



Massachusetts Gaming Commission Meeting Minutes

Date/Time: December 2, 2021, 10:00 a.m.
Place: Massachusetts Gaming Commission
VIA CONFERENCE CALL NUMBER: 1-646-741-5292
PARTICIPANT CODE: 112 877 9572

The Commission conducted this public meeting remotely utilizing collaboration technology. Use of this technology was intended to ensure an adequate, alternative means of public access to the Commission's deliberations for any interested member of the public.

Commissioners Present:

Chair Cathy Judd-Stein
Commissioner Gayle Cameron
Commissioner Brad Hill
Commissioner Eileen O'Brien

1. [Call to Order](#) (0:18)

Chair Judd-Stein called to order the 362nd public meeting of the Massachusetts Gaming Commission. Roll call attendance was conducted and all four commissioners were present.

2. [Administrative Update](#) (0:35)

a. On-Site Casino Updates

Assistant Director of the Investigations & Enforcement Bureau/Gaming Agents Division Chief Bruce Band provided an update on events at all three properties, including an update on the opening of Encore Boston Harbor's upstairs VIP lounge. The Commission thanked Assistant Director Band for his update.

b. [Hybrid Work Model and Office Reopening Update](#) (2:15)

Executive Director Karen Wells provided an update on the hybrid work model and the Boston office reopening. She reminded the Commission that they implemented a pilot hybrid work program through the end of the year and sought guidance on what the Commission would like to do at the end of the pilot program. Executive Director Wells also provided an update on the process for acquiring new streaming equipment, noting that two bids have been received and

identifying the key issues and needs with respect to the setup of the public meeting room. She also addressed options for interim operations until the new equipment is acquired and noted that future demonstrations and testing of these interim options would be helpful.

Chair Judd-Stein asked if the Commission could participate somehow in this process. Executive Director Wells agreed that feedback from the Commissioners on the bids would be helpful. Commissioner Hill further advised that the Commission test any equipment before purchasing.

Executive Director Wells next raised the issue of the current office dress code, which allows staff to dress more casually in jeans during the hybrid work model while the office is not open to the public. She noted that she has received positive feedback from staff and recommended that the Commission continue with the policy in place. She also raised the question of the current daily screening survey that staff are required to fill out and whether the Commission felt that the survey was still necessary. Commissioner Cameron noted that Human Resources had advised that the screening survey had outlived its usefulness. Executive Director Wells confirmed that she would move forward with eliminating this requirement.

Executive Director Wells sought feedback from the Commission on what would be helpful for the next meeting in terms of the hybrid work model update and obtaining guidance from the Commission. Chair Judd-Stein requested that Executive Director Wells provide recommendations at the next meeting and allow the Commission an opportunity to take formal action then.

3. [Research and Responsible Gaming](#) (20:57)

a. Asian CARES Report

Research Manager Marie-Claire Flores-Pajot introduced a community-engaged research project intended to advance knowledge regarding casino impacts on population subgroups that are not reached by the general population surveys. She noted that the focus of the work is on communities considered to be at greater risk of experiencing gambling harm. She introduced the following individuals to present this study: Asian CARES Principal Investigator and Community Engagement Consultant Dr. Heang Leung Rubin; Executive Director of the Boston Chinatown Neighborhood Center, Ben Hires; and Program Officer of the Boston Chinatown Neighborhood Center, YoYo Yau. The team presented comprehensive details on this study, a copy of which is included in the Commissioners' packet.

Chair Judd-Stein noted the importance of this type of research and expressed hope that the Commission continue to make this a rigorous part of its overall research framework. Commissioner Hill noted that this report is a valuable roadmap with respect to problem gambling for the Commission moving forward and inquired as to what the Commission can do to advocate to the administration and the legislature that a bigger effort be put forward in this area in terms of funding. Chair Judd-Stein noted that this report highlights an opportunity for collaboration with the Department of Public Health and Public Health Trust Fund. Commissioner O'Brien noted the importance of disseminating the report not only to the legislature and public health agencies but to other agencies that may benefit from further understanding of these issues.

Chair Judd-Stein asked the presenters to elaborate on how their recommendation to fund an equity audit about responsible gambling and responsible advertising in the Asian community might be implemented. Mr. Hires responded that it's important to look at who the casino's marketing practices and promotions are targeting and how the practices are impacting those individuals, particularly when looking at targeted themes of casino games. Director Vander Linden also noted that the Research and Responsible Gaming team is completing a written request for proposals for the GameSense program and an aspect of that is to examine how responsive or culturally responsive the GameSense program is.

Chair Judd-Stein asked for clarification regarding the buses arriving at the casinos and where they were arriving from. Mia Colby from the presenting team responded that they do arrive from in-state but also arrive from out-of-state. She noted that there are pickups in Chinatown, Malden Center, Quincy, and Connecticut, and that they all primarily pick up outside of either Asian grocery stores or Asian eateries.

The Commission thanked the team for their comprehensive presentation.

4. [Commissioner Updates](#) (1:32:44)

There were no Commissioner updates presented.

5. [Other business](#) (1:33:02)

There was no other business presented.

Commissioner Cameron moved to adjourn. The motion was seconded by Commissioner Hill.

Roll call vote:

Commissioner Cameron: Aye.

Commissioner O'Brien: Aye.

Commissioner Hill: Aye.

Chair Judd-Stein: Aye.

The motion passed unanimously.

List of Documents and Other Items Used

1. Notice of Meeting and Agenda dated December 2, 2021
2. [Commissioners' Packet](#) from the December 2, 2021, meeting