



MASSACHUSETTS GAMING COMMISSION
PUBLIC MEETING# 349

July 15, 2021
10:00 a.m.

VIA CONFERENCE CALL NUMBER: 1-646-741-5293
PARTICIPANT CODE: 111 482 3691



Massachusetts Gaming Commission



**NOTICE OF MEETING and AGENDA
July 15, 2021**

Pursuant to the Massachusetts Open Meeting Law, G.L. c. 30A, §§ 18-25, and Section 20 of Chapter 20 of the Acts of 2021, notice is hereby given of a meeting of the Massachusetts Gaming Commission. The meeting will take place:

Thursday, July 15, 2021

10:00 a.m.

Massachusetts Gaming Commission

VIA CONFERENCE CALL NUMBER: 1-646-741-5293

PARTICIPANT CODE: 111 482 3691

Please note that the Commission will conduct this public meeting remotely utilizing remote collaboration technology. Use of this technology is intended to ensure an adequate, alternative means of public access to the Commission's deliberations for any interested member of the public. If there is any technical problem with the Commission's remote connection, an alternative conference line will be noticed immediately on www.MassGaming.com. All documents and presentations related to this agenda will be available for your review on the morning of July 15, 2021 by [clicking here](#).

PUBLIC MEETING - #349

1. Call to order
2. Approval of Minutes:
 - a. December 12, 2020
3. Tribute to Detective Captain Brian Connors – Chair Cathy Judd-Stein, Commissioner Gayle Cameron; Commissioner Eileen O'Brien; Commissioner Enrique Zuniga; Karen Wells, Executive Director; Loretta Lillios, Director of IEB
4. Administrative Update – Karen Wells, Executive Director
 - a. On-site Casino Updates – Loretta Lillios, Director of Investigations and Enforcement Bureau; Bruce Band, Assistant Director, Gaming Agents Division Chief
 - b. MGC Return to Work Update



Massachusetts Gaming Commission

5. Research and Responsible Gaming – Mark Vander Linden, Director of Research and Responsible Gaming
 - a. GameSense Quarterly Update – Mark Vander Linden, Director of Research and Responsible Gaming; Marie-Claire Flores-Pajot, Research Manager
 - b. General Research Update – Mark Vander Linden, Director of Research and Responsible Gaming; Marie-Claire Flores-Pajot, Research Manager
6. Diversity and Legislative Affairs – Jill Griffin, Director of Diversity and Legislative Affairs
 - a. MGC Employee and Vendor Diversity Update – Jill Griffin, Director of Diversity and Legislative Affairs; Karen Wells, Executive Director, Todd Grossman, General Counsel; Derek Lennon, Chief Financial and Accounting Officer
 - b. Impact Report – Jill Griffin, Director of Diversity and Legislative Affairs; Crystal Howard, Program Manager; Suzanne Charette, Account Executive, Environmental & School Specialist, Mansfield Paper Company
7. Investigations and Enforcement Bureau – Loretta Lillios, Director of Investigations and Enforcement Bureau
 - a. Civil Administrative Report – Loretta Lillios, Director of Investigations and Enforcement Bureau; Bruce Band, Assistant Director, Gaming Agents Division Chief
8. Community Affairs Division – Joe Delaney, Community Affairs Division Chief
 - a. HCC Workforce Grant Amendment – Joseph Delaney, Community Affairs Division Chief; Jill Griffin, Director of Diversity and Legislative Affairs; Crystal Howard, Diversity and Legislative Affairs Program Manager; Mary Thurlow, CMF Program Manager
9. Discussion of Draft Commission Letter to Massachusetts Peace Officer and Training Commission – Commissioner Eileen O’Brien; Carrie Torrissi, Associate General Counsel
10. Commissioner Updates
11. Other business – reserved for matters the Chair did not reasonably anticipate at the time of posting.
12. I certify that on this date, this Notice was posted as “Massachusetts Gaming Commission Meeting” at www.massgaming.com and emailed to: regs@sec.state.ma.us, melissa.andrade@state.ma.us.

July 13, 2021

Cathy Judd-Stein, Chair



Massachusetts Gaming Commission

Date Posted to Website: July 13, 2021 at 10:00 a.m.



Massachusetts Gaming Commission

101 Federal Street, 12th Floor, Boston, Massachusetts 02110 | TEL 617.979.8400 | FAX 617.725.0258 | www.massgaming.com



Massachusetts Gaming Commission Meeting Minutes

Date/Time: December 22, 2020 – 4:00 p.m.

Place: Massachusetts Gaming Commission
VIA CONFERENCE CALL NUMBER: 1-646-741-5292
MEETING ID: 112 546 0042

Given the unprecedented circumstances, Governor Charles Baker issued an order to provide limited relief from certain provisions of the Open Meeting Law to protect the health and safety of the public and individuals interested in attending public meetings during the global Coronavirus pandemic. In keeping with the guidance provided, the Commission conducted this public meeting utilizing remote collaboration technology.

00:00:11 **Call to Order**

Chair Cathy Judd-Stein called to order emergency public meeting #331 of the Massachusetts Gaming Commission. This meeting was held in light of a new COVID-19 Order issued by Governor Baker.

Executive Director Karen Wells explained that on this day, Governor Baker and Lt. Governor Polito held a press conference regarding COVID-19 Order #59. This Order imposed further restrictions on occupancy levels at venues in Massachusetts. Investigations and Enforcement Bureau (IEB) Interim Director/Chief Enforcement Counsel Loretta Lillios was present to provide recommendations for casinos and simulcast facilities regarding maintaining compliance with the new Order.

The Chair confirmed a quorum for the meeting with a Roll Call. The following Commissioners were present:

*Chair Cathy Judd-Stein
Commissioner Gayle Cameron
Commissioner Enrique Zuniga
Commissioner Bruce Stebbins
Commissioner Eileen O'Brien*

Maximum occupancy and capacity levels at regulated facilities

[00:02:45](#) Interim Director Lillios explained that COVID-19 Order #59 is a temporary order which addresses a period of reduced capacity limits in establishments such as restaurants, retail businesses, and casinos. Order #59 specifies that capacity limits should not exceed 25% and allows for the Commission to reissue capacity restrictions as necessary. Before this Order was issued, capacity at the casino properties was based on building code capacities and available gaming positions, which ranged around 40% capacity for each facility. Interim Director Lillios recommended that the facilities continue to abide by the original formula when setting 25% capacity limits and suggested that staff be excluded from the count for the gaming area. Order #59 is scheduled to go into effect at 12:01 on December 26th, 2020 and remain in effect through January 10th, 2021, unless further extended.

Commissioner Cameron inquired about the process for determining capacity at the properties. Interim Director Lillios stated that the IEB had worked with each property to assess capacity numbers in June and July and that she will confirm with the licensees that they are working with 25% of that number.

The Chair sought clarification around whether employees and workers were part of the capacity number count, as the current formula included gaming establishment and amenities employees. She pointed out that the new Order excluded employees for specific industries but not specifically casinos.

Interim Director Lillios explained that the Order allows the Commission to discuss and consider including or excluding employees in the gaming area from the capacity count.

[00:10:14](#) Commissioner O'Brien directed the Commission's attention to the timeline for the new capacity restrictions, which will mimic the Governor's timeline and end unless further extended. Commissioner O'Brien suggested that more specific language be used to allow the Commission to extend the restrictions even if the Governor does not. This would allow for the Order to auto-extend without requiring another meeting and suggested using language such as "unless further extended by order of the Governor or the Commission."

The Chair revisited the employee counting issue and voiced concern about not counting employees because it could mean more than 25% of people on the floor.

Director Wells noted that the formula initially used to reduce capacity varied by property and the number of available gaming positions. This new reduction in numbers would decrease capacity, but not beyond what we have seen in business operations. Director Wells explained that this methodology would not incentivize casinos to let employees go in order to allow for more patrons.

00:15:41

The Chair stated that we have included employees as bodies on the gaming floor to achieve proper social distancing in the past and stressed that there should not be a differentiation between employees and patrons when thinking about numbers. The recommendation by Interim Director Lillios would be a shift in the Commissions thinking by excluding employees.

Commissioner Zuniga suggested determining the current breakdown of employees vs. patrons.

Interim Director Lillios explained that she was not strongly advocating for including or excluding employees, but recommended exclusion to maintain consistency with the Governor's Order regarding the restaurant and amenities sectors.

The Chair commented that the existing formula is based on the number of employees needed to attend to patrons. She inquired as to the other industries listed in the Order and whether exclusion is implied or explicitly stated.

Commissioner Zuniga stated that if employees were exempted in other industries and the Commission is trying to follow the parallel, that would be one reason to exempt employees. The Chair responded that she was not sure the Governor exempted employees in all industries. Interim Director Lillios provided the Commissioners with the wording pertaining to employee exclusions in other industries.

The Chair noted that because there were notes in the Order instructing specific industries to exclude employees, a lack of notes could imply employees must be included. Commissioner O'Brien suggested that it could harken back to the original Order, which specified whether staff and employees were included in capacity numbers for that particular industry. The Chair asserted that she did not want to create an incentive for layoffs but emphasized that a 25% capacity limit is a function of public health considerations, and a fire code talks about bodies without differentiating between patrons and employees.

00:24:57

Commissioner Zuniga provided an example that suggested excluding employees would still result in a reduction of capacity. The Chair explained that she would rather be conservative and called for input from other Commissioners

Commissioner Cameron also noted that she did not want to incentivize layoffs and felt that cutting back to 25% capacity gave the Commission something to consider with regard to public health issues. Commissioner Zuniga pointed out that these are new facilities with new air exchanges, plexiglass partitions, disabled slot machines, and table reductions that have already been discussed.

Commissioner O'Brien discussed the current capacity formula and its application to the entire gaming establishment, not just the gaming floor. With a more

contained space, she inquired whether an employee would physically have to be on the floor to be included in an employee count. Commissioner Zuniga agreed and felt that someone like a cocktail server going back and forth to the serving area and gaming area would have less exposure.

00:29:58

Commissioner O'Brien felt that a 25% capacity limit would allow these employees to still be on the floor without worrying about breaching a cap. Commissioner Stebbins agreed with Commissioner O'Brien and noted that certain restrictions might start to tip the ability to monitor the performance of the games. Commissioner Zuniga believed this is a reason to exclude employees from the count to avoid incentives for layoffs or affect the day-to-day operations.

Commissioner O'Brien suggested a lower percentage, such as 20% and excluding employees but noted she thought numbers would still be reasonable at 25% excluding employees. Interim Director Lillios pointed out the complexities around employee types, such as surveillance vs. servers and the cage. Commissioner Stebbins relayed concerns about when a facility reaches the occupancy level cap and how the licensee would communicate that to patrons. Interim Director Lillios reported having had discussions with the licensees about this matter and said they have sophisticated communication plans surrounding Covid, including real-time messaging.

