33rd National Conference on Gambling Addiction & Responsible Gambling


July 19-20, 2019
Pre-conference July 17-18

DENVER • COLORADO
Sheraton Denver Downtown Hotel

Co-hosted by

NCPG
National Council on Problem Gambling

Problem Gambling Coalition of Colorado
WEDNESDAY
- Directors Row Workshops with Breakfast, Lunch & Breaks
- Wednesday Safer Sport Betting Summit with Lunch & Break, in the Majestic Ballroom

THURSDAY
WORKSHOPS AND SUMMITS
- Directors Row
- Governors Square 14 and 15
- Plaza Ballroom E
BREAKFAST, LUNCH & BREAKS
- Plaza Ballroom Foyer

MAIN CONFERENCE
FRIDAY & SATURDAY
BREAKFAST, LUNCH, KEYNOTE, GENERAL SESSIONS & PED TALKS
- Plaza Ballroom A-B-C
EXHIBITS, NETWORKING BREAKS & BUZZ SESSIONS
- Plaza Ballroom Foyer
BREAKOUT SESSIONS
- Governors Square 14 (Responsible Gaming and Regulation Track)
- Governors Square 15 (Recovery Track)
- Plaza Ballroom D (Military & Gambling Track on Saturday)
- Plaza Ballroom E (Community Track on Friday)
- Plaza Ballroom F (Prevention Track)
POSTER SESSIONS
- Plaza Court 1
WELLNESS & RELAXATION ROOM
- Governor’s Square 12
GAMBLERS ANONYMOUS & GAM-ANON MEETINGS
- Governor’s Square 17
AGENDA SNAPSHOT

PRE-CONFERENCE
WEDNESDAY JULY 17
7:00am-8:00am  Attendee Breakfast
7:00am-6:00pm  Registration Open
8:00am-Noon  Pre-Conference Workshops
Networking Break (10:00am-10:30am)

THURSDAY JULY 18
7:00am-8:00am  Attendee Breakfast
7:00am-8:00am  Gamblers Anonymous and Gam-Anon Meetings
7:00am-7:00pm  Registration Open
8:00am-Noon  Pre-Conference Workshops
Networking Break (10:00am-10:30am)

MAIN CONFERENCE
FRIDAY JULY 19
7:30am-8:30am  Attendee Breakfast
7:30am-5:30pm  Registration and Exhibits Open
7:30am-8:30am  Gamblers Anonymous and Gam-Anon Meetings
8:30am-10:30am  Welcome and Keynote and PED Talks 1 and 2
10:30am-4:00pm  Wellness Center with Massage Therapists
10:30am-11:00am  Poster Sessions, Networking Break & Buzz Sessions
10:30am-Noon  Prevention Showcase
11:00am-Noon  Breakout Session 1
Noon-1:30pm  NCPG Awards Ceremony and Lunch

SATURDAY JULY 20
7:30am-Noon  Registration Open
7:30am-4:00pm  Exhibits Open
8:00am-9:00am  Attendee Breakfast
8:00am-9:00am  Gamblers Anonymous and Gam-Anon Meetings
9:00am-10:30am  Keynote and PED Talks 5 and 6
10:30am-11:00am  Poster Sessions, Networking Break & Buzz Sessions
10:30am-4:00pm  Wellness Center with Massage Therapists
11:00am-Noon  Breakout Session 4
Noon-1:30pm  Lunch and General Session
1:30pm-2:30pm  Breakout Session 5
2:30pm-3:30pm  Breakout Session 6
3:30pm-4:00pm  Breakout Session 7
4:00pm-5:00pm  Breakout Session 8
5:00pm-5:45pm  Closing General Session
Dear Conference Attendee,

Welcome to the Annual NCPG Conference! It is my pleasure to invite you to the 33rd National Conference on Problem Gambling hosted in beautiful Downtown Denver. In addition to the sights and scenes in Colorado, you will find a great deal of connections and content to learn about here at the Conference. I have highlighted items for you to learn more about, indoors and out, in an A to Z format—go find out and discover it all for yourself. And when you do, please let your friends, family, and colleagues know; Colorado and this Conference abound with excitement and education!

- Advocacy Advances in the field
- Budgeting and finance management
- Caribbean Gaming and Gambling
- Dirt bikes in the mountains
- Electronic Gaming RG tools
- Friends from across the US and the world
- Gaming vs. Gambling differences
- Healers and Compassion Fatigue
- Ice Cream on 16th Street, Denver
- Judicial Diversion Programs
- Kites on Pearl Street Mall in Boulder
- Lottery play Responsibly Messaging
- Military and Gambling Track
- Nature and Science Museum of Denver
- Outdoor Hikes in the Garden of the Gods
- Public Health Response to Expanded Gambling
- Questions & Answers in the Prevention Showcase
- Red Rock Museum and Amphitheater
- Safer Sports Betting Summit
- Treatment Advances for Comorbid Disorders
- Underage Gambling Prevention Programs
- Veteran Gamblers Cultural Characteristics
- Wellness and Recovery Room
- Xylophones in playground apparatus
- Yellow-bellied Marmot at Rocky Mountain National Park
- Zig-Zag through the River North (RiNo) Art District

Go out and Explore! There is so much to Do, See and Learn! And after you see All of this, please Thank All of the People that made it happen, including the NCPG Board, Staff, Committee Chairs, Members, and the Colorado Hosts.

Find something New to get involved with and Thank You for your Participation! And Please Stop Me and say Hello! I’d love to Meet you or Reconnect with you Soon!

Best,
Marlene D. Warner
President, NCPG Board of Directors
July 17th, 2019

Greetings NCPG,

As Governor of the State of Colorado, I am pleased to welcome you to Denver for the 33rd National Conference on Gambling Addiction and Responsible Gambling.

During your time in Colorado, I hope you are able to have meaningful and productive discussions around sports betting, responsible gambling, regulation, military and gambling, prevention, education, treatment, recovery, and community. Thank you for choosing Colorado for this event, and for bringing your over 600 members to our great state.

Lastly, thank you to the organizers of this conference. Today could not have occurred without your hard work, and you deserve to be commended. On behalf of the people of Colorado, I offer my best wishes for an enjoyable event.

Sincerely,

Jared Polis
Governor
Dear Conference Attendee,

On behalf of the Board of Directors for the National Council on Problem Gambling and our host, the Problem Gambling Coalition of Colorado, we welcome you to Denver for the 33rd National Conference on Gambling Addiction and Responsible Gambling. NCPG’s annual conference is the premier educational and networking event for problem gambling and responsible gambling professionals in the country. Here you will find over 600 attendees and speakers discussing numerous hot topics over these four days, including responsible gambling and regulation, military and gambling, prevention, treatment and recovery, and community. Take full advantage of being here for this incredible opportunity for professional development, networking and “Awareness plus Action!”

The Conference program highlights best practices and rising trends in problem gambling and responsible gambling, including sports betting. Our line-up of keynote and breakout session speakers is unmatched in these unique fields. Be sure to join us for the Welcome Reception on Thursday evening, July 18 hosted by our Presenting Partners the Colorado Lottery. Build your network of professional colleagues from all facets of the field, all conference attendees are welcome!

We are excited to see you here in Denver.

Keith Whyte and Larry Wall

Keith Whyte
Executive Director
National Council on Problem Gambling

Lawrence S. Wall Jr., ICGC-II
President
Problem Gambling Coalition of Colorado
The National Conference on Gambling Addiction and Responsible Gambling participants include clinicians, researchers, preventionists, public policy makers, gaming industry employees, and those in recovery, as well as family members and friends.

All attendees must have their name badges scanned by a volunteer (wearing orange VOLUNTEER t-shirts) as they enter each session, meal and event.

Certificates will be e-mailed to participants after the conference.

Meals and coffee breaks are served only at the times noted in the program. All attendees must have their name badges scanned to enter.

The Welcome Reception on Thursday evening, July 18 includes entertainment, light hors d’oeuvres and a cash bar.

Certificates will be e-mailed to participants after the conference.

Meals and coffee breaks are served only at the times noted in the program. All attendees must have their name badges scanned to enter.

The Welcome Reception on Thursday evening, July 18 includes entertainment, light hors d’oeuvres and a cash bar.

We order meals based on registration numbers. If you are not planning to attend breakfast and/or lunch, please let the registration office know ASAP. Vegetarian and other special diet meals are available only upon prior written request.

Evening meals are the responsibility of the participant. Various dining options are located in the hotel and nearby. Ask the hotel concierge for more information.

Meals and snack breaks provide an excellent opportunity to network with other participants – introduce yourself!

Conference Media, harassment, privacy and other policies are available at www.ncpgambling.org/conference-policy.

NCPG and the NCPG Board of Directors do not necessarily endorse or agree with any particular view expressed by conference presenters, exhibitors, attendees, etc. National Conference on Gambling Addiction and Responsible Gambling serves as a hub to bring together all stakeholders, some with diametrically opposed views on gambling. Some conference presentations or materials may include significant gambling content or imagery. If this creates a concern, please take advantage of the following resources:

➤ The Wellness Room will be open Friday and Saturday from 8:30am to 4:00pm in Governor’s Square 12 for those who may want to take a break and rejuvenate during the conference. Aromatherapy, soothing music, a place to just close your eyes and relax are offered.

