM and AGENDA
October 28, 2013 Meeting

Pursuant to the Massachusetts Open Meeting Law, G.L. c. 30A, §§ 18-25, notice is hereby given of a meeting of the Massachusetts Gaming Commission. The meeting will take place:

RESPONSIBLE GAMING FORUM

Monday October 28, 2013

9:00 a.m.

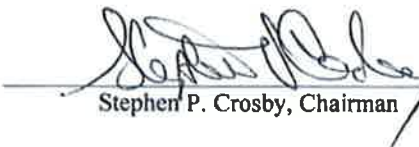
Boston Convention and Exhibition Center
415 Summer Street, Room 151B

RESPONSIBLE GAMING FORUM: - #1

1. Call to order
2. Responsible Gaming Overview
3. Panel Discussion: Components of a Responsible Gaming Framework
4. Discussion between Commissioners and Experts
5. Closing Remarks
6. Other business – reserved for matters the Chair did not reasonably anticipate at the time of posting.

I certify that on this date, this Notice was posted as "Gaming Commission Meeting" at www.massgaming.com and emailed to: regs@sec.state.ma.us, melissa.andrade@state.ma.us.

10/22/13
(date)


Stephen P. Crosby, Chairman

Date Posted to Website: October 22, 2013 at 3:00 p.m.



Massachusetts Gaming Commission



Massachusetts Gaming Commission Forum on Responsible Gaming

October 28, 2013

The Massachusetts Gaming Commission will strive to ensure that its decision-making and regulatory systems engender the confidence of the public and participants, and that they provide the greatest possible economic development benefits and revenues to the people of the Commonwealth, reduce to the maximum extent possible the potentially negative or unintended consequences of the new legislation, and allow an appropriate return on investment for gaming providers that assures the operation of casino-resorts of the highest quality.

Forum Agenda

- 8:30 **Registration**
- 9:00 **Welcome/Overview of the Day**
Mark Vander Linden, Director of Research and Problem Gambling
- 9:20 **Mission/vision of the Massachusetts Gaming Commission**
Stephen P. Crosby, Chairman, Massachusetts Gaming Commission
- 9:30 **Responsible Gaming Overview**
- Marlene Warner, Executive Director, Massachusetts Council on Compulsive Gambling
- *Problem gambling as a public health concern for Massachusetts*
 - *Why MGC regulation and corporate responsible gaming practices are important in mitigating gambling related harm*
- Dr. Howard Shaffer, Associate Professor, *Harvard Medical School* and Director of the Division on Addiction
- *Responsible Gambling: From Concept to Practice*
- 10:30 **Break**



Massachusetts Gaming Commission

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10:45 David O. Stewart, Counsel, Ropes and Gray, and legal and regulatory advisor to the American Gaming Association

- *Origins of the AGA Code of Conduct and how we got there*
- *An industry perspective on responsible gaming governmental regulation*

Keith Whyte, Executive Director, National Council on Problem Gambling

- *A opportunity to design model standards*
- *A national call to action*

11:45 **Lunch**

1:00 **Panel Discussion: Components of a Responsible Gaming Framework**

Opening panel remarks by panel moderator:

Example responsible gaming frameworks Dr. Jeff Marotta

Technological design features of gaming machines Dr. Natasha Dow Schull

Advertising and marketing practices Dr. Jeff Marotta

Player information/ Informed Decision Making Dr. Lia Nower

Pre-Commitment Dr. Robert Ladouceur

Play tracking with behavior analytics Mr. Keith Whyte

Casino employee training Dr. Debi LaPlante

Self-Exclusion Dr. Robert Ladouceur/
Dr. Lia Nower

On-site counseling space & collaborations Ms. Marlene Warner

Evaluating responsible gambling efforts Dr. Rachel Volberg

3:45 **Break**

4:00 **Discussion between Commissioners and Experts**

Expert panel members address questions from Commissioners and Staff

4:45 **Closing Remarks**

Stephen P. Crosby, Chairman, Massachusetts Gaming Commission

Mark Vander Linden, Director of Research and Problem Gambling

5:00 **Adjourn**



Massachusetts Gaming Commission

Massachusetts Gaming Commission
Forum on Responsible Gaming
October 28, 2013

Biographies

Marlene D. Warner

Marlene D. Warner has been with the Massachusetts Council on Compulsive Gambling since 2001, serving first as Program Director, then later as Executive Director. As Program Director, Ms. Warner led the non-profit organization to achieve many milestones, including: offering both online and regional training opportunities for clinicians, expanding the Helpline to offer live chat, working with financial services industries and the corrections community to build capacity of professionals to understand the impact of problem gambling, and developing programming and services to serve ethnic and linguistic minority populations experiencing problems with the disorder.