Commissioner Zuniga suggested another aspect to consider is that it would become infeasible to run the operation at some point. He also noted it was important to consider this as further limiting capacity may make it not worth continuing for the properties.

The Chair requested that the Executive Order be shared with the Commissioners to ensure the Commission be fair in light of what the Governor contemplated for all industries.

00:41:45

Commissioner Zuniga and the Chair discussed other restrictions in other industries. Commissioner O'Brien brought the Commission's attention to the second to last paragraph on page four of the Order and suggested that other industries may be aware that their employees are exempt or part of the count.

Commissioner O'Brien also stated that 25% with or without employees would not functionally make a difference for the properties. The Chair agreed with this assessment. Commissioner O'Brien reiterated that she did not want to see layoffs or risk going over the cap and suggested a lower percentage of 23% and not include employees.

The Chair called on licensee representatives present at the meeting, General Manager of Plainridge Park Casino (PPC) North Grounsell, and Encore Boston Harbor (EBH) General Counsel Jacqui Krum about the licensee's abilities to comply with a 25% capacity cap. Ms. Krum stated that EBH would comply with

25% capacity and added that employees have always been included with the count because they have been counted as a person entering the casino. The Chair clarified with Ms. Krum that EBH would feel comfortable that their facility was so large that they could continue counting and not reach 25% occupancy.

The Chair then specifically addressed PPC because their facility may be impacted differently. She queried whether PPC was currently counting employees. Mr. Grounsell reported that employees were not considered before, and it is a little more challenging to track team members coming and going. He explained that PPC had followed a 25% fire-code capacity in each room, such as the cage and surveillance rooms. Changing these capacity limits could put PPC in a position of not meeting staffing requirements for surveillance.

Commissioner Zuniga pointed out that 25% capacity was not intended to apply to every room and is an overall cap to have a low-density operation with the understanding that there will be movement. Mr. Grounsell explained that PPC was looking at it from the office space requirements and was happy to receive any clarification from the Commission.

The Chair added that she thought this new Order was being misinterpreted and suggested taking a five-minute break for Interim Director Lillios to call the Governor's Office to clarify whether the Commission was intended to exclude employees.

Commissioner Zuniga queried why a restaurant would be different than a casino. The Chair stated that there is enough in the Order to suggest if employees were to be excluded that the Commission would not be meeting the Governor's expectations and that there may be reasons for the exclusion that are unknown.

Commissioner O'Brien suggested lowering the capacity percentage to include a buffer for employees.

Ms. Krum informed the Commission that EBH is counting everyone, and there would be no way to distinguish between employees and guests. Commissioner Cameron agreed with the Chair that Interim Director Lillios should make a call for clarification.

00:53:51

The Chair called for a five-minute break so Interim Director Lillios could contact the Governor's Office for more clarification. This meeting was scheduled to resume at 5:05 p.m.

As a result of Interim Director Lillios' conversation with the Governor's Legal Department, she recommended that the staff and employees be counted in the interest of continued public safety. She explained that the exemption on the chart was limited to smaller venues.

The Chair concluded that this would be 25% capacity of all bodies counted on the gaming floor, and if the property wanted to include amenities, they could do so.

Director Wells commented that follow-up with Governor was helpful and that she agreed that the Commission should follow the Governor's Legal Department recommendation. Commissioner Cameron agreed.

The Chair sought Commissioner Stebbins's thoughts. He stated he was glad for the clarification and agreed that the feedback and input from the Governor's Legal Department should be followed. Commissioner Zuniga agreed.

Commissioner O'Brien questioned how this would impact PPC and if Mr. Grounsell had concerns. Mr. Grounsell stated he had no concerns and that PPC would comply with this Order.

The Chair asked what the next steps were regarding this item. Director Wells stated that they would need to address simulcast facilities with Dr. Lightbown and suggested a vote before moving on to that item. General Counsel Todd Grossman agreed that a motion was appropriate to adopt the 25% capacity limit, including employees.

[1:01:24](#)

Commissioner O'Brien moved that the Commission should incorporate the four supplemental requirements described in the document and included in the Commissioners Packet today and the previously adopted requirement, as amended, and discussed today relative to paragraphs to 1, 3, and 4. Commissioner Cameron seconded the motion.

Roll Call Vote:

Commissioner Cameron: Aye.

Commissioner O'Brien: Aye.

Commissioner Zuniga: Aye.

Commissioner Stebbins: Aye.

Chair Judd-Stein: Aye.

The motion passed 5-0

Dr. Lightbown provided an update on the three simulcast facilities and reported that they were aware of the Governor's new Order. The facilities will limit occupancy to no more than 25% from December 26th, 2020, through January 10th, 2021. The original COVID-19 occupancy restrictions by PPC and Raynham had been based on social distancing, while Suffolk Downs had limited occupancy to less than 50%. Dr. Lightbown checked with each facility regarding the inclusion of employees in occupancy numbers at facilities and confirmed that it would not impact their ability to comply with the Order.

General Counsel Grossman recommended a vote by the Commission.

Commissioner Cameron moved that notwithstanding any provision of an approved simulcasting guideline to the contrary, the maximum occupancy at the simulcast facilities at Suffolk Downs, Raynham Park, and Plainridge Park be limited to 25% of the authorized capacity consistent with Governor Baker's COVID-19 Order #59 dated December 22nd, 2020 and further that the limit becomes effective at 12:01 a.m. on December 26th and shall remain in effect until 12 noon January 10th, 2021 unless further extended. Commissioner O'Brien seconded the motion.

Roll Call Vote:

Commissioner Cameron: Aye.

Commissioner O'Brien: Aye.

Commissioner Zuniga: Aye.

Commissioner Stebbins: Aye.

Chair Judd-Stein: Aye.

The motion passed 5-0

The Commissioners thanked everyone for their excellent work

The Chair asked Commissioner Stebbins to make a motion to adjourn. Commissioner Stebbins made a motion to adjourn, which was seconded by Commissioner Zuniga.

Roll Call Vote:

Commissioner Cameron: Aye.

Commissioner O'Brien: Aye.

Commissioner Zuniga: Aye.

Commissioner Stebbins: Aye.

Chair Judd-Stein: Aye.

The motion passed 5-0

List of Documents and Other Items Used

1. Requirements to Ensure Compliance with COVID-19 Order No. 59, Temporarily Applying Further Capacity Restrictions to Statewide COVID-19 Safety Rules
2. PPC Memorandum RE: Protocols to conduct Racing and Simulcasting under COVID-19, dated December 22nd, 2020.
3. Raynham Park Simulcast Center Memorandum RE: Capacity Restriction, dated December 22nd, 2020.
4. Suffolk Downs letter to Dr. Lightbown RE: Intention to comply with Governor Baker's recent Order, dated December 22nd, 2020.

GameSense

Quarterly Presentation (April - June, 2021), July 15, 2021

Chelsea Turner, Director of Responsible Gambling, MACGH

Phil Sherwood, Director of Communications & Marketing, MACGH

Torey Lauria, GameSense Advisor, MACGH

Today's Topics



Interaction Highlights

EBH

- Rolling 3 month averages (higher than Dec. - Feb.):
 - Simple: 6876
 - Demonstration: 478
 - Exchanges: 337
 - Casino-related: 2548
- 51 VSEs (6 overnight, 10 remote) - highest quarter of the year
- Youngest crowd & night owls

MGM

- Rolling 3 month averages (higher than Dec. - Feb.):
 - Simple: 3941
 - Demonstration: 881
 - Exchanges: 275
 - Casino-related: 1170
- 25 VSEs - tied for highest w/ first quarter of the year
- Highest raffle numbers (2092 compared to 1157 at EBH and 765 at PPC)

PPC

- Rolling 3 month averages (higher than Dec. - Feb.)
 - Simple: 2748
 - Demonstration: 225
 - Exchanges: 293
 - Casino-related: 437
- 15 VSEs - 2nd highest quarter, after the 2nd quarter
- 64 PMW enrollees in April, 83 in May and 103 in June
- Older crowd, Racebook, no live table games

VSE Projects

New VSE Software;
Testing Underway

Work with Cambridge Health Alliance



The screenshot shows the web interface for the Massachusetts Voluntary Self Exclusion Form. At the top, there is a blue header with the state seal and the title "Massachusetts Voluntary Self Exclusion Form". Below the header, there is a small text block: "Please type or clearly print in ink, all information requested on this form (*) Denotes required field. For more information or for translated versions of this form, please visit mass.gov/cha/vse". The main content area is a white box with a blue border, containing a "Back" button on the left and a "Default" button on the right. Below this are several sections, each with a dropdown arrow on the right: "Registration Detail", "SECTION 5: Terms and Conditions", "SECTION 6: Release Of Information", "SECTION 7: Acknowledgment", and "SECTION 8: Interpreter Information (if applicable)". At the bottom of the form, there are "Back" and "Default" buttons.



GameSense

New GSIC Activities

- Spring
- Derby Day
- Cinco de Mayo
- Memorial Day
- Pride Month
- Chinese Dragon Boat Festival
- College Athletes and Gambling
- 4th of July
- Ice Cream
- Scenarios
- Harness Racing



Sampling of new GSIC Activities: Pride Quiz

QUESTION 6



What MLB team will be the first to incorporate the pride logo onto their uniforms during pride month 2021?

- A) The New York Yankees
- B) The Los Angeles Dodgers
- C) The Boston Red Sox
- D) The San Francisco Giants

Sampling of new GSIC Activities: Pride Quiz

ANSWER 6

d) The San Francisco Giants will be the first team to incorporate the progress logo into their uniforms for pride month. The uniforms will debut on June 5th vs the Chicago Cubs.



GameSense Tip: Gamesense is an ally to ALL individuals who choose to gamble. Our goal is to create a safe space for people to learn, make informed choices and receive any help or information they need without stigma or judgment.

Sampling Con't: Dragonboat Quiz

There are two non-paddling positions in a dragon boat. What are they?

- A - Cymbalist and Captain**
- B - Singer and Oarsman**
- C - Drummer and Sweep**
- D - Gong hitter and Cox**



Sampling Con't: Dragonboat Quiz

Answer: C) Drummer and Sweep

The drummer assists paddlers to keep in time, and the sweep or steerer has the job of keeping the boat in a straight line, which is not always easy.



GAMESENSE TIP: Know how the games work and your odds of winning.

GameSense
Gamesensema.com

Sampling Con't: Ice Cream Quiz

Question 4:

Which one of these statements about ice cream companies is **NOT** true.