➤ Seated chair massage will be available in the Wellness Room from 10:30am to 4:00pm Friday and Saturday. Please stop by to sign up for a time! Payment may be made directly to the therapist.

➤ Recovery Ambassadors are volunteers from the Recovery Committee of NCPG who serve as representatives of the recovery community. Clearly identified by their Recovery Ambassador buttons, they are a resource for people who might become uncomfortable with gambling imagery and discussion. They offer their experience with addiction and recovery as a resource for all conference attendees. Stop and chat with them anytime.

ON-SITE GAMBLERS ANONYMOUS AND GAM-ANON MEETINGS IN GOVERNOR’S SQUARE 17. OPEN TO ALL

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Meeting</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thursday, July 18</td>
<td>7:00am–8:00am</td>
<td>Combined Gamblers Anonymous and Gam-Anon Meeting</td>
</tr>
<tr>
<td>Friday, July 19</td>
<td>7:30am–8:30am</td>
<td>Combined Gamblers Anonymous and Gam-Anon Meeting</td>
</tr>
<tr>
<td>Friday, July 19</td>
<td>10:30am–11:00am</td>
<td>Gamblers Anonymous Open Meeting with Speaker</td>
</tr>
<tr>
<td>Friday, July 19</td>
<td>3:30pm–4:00pm</td>
<td>Gam-Anon Open Meeting with Speaker</td>
</tr>
<tr>
<td>Saturday, July 20</td>
<td>8:00am–9:00am</td>
<td>Combined Gamblers Anonymous and Gam-Anon Meeting</td>
</tr>
<tr>
<td>Saturday, July 20</td>
<td>10:30am–11:00am</td>
<td>Gam-Anon Open Meeting with Speaker</td>
</tr>
<tr>
<td>Saturday, July 20</td>
<td>3:30pm–4:00pm</td>
<td>Gamblers Anonymous Open Meeting with Speaker</td>
</tr>
</tbody>
</table>

PROFESSIONAL CONFERENCE ETIQUETTE

Be Patient With up to 600 attendees expected, there may be waiting. If there is a wait, use the opportunity to get to know the person next to you. Please be patient with all of the volunteers and staff who are working hard to make this an excellent conference.

Be on Time Please arrive at all sessions on time. If you must leave a session early, please exit quietly. It is distracting for the presenters and the participants if interrupted by attendees arriving late or leaving early.

Turn off Cell Phones Please be respectful of all speakers (and participants) by turning off cell phones.

Session Information You are welcome to ask presenters for contact information if you would like a copy of their slides.

Be Kind to One Another Assist new attendees. We are all attending this conference for rejuvenation, relaxation, reflection, and education. Help others, including the new counselors/professionals, by exhibiting patience, understanding and enthusiasm.

Adopt the “2-2-2” Conference Attitude Make at least two new friends, reacquaint yourself with at least two old friends, and find at least two new ideas to take back with you. With this approach, you will leave feeling professionally and personally refreshed.
The Conference Committee has applied for Continuing Education Units (CEUs) for multiple professional disciplines. Up to 31 Continuing Education Units (CEUs) are available at the Conference for Licensed Professional Counselors, Social Workers, Certified Substance Abuse Counselors and Gambling Treatment Counselors. Individuals attending this conference will be issued certificates of attendance reflecting their number of contact hours. Certificates will be e-mailed to participants after the conference.

In order to receive Continuing Education Units (CEU) certificates, all attendees must have their name badges scanned by a volunteer as they enter each session, including the Poster Sessions.

NCPG has applied for CEU approval from the following National organizations for up to 15 CEUs for the Main Conference. Pre-Conference Workshop attendees may earn up to an additional 16 hours.

NAADAC  The Association for Addiction Professionals  79824  NCPG  National Council on Problem Gambling Education Committee  NASW  National Association of Social Workers

### CEU CREDITS BY DAY

#### Wednesday, July 17  HRS
- Pre-Conference Workshops – Morning Session 4.0
- Pre-Conference Workshops – Afternoon Session 4.0
- Total 8.0

#### Thursday, July 18  HRS
- Pre-Conference Workshops – Morning Session 4.0
- Pre-Conference Workshops – Afternoon Session 4.0
- Total 8.0

#### Friday, July 19  HRS
- Keynote & PED Talks 1-2 1.5
- Poster Session & Networking Break 0.5
- Breakout Session 1 1.0
- Awards Lunch 0.0
- Breakout Session 2 1.0
- Breakout Session 3 1.0
- Poster Session & Networking Break 0.5
- PED Talks 3-4 0.5
- General Session 1.0
- Total 7.0

#### Saturday, July 20  HRS
- Keynote & PED Talks 5-6 1.25
- Poster Session & Networking Break 0.5
- Breakout Session 4 1.0
- Lunch & General Session 1.0
- Breakout Session 5 1.0
- Breakout Session 6 1.0
- Networking Break 0.5
- Breakout Session 7 1.0
- Closing General Session 0.75
- Total 8.0

### CONTINUING LEGAL EDUCATION

CLEs have not been pre-approved but you can still request them from your own state bar association. Presenter credentials must include JD. Send the topic and abstract of the session from our program booklet along with presenter name(s). There is no guarantee that it will be approved but it often is.

### OVERALL CONFERENCE LEARNING OBJECTIVES

The National Conference on Gambling Addiction & Responsible Gambling is designed to equip attendees with the following training and experiences:

- **Critically evaluate factors and conditions related to matters of problem gambling and responsible gambling.**
- **Gain knowledge on problem gambling from the perspectives of prevention, treatment, responsible gambling, military and recovery.**
- **Be informed of the latest developments in the problem gambling and responsible gambling fields.**
- **Learn about problem gambling and responsible gambling issues that are relevant to diverse populations.**
- **Discover methods and information that will help to improve health and wellness by reducing the personal, social and economic costs of problem gambling.**
PROBLEM GAMBLING COALITION OF COLORADO BOARD MEMBERS

Lawrence Wall Jr., ICGC-II  
President

Robert C. Runco  
Treasurer

Peggy Brown  
Jennifer Churchill  
Secretary

Val Beck  
Kenya Collins

Bev Marquez

Peggy O’Keefe

PROBLEM GAMBLING COALITION OF COLORADO  
Val Beck, ICGC-II  
President

Robert C. Runco  
Treasurer

Peggy Brown  
Jennifer Churchill  
Secretary

Val Beck  
Kenya Collins

Bev Marquez

Peggy O’Keefe

2019 STEERING COMMITTEE

Lawrence Wall Jr., ICGC-II  
President, Board of Directors

Problem Gambling Coalition of Colorado

Peggy Brown  
Problem Gambling Coalition of Colorado

Danielle Oetjen  
Secretary, Board of Directors

Problem Gambling Coalition of Colorado

Jennifer Churchill  
Communications Manager

Colorado Lottery

Colin Waters  
Colorado Lottery

Mary McMahon  
Gambling Administrator,

Office of Behavioral Health

Manager, CAC Clinical Training Program

Colorado Dept. of Human Services

Susan Diamond  
VLT Regulation Manager

Ohio Lottery Commission

Karen Russo  
Responsible Gambling and

Community Outreach Coordinator

Ohio Lottery Commission

Stacey Frohnapfel-Hasson  
Chief, Bureau of Problem Gambling

Office of Prevention and Wellness

Ohio Dept. of Mental Health and Addiction Services

2019 CONFERENCE PROGRAM

MILITARY TRACK

Heather Chapman, PhD, ICGC-II, BACC and Dave Yeager and other Military Committee members

PREVENTION TRACK

Jim Kooler, DrPH, Amanda Winters and Michael A. Buzzelli and other Prevention Committee members

RECOVERY TRACK

Marc Lefkowitz, ICGC-II and other Recovery Committee members

RESPONSIBLE GAMBLING TRACK

Tammi Barlow and other Responsible Gambling Committee members

TREATMENT TRACK

Lori Rugle, PhD, ICGC-II, BACC and other Treatment Committee members

NCPG Committees, led by their 2018-2019 Chairs named below, were charged with selecting presenters for their topic areas.

FOLLOW CONFERENCE HAPPENINGS ON SOCIAL MEDIA

Follow us on Twitter @NCPGambling #NCPGconf2019

Like us on Facebook National Council on Problem Gambling #NCPGconf2019

Join our professional network on LinkedIn National Council on Problem Gambling

Follow us on Instagram ncpg_problemgambling #NCPGconf2019

LOOKING FOR SOMEONE?

