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## Massachusetts Gaming Commission Meeting Minutes

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- Date/Time:** June 14, 2017 – 1:00 p.m.
- Place:** Massachusetts Gaming Commission  
101 Federal Street, 12<sup>th</sup> Floor  
Boston, MA
- Present:** Chairman Stephen P. Crosby  
Commissioner Gayle Cameron  
Commissioner Bruce Stebbins  
Commissioner Enrique Zuniga
- Absent:** Commissioner Lloyd Macdonald

**Time entries are linked to  
corresponding section in  
Commission meeting video**

### Call to Order

See transcript page 2

[1:00 p.m.](#) Chairman Crosby called to order the 219<sup>th</sup> Commission meeting.

### Administrative Update

See transcript pages 2-88

[1:01 p.m.](#) Executive Director Edward Bedrosian, Jr. reported that there will be two Commission meetings in the summer - one is scheduled for July 13<sup>th</sup> and the other is scheduled for August 10<sup>th</sup>.

[1:02 p.m.](#) Executive Director Bedrosian stated that staff has worked on a range of legislative options for the Commission's consideration with regard to the gaming service employee matter.

Chairman Crosby stated that he spoke to members of the House of Representatives and they recognize there is confusion in the statute, they did not intend to automatically disqualify gaming service employees, and they will move quickly to amend the statute. He also stated that he spoke to Senate President Rosenberg and he agreed that the statute is confusing, he did not mean to automatically disqualify gaming service employees, but he is reluctant to amend the statute. Chairman Crosby reported on a recent article that stated that Senator Rosenberg may address this issue through CORI (Criminal Offender Record Information) reform. Chairman Crosby stated that this matter is on the agenda for a vote; however, if the matter is

controversial, they will wait for Commissioner Macdonald to return so that he can participate in the vote.

1:07 p.m.

Deputy General Counsel Todd Grossman provided an overview of the options for a legislative amendment regarding the preclusion of gaming service employees from employment. Option A would give the Commission the ability to carve out a class of employees that would not have to be registered. Option B would require all gaming service employees to be registered but it would allow the Commission to adopt suitability standards. Option C would remove the automatic disqualifier language and leaves open to the Commission what the suitability standards would be for gaming service employees. Option D would require all gaming service employees to be registered, automatic disqualifiers would remain, but the Commission could remove or lessen the 10 year lookback period to demonstrate rehabilitation. Deputy General Counsel Grossman noted that Option D could have an administrative impact on staff as they would have to review more individuals to determine if they meet rehabilitation standards.

1:13 p.m.

Executive Director Bedrosian stated that staff has a consensus around Option A. Karen Wells, Director of the Investigations and Enforcement Bureau (“IEB”), provided an overview of operational benefits and concerns pertaining to the different options. She stated that Option A would reduce the need for resources in the IEB and it would not impact the licensing management system, however, certain employees will not go through a background check. She stated that she may need more resources with Options B and C. She stated that the pros for Option B are eliminating the criminal mandatory disqualification and it gives the Commission discretion. She stated that she has concerns about Option B because of the uncertainty of different suitability and registration standards and she doesn’t know how to plan for that. She also noted that having different categories could send confusing messaging to the public as they plan and invest in training. She stated that Option C has the smallest change to the language but the uncertainty is resource intensive and has the potential for process failure. She stated that Option D reduces the rehabilitation time, which would allow more people to work at the casinos, but it may cause uncertainty in resources that are needed. The staff and Commissioners discussed the Options and CORI reform. Loretta Lillios, Chief Enforcement Counsel/Deputy Director, reported on concerns around the portability of the registration certificate if you have different subcategories under Options B and C.

Commissioner Zuniga stated that his preference would be Option A with a combination of Option D. Commissioner Cameron stated that she is in agreement with staff on Option A; she stated that it is the cleanest and gives us the flexibility we are looking for. She would be comfortable with Options A and D to include a standard less than 10 years. Commissioner Stebbins suggested building a hybrid of Options A and B, and then he stated Option A would be the best recommendation to the legislature. Chairman Crosby stated that he would choose Option B. Chairman Crosby noted that Commissioner Macdonald stated that he would prefer Option C. Executive Director Bedrosian suggested a primary recommendation of Option A and a secondary recommendation of Option D. Commissioner Stebbins suggested waiting until Commissioner Macdonald returns to make a determination on this matter. Chairman Crosby stated that the IEB and the public need a decision soon and if the legislature doesn’t move quickly, we will have to make a decision. He stated that we will pick up this matter at our next meeting on June 22<sup>nd</sup>.

2:22 p.m. The Commission took a brief recess.

2:28 p.m. The meeting resumed.