- A. Friendly's was founded in Springfield, MA.
- B. Ben & Jerry's was founded in Burlington, VT.
- C. HP Hood was founded in Charleston, MA.
- D. Haagen Dazs was founded in Copenhagen, Denmark.



Sampling Con't: Ice Cream Quiz

Answer 4:

- D. Haagen Dazs was NOT founded in Copenhagen, Denmark. It was actually founded in Brooklyn, New York by Rose and Reuben Mattus, and the name Haagen Dazs is a tribute to Denmark for their kind treatment of Jews during WWII.

GameSense Tip: When gambling, it's important to take a break. Go for a stroll, call your best friend, or go grab an ice cream cone.



PlayMyWay

- Coming to MGM this fall
- Anticipated launch: RGEW
- Carleton Study
- Technical, communications, & training plans underway

Play My Way

GameSense



PlayMyWay

Coming soon to MGM!

GameSense

EXCELLENCE AWARDS: EBH



Jeanny Lee, Wynn Rewards



Raymond Mendez, PAD



Christine Morrow, Asst. Slot
Manager

EXCELLENCE AWARDS: MGM



Janee Mays, Facilities /
Locksmith



Dave Fredette, Security
Officer



Kim Schuerer, Security
Supervisor

EXCELLENCE AWARDS: PPC



Michelle Blanchard, Slot
Shift Supervisor



Mark Iverson, Security
Officer



Lenny Calderone, Racing
Services Manager

Communications Spotlight: LiveChat

What is LiveChat and what can it do?

LiveChat Outcomes

- General Information about Gambling
- Family Support Provided
- 4 VSEs Generated
- GA Meetings & Links to Providers

GameSense

The screenshot displays a live chat interface. At the top, there is a 'Pre-chat survey' box with the following fields: 'Name:' (redacted), 'E-mail:' (redacted), and 'Choose a department:' with 'Voluntary self exclusion' selected. Below the survey, the chat transcript shows a customer asking for help with a voluntary self-exclusion for MGM Springfield MA. A GameSense (EBH) agent named Rhonda responds, offering assistance and requesting the customer's phone number and email address to provide a link to the VSE form and schedule a face-to-face conversation.

Pre-chat survey

Name: [REDACTED]

E-mail: [REDACTED]

Choose a department:
Voluntary self exclusion

GameSense (EBH)
Hello. How may I help you?

[REDACTED]

I would like to voluntary self exclude myself for MGM Springfield MA

On line today, please

GameSense (EBH)
#

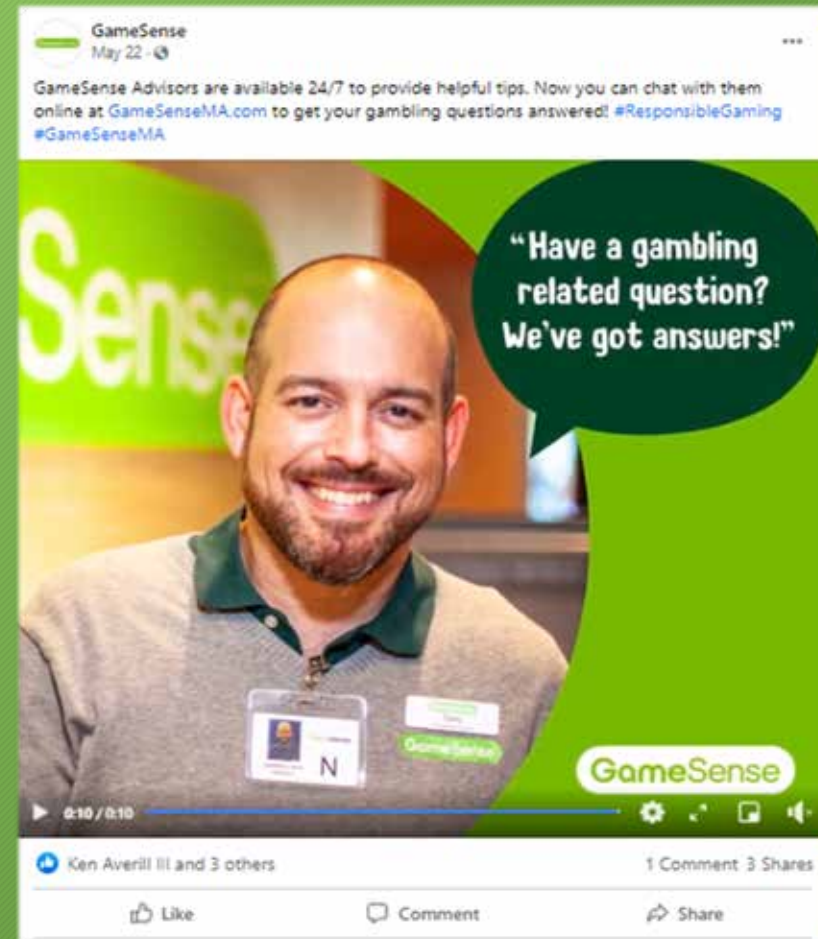
Hello my name is Rhonda. I can help you with that.

thank you Rhonda

GameSense (EBH)
I am going to need your phone number and email address. once I have those i will send you the link to fill out the VSE form. Once you are finished, we will have a face to face conversation. Do you have a computer or phone that has video?

Communications Spotlight: Social Media

Over the last quarter, MACGH has produced and prepared approximately 180 GameSense branded graphics and videos with copy.



Communications Spotlight: Social Media



Communications Spotlight: Earned Media

In the News: “Bay State confronts problem gambling in ways CT does not”

The CT Mirror, May 18, 2021

SPRINGFIELD — Late-afternoon gamblers strolling past the baccarat table ignored its sole player, a brooding dark-haired man whose gaze rarely left the table. He wore a white N95 mask, purple nitrile gloves and a lightweight hoodie the color of his chips, a bluish gray....

Full Article: <https://ctmirror.org/2021/05/18/bay-state-confronts-problem-gambling-in-ways-ct-does-not/>

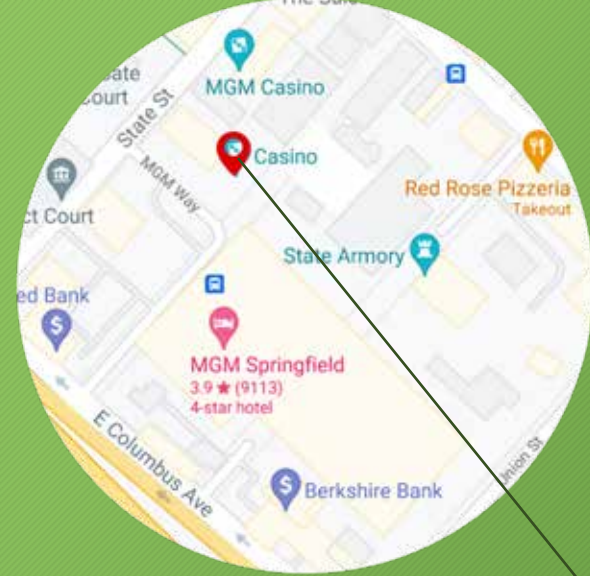
GameSense



MARK PAZNIOKAS :: CTMIRROR.ORG

Off the gambling floor at MGM Springfield is the GameSense info center. Aisha Shambley, left, and Amy Gabrila.

Communications Spotlight: GeoFencing



What is Geofencing?

July 5 - 7th VSE & LiveChat Digital Ads:

- Viewed 32,165 times
- CTR of 3.57%
- CPC between .15 - .50 cents
- CPM \$4.75

GameSense

Sponsored

Are You Looking to Take a Break from Gambling?

The Voluntary Self-Exclusion program might help you regain control. It allows you to exclude yourself from the gaming floor of all Mass. Casinos.



Mass. Council on Gaming & Health

Learn More

Community Outreach

Educational Presentations

- Greater Springfield Senior Services
- Asian Task Force Against Domestic Violence
- MA College of Liberal Arts Trio Program: Young Adults and Gambling
- Asian American Civic Association
- Bedford VA Support Group
- Boston VA Clinicians
- Boston VA SUD Clients
- Braintree Elder Affairs

Reach: 155

4 Tabling Events for Asian and Elder Populations

Reach: 639



Community Outreach

We conducted 8 Designated Agent Trainings in Q4

Community Based Providers Trained: 44

MGC Gaming Agents Trained: 24

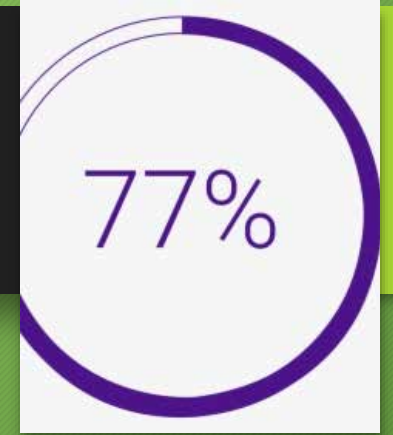
NEW Community Based VSE Agents approved speaking:
English, Vietnamese, Spanish & Mandarin: 29

Telephone Recovery Support

65 requests for the year; was able to reach 45 of them for multiple sessions (77% contact rate!)

Our Diverse Outreach Team

- Speaks 4 languages: English, Spanish, Vietnamese & Chinese
- Includes a veteran
- Includes a person in long-term recovery from GD
- Men & Women; gay & straight; different ages



Staffing

Vivian Xu, GSA at EBH



Ellen Lewis, GSA at MGM





On the Horizon:
MACGH and Other Key Stakeholders to host
NCPG 2022 in Boston



GameSense

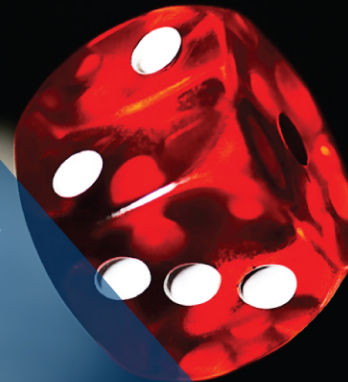
Questions?