If you have any questions or require assistance, please visit the Conference Registration Table or speak with any conference staff or volunteers. Staff and volunteers can be identified by the colored ribbons on their name badges, as can other participants as follows:

NCPG Board Members

Staff

Volunteers

Presenters

Sponsors

Dark Blue  
Light Blue

Hot Pink  
Lavender

Cream

Exhibitors

NCPG Affiliate Members

NCPG Organizational Members

NCPG Individual Members

Award Recipients

Press

Orange  
Teal

Green  
Light Green

Red  
Gray
On Friday night, NCPG will host a reception and light dinner with the opportunity to experience the new exhibition, *Leonardo da Vinci: 500 Years of Genius*. Spend the evening exploring and socializing amidst da Vinci’s extraordinary legacy – see nearly 70 of da Vinci’s machine inventions, view the exclusive “The Secrets of Mona Lisa,” test a Leonardo-inspired catapult, and encounter the Museum’s historical enactors.

You’ll have access to Leonardo’s notes and sketches of his artistic, scientific, and technical observations. You’ll get to explore his genius through carefully created reproductions of several of his manuscripts. The best part – no additional ticket is needed! This event is included in both the Main Conference and Friday registration fees. The Museum is 1.5 miles from the conference hotel and shuttle transportation will be provided. Guest tickets available separately – bring a friend!

Sponsored by MGM Resorts International
Our Purpose is to serve as the national advocate for programs and services to assist problem gamblers and their families.

Our Vision is to improve health and wellness by reducing the personal, social and economic costs of problem gambling.

Our Mission is to lead state and national stakeholders in the development of comprehensive policy and programs for all those affected by problem gambling.

NCPG was founded in 1972 and is neutral on legalized gambling. Our network of state affiliate, individual and corporate members includes leaders in prevention, education, treatment, enforcement, research, responsible gambling, regulation and recovery communities.

MAJOR PROGRAMS

National Conference on Gambling Addiction and Responsible Gambling
National Problem Gambling Helpline Network: Call/Text/Chat (for additional information see page 19)
Nationwide Help and Treatment Referral Resources
Problem Gambling Advocacy Day (for additional information see page 46)
Administration of International Certified Gambling Counselor (ICGC) Program (for additional information see page 43)
Daily Fantasy Sports (DFS) Consumer Protection Guidelines
Social Casino Gaming Consumer Protection Guidelines
Membership with free monthly webinars, discounts, news and information (for additional information see page 20)

PROBLEM GAMBLING AWARENESS MONTH (PGAM)

The goal of this grassroots campaign is to raise awareness about problem gambling and to educate the public and healthcare professionals about the availability of help and hope. In 2019, in addition to many programs across the country, 16 state governments officially proclaimed March 2019 as Problem Gambling Awareness Month. Organizations advocated for Awareness Plus Action by using the free tools we provide, including template press releases and proclamations, statistics and FAQs, social media posts, screening tools and Screening Day, electronic files for the custom logo, and other resources.

LOTTERY HOLIDAY RESPONSIBLE GAMBLING CAMPAIGN

Created in partnership with the International Centre for Youth Gambling Problems and High-Risk Behaviors at McGill University, this campaign encourages adults to be aware of the risks of giving lottery products to minors as holiday gifts because those who start gambling at a young age are more likely to develop a problem later in life. NCPG partners with lottery organizations, providing free resources such as press release samples, social media guidelines and advertising materials, to launch their own independent campaigns. In 2018, 57 lottery organizations participated, including ALL U.S. state and Canadian provincial lotteries, as well as 44 health and human services organizations. Endorsed by the World Lottery Association (WLA).

NASPL/NCPG RESPONSIBLE GAMBLING VERIFICATION PROGRAM (RGV)

In partnership with the North American Association of State and Provincial Lotteries, RGV is an independent review of each lottery organization applicant to plan, implement or sustain their programs in RG in accordance with the program’s standards. Free to NASPL members.

INTERNET COMPLIANCE ASSESSSMENT PROGRAM (ICAP)

Independent reviewers assess an internet gambling site’s compliance with NCPG’s Internet Responsible Gaming Standards, the first such standards developed for the U.S. market.

SAFER SPORTS BETTING INITIATIVE (SSBI)

The Safer Sports Betting Initiative (SSBI) reduces the risk of gambling problems associated with sports betting. Our goal is to develop innovative responsible gambling partnerships and comprehensive problem gambling programs by building on our five decades of experience, new research and cutting-edge technology to increase protective aspects and reduce risk factors for gambling addiction.
Alabama Council on Compulsive Gambling, Inc.
Roger Olsen, Resource Development Coordinator

Arizona Council on Compulsive Gambling
Pam Koopman, Executive Director

California Council on Problem Gambling
Robert Jacobson, Executive Director

(Colorado) Problem Gambling Coalition of Colorado
Lawrence Wall, Jr., President

Connecticut Council on Problem Gambling
Diana Goode, Executive Director

Delaware Council on Gambling Problems
Arlene Simon, Executive Director

Florida Council on Compulsive Gambling
Jennifer Kruse, Executive Director

Georgia Council on Problem Gambling
Eric Groh, President

Illinois Council on Problem Gambling
Elizabeth Thiel, President

Indiana Council on Problem Gambling
Christina Gray, Executive Director

Kansas Coalition on Problem Gambling
Carol Spiker, PG Program Manager

Kentucky Council on Problem Gambling
Chip Polston, NCPG Representative

Louisiana Association on Compulsive Gambling
Janet Miller, Executive Director

Maine Council on Problem Gambling
Scott Gagnon, President

Maryland Council on Problem Gambling
Deborah Haskins, President

Massachusetts Council on Compulsive Gambling
Marlene Warner, Executive Director

Michigan Association on Problem Gambling
Michael Burke, Executive Director

(Minnesota) Northstar Problem Gambling Alliance
Susan Sheridan Tucker, Executive Director

Mississippi Council on Problem and Compulsive Gambling
Betty Greer, Executive Director

Montana Council on Problem Gambling
Brad Longcake, Executive Director

Nebraska Council on Problem Gambling
Jerry Bauerkemper, Executive Director

Nevada Council on Problem Gambling
Carol O’Hare, Executive Director

(New Jersey) Council on Compulsive Gambling of New Jersey
Neva Pryor, Executive Director

New Mexico Council on Problem Gambling
Kandace Blanchard, Clinical Director

New York Council on Problem Gambling
Mariangela Milea, Assistant Executive Director

North Carolina Council on Problem Gambling
Gary Gray, President/Executive Director

(Ohio) Problem Gambling Network of Ohio
Derek Longmeier, Executive Director

Oklahoma Association for Problem and Compulsive Gambling
Wiley Harwell, Executive Director

Oregon Council on Problem Gambling
Thomas Moore, Executive Director

(Pennsylvania) Council on Compulsive Gambling of Pennsylvania
Josh Ercole, Executive Director

Rhode Island Council on Problem Gambling
Nancy Murray, Problem Gambling Program Manager

Virginia Council on Problem Gambling
Carolyn Hawley, President

(Washington State) Evergreen Council on Problem Gambling
Dolores Chiechi, Board Member

Wisconsin Council on Problem Gambling
Rose Blozinski, Executive Director

Wyoming Council on Problem Gambling
Virginia (Ginger) Shoffstall, President/Director

REGIONAL NETWORKING TABLES
FRIDAY, JULY 19 DURING BREAKFAST

So many people, so little time! Here’s a great way to meet people in the problem gambling and responsible gaming field from your state or region, make new friends and cultivate your professional network. NCPG’s regional groups are indicated below to assist you in locating others from your region (international attendees are welcome at any table). Each table will have a sign indicating which region it seats. Bring your business cards and get ready for some great conversations!
Keith S. Whyte, became the Executive Director of the National Council on Problem Gambling (NCPG) in October 1998. He oversees all aspects of NCPG operations, with a particular focus on advocacy, legislation, media relations, research and public policy. Previously, Mr. Whyte served as Director of Research for the American Gaming Association where he was responsible for research and public policy issues, including problem gambling. His prior experience includes the American Bar Association's Section of Individual Rights and Responsibilities where he dealt with policy issues relating to civil rights, human rights, healthcare, and immigration law. He began his career working on healthcare policy in the office of the Assistant Secretary for Planning and Evaluation at the U.S. Department of Health and Human Services. Keith graduated from Hampden-Sydney College with a Bachelor of Arts in History and a Certificate in International Relations. He also completed a study program at Leiden University, the Netherlands. Mr. Whyte has presented on gambling issues at a wide variety of meetings and conferences in 39 US states and 22 countries. He has testified four times before the United States Congress on gambling-related Federal legislation, and appeared before numerous state, tribal and international legislative and regulatory bodies. Keith has written many articles, studies and book chapters on gambling matters. He regularly discusses gaming issues in national and international print, radio and broadcast media.

Barbara Rollins, MA, CFRE, Deputy Director for Advancement, works with the Board, staff and stakeholders to build National Council on Problem Gambling’s (NCPG’s) Membership Program and to seek funding from individuals, foundations, and corporations. She also oversees communications. Barbara previously worked in arts management at the Contemporary American Theater Festival, Imagination Stage, and the Arts and Humanities Council of Montgomery County, MD. Earlier in her career, she was a professional stage manager at regional theatres in Utah, Massachusetts, Pennsylvania, Maine and New Hampshire, including ten years with Arena Stage in Washington, DC. She holds a MA in Arts Administration from Goucher College and a BA in Theatre from Dartmouth College as well as the Certified Fund Raising Executive professional credential. She joined NCPG in 2011.

