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Massachusetts Gaming Commission Names Director of Investigations and Enforcement Bureau and Executive Director

Caitlin Monahan to Lead MGC's Investigative Division & Dean Serpa to assume ED Role

Over the past few months, the Massachusetts Gaming Commission (MGC) convened two independent screening committees for the purpose of hiring two essential staff leadership roles with the MGC, Director of the Investigations and Enforcement Bureau (IEB) and Executive Director. Each committee screened and interviewed candidates for the respective roles, and each ultimately put forward two candidates to be interviewed by the full Commission during public meetings.

The MGC met on January 31 in a [public meeting](#) to interview candidates for the role of IEB Director. Following those interviews, commissioners voted 5-0 to appoint Caitlin Monahan Director of the agency's IEB. Monahan served as Interim Director of the IEB and before that served for three years as a member of the MGC's legal division, recently as deputy general counsel. Prior to joining the MGC, Monahan was a litigator in the Boston office of the law firm WilmerHale. She started her career as an assistant in the Executive Office of Public Safety and Security. Monahan graduated from Harvard College and Harvard Law School.

"I am excited for this important opportunity to lead the Commission's Investigations and Enforcement Bureau," said Monahan. "Having served in the MGC's legal division previously and in this role on an interim basis, I know the essential work in front of us and look forward to continue to collaborate with my colleagues across the MGC to ensure the integrity and safety of gaming in the Commonwealth."

The IEB is the largest division at the MGC and is responsible for ensuring the integrity of Massachusetts gaming operations. The IEB has an investigatory side, staffed with members of the Massachusetts State Police Gaming Enforcement Unit and financial investigators, who complete background checks and ongoing suitability determinations on operators, vendors and employees of the gaming establishments. The IEB is a law enforcement agency, with subpoena power and broad investigatory authority to make sure that the people and business entities involved with gaming meet the established standards of integrity, honesty and good character. The IEB also has an enforcement side, staffed with Gaming Agents, who ensure that the Massachusetts casinos are in compliance with all regulations promulgated by the Commission. Additionally, the IEB oversees the MGC's licensing division.

"Caitlin has been a valued member of the MGC team for a number of years, first in the legal division and recently as interim IEB Director – this experience will help ensure her success as she begins this new role," said Chair Cathy Judd-Stein. "Her contributions have been essential to the work of the MGC in the regulation and oversight of casino gaming, horse racing, and establishing sports wagering in



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the Commonwealth, and I know she will continue to meet and surpass our high expectations as a leader of our organization.”

Much like final interviews for the IEB Director, Commissioners met in a [public meeting](#) on Monday March 18 to interview two final candidates for the role of executive director. Following interviews and deliberations, commissioners voted 4-0 to appoint Dean Serpa as executive director of the MGC. Chair Cathy Judd-Stein recused herself from the interview process given her last day with the MGC is scheduled to be Thursday March 21, 2024. Throughout his career, Serpa has served in multiple senior roles throughout Massachusetts state government including leadership roles for the office of Governor Charlie Baker. He currently serves as the chair of the Massachusetts Gaming Policy Advisory Committee (GPAC).

“I want to thank the commissioners for entrusting me with this important role, and I look forward to joining the committed team at the Massachusetts Gaming Commission,” said Dean Serpa. “I am passionate about moving projects from inception to competition and working with teams to get things done – I am excited to build on my experience with GPAC as I get started as executive director of the Commission.”

The executive director serves as the executive and administrative head of the MGC and is responsible for administering and enforcing the provisions of the law relative to the commission and each of the agency’s administrative units. The executive director reports to the five-member Commission.

“Dean’s unparalleled operations experience and record of leadership and service to the Commonwealth will allow him to step into the role of executive director and have an immediate impact on the Massachusetts Gaming Commission,” said Commissioner Eileen O’Brien. “His time as chair of the Gaming Policy Advisory Committee will provide him with an essential level of familiarity regarding MGC policies and programs as he begins his tenure.”

Commissioners Nakisha Skinner (chair) and Brad Hill served on the initial screening committee for the new IEB director and were joined by Chief People and Diversity Officer David Muldrew. Commissioners Eileen O’Brien (chair) and Jordan Maynard served on the initial screening committee for the executive director and were joined by Chief People and Diversity Officer David Muldrew and Chief Financial and Accounting Officer Derek Lennon. Former interim IEB director, Heather Hall, also served on the ED screening committee until she departed the Commission.

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