MASSACHUSETTS GAMING COMMISSION

FISCAL YEAR 2022: RESEARCH ACTIVITIES AND DELIVERABLES

JULY 15, 2021



FY22: RESEARCH ACTIVITIES OVERVIEW



SOCIAL AND ECONOMIC RESEARCH



SOCIAL AND ECONOMIC RESEARCH

1. *Casino Operations Report (ongoing)*

SEIGMA Research Team and UMass Donahue Institute

Anticipated report: January 2022

- **To explore diversity and inclusion efforts of the three casinos in MA + impacts of COVID-19 on casino operations.**



SOCIAL AND ECONOMIC RESEARCH

2. *Ad Hoc Social report*

SEIGMA Research Team

Anticipated report: FY-23

- **Topic TBD in September**



SOCIAL AND ECONOMIC RESEARCH

3. Conduct General Population Follow-up Study

SEIGMA Research Team

Timeline: September 2021- February 2022

- **To explore changes in problem and at-risk gambling, attitudes about gambling, gambling behavior and other social indicators.**
- **This survey (n~8,000) will be a follow-up to the BGPS.**



SOCIAL AND ECONOMIC RESEARCH

4. **Conduct Online Panel Follow-up Study**

SEIGMA Research Team

Timeline: September 2021- February 2022

- **To inform about the negative impacts of gambling, prevention awareness and treatment-seeking behavior.**
- **Recruits larger number of people with gambling problems.**
- **This online panel survey (n~3,000) will be a follow-up to the BOPS.**



SOCIAL AND ECONOMIC RESEARCH

5. **Conduct First Encore Boston Harbor Patron Survey**

SEIGMA Research Team

Timeline: February 2022 – March 2022

- **This survey (n~1000) will clarify patron origin and expenditure and inform the analysis of social impacts of the introduction of casino gambling in MA.**



SOCIAL AND ECONOMIC RESEARCH

6. Conduct Everett Key Informant and Focus Group Interviews

SEIGMA Research Team

Key informant Interviews: Sept. 2021 – Mar. 2022;

Focus Groups: May 2022

- **Information gathered will compliment population survey findings and provide a clearer picture of Everett and surrounding community impacts.**



PUBLIC SAFETY RESEARCH



PUBLIC SAFETY RESEARCH

1. *Comprehensive Report on Drunk Driving (ongoing)*

Christopher Bruce, Crime Analyst

Timeline: February 2022 – March 2022

- **To study the casinos' contributions to drunk driving in their areas.**
- **Will include data from all three participating regions and will look at police arrests, crashes with liquor as a cause, and “last drink” data.**



PUBLIC SAFETY RESEARCH

2. *Casino-Specific Crime Report*

Christopher Bruce, Crime Analyst

Timeline: February 2022 – March 2022

- **To identify casino-specific trends and patterns and compare crime volumes at the three casinos with similarly-sized facilities (both casino and non-casino) regionally and nationally.**



PUBLIC SAFETY RESEARCH

3. *Encore Two-Year Report*

Christopher Bruce, Crime Analyst

Anticipated report: December 2021

- **To examine Encore's change in police following two years of activity, including times closed for COVID and under COVID restrictions.**

PUBLIC SAFETY RESEARCH

4. ***MGM Three-Year Report***

Christopher Bruce, Crime Analyst

Anticipated report: January 2022

- **To examine MGM's change in police following three years of activity, including times closed for COVID and under COVID restrictions.**



COMMUNITY ENGAGED RESEARCH



COMMUNITY ENGAGED RESEARCH

1. *Gambling and the life context of the Latino Community in Springfield, MA (ongoing)*

JSI Research and Training Institute, Inc.

Anticipated report: November 2021

- **To understand how casino gambling influences the life contexts of Latino residents in the Greater Springfield Area.**
- **Will explore the relationship between community stressors, hope, and gambling.**



COMMUNITY ENGAGED RESEARCH

2. *The Asian CARES (Center for Addressing Research, Education and Services) (ongoing)*

Boston Chinatown Neighborhood Center

Anticipated report: Fall 2021

- **To inform the development of tools and resources to support tailored education, treatment referral, and other harm reduction efforts among at-risk Asian American populations.**

COMMUNITY ENGAGED RESEARCH

3. *Exploring Perspectives on the Impact of Casino Gambling Among the Local Community*

NORC at the University of Chicago

Anticipated report: FY-23

- **To understand the perspectives of individuals living in the Everett community on the personal and socio-economic impacts of casino gambling.**
- **Will collaborate with local community members to examine how COVID-19 and associated casino closures have impacted community members.**



COMMUNITY ENGAGED RESEARCH

4. Exploring the Impacts of MGM Casino in Springfield and housing issues, from Latinx perspective

Neighbor to Neighbor (N2N)

Anticipated report: FY-23

- **To explore the relation between the presence of the MGM casino in Springfield and housing issues from the perspective of Latinx residents**



Thank you!





June 2021 Research Update

Released Reports & Publications (January– June 2021)

Applying principles of the Massachusetts Responsible Gaming Framework to Sports Wagering Policy and Practice

Released June, 2021.

Prepared by: MGC

This document is intended to provide an overall orientation to responsible sports wagering practices and policies. It draws upon the guiding principles, strategies, and measures of the Massachusetts Gaming Commission (MGC)'s

Responsible Gaming Framework and the limited but very thoughtful body of research done in this area.

Related Content:

[Download the Report](#)

Massachusetts Gambling Impact Cohort Study: Six-Year Longitudinal Study of Gambling and Problem Gambling in Massachusetts; Final Report

Released April 16, 2021.

Prepared by: SEIGMA Research Team

The Massachusetts Gambling Impact Cohort (MAGIC) study is the first major cohort study of gambling in the United States. The study collected data from the same people at five time points between 2013 and 2019 which spanned the opening of Plainridge Park Casino and MGM Springfield. The assessment collected comprehensive information on gambling-related behavior, attitudes, motivations, context, fallacies; problem gambling; physical health; mental health; substance use and abuse; social functioning; personality; and demographics. This comprehensive report provides summative findings from all waves of the study.

Related Content:

[Download the Report](#)

[Download the Executive Summary](#)

Assessing the Influence of Gambling on Public Safety in Massachusetts Cities and Towns: Analysis of changes in police data following 18 months of activity at MGM Springfield

Released March 25, 2021.

Prepared by: Christopher W. Bruce



Massachusetts Gaming Commission

This report covers changes in crime statistics for the surrounding cities and towns during the 18- months after the opening of the casino, with a particular focus on the six months between September 2019 and February 2020 (the first 12 months were covered in a previous report). The

report shows that only a few crimes increased in surrounding agencies during this period. While some of these increases have possible links to MGM Springfield, there is no general consistency across the surrounding agencies and very little definitive proof of a casino connection among specific offenders.

Related Content:

[Download the Report](#)

[Download the Presentation](#)

Assessing the Influence of Gambling on Public Safety in Massachusetts Cities and Towns: Analysis of the influence of Encore Boston Harbor on its surrounding community covering July 2019-October 2020

Released March 25, 2021.

Prepared by: Christopher W. Bruce

The primary purpose of this report is to conduct an analysis of the increases and decreases in activity in the communities surrounding Encore Boston Harbor since the casino opened, to alert participating agencies to increasing trends (whether or not “caused” by Encore), and to triage patterns and trends for more detailed analysis in later reports.

Related Content:

[Download the Report](#)

[Download the Presentation](#)

Aging Near a “Hometown” Casino: The Impact of Plainridge Park Casino on Older Adults in the Region

Released March 16, 2021.

Prepared by: The Center for Social and Demographic Research on Aging (CSDRA)

The present study aims to describe the impact of the Plainridge Park Casino (PPC) on older residents and aging services in the casino’s surrounding community. While older adults comprise a substantial and growing demographic of

casino patrons (Martin et al., 2011), it is not clear how having a casino in the community affects the aging experience. In 2018, the SEIGMA Research Team reported that PPC has brought positive economic impacts to the region and state (e.g., employment levels, increased number of business establishments), while having minor negative social impacts (e.g., problem gambling rates, crime rates, financial problems; SEIGMA Research Team, 2018). This project aims to contribute to the current knowledge by using a mixed-methods research approach to gather perspectives from senior center directors in the community, responsible gambling advisors located in the casino, and older residents themselves, to understand how a casino can impact older adults and their community.

Related Content:

[Download the Report](#)



Massachusetts Gaming Commission

MGM Springfield Impacts Factsheets

Released February, 2021.

Prepared by: SEIGMA Research Team

An additional two factsheets have been released which focus on the impacts of MGM Springfield. These new factsheets summarize findings from the MGM Springfield New Employee Survey and MGM Springfield First Year of Operations reports. The full-length reports are available on the SEIGMA website. Previously released executive summaries, presentation slides, and factsheets for two other MGM Springfield impact studies, MGM Springfield Patron Survey report and the Impact of MGM Springfield on Gambling Attitudes, Participation and Problem Gambling, are also available on our website.

Related Content:

[Download the New Employee Fact Sheet](#)

[Download the First Year of Operation Fact Sheet](#)

Positive Play: Measuring Responsible Gaming in Massachusetts

Released January 28, 2021.

Prepared by: Dr. Richard Wood and Dr. Nassim Tabri

This report summarizes findings of a study exploring the extent of positive play among Massachusetts players, to define specific areas where positive play could be further supported and to identify the extent of positive play among different player segments. In addition, to develop a better understanding of gambling during a pandemic lockdown and how players might be supported during such times.

Related Content:

[Download the Report](#)

MGM Springfield First Year of Operation: Economic Impacts Report

Released January 28, 2021.

Prepared by: UMass Donahue Institute's Economic & Public Policy Research Group

The purpose of the MGM Springfield Operating Report is to estimate the full economic impact of the casino on the Massachusetts economy during its first year of operation. To assess total economic impacts, the UMass Donahue Institute's Economics and Public Policy Research unit (UMDI) assessed two key areas creating operational effects: casino operations (spending on vendors, employees and government entities) and patron spending (spending within the casino as well as in Springfield and the surrounding region).

Related Content:

[Download the Report](#)



Massachusetts Gaming Commission

Significant Research Activities

MAGIC Webinar – March 31, 2021

SEIGMA research team

The Massachusetts Gambling Impact Cohort (MAGIC) study is the first major cohort study of gambling in the United States. The study collected data from the same people at five time points between 2013 and 2019 which spanned the opening of Plainridge Park Casino and MGM Springfield.



To disseminate these important findings, the SEIGMA/MAGIC team held a two-hour virtual event from 10am – 12pm on March 31, 2021 to coincide with Problem Gambling Awareness Month. The event began with a one-hour presentation of preliminary findings by MAGIC Co-Principal Investigator, Rob Williams. This presentation was immediately followed by a one-hour panel discussion with invited panelists representing problem gambling research and prevention activities across the Commonwealth and moderated by MAGIC Co-Principal Investigator Rachel Volberg.