### **Research and Responsible Gaming**

See transcript pages 89-107

[2:28 p.m.](#) Director Mark Vander Linden provided a summary of PlayMyWay - a budget setting tool that provides players with information to support their gambling decisions. He stated that the program is available to reward card holders at Plainridge Park Casino (“PPC”). It is a free and voluntary program in which players set a budget amount. Players receive notifications as they approach, and when they exceed, their budget but it does not stop their play. He stated that PlayMyWay was launched a year ago at PPC.

[2:32 p.m.](#) Teresa Fiore, Program Manager, provided an overview of the first year of enrollment in PlayMyWay. She reported that 12,670 players have enrolled in the program and 10,857 players are actively enrolled in the program as of June 12, 2017 – which is about 8.9 percent of eligible players. Commissioner Cameron noted that this number is high compared to Australia. Ms. Fiore also noted that unenrollment is about 16 percent. Director Vander Linden and Ms. Fiore both noted that the high enrollment is due to the great work of the GameSense Advisors and PPC staff. Ms. Fiore also reported on the \$5 food vouchers that were offered to players who enrolled in the program. She stated that about 25 percent of the vouchers were redeemed which totaled \$13,105.

Director Vander Linden provided an update on the PlayMyWay evaluation that is being conducted by the Cambridge Health Alliance Division on Addiction. He stated that the evaluation will measure the effectiveness of the program. He reported that gathering data has been challenging but they are on track to have a report ready in August.

### **Finance Division**

See transcript pages 108-116

[2:47 p.m.](#) CFAO Derek Lennon provided an update on the annual audit of licensee gaming operations in Massachusetts. He noted that the audit would not be possible without the input from staff, the cooperation of our licensee PPC, and the Eide Bailly accounting firm. He stated that the Commission has to conduct an audit and submit a report to the legislature which includes the number of audits, a summary of the findings, and the cost of the audit. He stated that the Commission conducted one audit, the cost was \$24,402.44, the audit resulted in no issues of noncompliance, and there were recommendations for stronger controls. He noted that the Commission and PPC will collaborate on future audits.

### **Workforce, Supplier and Diversity Development**

See transcript pages 116-153

[2:57 p.m.](#) Director Jill Griffin presented on the Community Mitigation Fund (“Fund”) Workforce Development program proposals. In Region A – a proposal was received from the Metro North Regional Employment Board. They requested \$200,000 for the creation of a regional consortium to prepare and train local residents for jobs

related to Wynn Boston Harbor. Their focus will be on underemployed, unemployed, minority, women and veteran populations. They will also offer a culinary arts training program in a few locations to address the shortage of culinary workers in the region. She stated that the review team found that this proposal was collaborative, innovative, and met the purpose of the Fund. They recommended full funding. Commissioner Stebbins suggested including in the contract a requirement that the casino career advisors spend time with the licensing team to go over qualifications and process.

Director Griffin stated that in Region B, a quarter of the Springfield population does not have a high school diploma and a majority of the jobs at MGM Springfield will require a diploma. A proposal was received from the Springfield Public Schools to launch the Ahead of the Game Initiative – a program that targets low-skilled, low-income individuals interested in pursuing adult basic education to prepare for workforce training programs. The students will have a dedicated case manager and teacher. She noted that the review team did not recommend the funding for an assessment tool. Commissioner Stebbins noted his concerns about the application. Ombudsman Ziemba noted recommendations that would require applicants to certify that they are proposing new efforts and not seeking reimbursement for existing efforts, and that Springfield Public Schools should determine if there is funding for future years of the program.

The other proposal from Region B is from Springfield Technical Community College. They propose Hampden Prep – an accelerated high school equivalency preparation program for adults. Students will also receive access to other resources such as certificate courses. The review team recommended funding of this program. Commissioner Cameron noted that these two programs are servicing different groups of individuals. Commissioner Zuniga recommended getting data to ascertain the effectiveness of the programs.

### **Commissioner Updates**

See transcript page 153

[3:39 p.m.](#) There were no Commissioner updates reported.

### **Other Business Not Reasonably Anticipated**

See transcript page 153

[3:39 p.m.](#) *Having no further business, a motion to adjourn was made by Commissioner Cameron. Motion seconded by Commissioner Zuniga. Motion passed unanimously.*

### **List of Documents and Other Items Used**

1. Massachusetts Gaming Commission, Notice of Meeting and Agenda dated June 14, 2017
2. Gaming Service Employee Legislative and Regulatory Options
3. PlayMyWay One Year Lookback
4. Massachusetts Gaming Commission, Memorandum dated June 12, 2017 regarding 2017 Workforce Development Application Review, with attachments

/s/ Catherine Blue  
Catherine Blue, Assistant Secretary