In 2011, Ms. Warner was appointed Executive Director of the Massachusetts Council on Compulsive Gambling. Under her leadership as Executive Director, Ms. Warner co-chaired the National Council on Problem Gambling's 25th Anniversary Conference, which took place in Boston with nearly 600 people attending. Ms. Warner also builds connections to recovery-directed policies and actions, and advocates on both federal and state levels for funding for problem gambling services, as well as the integration of gambling disorders into public and mental health fields. She maintains knowledge of cutting-edge research in the field through review of current literature and her connections in the field, and recently began to lead the agency through a new five-year strategic planning process.

Ms. Warner received her M.A. from the George Washington University in Washington D.C. and B.A. from Gettysburg College in Gettysburg, Pennsylvania. Prior to joining Council, she worked for the National Breast Cancer Coalition in Washington DC in the roles of Education Program Coordinator, Communications Associate, and Website Administrator.

Howard J. Shaffer, Ph.D.

Harvard Medical School, Division on Addiction, the Cambridge Health Alliance

Currently, Dr. Shaffer is an Associate Professor of Psychiatry at Harvard Medical School; in addition, he is the Director of the Division on Addiction at The Cambridge Health Alliance, a Harvard Medical School teaching affiliate. During recent years, he has served as principal or co-principal investigator on a variety of government and foundation sponsored research projects. Currently, Dr. Shaffer is focusing on investigative and educational activities associated with the public health features of Internet gambling, and the epidemiology of psychiatric co-morbidity among multiple DUI offenders. In addition to an active private practice, Dr. Shaffer consults internationally to a variety of organizations in business, education, human services, and government. Dr. Shaffer is a Fellow of the American Psychological Association. He also is licensed as a clinical psychologist in the Commonwealth of Massachusetts; the National Register of Health Care Providers in Psychology also certifies him.

Dr. Shaffer served on the National Academy of Sciences, National Research Council, Committee on the Social and Economic Impacts of Pathological Gambling. His professional appointments also have included consultation to the National Institutes of Health, The National Cancer Institute, The National Council on Marijuana and Health, The Icelandic Ministry of Health and Social Security, The Massachusetts Council on Compulsive Gambling, the Tung Wah Hospital Group, and The Massachusetts Departments of Mental and Public Health.

Dr. Shaffer is the editor of the recently released *APA Addiction Syndrome Handbook*. He is the past editor of *The Psychology of Addictive Behaviors*, the past editor of *The Journal of Gambling Studies* and the past associate editor of *The Journal of Substance Abuse Treatment*. Dr. Shaffer serves as a member of the many editorial boards, including the *Journal of Psychoactive Drugs*, *Advances in Alcohol and Substance Abuse*, and *The Psychology of Addictive Behaviors, Sexual Addiction and Compulsivity*. Dr. Shaffer has served as an ad hoc reviewer for many other journals including the *New England Journal of Medicine* and the *Archives of General Psychiatry*. Dr. Shaffer has written extensively about the treatment of addictive behaviors and the nature of addiction, including more than 250 chapters, journal articles, and reviews. He also has published 22 books or monographs. Dr. Shaffer's most recent books include the aforementioned two volume *APA Addiction Syndrome Handbook* with co-editors Debi LaPlante and Sarah Nelson, Harvard Health Publications' *Overcoming Addiction*, and with co-authors Ryan Martin, John Kleschinsky, and Liz Neporent, *Change Your Gambling, Change Your Life: Strategies for Managing Gambling and Improving Your Finances, Relationships and Health* from Jossey-Bass. His other books include *Quitting Cocaine: The Struggle Against Impulse* with Dr. Stephanie Jones, *Compulsive Gambling: Theory, Research & Practice*, edited with Dr. Blase Gambino, Sharon Stein, and Thomas Cummings, *Peers Helping Peers: A Handbook for Secondary School Peer Counselor/Educators*, and *Youth, Gambling, and Society: Futures at Stake*.