Related Content:

A PDF of the presentation [HERE](#)

Recording of the webinar [HERE](#)

Q&A from the webinar [HERE](#)

New Employee Survey: Encore Boston Harbor, MGM Springfield, and Plainridge Park Casino (ongoing)

SEIGMA research team

A critical component of the SEIGMA research involves estimating the effects of new casino employees on the local labor force by identifying industries and occupations that may experience vacancies as employees take jobs at the new casinos; measuring new job creation by counting those who were previously unemployed or underemployed or moved from out of state, and analyzing whether and how casino jobs improve the livelihoods of local employees through their wages and benefits and opportunities for career advancement and training.

To achieve these goals, the SEIGMA team assists the MGC in the development of a survey questionnaire. The MGC administers the survey to new employees during the completion of the I-9 process. The questionnaire is administered online on tablet computers and collects several key pieces of data from each applicant to help the MGC and the SEIGMA team understand the impacts of casinos on the Commonwealth's workforce.



Massachusetts Gaming Commission

Fiscal Year 2022: Research Activities and Deliverables

Social and Economic Research

The Expanded Gaming Act (M.G.L. c. 23K § 71) required the MGC to engage research to understand the social and economic effects of casino gambling in Massachusetts. Since 2013 the MGC has contracted the University of Massachusetts Amherst, School of Public Health and Health Sciences to carry out this part of the research agenda.

Casino Operations Report (ongoing)

Anticipated report: January 2022

Prepared by: SIEGMA Research Team & UMass Donahue Institute's Economic & Public Policy Research Group

This report will be on the diversity and inclusion efforts of the three casinos in Massachusetts with a section focused on the impacts of COVID-19 on casino operations.

Ad Hoc Social report - topic TBD in September

Anticipated report: FY-23

Prepared by: SEIGMA Research Team

The topic of this Social report will be determined in September 2021, in consultation with the Commissioners and MGC.

Conduct General Population Follow-up Study

Timeline: September 2021- February 2022

Anticipated report: FY-23

Prepared by: SEIGMA Research Team

This survey (n~8,000) will be a follow-up to the General Population Baseline Survey done prior to the opening of casinos in Massachusetts (2013/14). The report generated from this work will provide information about changes in problem and at-risk gambling, attitudes about gambling, gambling behavior and other social indicators.



Massachusetts Gaming Commission

Conduct Online Panel Follow-up Study

Timeline: September 2021- February 2022

Anticipated report: FY-23

Prepared by: SEIGMA Research Team

This online panel survey (n~3,000) will be a follow-up to the Baseline Online Panel Survey done prior to the opening of casinos in Massachusetts (2013/14). This study recruits a larger number of people with gambling problems than could be obtained in a general population survey. Findings will provide information about the negative impacts of gambling, and on prevention awareness and treatment-seeking behavior.

Conduct First Encore Boston Harbor Patron Survey

Timeline: February 2022 – March 2022

Anticipated report: FY-23

Prepared by: SEIGMA Research Team

This survey (n~1000) will provide an essential component of the economic analysis that will clarify patron origin and expenditure and inform the analysis of social impacts of the introduction of casino gambling in Massachusetts.

Conduct Everett Key Informant and Focus Group Interviews

Timeline: Key informant Interviews: Sept. 2021 – Mar. 2022; Focus Groups: May 2022

Anticipated report: FY-23

Prepared by: SEIGMA Research Team

Information gathered will compliment population survey findings and provide a clearer picture of Everett and surrounding community impacts.

Public Safety Research

The MGC is examining changes in crime, calls for service, and collisions following the opening of casinos in Massachusetts. The intention is to demonstrate what changes in crime, disorder, and other public safety harms can be attributed directly or indirectly to the introduction of a casino and what strategies local communities need to implement to mitigate the harm.



Massachusetts Gaming Commission

Comprehensive Report on Drunk Driving (ongoing)

Anticipated release: September 2021

Prepared by: Christopher Bruce, Crime Analyst

This report studies the casinos' contributions to drunk driving in their areas. The report will include data from all three participating regions and will look at police arrests, crashes with liquor as a cause, and "last drink" data, as reported at both arrest and conviction.

Casino-Specific Crime Report

Anticipated release: October 2021

Prepared by: Christopher Bruce, Crime Analyst

This report focuses on crimes at the casinos specifically, including those reported to the Gaming Enforcement Unit and surrounding agencies. The report will identify casino-specific trends and patterns and compare crime volumes at the three casinos with similarly-sized facilities (both casino and non-casino) regionally and nationally.

Encore Two-Year Report

Anticipated release: December 2021

Prepared by: Christopher Bruce, Crime Analyst

This comprehensive report will examine Encore's first two years, including times closed for COVID and under COVID restrictions.

MGM Three-Year Report

Anticipated release: January 2022

Prepared by: Christopher Bruce, Crime Analyst

This comprehensive report will examine MGM's first three years, including times closed for COVID and under COVID restrictions.

Community Engaged Research

The objective of community-engaged research is to more deeply understand and address the impact of the introduction of casino gambling in Massachusetts's communities. The specific research topic or question is developed by the community through a community-participatory process.

Gambling and the life context of the Latino Community in Springfield, MA: A community-based participatory study (ongoing)

Anticipated release: November 2021



Massachusetts Gaming Commission

Prepared by JSI Research and Training Institute, Inc.

The purpose of this report is to summarize findings from a three year study aiming to understand the ways in which casino gambling influences the life contexts of Hispanic/Latino residents in the Greater Springfield Area. Specifically, the study explores the following 1) relationship between community stressors such as crime and poverty and how it relates to gambling behavior, 2) the role of hope in coping with daily stressors, and 3) the relationship between hope, stress, and gambling.

The Asian CARES (Center for Addressing Research, Education and Services) (ongoing)

Anticipated release: Fall 2021

Prepared by: Boston Chinatown Neighborhood Center

This is a community-engaged research partnership committed to addressing problem gambling among Asian ethnic communities through research, community education, and culturally relevant service provision. The overall project objectives are to inform the development of tools and resources to support tailored education, treatment referral, and other harm reduction efforts among at-risk Asian American populations.

Exploring Perspectives on the Impact of Casino Gambling Among the Local Community

Anticipated release: FY-23

Prepared by: NORC at the University of Chicago (NORC)

This study will aim to understand the perspectives of individuals living in the Everett community on the personal and socio-economic impacts of casino gambling. The NORC team will also work in collaboration with local community members to examine how COVID-19 and associated casino closures have impacted community members.

Exploring the Impacts of MGM Casino in Springfield and housing issues, from Latinx perspective

Anticipated release: FY-23

Prepared by: Neighbor to Neighbor (N2N)

The goal of this study is to explore the relation between the presence of the MGM casino in Springfield and housing issues (e.g., structural conditions, foreclosures, evictions, displacement, vacant lots, building, affordability, homelessness), from the perspective of Latinx residents. More specifically, this study will answer research questions such as: What are the perceptions, attitudes and beliefs of the Springfield Latinx residents about the influence of the MGM on housing related issues? What are the similarities and differences between Latinx community residents and representatives of the economic sector in how the MGM casino relates to housing issues? How can the lived experiences of



Massachusetts Gaming Commission

the Latinx community members and their perceptions about the MGM casino inform policies and strategies to strengthen the housing condition of all Springfield residents?



Massachusetts Gaming Commission

101 Federal Street, 12th Floor, Boston, Massachusetts 02110 | TEL 617.979.8400 | FAX 617.725.0258 | www.massgaming.com



TO: MGC Chair Judd- Stein, Commissioners Cameron, O'Brien and Zuniga

FROM: Jill Griffin, Director of Diversity and Legislative Affairs
Derek Lennon, Chief Financial and Accounting Officer
Trupti Banda, Human Resource Manager

CC: Karen Wells, Executive Director

DATE: July 12, 2021

RE: MGC Diversity Update

SUMMARY

With the express purpose of updating the Commission and general public on The Massachusetts Gaming Commission (MGC) organizational diversity efforts, staff will review hiring and procurement data along with background on activities and programs that have been implemented to move the needle.

As you know the MGC has a longstanding and continued strong commitment to diversity and inclusion. In fact, in early June 2020 MGC took an opportunity to renew that commitment and proactively address racial inequities through an Equity and Inclusion Working Group convened by Chair Judd Stein to consider how MGC operations impact communities and individuals of color. This Working Group developed a five-point action plan to achieve sustained racial equity in our internal and external operations –that the Commission unanimously ratified. The framework includes a focus on Culture, Regulatory Review, Customer Service, Hiring and Retention and Procurement Practices. This update will focus on two key areas: Hiring and Procurement.

From the Equity and Inclusion Working Group Statement of Purpose

Hiring and Retention: review and enhance MGC's internal hiring and retention practices with the objective of increasing and elevating diverse representation throughout the MGC is intended to be captured below. Areas of focus and strategies include job descriptions, outreach and recruitment, mentoring and development, and retention efforts. The MGC will continue to publicly monitor and prioritize licensees' hiring and retention practices with respect to diversity and to encourage increased representation and elevation of diverse employees.

Procurement Practices: Reexamine and revise procurement policies, procedures, and practices to maximize the MGC's and licensees' minority owned business spend.



Massachusetts Gaming Commission

101 Federal Street, 12th Floor, Boston, Massachusetts 02110 | TEL 617.979.8400 | FAX 617.725.0258 | www.massgaming.com

UPDATE ON MGC DIVERSITY EFFORTS

DIVERSITY IN HIRING

Job Descriptions

MGC's Human Resources Department has taken a concerted effort to implement inclusive job descriptions that appeal to a wider array of individuals. HR Manager Trupti Banda engages managers through the hiring process to discuss and execute revisions to job descriptions that truly describe the requirements of the position in order to eliminate barriers, broaden the pool and give thoughtful consideration to qualified candidates.

Recruiting

MGC HR Department has partnered with the Director of Diversity and Legislative Affairs to develop partnerships with diversity affinity groups in order to source and attract a diverse pool of candidates. These groups often send communications to their membership list regarding career opportunities. The following organizations have assisted in distributing MGC job posting information.

GetKonnected! A hub for cross-cultural business connections and racial equity in Greater Boston, GetKonnected offers the Racial Equity Partnership for Non-Profits which includes the opportunity to list three job listings each month on the digital newsletter and website along with regular multicultural events for staff. Over 30,000 individuals are on the distribution list, including multicultural affinity groups including Amplify Latinx, Black MBA Association, The Boston Bar Associations- Diverse Affinity Bar Associations (Asian American Lawyer's Association, MA Assoc of Hispanic Attorneys, MA Black Women Lawyers Association, etc.)

Boston Men's Dinner Group addresses the professional and personal development of Men of Color. The group also plans conferences such as the Men of Color Conference focusing on Equity, Justice and Development.

Social Media: MGC's Communication's dept uses MGC social media platform (twitter, linked in, Facebook) to advertise job opportunities with MGC. A concerted effort to tag diverse affinity groups was launched.