Brianne Doura, Legislative Director, joined the National Council on Problem Gambling (NCPG) in November 2018. Brianne’s experience in the nonprofit sector includes a decade of leadership roles in advocacy, public policy, government affairs, and member relations. Her previous position was Director of Policy and Communications for the Massachusetts Council on Compulsive Gambling. Prior to her time at the MA Council, she was Associate Director of Operations and Development at the National Association of Development Companies (NADCO) in McLean, Virginia. Advocacy and policy development for non-profits are her areas of expertise. Brianne holds a Bachelor of Arts in Political Science from the University of Mary Washington.

Lissa Cobetto, Operations Manager, joined the National Council on Problem Gambling (NCPG) in 2014. Prior to NCPG, Lissa was the Executive Director of the American Conservation Film Festival and the Business Manager of the Contemporary American Theater Festival. Lissa holds a Master’s Degree in Interactive Telecommunications from New York University’s Tisch School of the Arts and an undergraduate degree in Theater and Business from Allegheny College in Meadville, PA. She worked in theater and film in Pittsburgh, PA and multimedia in New York City, San Francisco, Philadelphia, and Washington, DC.

Birhanu Demissie, MSA, CPA, CFP, is a veteran financial specialist with over 15 years of accounting experience. BMD Professional Consulting successfully serves the financial needs for nonprofit, government contractors, and small business organizations. Since 1999, Mr. Demissie has been refining his skills. He gained substantial experience with identifying and resolving the challenges faced by nonprofit organizations and small businesses, as well as preparing and reporting accurate and timely financial information to various stakeholders who rely on these reports for decision-making purposes. Birhanu has worked with several public accounting firms including Raffa and Grant Thornton. Birhanu founded BMD Professional Consulting, LLC to bring his experience to nonprofit organizations and small businesses in the Northern Virginia Metro area, by providing customized accounting, payroll, and tax services at affordable rates.

Semhar Abed, Program Manager, joined the National Council on Problem Gambling (NCPG) in May 2019. She is responsible for operations, oversight, planning and reporting on NCPG problem gambling and responsible gambling programs. Semhar has eight years of experience working with nonprofit organizations and associations in the Washington, D.C. area. Prior to NCPG, Semhar was the Assessment Specialist at the Association for Community College Trustees and she holds a Master of Science in Peace Operations Policy Program and a Dual Bachelor of Arts in Government & International Politics, and Conflict Analysis & Resolution, both from George Mason University in Fairfax, VA.

Grace Maliska, Communications Manager, joined the National Council on Problem Gambling (NCPG) in June 2019. She is a communicator, researcher, and digital producer with a Master's in Communication, Culture & Technology Master’s program (CCT) from Georgetown University. Her professional experience includes serving as a Technology Fellow at Georgetown’s Center for New Design Learning and Scholarship, work as a digital producer for media technology companies doing applications and websites, and communications specialist for the National Women's Political Caucus, as well as the online learning specialist at the Chronicle of Philanthropy. Grace received her undergraduate degree in Sociology and Political Economy from Smith College.

Sushmita Upadhaya, Research and Program Coordinator, joined the National Council on Problem Gambling (NCPG) in May 2016. She holds a degree in Public Health from the University of the District of Columbia. As the Research and Program Administrator at NCPG, Sushmita oversees major NCPG programs. She also coordinates the speakers and programs for the National Conference on Problem Gambling and administers the International Certified Gambling Counselor (ICGC) Program. Sushmita is from Nepal and speaks English, Hindi, and Nepali fluently.

Vicki Linton, Membership and Information Assistant, joined the National Council on Problem Gambling (NCPG) in July 2018. She provides member services and maintains the database. She has over ten years’ experience providing member services in professional associations in the D.C. area and worked with several different databases. She previously worked with science and mental health associations and is pleased to continue this work with NCPG. Vicki is a life-long resident of Washington, D.C., and has a degree in Business Administration from Roanoke College in Salem, VA. Among her favorite activities are reading, walking her dog, and spending time in the Blue Ridge Mountains of Virginia.
Michael Burke, JD is the Executive Director of the Michigan Association on Problem Gambling. He is in recovery from alcoholism for 39 years and recovery from gambling for 16 years. He was a lawyer in a small community for 25 years before he was disbarred in 2001 because of embezzlement of clients’ funds to feed his gambling addiction. As a direct result of that activity he served three years in prison and was ordered to repay to his victims the sum of $1.6 million dollars. Upon returning home he wrote a book about his addiction which has been published by the American Bar Association. The name of the book is Never Enough: One Lawyer’s True Story of How He Gambled His Career Away. Proceeds from the book go to his victims. Today he travels around the U.S. giving talks on gambling and has spoken in over 40 states. He was married to his wife, Jane, for 47 years. He has two daughters and two granddaughters. His family and his work in the gambling arena for the past 13 years are his purpose for living today and he receives incredible satisfaction from both.

Dolores A. Chiechi serves as the Executive Director and Lobbyist for the Recreational Gaming Association (RGA), the only organization in Washington state that serves and represents non-tribal card room licensees, employees and the vendors that service the industry. Ms. Chiechi leads the RGA in its efforts to represent members’ interests before the Washington State Legislature and the Washington State Gambling Commission. Ms. Chiechi is an active advocate for responsible gaming policies and has served on the board of the Evergreen Council on Problem Gambling (ECPG) since 2007, bringing her expertise in commercial and non-profit gaming, as well as legislative and political issues to the Council’s work.

Stephen Crosby, JD served as the Founding Chair of the Massachusetts Gaming Commission from 2012-2018, leading the development of the destination resort casino industry from enabling statute to full-scale operations. In that role, Crosby served as spokesperson for the organization. He focused special attention on the agency’s considerable innovation in a unique research agenda on the social and economic impacts of casinos, in responsible gaming strategies, and in promoting diversity in the workforce and supplier base of the casinos. He worked collaboratively with the International Center for Gaming Regulation at the University of Nevada, Las Vegas to help modernize and standardize gaming regulation. Prior to serving as Chair of the Gaming Commission, Mr. Crosby served for six years as Founding Dean of the John W. McCormack Graduate School of Policy and Global Studies at University of Massachusetts, Boston. He has 50 years of experience in policy making, entrepreneurship, non-profits and academics. As Secretary of Administration and Finance to Governors Paul Cellucci and Jane M. Swift from 2000-2002, Mr. Crosby was responsible for development, legislative approval and implementation of the governor’s $23 billion annual operating budget and a $2 to $3 billion capital budget. He supervised 22 agencies with 3,000 employees. In 2002, he served as Chief of Staff to Governor Swift. In other public service, he co-chaired Governor Deval Patrick’s Transition Task Force on Budget and Finance; served as Chair of the Commission to Review Compensation Packages of Senior “Quasi Public” Employees; and served as a member of the Supreme Judicial Court Task Force on Hiring and Promotion in the Judiciary. Mr. Crosby received his B.A. from Harvard College and his J.D. from Boston University.

Jeffrey L. Derevensky, PhD is a James McGill Professor and Chair of the Department of Educational and Counseling Psychology; and Professor, Department of Psychiatry at McGill University. He is also a clinical consultant to numerous hospitals, school boards, government agencies and corporations. He has served on many government committees and has performed consultative services for SAMHSA, NIMH, NRC, NCPG and many international funding agencies. Dr. Derevensky has published widely in the field of gambling disorders and responsible gambling and serves on the editorial board of multiple journals. He is currently the Director of the McGill University Youth Gambling Research and Treatment Clinic and the International Centre for Youth Gambling Problems and High-Risk Behaviors. Dr. Derevensky is on the editorial board of numerous scholarly journals and has testified before government commissions as an expert witness in North and South America, Europe, Asia and Australasia.

Mark Farrell, JD served as the Senior Justice in the Amherst NY Criminal and Civil Court for 20 years, retiring on December 31, 2013 and is currently serving as Secretary for the NCPG Board of Directors. Judge Farrell implemented the first suburban Drug Treatment Court in the country in 1996, the only Gambling Treatment Court in the world in 2001 and the first suburban Veterans’ Treatment Court in the nation in 2009. Farrell is a graduate of the National Drug Court Institute and attended the National Judicial College. He has been President of the New York State Magistrates Association and teaches in the Schools of Social Work and Law at his alma mater. He graduated from The State University of New York at Buffalo, receiving an undergraduate degree in 1969 and a JD in 1972. Farrell served as a JAG in the USAF during the Vietnam era and was an Area General Courts Martial Defense Counsel for the southeastern United States. He is a Distinguished Graduate of his university, is listed in “Who’s Who in American Law” and was recognized by NCPG for outstanding contributions to the field in 2003.