Dr. Shaffer's research, writing, and teaching have shaped how the health care field conceptualizes and treats the full range of addictive behaviors. His Syndrome Model of addiction has gained broad acceptance, influencing how we think about both behavioral and substance related addiction. He has received many awards, including the 2010 American Psychological Association, Division 50, award for "Outstanding Contributions to Advancing the Understanding of Addictions," and the 2010 Ira Grief Community Partnership award from the St. Francis House Moving Ahead Program.

David O. Stewart

David Stewart joined Ropes & Gray as a partner in 1989 to begin a litigation group in the Washington, D.C. office. His experience in complex litigation includes appellate and Supreme Court litigation, constitutional law, antitrust and commercial disputes, white-collar criminal defense work, health care law, and a variety of challenges to government regulation and enforcement. He served as Managing Partner of the Washington office from 1995-2000, and as head of its litigation group from 1989-2000.

Mr. Stewart has represented gaming companies in a variety of enforcement and investigative matters involving both federal and state regulations. He has represented gaming companies and trade associations on a wide range of issues, including Internet gambling, responsible gambling, tribal gaming, anti-money laundering programs, affirmative action, political campaign

contributions, First Amendment rights to advertise, and tax policy. He served as principal defense counsel at the Senate impeachment trial of U.S. District Judge Walter L. Nixon, Jr. of Mississippi, and argued the constitutional challenge to the Senate's impeachment procedures before the U.S. Supreme Court. Mr. Stewart also argued before the Court in *Ludwig v. Variable Annuity Life Ins. Co.*, a challenge to the sale of annuities by national banks.

Keith Whyte

Keith Whyte is Executive Director of the National Council on Problem Gambling (NCPG) in Washington, D.C. He has over nineteen years of public policy experience at the national level, including more than seventeen years of involvement with gaming and problem gambling issues. Recognized internationally for his work on gaming policy, Mr. Whyte has presented on gambling issues in 39 US states and 13 countries. He has testified before the United States Congress four times and appeared before numerous state legislative and regulatory bodies. Keith has written numerous articles, studies and book chapters on gaming and is frequently quoted in national and international media outlets.

Dr. Jeffrey Marotta

Dr. Jeffrey Marotta serves as President and Senior Consultant with Problem Gambling Solutions and Clinical Associate Professor at Oregon Health & Science University. Dr. Marotta has a doctorate in clinical psychology and is certified as an NCGC-II. He has served as a university instructor and researcher, a mental health clinician, a government administrator, and executive director on non-profit and for-profit organizations. From 2000 to 2007, he administered and developed the State of Oregon's problem gambling treatment and prevention system and has since assisted with the development of programs and policies to address problem gambling in multiple jurisdictions through conducting program evaluations, impact analyses, developing statewide strategic plans, and designing and consulting on responsible gambling practices, curriculums, and materials. He lives in Portland with his wife and children.

Dr. Natasha Dow Schüll

Natasha Dow Schüll is an associate professor in the Program on Science, Technology, and Society at the Massachusetts Institute of Technology and author of *Addiction by Design: Machine Gaming in Las Vegas* (Princeton University Press, 2012). She has conducted research on gambling for the past twenty years, focusing on the relationship between problem gambling behavior and the products and practices of the gambling industry. Her research on gambling has been supported by the National Science Foundation, the Robert Wood Johnson Foundation (Health and Society Scholars Program), the Alfred P. Sloan Foundation, and the Woodrow Wilson Foundation.

Dr. Lia Nower

Dr. Lia Nower currently serves as the Director of the Center of Gambling Studies at Rutgers University, School of Social Work. Her research focuses on psychometric measurement, the etiology and treatment of behavioral addictions, specifically disordered gambling, and gambling-related policy issues. She have served as an NIMH pre-doctoral fellow, a Fulbright fellow, and a research intern at the National Research Council at the National Academies. She is a co-editor,

advisory board member or board member of several journals and a consultant and grant reviewer for international, national and state agencies. Also, Dr. Nower serves as member of the legislative and research boards of and as a clinical supervisor for the National Council on Problem Gambling in Washington D.C. A former criminal prosecutor, she is a member of the Thomson-Reuters Expert Witness Services (TREWS) network and serves as a forensic consultant in state and federal court cases involving gambling-related crimes. She also works with legislators globally to develop responsible gambling frameworks to promote informed choice and harm minimization. A book she co-edited, "The Wiley-Blackwell Handbook of Disordered Gambling," is currently in press.