Colleges & Universities: The MGC has activated accounts with the career services departments of public two and four year colleges, and universities in commuting proximity to MGC work sites, including:

Encore Boston Harbor

Bunker Hill Community College (Charlestown) – Ability to recruit by posting individual position.

North Shore Community College (Danvers) – Ability to recruit by posting individual position.

Cambridge College – Registered and approved for posting of positions in network

UMass Boston – Utilizes the Handshake platform

MGM Springfield

Holyoke Community College - Ability to recruit by posting individual positions, when open

Springfield Technical Community College – Registered and approved for posting positions

UMass Amherst – Utilizes the Handshake platform

Plainridge Park Casino

Bristol Community College (Fall River) – Registered and approved for posting positions

Massasoit Community College (Brockton & Canton) – Submit MGC's information to Career Portal

Bridgewater State University – Utilizes the Handshake platform



Massachusetts Gaming Commission

Framingham State University – Utilizes the Handshake platform
 UMass Dartmouth – Utilizes the Handshake platform

Interviewing

The MGC has made diversity a priority through the implementation of diverse group interview panels that could include the hiring manager, human resource representative, director of diversity and other team members. Interview panel diversity helps avoid hiring based on shared biases and helps assess candidates in a more thorough manner.

MGC EMPLOYEE DEMOGRAPHICS

PERMANENT EMPLOYEES

The chart below depicts the diversity and gender ratios of the Commission as of the end of FY19, FY20 and FY21.

DEMOGRAPHIC	FY19	FY20	FY21
Caucasian	83%	79%	75%
Diverse	17%	21%	25%
Female	50%	50%	53%
Male	50%	50%	48%

SEASONAL EMPLOYEES (2021)

Total Employees		
19		
Caucasian	18	94%
Diverse	1	6%
Veteran	1	6%
Female	13	68%
Male	6	32%



Massachusetts Gaming Commission

MGG SUPPLIER DIVERSITY

The Massachusetts Gaming Commission (MGC) has elected to follow the state procurement program (801 CMR 21.00), which governs the acquisition of all commodities and services by executive agencies including following OSD's guidelines regarding diversity spending such as utilizing the Commonwealth's Supplier Diversity Office (SDO) established benchmarks, state contracts and reporting in the SDO annual report. Since FY2015, the MGC has been participating in the SDO Benchmark program, reporting diversity spending to SDO on an annual basis and presenting benchmark goals regularly to the Commission in their public meetings. MGC posts bid opportunities on COMMBUYS and on MGC's website, in addition to engaging a company to enlarge the pool of diverse vendors to many of our RFRs.

Procurement Review

The Legal Department is in the process of reviewing and standardizing procurement protocols for all procurements issued by the MGC. It is anticipated that Request for Proposal (RFP) evaluation criteria to guide the scoring of vendor proposals will be formalized to include the diversity of the enterprise/team. RFP evaluation criteria standardizes scoring and removes subjectivity from the process. In addition to improving confidence in vendor selection, having clear evaluation criteria sets expectations, ensures high-quality RFP responses and delivers fairness and transparency to the process.

Partnerships

The Commission is partnering with both SDO and several equity focused non-profit organizations to assist in sourcing diverse vendors. MGC has relationships with the following organizations:

The Commonwealth of MA Supplier Diversity Office (SDO); MGC staff has had several recent meetings with SDO's Executive Director and staff regarding looking ahead for opportunities for proactive outreach to diverse businesses prior to the release of planned MGC RFP's. This effort is intended to increase the response from firms owned by minority, women or Veteran owned businesses to MGC's RFP's.

Black Economic Council of MA (BECMA); BECMA's mission is to advance the economic well-being of Black businesses, organizations, and residents in Massachusetts through advocacy, business and leadership development, and strategic partnerships.

Greater Boston Chamber of Commerce/Pacesetters Program; MGC staff is in discussion with the Greater Boston Chamber of Commerce regarding joining their diversity procurement program (for next fiscal year) focused on minority businesses for next fiscal year. Pacesetters are members of the Greater Boston Chamber of Commerce- large and mid-sized companies and anchor institutions committed to using their procurement purchasing power to close the racial wealth gap by intentionally increasing spend with businesses of color. Pacesetters commit to increasing their spend with MBEs based in the Commonwealth over the next five years of joining the program. The goal for each Pacesetter will be determined by their 2020 data collection gathered by Q2 of 2021. The program's vision is for companies to reach 10% spend or above with MBEs in the Commonwealth over the next five years.

Veracloud has performed a diversity audit of Statewide Contracts and authorized vendors lists by identifying vendors and cross referencing for diverse certifications on Statewide contract approved vendor lists that are regularly utilized by MGC. Additionally, they have analyzed MGC purchasing categories and establish specific marketplaces to identify, recruit, and engage diverse vendors for participation in statewide contracts for MGC,



Massachusetts Gaming Commission

101 Federal Street, 12th Floor, Boston, Massachusetts 02110 | TEL 617.979.8400 | FAX 617.725.0258 | www.massgaming.com

Leveraged analysis work of authorized statewide contract vendors for cross reference with diverse vendor marketplace analyses matching statewide contract capabilities to establish Statewide contracts best suited for contract list Optimization Campaigns.

MGC SUPPLIER DIVERSITY DATA/BENCHMARKS

Not unexpectedly, due to the Covid 19 pandemic in June of 2020, MGC made the decision to cut costs and eliminated spending in several key areas. That coupled with the physical shut down of MGC’s offices resulted in lower overall expenditures and unmet diversity benchmarks in FY21 in most spending category with the exception of the small business category which was exceeded.

(*All FY21 figures are as of 7/6/2021 with several weeks left in the fiscal year)

Minority-Owned Business (MBE)	Discretionary Budget	Benchmark (8%)	Actual Expenditure	% of goal met
FY21 *	\$6,592,593	\$527,407	\$195,216	37%
FY20	\$6,574,779.88	\$525,982	\$465,648	89%
FY19	\$6,462,819	\$517,025	\$542,611	105%

Women-Owned Business (WBE)	Discretionary Budget	Benchmark (14%)	Actual Expenditure	% of goal met
FY21 *	\$6,592,593	\$922,963	\$278,815	30%
FY20	\$6,574,779.88	\$920,469.18	\$490,438.86	53%
FY19	\$6,462,819	\$904,795	\$510,686	57%

Veteran-Owned Business (VBE)	Discretionary Budget	Benchmark (3%)	Actual Expenditure	% of goal met
FY21 *	\$6,592,593	\$197,778	\$20,652	10%
FY20	\$6,574,779.88	\$197,243	\$31,845	16%
FY19	\$6,462,819	\$193,885	\$39,928	21%

Small Business	Discretionary Budget	Benchmark (3.3%)	Actual Expenditure	% of Benchmark met
FY21 *	\$6,592,593	\$217,556	\$2,962,902	1362%
FY20	\$6,574,780	\$216,967	\$3,447,944.17	1589%
FY19	\$6,462,819	\$213,273	\$1,764,509	827%

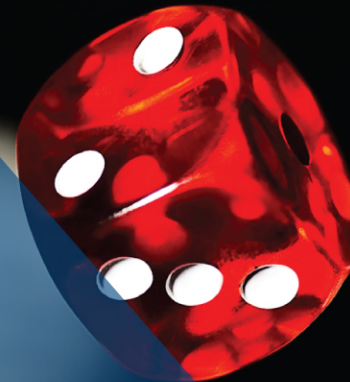


Massachusetts Gaming Commission



IMPACT REPORT 2019

Crystal Howard- Program Manager, Workforce, Supplier and Diversity Development
Jill Griffin – Director, Diversity and Legislative Affairs






2019 REPORT HIGHLIGHTS

JOBS

6,910 casino jobs
2,900+ construction
9,800 TOTAL

WORKFORCE DIVERSITY

	MINORITY	VETERANS	WOMEN
CASINO	3,563	279	3,001
CONSTRUCTION	752	95	200
	 4,315	 374	 3,201

AN INDIVIDUAL IS COUNTED IN ALL QUALIFYING CATEGORIES.

BUSINESS SPEND

\$25M operations
\$39.3M construction
\$64M+ TOTAL

LOCAL SPEND

\$78.3M MA
(**44%** to host/surrounding communities)