Carolyn E. Hawley, PhD currently serves as the President of the Virginia Council on Problem Gambling. She is also an Associate Professor in the Department of Rehabilitation Counseling, School of Allied Health Professions, at Virginia Commonwealth University. She has over a decade of experience related to counseling, training, research and education in employment and community service needs of individuals with disabilities. She has worked in programs specializing in addiction and traumatic brain injury rehabilitation. Carolyn has served on numerous state and national boards. She has experience managing grants through the National Science Foundation and the National Institute on Disability and Rehabilitation Research, among others. She obtained her M.S. in Rehabilitation Counseling at the University of Wisconsin – Milwaukee; and her PhD, at Virginia Commonwealth University.
**NCPG BOARD OF DIRECTORS 2018-2019**

**Nanette Horner, JD** is Executive Vice President/Chief Counsel/Chief Compliance Officer for Empire Resorts, Inc., a publicly traded gaming company. She was Deputy Chief Counsel for the Pennsylvania Gaming Control Board and was named the Board’s First Director of the Office of Compulsive & Problem Gambling. She was on the conference advisory board to the National Center for Responsible Gaming and was a participant in Ontario Responsible Gaming Committee’s “Insight Forum,” a two-day gathering of 35 experts, professionals and stakeholders to discuss, debate and collect information on issues relevant to informed decision making. Nanette is a member of the International Masters of Gaming Law and its Responsible Gaming Committee and is a member of American Mensa. She has been involved in the gaming industry as an attorney since 1996 and has experience in providing advice to tribal, state and foreign governments and industry clients; evaluating casino gaming in new jurisdictions; and working with government and industry representatives in the United States and in other countries. She was an Adjunct Professor of Law at Rutgers University School of Law-Camden where she taught Casino Law. She received her Juris Doctorate from Rutgers University School of Law-Camden and graduated cum laude from Richard Stockton College.

**Robert Jacobson** has been the Executive Director of the California Council on Problem Gambling since 2011, and his unique perspective on responsible gambling is derived from both his personal and professional experiences. Robert grew up in Las Vegas, where his family worked in the gaming industry for over 25 years, and he followed suit after taking his first casino job in 1995. In 1998 he moved to California, where he continued to work in gaming until 2010. Robert also serves on advisory boards for the California Gambling Control Commission and the California Office of Problem Gambling. His prior casino experience includes gaming operations, marketing, project management and human resources.

**Brad Longcake** grew up in Shelby, Montana, and attended Montana State University in Bozeman, obtaining a degree in biotechnology. After graduation he went to work for Merck Pharmaceuticals in Alaska where he was responsible for sales and business operations for the entire state. He earned a Master’s in Business during his tenure with the company. In 2013, he and his family moved back to Helena, Montana when he was given the opportunity to manage two local pharmacies. Shortly after, he formed his own consulting company. Brad is currently the Executive Director of the Montana Council on Problem Gambling.

**Janet M. Miller** has a Master’s Degree in Addictive Disease Counseling and is credentialed in Louisiana as a Licensed Addiction Counselor, Certified Compulsive Gambling Counselor, Certified Co-Occurring Disorder Professional-Diplomate, and an Advanced Alcohol & Drug Counselor. She has been the Executive Director for the Louisiana Association on Compulsive Gambling (LACG) since 2014 and previously served as the Deputy Executive Director since 2008. Starting in 1999, Janet was the Program Director for the Center of Recovery (CORE), the residential treatment facility in Shreveport, Louisiana for adults and their families suffering from gambling disorders. From 1985-1999, Janet worked with Charter Hospitals in substance dependence inpatient and outpatient treatment programs. Originally from Minnesota, she has had a private counseling practice since 1987, working with addictions and co-occurring disorders. She has conducted seminars, trainings and various educational courses for the past 33 years with conferences, colleges and counselors ‘in training’ along with various businesses. She also conducts the Responsible Gaming compliance sessions for the gaming industry in Louisiana.

**Roger Olsen** considers it an honor and a privilege to serve on the Board of Directors for the National Council on Problem Gambling. He was born in 1956 and raised in Southern California, in a little town called San Gabriel. He married his high school sweetheart, Kim Schoff, in 1977 and has 3 wonderful children and 2 adorable granddaughters. In 1990, he became addicted to gambling. He says he is one of those rare people who can’t gamble like normal people. Roger woke up one day in 1993 to find that he had lost everything due to his problem gambling habit. In 1996, he brought his family to Alabama with nothing more than what they could fit into a U-Haul truck. Roger went back to college and in 2010, he received a Master’s Degree in Community Counseling. In 2012, he became the Resource Development Coordinator for the newly formed Alabama Council on Compulsive Gambling. With over 22 years of sobriety, Roger now dedicates his life to helping and reaching out to other compulsive gamblers who need help. He considers himself to be an advocate for those who are seeking recovery.

**Chip Polston** is the Kentucky Lottery Corporation’s Vice President of Communications, Government and Social Responsibility. He is a member of the NCPG Affiliates Committee, a member of the NASPL Responsible Gaming subcommittee, and a Board officer of the Kentucky Council on Problem Gambling. He also serves on the Board of the Kentucky YMCA Youth Association. Polston is the recipient of the highest individual award in the North American lottery industry (the NASPL Powers Award) for his work in communications and public relations, and the Jim Cooke Leadership Award from the KY Council on Problem Gambling. He serves as a member of the World Lottery Association’s Responsible Gaming Workgroup, a six-member panel addressing responsible gambling practices for the global industry. Before joining the KLC in 2003, Polston spent 14 years as broadcast news services manager at the University of Louisville. He also freelanced extensively in the region as producer/writer/talent for clients such as CNN, Outback Steak House and UPS, and was originally hired as a host for the KLC’s nightly televised drawings in 1993. A Louisville native, Polston holds Bachelor’s Degrees in Broadcasting and Political Science from Western Kentucky University and a Master’s Degree in Education from the University of Louisville.
Stacy Shaw is the Director of Corporate Social Responsibility for the Oregon State Lottery. She provides leadership and strategic direction for the Lottery’s responsible gambling and problem gambling programs. Oregon Lottery’s responsible gambling program has won numerous awards and is notable for a focus on “all players, all the time” and a commitment to innovative research and training. Prior to joining the Lottery, Ms. Shaw held executive sales and marketing positions with hospitality brands such as Hyatt Hotels and Related Companies. She also founded and managed her own marketing services agency which specialized in travel, senior living, and real estate.

Chelsea Turner is the Vice President of the CLC. She works closely with the President & CEO to further the mission of the CLC, which is to raise revenue in an entrepreneurial manner for the State of Connecticut, consistent with the highest standards of good public policy and social responsibility. Additionally, she oversees and manages: Government Affairs; the CLC’s Corporate Responsibility Programs; and the Purchasing, Claims and Warehouse Departments. Ms. Turner has built extensive bi-partisan relationships in her twenty-one years as a government affairs professional. She was the Director of Policy and Legislative Affairs for Governor M. Jodi Rell and a Platform Committee Delegate to the 2004 National Democratic Convention. She has volunteered and worked for countless Connecticut political campaigns, and she spent eight years lobbying for non-profit organizations at a private firm. She is also a former Council of State Governments Toll Fellow. Ms. Turner is a graduate of Bates College (BA) and UConn (MPA). Currently, she serves on the Board of Directors for the National Council on Problem Gambling, the Greater New England Minority Supplier Development Council, the CT Women’s Council and the West Hartford Little League. She is also a proud Mom of two sons and loves coaching their baseball teams.

Marlene D. Warner has led the Massachusetts Council on Compulsive Gambling (MCCG) as Executive Director since 2011, and joined the Council as Program Director in 2001. In this role, she works across the Commonwealth with state and local entities, including the Department of Public Health and the Mass. Gaming Commission, to advocate for policies and provisions to keep gambling safe and healthy, and to provide services for those negatively impacted by gambling disorder. She builds connections to treatment facilities and recovery-directed policies and uses evidence-based research to lobby for increased support and funding for responsible and problem gambling research and programs. In addition, she advises multiple states on their lottery and casino responsible gambling policies, programs, and regulation. Specifically, and under her direction, the MCCG has operated the first US GameSense program, the first pre-commitment tool, and a robust statewide Voluntary Self-Exclusion (VSE) and reinstatement program. She received her M.A. from the George Washington University and B.A. from Gettysburg College. Prior to joining the Mass. Council, she worked for The National Breast Cancer Coalition in Washington, DC.
We are very grateful to the following individuals and organizations for their contributions to Operating Support and Programs, including the National Problem Gambling Helpline, in the last twelve months. NCPG receives no federal funding, so we depend on our stakeholders to make this work possible. Thank You!