Dr. Robert Ladouceur

Robert Ladouceur, Ph.D., is a Professor Emeritus at Laval University in Quebec City. After his doctoral studies, he completed post-doctoral fellow Temple University in Philadelphia and at Geneva University in Switzerland. He has published 450 scientific papers, made 500 presentations and published 5 books. His work on gambling is internationally known. He was invited twice to present his work at the National Gambling Impact Study Commission, the presidential U.S. commission on gambling.

In 1996, he received the Research Award from National Council on Problem Gambling, recognizing the high quality of his work. In 2003, he received the Senior Research Award, from the National Center for Responsible Gaming, Harvard University. He presented his work in many Canadian provinces, American states European countries, Australia, New Zealand, and different countries in Asia. His cognitive treatment for pathological gamblers developed at Laval University is widely used around the world.

He published a paper on Responsible Gambling, called the Reno Model, with Alex Blaszczynski, from University of Sydney, Australia and Howard Shaffer, from Harvard University. His latest books written with Stella Lachance entitled '*Over coming pathological Gambling*' a therapist and client guides was published by Oxford press in 2007, translated in Chinese, Danish, Japanese.

Dr. Debi LaPlante

Dr. Debi LaPlante is a graduate of Harvard University who earned her doctorate in Social Psychology during 2001. She currently is Director of Research and Academic Affairs at the Division on Addiction at Cambridge Health Alliance, and is Assistant Professor of Psychiatry at Harvard Medical School.

Dr. LaPlante is actively involved in research, education, and outreach at the DOA, frequently publishing her work in esteemed peer reviewed journals. She has received several federal, state, and private research grants in support of her work. Dr. LaPlante is involved in several research projects including, but not limited to: (1) identifying and understanding the psychiatric comorbidity profiles of repeat driving under the influence of intoxicants (DUI) offenders; (2) investigating actual Internet gambling records toward the development of predictive algorithms for detecting risk for potential gambling-related problems; and (3) developing a new research

collaboration between the DOA and the Healing Lodge of the Seven Nations called, the Center for Indigenous Research Collaboration Learning & Excellence (CIRCLE).

Dr. LaPlante developed the online research review, the Brief Addiction Science Information Source (BASIS; www.basisonline.org) and currently edits two of its journals, The WAGER and STASH. The BASIS publishes open access weekly science reviews on the latest research studies of gambling, alcohol, tobacco, and drugs. Dr. LaPlante also worked with the Massachusetts Council on Compulsive Gambling in the development of a problem gambling self-change toolkit, Your First Step to Change. She since has worked with DOA staff to create additional versions of Your First Step to Change that focus on excessive drinking, smoking, marijuana use, and shopping. Dr. LaPlante played a lead role in the development of the EMERGE (Executive, Management and Employee Responsible Gaming Education) gambling employee training program and currently is developing a next generation responsible gambling program called, InSIGHT (Independent Science-based Information on Gambling & Health Training).

Dr. Rachel Volberg

Dr. Rachel Volberg has been involved in epidemiological research on gambling and problem gambling since 1985 and has directed or consulted on numerous gambling studies throughout the world. In 1988, Dr. Volberg was the first investigator to receive funding from the National Institutes of Health to study the prevalence of problem gambling in the general population. Dr. Volberg is currently the Principal Investigator on the Massachusetts Gaming Commission's Social and Economic Impacts of Gambling in Massachusetts (SEIGMA) study. In addition to her work in Massachusetts, Dr. Volberg is working on projects in Canada to assess the impacts of the introduction of online gambling and to identify best practices in population assessments of problem gambling. She is a member of research teams in Australia, New Zealand, and Sweden conducting large-scale longitudinal cohort studies to identify predictors of transitions into and out of gambling and problem gambling. Dr. Volberg has published extensively, presented at national and international conferences, and testified before legislative committees in states and provinces throughout North America.