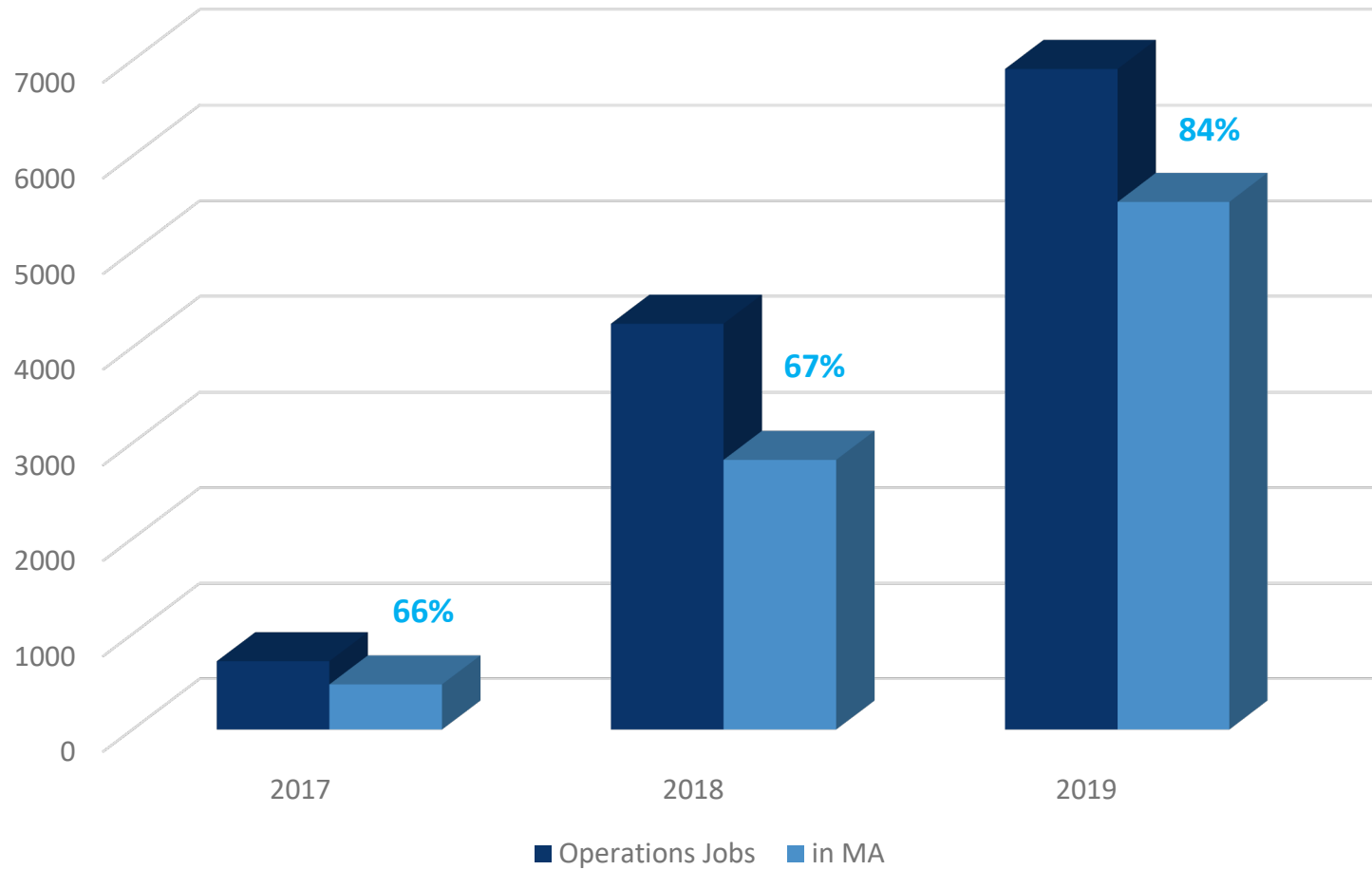
SUPPLIER DIVERSITY



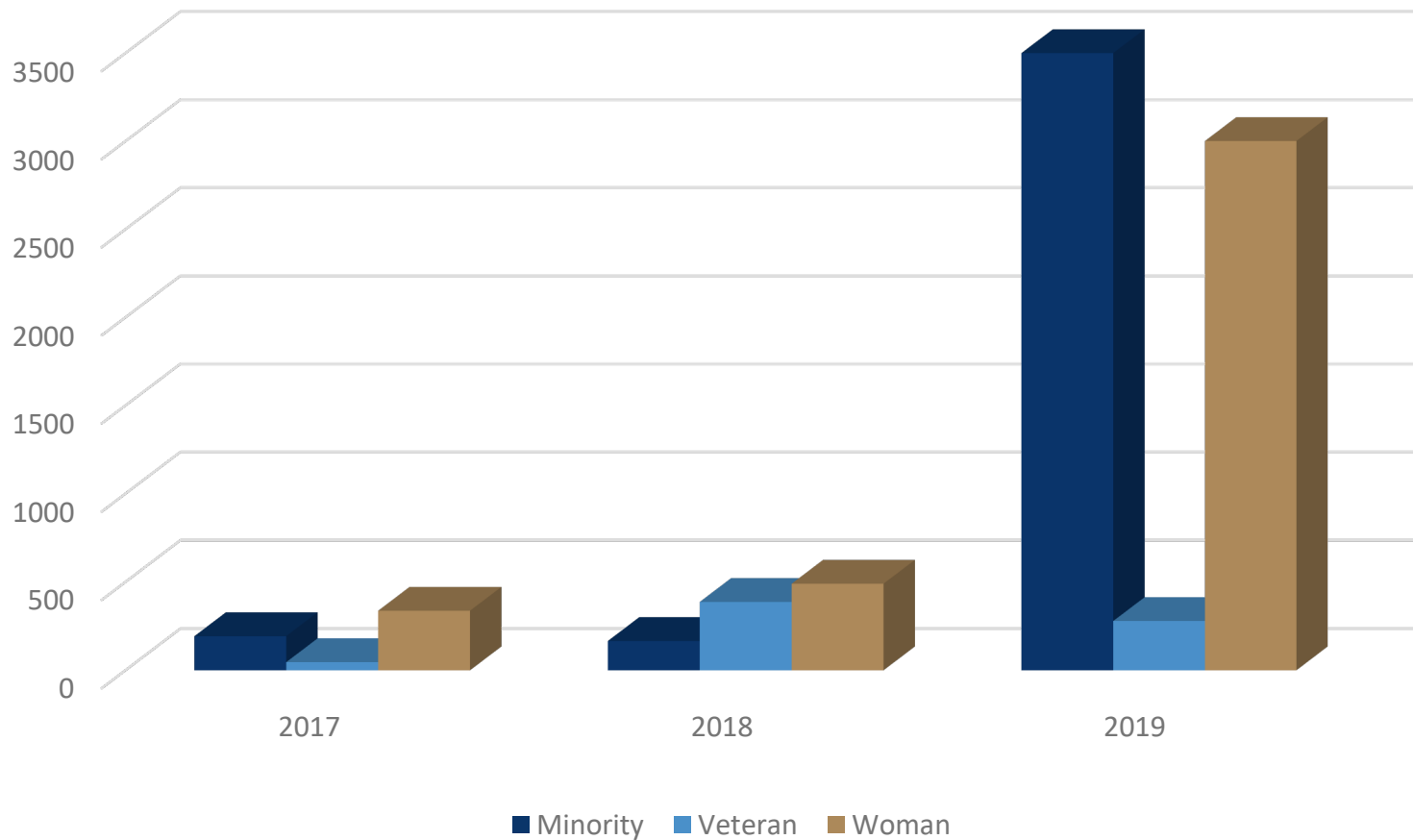
INDUSTRY IMPACTS OVER THE YEARS 2017-2019



OPERATIONS JOB GROWTH



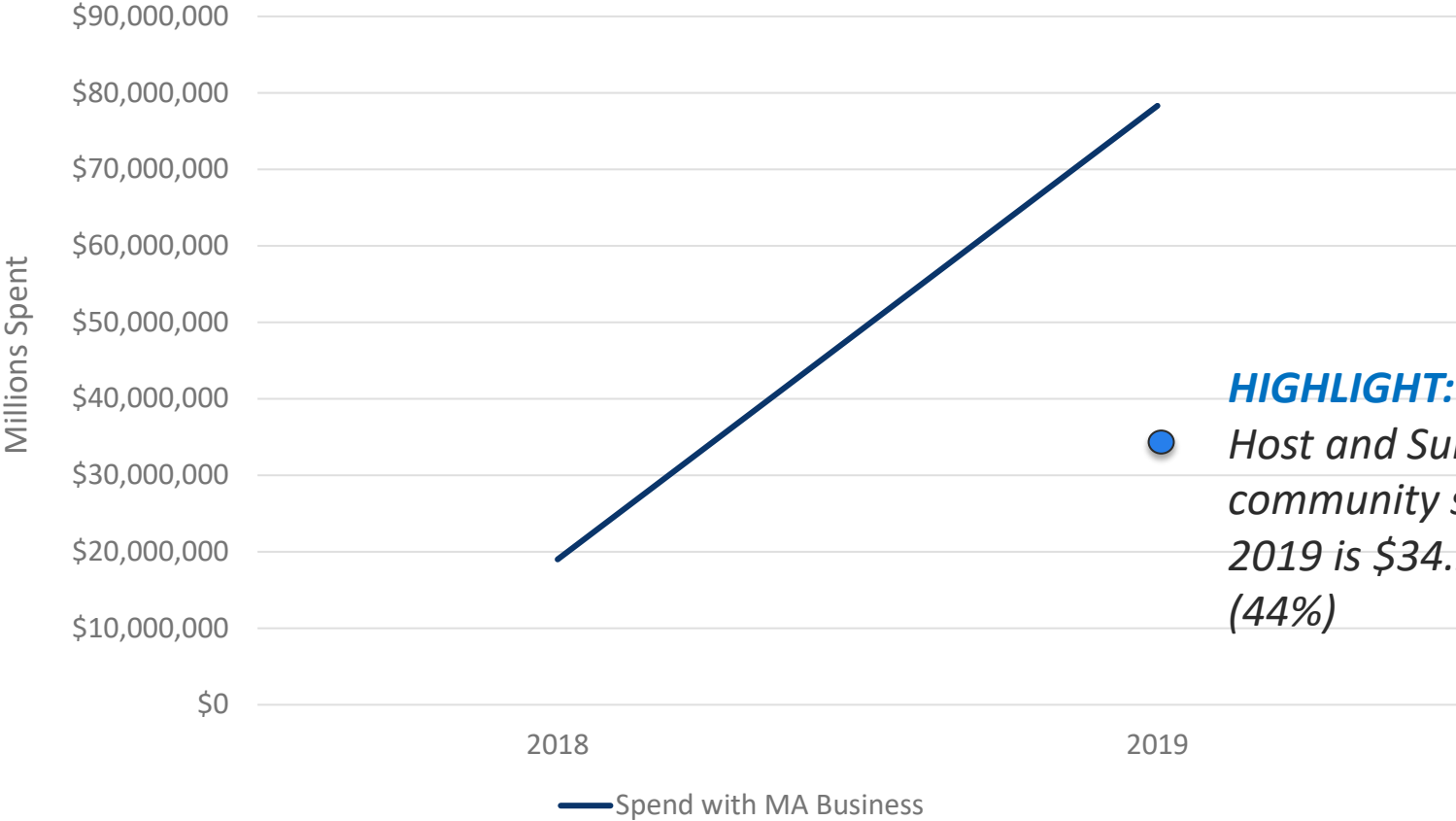
OPERATIONS WORKFORCE DIVERSITY



HIGHLIGHT: In 2019, over half of casino employees working were minority individuals, up from 26% of the casino workforce in 2017.