**CONTRIBUTORS**

**$10,000 & ABOVE**
- AGEM
- Caesars Entertainment
- GVC Holdings
- IGT
- MGM Resorts International
- Mohegan Sun
- Osklawn Racing & Gaming
- Southland Park Gaming & Racing

**$1,000 TO $9,999**
- DC Lottery
- BTIG, LLC
- Sightline Payments LLC
- Perry P. Jacobson
- Indiana Gaming Company
- Massachusetts Council on Compulsive Gambling

**$500 TO $999**
- Charles D. Maurer
- Chip Polston
- Joseph and Arlene Taub Foundation
- Kahil Philander
- Michael Caraker
- Randy Clemens

**$1 TO $499**
- Anonymous
- Allen Lapin
- Barbara Rollins
- Benevity Community Impact Fund
- Bennett Shiller
- Birhanu Demissie
- Brad Longcake
- Brian Clark
- C P Mirarchi
- Carolyn E. Hawley
- Chelsea Turner
- Colleen Koncilja
- Deborah G. Haskins
- Dolores A. Chiechi
- Don Feeney
- Elizabeth Lanza
- Ellen H. Reiner
- George Mladenetz
- Janet Miller
- Jason Litman
- Jeffrey L. Derevensky
- Jeffrey Moruzzi
- Jonathan May
- Judge Cheryl B. Moss
- Julie M. Hynes
- Jun Hyung Lee
- Karen Robertson-Keck
- Kathryn Elliott-Hudson
- Linda Bisdorf
- Lois Graf
- Marc N. Potenza
- Marilyn Blazovski
- Marlene D. Warner
- Maryland Council on Problem Gambling
- Meaghan Flener
- Michael C. Brubaker
- Michael J. Burke

**ORGANIZATIONAL MEMBERS**

**PLATINUM**
- AGEM
- Caesars Entertainment
- DC Lottery & Charitable Games Control Board
- Everi Payments Inc.
- Four Winds Casino Resort
- Georgia Lottery Corporation
- GVC Holdings
- IGT
- Illinois Lottery
- Las Vegas Sands Corporation
- MGM Resorts International
- Michigan Lottery
- Mohegan Sun
- San Manuel Band of Mission Indians
- TLF Publications, Inc.
- TSG Interactive Services LTD
- Wind Creek Hospitality

**GOLD**
- Connecticut Lottery
- Delaware North Gaming
- eBet Online, Inc. / eBet Technologies
- Maryland Lottery and Gaming Control Agency
- National Football League
- NeoPollard Interactive LLC
- NYRA.bets, LLC
- Ohio Lottery Commission
- Oregon State Lottery
- Penn National Gaming
- Pennsylvania Gaming Control Board
- Potawatomi Hotel & Casino
- Scientific Games International
- Stronach Group
- Twin River Casino Hotel
- Worldpay

**SILVER**
- Bermuda Casino Gaming Commission
- Boyd Gaming Corporation
- Bridgeway Recovery Services
- Casino City Press
- Colonial Downs Group
- Curacao Stichting Gaming Control Board
- Diamond Game
- Empire Resorts
- Florida Parishes Human Services Authority
- Gamban
- Gaming Laboratories International, LLC
- Idaho Lottery
- IGT Indiana
- Imperial Pacific International
- InComm
- Jackpotjet
- Kangwon Land Addiction Care Center
- Kentucky Lottery
- Louisiana Department of Justice
- Major League Baseball
- Maryland Center of Excellence on Problem Gambling
- Massachusetts Gaming Commission

**SUPPORT NCPG**

NCPG accepts donations in support of specific programs as well as general operating support. Eligible programs include the National Conference on Problem Gambling, National Problem Gambling Helpline, Problem Gambling Awareness Month (PGAM), Lottery Holiday Responsible Gambling Campaign, Standards Programs, Technology Fund, Research Fund and Advocacy. Contact Barbara Rollins, Deputy Director for Advancement, to discuss opportunities for tax-deductible contributions and program partnerships.

**Supporting Members**

- Minnesota State Lottery
- Missouri Lottery
- New Jersey Lottery
- New York Gaming Association
- North Carolina Education Lottery
- Ohio Dept of Mental Health & Addiction Services
- Pathways Bermuda
- Pennsylvania Lottery
- Project Turnaround
- Responsible Gaming Association of New Mexico
- So-G (Game Day Data, LLC)
- Southland Gaming of the Virgin Islands
- Sightline Payments LLC
- Tennessee Education Lottery
- Texas Lottery Commission
- Virginia Lottery
- William Hill US
- Wyoming Lottery Corporation

Memberships and contributions since June 1, 2018.
SPECIAL THANKS TO OUR CONFERENCE SPONSORS

PRESENTING PARTNER

STAR-SPANGLED SPONSORS

FRIDAY HIGHLIGHT EVENT

MGM RESORTS INTERNATIONAL

STATUE OF LIBERTY SPONSORS

NATIONAL AWARDS LUNCH

WE THE PEOPLE SPONSORS

RESPONSIBLE GAMBLING TRACK

50 STATES SPONSORS

CAPITOL SPONSORS

TRAINING SPONSORS

SPECIAL THANKS TO OUR CONFERENCE SPONSORS

SPONSORSHIPS Increase your organization’s visibility among peers and colleagues in problem gambling and responsible gambling in a cost-effective way by becoming a sponsor at a level that’s right for you. All sponsorships support the conference and the work of the National Council on Problem Gambling.

Contact Barbara Rollins for more information at 202-360-4553 or BarbaraR@ncpgambling.org.

As of 6/6/19
This conference would not be possible without the support of our sponsors and the Conference Committee - NCPG Board and Staff would like to extend special thanks to them. All contributions support the conference and the work of the National Council on Problem Gambling. Additional sponsors may have been added after press time; the complete list of sponsors can be found at www.ncpgambling.org/conference.

PRESENTING PARTNERS
Colorado Lottery

STAR SPANGLED BANNER SPONSORS
AGEM*
International Game Technology (IGT)*
Mohegan Sun*
Las Vegas Sands Corporation*
San Manuel Band of Mission Indians*

HIGHLIGHT EVENT SPONSOR
MGM Resorts International*

STATUE OF LIBERTY SPONSORS
Caesars Entertainment*
Connecticut Lottery Corporation*
Four Winds Casino Resort*
Ohio Lottery Commission*
Scientific Games*
The Stars Group*
Virginia Lottery*

WELCOME RECEPTION SPONSOR
Colorado Lottery

NATIONAL AWARDS LUNCH SPONSOR
Ohio for Responsible Gambling^*

50 STATES SPONSORS
GovRisk
Hoosier Lottery*
Wyoming Lottery Corporation*

RESPONSIBLE GAMING TRACK SPONSORS
Delaware North Gaming*
Everi*
Oregon State Lottery*

CAPITOL SPONSORS
Empire Resorts, Inc.*
Georgia Lottery Corporation*
New Jersey Lottery*

WE THE PEOPLE SPONSORS
Kansas Coalition on Problem Gambling*
Missouri Lottery*
North Carolina Education Lottery*
Penn National Gaming, Inc.*
Pennsylvania Gaming Control Board*
Project Turnabout*
Rocky Mountain Crisis Partners
Texas Lottery*

TRAINING SPONSORS
Association of Problem Gambling Service Administrators
Colorado Association of Addiction Professionals
Maryland Center of Excellence on Problem Gambling*
National Endowment for Financial Education
Problem Gambling Coalition of Colorado*

TRIBAL RESPONSIBLE GAMBLING SUMMIT
San Manuel Band of Mission Indians
Mohegan Sun
Four Winds Casino Resort
Wind Creek Hospitality

* Corporate/Organizational or Affiliate Member of NCPG
^ ORG is comprised of the Ohio Casino Control Commission, Ohio Lottery Commission, Ohio State Racing Commission and the Ohio Department of Mental Health & Addiction Services

Sponsors as of 6/6/19
FRIDAY KEYNOTE SPEAKER

Richard J. Rosenthal, MD, ICGC-II, BACC (2018 Lifetime Award for Research Recipient) is a Clinical Professor of Psychiatry and the co-director of the UCLA Gambling Studies Program. Dr. Rosenthal co-authored the Diagnostic Criteria for Gambling Disorder, and has written about its phenomenology, course, complications, and treatment. In 2018 the National Council on Problem Gambling presented him with its Lifetime Achievement Award for Research. He previously received the Robert Custer and Monsignor Dunne (originally Herman Goldman) Awards. Throughout his career Dr. Rosenthal has been curious about self-destructive and seemingly senseless behaviors and why people engage in them. He also published a series of literary studies, and his poetry appeared this year in JAMA and the Sewanee Review.

SATURDAY KEYNOTE SPEAKER

Maureen Greeley (2018 Lifetime Award for Advocacy Recipient) has worked with and for the Evergreen Council on Problem Gambling since 1998, becoming Executive Director in 2006. Maureen served on the NCPG Board from 2011-2017, including two terms as President. She was honored with NCPG’s Lifetime Achievement Award for Advocacy – recognizing dedication to improving the lives of problem gamblers and their families through advocacy, training, and the promotion of public awareness. Maureen holds a Bachelor of Science Degree in Communications/Journalism from the University of Kansas, with minors in Psychology and Political Science, and graduate work in Communications at San Diego State University.

GENERAL SESSION SPEAKERS

Alison Drain is the NC Problem Gambling Program Prevention Coordinator, NC Department of Health and Human Services. Alison Drain has over 20 years of experience working with government and nonprofit agencies at the local, state, and national levels as a social worker and public administrator, managing evidenced-based prevention programs, communication and marketing initiatives, volunteer boards and committees, strategic planning, training and technical support, fund development, and grant management. She manages over 60 statewide prevention grants, attends conferences and events to educate attendees on the statewide problem gambling treatment and prevention services, and trains and provides technical support to school staff on Stacked Deck, an evidence-based prevention curriculum. Alison holds a Master's Degree in Social Work and a Master's Degree in Public Administration from West Virginia University.

Don Feeney is currently Policy Research Consultant to the National Council on Problem Gambling and President of the Northstar Problem Gambling Alliance, the Minnesota chapter of the National Council on Problem Gambling. He also served on the Board of Directors of the National Council on Problem Gambling from 2002 to 2016, and was President from 2011 to 2013. More recently, he directed the creation of the National Council’s 2015-2020 strategic plan. From 1991 to 2017, Don served as Research and Planning Director at the Minnesota Lottery, and was responsible for the lottery’s market research, policy analysis, corporate social responsibility, and strategic planning. His research interests include gambling policy, public awareness of problem gambling, and gambling and popular culture.

Dayvid Figler, JD has been practicing law with an emphasis on complex criminal litigation and regulatory compliance since 1991. He was appointed to the Las Vegas Municipal Court bench in 2003, and then served as a Judge Pro Tem for a decade. He has since returned to the full-time practice of law, handling many high-profile cases involving white-collar crime, capital offenses and diversionary courts. In 2019, the State Bar of Nevada awarded Figler with the prestigious Medal of Justice for his work in establishing a Problem Gambling Diversion Court and pilot programs designed to assist the homeless. Reach him at www.dayvidfigler.com.

Brent Neiser, CFP®, AFC® is Senior Director of Strategic Partnerships and Alliances for the Denver-based National Endowment for Financial Education (www.nefe.org), a private operating foundation that inspires empowered financial decision-making for individuals and families through every stage of life. He developed over 100 financial education initiatives with national nonprofit organizations such as the American Red Cross and the National Council on Problem Gambling. Brent leads Strategic Intelligence for NEFE. He does public policy and innovation work for NEFE including working with executive agencies and occasionally testifying before Congress. He serves on the Consumer Financial Protection Bureau’s Community Advisory Board.

Marc Potenza, MD, PhD is a board-certified psychiatrist with sub-specialty training and certification in addiction psychiatry. He is a Professor of Psychiatry, Child Study and Neuroscience at the Yale University School of Medicine, where he is the Director of the Problem Gambling Clinic and the Center of Excellence in Gambling Research. He is a member of the NCPG Advisory Board.
**PED TALK SPEAKERS**

**Cam Adair** is the founder of Game Quitters, the world’s largest support community for video game addiction, serving members in 94 countries. Named one of Canada’s top 150 leaders in Mental Health, his work has been published in Psychiatry Research and featured in two TEDx talks, Forbes, BBC, the New York Times, NPR, CNN, and ABC 20/20, among others. He’s an internationally recognized speaker, entrepreneur, and YouTuber with over 2M views. Born in Canada, he currently lives in California.

**Bea Aikens** is the Founder of Lanie’s Hope, a non-profit organization dedicated to “humanizing and illuminating the disease of compulsive gambling.” Bea’s work through Lanie’s Hope focuses extensively on the impact of gambling disorder on individuals, families and the community; raising awareness of gambling disorder as a public health issue meriting treatment; community resources, understanding and compassion. Certified as an IC&RC Peer Recovery and Support Specialist and an IGCCB Certified Clergy Gambling Spiritual Outreach Specialist, Bea is dedicated to serving as a catalyst for social change in problem gambling.

**Tim Fong, MD** is a Professor of Psychiatry at the Semel Institute for Neuroscience and Human Behavior at UCLA. He is the Director of the UCLA Addiction Psychiatry Fellowship, a one-year program designed to provide a leading edge clinical and research training experience. He is the co-director of the UCLA Gambling Studies Program. The purpose of this program is to examine the underlying causes and clinical characteristics of gambling disorder to develop effective, evidence-based treatment strategies. Finally, he is the faculty director of the UCLA Cannabis Research Initiative, a university-supported program to examine the impact of cannabis on body, mind and brain.

**Marc Lefkowitz, ICGC-II,** has been a certified gambling counselor for almost 20 years. He worked for the California Council on Problem Gambling as its lead trainer. He taught as an adjunct instructor in two community colleges, teaching gambling counselor certification. Marc worked for the UCLA Gambling Studies Program as trainer and outreach coordinator and was Program Director for a dedicated inpatient gambling treatment in Prescott, Arizona. He received California’s Lifetime Achievement Award for working with problem gamblers and their families. Personally, he is a recovering gambler with over 35 years of recovery and has extensive knowledge of 12-Step Programs.

**Pieter Remmers** is a veteran working in responsible gaming, consultancy and training of gambling industry professionals and regulators. He works all over the world and speaks at many conferences. Pieter is also the initiator of G4 (Global Gambling Guidance Group) that is dealing with an International Accreditation System on Responsible Gambling. He is a member of the Executive Committee of the EASG (European Association for the Study of Gambling) and serves as General Secretary. He is the organizer of the EASG conferences. Pieter is also a member of a number of committees and on the Advisory Boards for the industry and governmental bodies.

**Keith Whyte** became the Executive Director of the National Council on Problem Gambling (NCPG) in October 1998. He oversees all aspects of NCPG operations, with a particular focus on advocacy, legislation, media relations, research and public policy. Previously, Mr. Whyte served as Director of Research for the American Gaming Association where he was responsible for research and public policy issues, including problem gambling. His prior experience includes the American Bar Association’s Section of Individual Rights and Responsibilities where he dealt with policy issues relating to civil rights, human rights, healthcare, and immigration law. He began his career working on healthcare policy in the office of the Assistant Secretary for Planning and Evaluation at the U.S. Department of Health and Human Services. Keith graduated from Hampden-Sydney College with a Bachelor of Arts in History and a Certificate in International Relations. He also completed a study program at Leiden University, the Netherlands. Mr. Whyte has presented on gambling issues at a wide variety of meetings and conferences in 39 US states and 22 countries. He has testified four times before the United States Congress on gambling-related Federal legislation, and appeared before numerous state, tribal and international legislative and regulatory bodies. Keith has written many articles, studies and book chapters on gaming matters. He regularly discusses gambling issues in national and international print, radio and broadcast media.

---

**NCPG NATIONAL HELPLINE**

NCPG operates the National Problem Gambling Helpline Network. The network is a single national access point to call centers operated by state affiliates and other agencies that provide local resources for those seeking help for a gambling problem. Help is available 24/7 and is 100% confidential.

The Helpline includes text and chat services. These features have enabled those who are gambling online or on their mobile phone to access help the same way they play. State entities can participate at a reduced group rate. Translation services are also available in 176 languages.
JOIN NCPG TODAY!
PLEASE USE THIS FORM TO SIGN UP FOR MEMBERSHIP AT THE CONFERENCE REGISTRATION DESK

MEMBERSHIP BENEFITS
• Accurate and timely information, including monthly webinars on timely and evergreen topics – FREE for members
• Powerful networking tools
• Crucial advocacy efforts with federal legislators and health agencies—supporting NCPG as the leading national advocate in the fight against problem gambling
• Unmatched professional development and education in our field
• The knowledge that NCPG members support essential services for problem gamblers and their families, including the National Problem Gambling Helpline: 1-800-522-4700

MEMBERSHIP TYPES, LEVELS AND BENEFITS

**INDIVIDUAL MEMBERSHIP** (CHOOSE ONE)

- **Individual Plus**
  Includes all the benefits of the Individual Membership, with the addition of a subscription to International Gambling Studies, a peer-reviewed interdisciplinary journal (value $147).
- **Individual Plus 3-year 10% Off**
  Includes all benefits of Individual Plus for 3 years with a discount.
- **Individual**
  Includes free webinars, the NCPG Newsletter, member certificate, Board of Directors nomination and voting rights, discount on conference registration and Counselor Certification exam, eligible to submit nominations for NCPG Awards.
- **Individual 3-year 10% Off**
  You’ll receive all the benefits of Individual membership with a discount.
- **Individual Lifetime**
  Make an extraordinary commitment. You’ll never have to wonder about your renewal or an increase!
- **Honored Senior** (age 65+)
  A special “$65 at 65” membership fee for Individual Members at least 65 years of age.
- **Student**
  Includes the NCPG Newsletter, a special “student rate” for conference registration, the opportunity to submit Master’s theses or Doctoral dissertations for annual awards, and special opportunities to learn from and network with leaders in the field. Must be enrolled full-time.

**ORGANIZATIONAL MEMBERSHIP** (CHOOSE ONE)

- **Organization/Corporation Silver**
  Includes organizational recognition in the NCPG newsletter and annual report and a certificate suitable for display. The designated Organization Representative votes (1 per organization) on company’s behalf, is eligible for Board nomination in the Organization category; receives free monthly webinars, communications, discounts and subscriptions. Up to two (2) additional specified staff/board members receive Individual Plus Memberships.
- **Gold**
  Includes the above with Individual Plus Memberships for up to four (4) specified staff/board members.
- **Platinum Member**
  Includes the above with Individual Plus Memberships for up to nine (9) specified staff/board members.

-[Nonprofit Organization rate is available to 501(c)(3) or 501(c)(4) organizations; W-9 and IRS letter must be provided with membership application.]