MASSACHUSETTS BUSINESS INCREASE FROM 2018

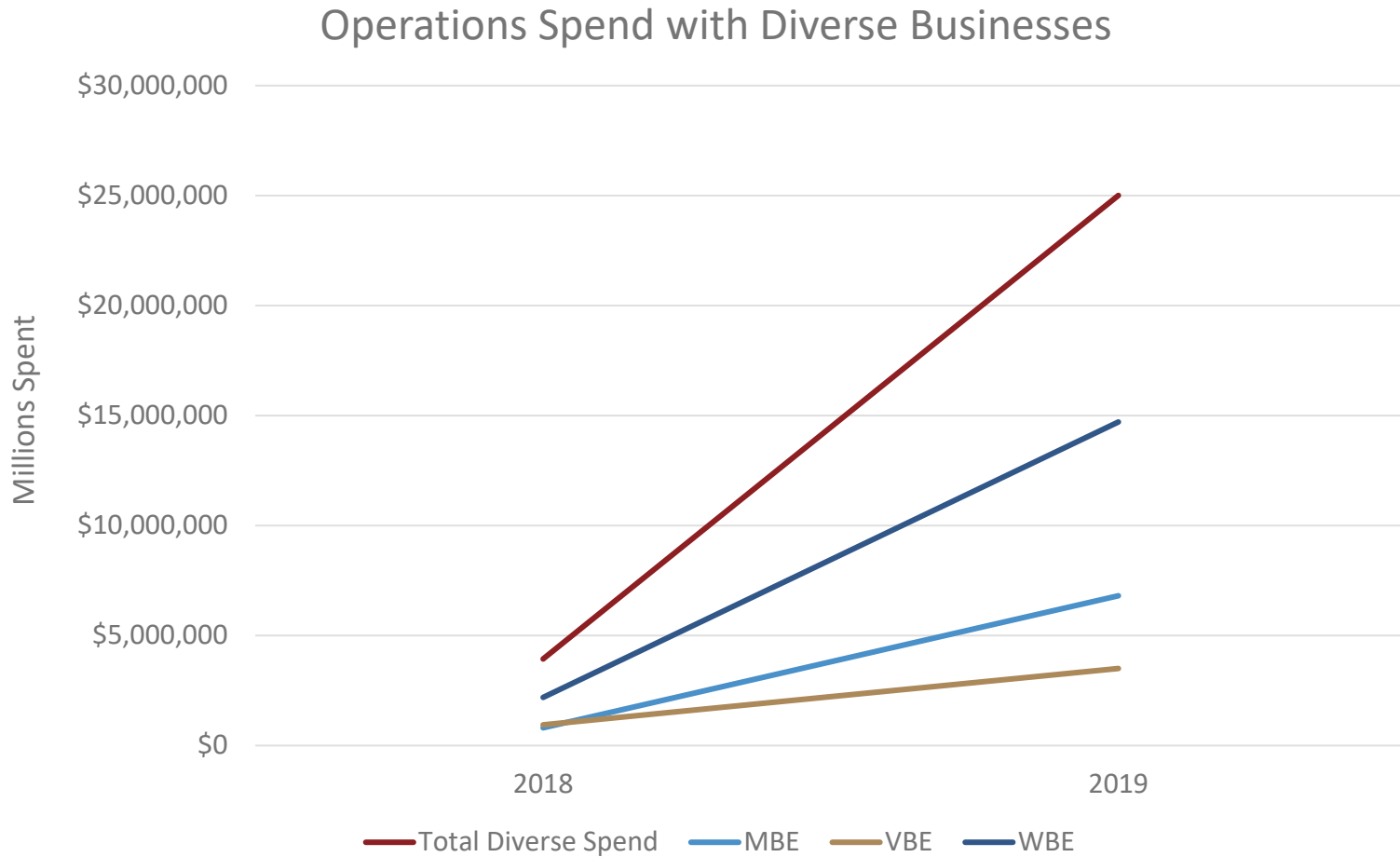
Operational Spend with MA Business



HIGHLIGHT:
● *Host and Surrounding community spend for 2019 is \$34.2 million (44%)*



DIVERSE SPEND INCREASE FROM 2018



REPORTING UPDATE



2021 AND BEYOND

- Impact Report baseline and benchmark for future reporting
- Collaboration with Research and Responsible Gaming, Donahue Institute to ensure cohesion, complete data, accuracy, and efficiencies.
- Streamlining reporting requirements for licensees





101 Federal Street, 12th Floor, Boston, MA 02110

TEL 617.979.8400

FAX 617.725.0258

www.massgaming.com

 [MAGamingComm](https://www.facebook.com/MAGamingComm)

 [MassGamingComm](https://twitter.com/MassGamingComm)

 [MassGamingCommission](https://www.youtube.com/MassGamingCommission)

TO: Chair Judd-Stein and Commissioners Gayle
Cameron, Eileen O'Brien, Enrique Zuniga
FROM: Crystal Howard, Jill Lacey Griffin
CC: Karen Wells, Elaine Driscoll, Mark Vander Linden
DATE: July 6, 2021

RE: 2019 Impact Report Review and Corresponding Research Update

Overview

The Casino Industry Impacts Report looks at the cumulative impacts of the casino industry in Massachusetts on jobs, diversity, and local/small businesses. Massachusetts Gaming Commission (MGC) staff began reporting out these impacts annually, beginning in 2017.

The 2019 report captures a milestone year, the first in which all three casinos were officially open for operation in Massachusetts. Encore Boston Harbor was completing construction on the project the first half of the year and opened for business in June. With MGM Springfield celebrating its first anniversary in August of 2019 and Plainridge Park Casino in its fourth year of operations, all three properties contributed significantly to the workforce opportunities and economic impacts for Massachusetts residents, including minority individuals, women, and veterans; as well as business owners.

This report serves as an essential baseline for operations and an indicator of industry potential, especially given it is the first snapshot of a year focused more significantly on operations than on construction. As we move forward it will be an especially important narrative and point of comparison, given the challenges of the pandemic on both employment and business in the year that followed. The production of the 2021 report and insights will be the first narrative solely based on casino operations.

2019 Highlights:

- Over 9,800 people found work in the industry. Over 6,900 of those jobs were permanent positions with the casinos. 84% of the casino jobs went to Massachusetts residents.
- The workforce was diverse. Over 4,300 individuals identify as a minority (over half of casino employees), at least 374 indicated they were a veteran and there were more than 3,200 women working.
- Over \$64 million was spent with diverse businesses.
- Over \$78 million was spent with Massachusetts businesses, including \$34.2 million which went directly to host and surrounding community businesses.

Research Update: MGC staff found that in order to best inform this research and other agency-wide initiatives and reporting (such as the annual report,) a more collaborative process for data collection and a cohesive structure would need to be in place between

various internal departments, the Donahue Institute and the licensees. As such, MGC staff, including Crystal Howard and Mark Vander Linden, are working to develop a system for licensee data collection that is both cumulative and inclusive of all data necessary for the agency's various reporting functions. This will increase the efficiency of data requests to the licensees; ensuring they are streamlined and less frequent. It will also aid in ensuring that the data used in the reports and agency outputs are consistent. This effort is underway and a major initiative for 2021.



CASINO INDUSTRY IMPACT REPORT 2019

WORKFORCE, DIVERSITY, AND BUSINESS IMPACTS

SUMMARY

In 2019, several notable milestones were reached. For the first time all three casinos were operational as the state's second resort casino, Encore Boston Harbor, opened its doors in June. Encore completed its \$2.6 billion dollar project with \$1.6 billion in direct construction spend,[†] and the largest number of tradeswomen on a single-phase project in statewide history (potentially nationwide). Meanwhile, MGM Springfield celebrated its first anniversary in August and Plainridge Park Casino, the Commonwealth's only Category 2 casino (slots-only), marked its fourth year of operations and prepared for its license renewal, a first for the Massachusetts Gaming Commission. All three properties contributed significantly to the workforce opportunities and economic impacts for Massachusetts residents, including minority individuals, women, and veterans; as well as business owners.

EMPLOYMENT IMPACTS

JOB CREATION

MORE THAN
9,800
JOBS CREATED
BY THE INDUSTRY
IN 2019



6,910 TOTAL
CASINO
JOBS*



84% MASSACHUSETTS
RESIDENTS*



2,900+ TOTAL
CONSTRUCTION
JOBS**

WORKFORCE DIVERSITY

	MINORITY	VETERANS	WOMEN
CASINO	3,563	279	3,001
CONSTRUCTION	752	95	200
	4,315	374	3,201

AN INDIVIDUAL IS COUNTED IN ALL QUALIFYING CATEGORIES.

[†]The \$2.6 billion figure includes the land purchase, license application fee, real estate purchases and furnishing costs for hotel and casino, as well as other non-construction expenses.

^{*}Total for operations across all three licensees, with Encore Boston Harbor operating for five months.

^{**}Encore Boston Harbor was the sole casino under construction, culminating in June.

BUSINESS IMPACTS

DIVERSE VENDOR IMPACTS

Casino spending with certified minority-owned [MBE], veteran-owned [VBE] and woman-owned [WBE] businesses.



MORE THAN \$64M SPENT WITH DIVERSE VENDORS AND SUPPLIERS



\$9.9M

MBE



\$9.2M

VBE



\$45.2M

WBE

LOCAL IMPACT

The impact of casino contracts on businesses in the Commonwealth, related to spending on goods and services.



MORE THAN
\$78.3M direct spending
with Massachusetts
businesses

INCLUDING
\$34.2M with businesses in
the host/surrounding
communities

THIS IMPACT REPORT DATA REFLECTS ACTIVITY BETWEEN JAN. 1, 2019 - DEC. 31, 2019



MAGamingComm



MassGamingComm



MassGamingCommission



TO: Chair Cathy Judd-Stein, Commissioners Gayle
Cameron, Eileen O'Brien and Enrique Zuniga

FROM: Crystal Howard, Jill Lacey Griffin, Joe Delaney, Mary Thurlow

CC: Karen Wells

DATE: July 12, 2021

RE: 2020 Community Mitigation Fund - Workforce Development:
HCC proposal for repurposing MCCTI funding

Request Background: Holyoke Community College (HCC) was awarded a Community Mitigation Fund (CMF) grant in 2019 which included funding for scholarships at the Massachusetts Casino Career Training Institute (MCCTI) to prepare table game dealers for MGM. These funds were not fully expended in 2019 and were rolled over into 2020. However, the pandemic hit and there were no dealer school courses run, and the gaming school remains closed. HCC is now requesting to roll these funds over to 2021 and repurpose these rollover funds for culinary training.

The 2020 CMF Guidelines require that amendments over 10% of the grant value, or \$10,000, whichever is less be approved by the Commission. Therefore, we are presenting this proposal to the Commission for review and approval.

Specific Amendment Request:

HCC is requesting that the MGC allow \$16,183 originally allocated to scholarships for MCCTI to be rolled over into the next fiscal year and reallocated toward culinary training.

This proposal is necessary because MCCTI remains closed, and there are no future plans for its reopening and/or for offering any table games courses. MGM has indicated that they are not hiring dealers, and do not require a training pipeline for table game dealers. However, they have stated that one of their greatest challenges in hiring continues to be for cooks and kitchen staff, supporting the proposal to transfer the funding to program an additional culinary training cohort at HCC. As a reminder, the students in the culinary training program do not pay for the training.

Staff Analysis: MGC staff have reviewed the request, proposed budget and supplementary justification and support the rollover and reallocation of \$16,183 from MCCTI scholarships to culinary programming.



Massachusetts Gaming Commission

Request for Motion: We move that the Commission approve Holyoke Community College's request to reallocate funding originally specified for scholarships at MCCTI's dealer school to culinary programming at HCC, in the amount of \$16,183.