**Please make checks payable to NCPG in U.S. funds**

**Method of payment – please check one**

- Check enclosed
- Money order
- VISA
- MasterCard
- Purchase Order# ______

**Authorized Signature**
### WEDNESDAY, JULY 17

<table>
<thead>
<tr>
<th>Time</th>
<th>Location</th>
<th>Session</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:00am-8:00am</td>
<td>Plaza Building Street Level</td>
<td>Continental Breakfast for Director’s Row Sessions — for those with morning registration</td>
</tr>
<tr>
<td>8:00am-12:00pm</td>
<td>Director’s Row E &amp; J</td>
<td>Cultural Formulation in a Gambling Society: Bringing Understanding and Responding to our Care- Heather Chapman, PhD, ICGC-II, BACC; Leslie Waite, PsyD</td>
</tr>
<tr>
<td></td>
<td>Director’s Row I</td>
<td>Elements of Inpatient and Intensive Outpatient Gambling Treatment Marc Lefkowitz, ICGC-II</td>
</tr>
<tr>
<td>Noon-1:00pm</td>
<td>Majestic Ballroom Foyer</td>
<td>Noon-1:00pm Buffet Lunch for Director’s Row Sessions — for those with afternoon registration</td>
</tr>
<tr>
<td>1:00pm-5:00pm</td>
<td>Majestic Ballroom</td>
<td>1:00pm-5:00pm Break Session</td>
</tr>
<tr>
<td></td>
<td>Plaza Building Street Level</td>
<td>1:00pm-5:00pm The State of Gambling: Prevention, Treatment, Recovery Daniel Trolaro; George Madonetz, ICGC-II; Ken Litwak, ICGC-I</td>
</tr>
<tr>
<td></td>
<td>Tower Building</td>
<td>1:00pm-5:00pm Recovery From The Inside Out: Personal Stories from a Peer Counselor, a Clinician and Community Resources Shirley Hook, JD, ICGC-II; Lorna Rygle, PhD, ICGC-II, BACC; Glenn Osowski, ICGC-II</td>
</tr>
</tbody>
</table>

### THURSDAY, JULY 18

<table>
<thead>
<tr>
<th>Time</th>
<th>Location</th>
<th>Session</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:00am-8:00am</td>
<td>Plaza Ballroom Foyer</td>
<td>Continental Breakfast in Plaza Ballroom Foyer for those with morning registration</td>
</tr>
<tr>
<td></td>
<td>Plaza Ballroom Concourse Level</td>
<td>Combined Gamblers Anonymous and Gam-Anon Open Meeting in Governor’s Square 17</td>
</tr>
<tr>
<td>8:00am-12:00pm</td>
<td>Director’s Row H Street Level</td>
<td>Mindful Exploration of Identity, Culture and Therapeutic Alliance Lori Rygle, PhD, ICGC-II, BACC; Deannah Haskins, PhD, ICGC-II, BACC</td>
</tr>
<tr>
<td></td>
<td>Director’s Row I Street Level</td>
<td>Building Resilience and Sustainability: Gambling Awareness for Prevention Professionals and Partners Susan McCaughan; Mina Nazar; Judy McCormick; Michael A. Buzelli</td>
</tr>
<tr>
<td></td>
<td>Plaza Ballroom E Concourse Level</td>
<td>Triple Summit Safes Sports Betting Summit Second Half Keith Whyte; Don Feeney; Bill Miller; Barry Puck; Ernie Stevens, Jr; Michael Auer; Sophie Dean; John Millington; Sarah Ramanaukas; Jenny La Regulators Roundtable First Half AND Tribal Responsible Gambling Summit First Half</td>
</tr>
<tr>
<td></td>
<td>Governor’s Square 14 Concourse Level</td>
<td>NCPG Prevention Committee Learning Community (No CEUs) Jim Kooler, DrPH</td>
</tr>
<tr>
<td></td>
<td>Governor’s Square 15 Concourse Level</td>
<td>Tribal Responsible Gambling Summit Second Half Connie Jones; Valerie Spicer; Steve Hart; Don Feeney; Delia Carlyle; Wiley Harwell; Maureen Greeney; Rebecca Kalder; Marcha Kelly; Mark Vander Linden; Diana Goode; Denise Spada</td>
</tr>
<tr>
<td>12:00pm-1:00pm</td>
<td>Plaza Ballroom Foyer</td>
<td>12:00pm-1:00pm Buffet Lunch in Plaza Ballroom Foyer for those with afternoon registration</td>
</tr>
<tr>
<td>1:00pm-1:30pm</td>
<td>Plaza Ballroom Concourse Level</td>
<td>NCPG Annual Members Meeting: Director’s Row E, Street Level</td>
</tr>
<tr>
<td>1:30pm-5:30pm</td>
<td>Director’s Row I Street Level</td>
<td>1:30pm-5:30pm Break Session</td>
</tr>
<tr>
<td></td>
<td>Plaza Ballroom Concourse Level</td>
<td>1:30pm-5:30pm The Dream World of the Gambler Christopher W. Anderson, ICGC-II, BACC</td>
</tr>
<tr>
<td></td>
<td>Plaza Ballroom Concourse Level</td>
<td>1:30pm-5:30pm Compassion Fatigue – Resilience for Healers Working with Problem Gamblers Anthony Parente, ICGC-II</td>
</tr>
<tr>
<td></td>
<td>Governor’s Square 14 Concourse Level</td>
<td>NCPG Prevention Committee Learning Community (No CEUs) Jim Kooler, DrPH</td>
</tr>
<tr>
<td></td>
<td>Governor’s Square 15 Concourse Level</td>
<td>Tribal Responsible Gambling Summit Second Half Connie Jones; Valerie Spicer; Steve Hart; Don Feeney; Delia Carlyle; Wiley Harwell; Maureen Greeney; Rebecca Kalder; Marcha Kelly; Mark Vander Linden; Diana Goode; Denise Spada</td>
</tr>
<tr>
<td>6:00pm - 8:00pm</td>
<td>Plaza Ballroom Foyer</td>
<td>6:00pm - 8:00pm Welcome Reception in the Plaza Ballroom Foyer for all conference attendees! DJ and cash bar with light appetizers. Grand Opening for Exhibitors</td>
</tr>
</tbody>
</table>

**PLEASE NOTE:**

Continental breakfast included with morning session registration for the same day.
Lunch included with afternoon session registration for the same day.
Badges must be worn at all times and scanned for access to meals. Those without a badge or without an eligible registration will not be admitted.
FRIDAY, JULY 19

**WELCOME TO THE 33RD NATIONAL CONFERENCE ON GAMBLING ADDICTION & RESPONSIBLE GAMBLING**

**7:30am-8:30am**
- Continental Breakfast in Plaza Ballroom Foyer
- Combined Gamblers Anonymous and Gam-Anon Open Meeting in Governor’s Square 17

**8:30am-9:00am**
- **KEYNOTE**
  It Looks Like an Addiction: Gambling Disorder is Similar to the Substance Use Disorders, But Not in the Way We Think—Richard Rosenthal, MD, ICCG-II, BACC (2018 NCPG Lifetime Award for Research Recipient)

**9:00am-10:00am**
- **PED TALK**
  Advocacy, Awareness and Assistance—Keith Whyte

**10:00am-10:15 am**
- **PED TALK**
  Cannabis and Gambling: A Budding Issue– Tim Fong, MD

**10:30am-11:00am**
- **POSTER SESSION & NETWORKING BREAK**
  - Networking break with Buzz Sessions in Plaza Ballroom Foyer AND Gamblers Anonymous Open Meeting with Speakers in Governor’s Square 17
  - **PREVENTION SHOWCASE BEGINS AT 10:30AM**
  - Mina Hazar; Adela Colhon; Lisa Chaney; Juan Baez; Misty Powers; Ashley Yee; Mary Develer
  - See Session Descriptions for full details

**11:00am-1:30pm**
- **BREAKOUT SESSIONS**
  - Improving Responsible Gaming Programs Using 15 years of Responsible Gaming Data—Carl Braunlich, PhD; Jennifer Sharley; Dean Heistermann
  - Adverse Childhood Experiences & Gambling: A Study of Incarcerated Women—RonSondra Clark, PsyD, ICGC-II, BACC; Scott Hunt, PhD
  - Gambling Disorder Treatment: From Keeping Score to Making Change—Heather Kleckinger-Craven, ICGC-II
  - Culturally Responsive Treatment for Latino Communities Impacted by Gambling—Alicia DeLeon, PhD; Frankie Difrancesco; Zaida Gomez; Karla Porra
  - Greek Mental Health Consultation Program—Michael Buzzelli
  - Betting on Our Merchants—Jim Kooler, DrPH; Terri Sue Canale-Dalman

**3:30pm-4:30pm**
- **QUIK TAKES ON HOT TOPICS**
  - 4:30pm-4:45pm   Shut Up and Listen—Marc Lefkowitz, ICGC-II
  - 4:45pm-5:00pm   Gambling, Gaming and Pornography Use: What a Long, Strange (Internet) Trip It Has Been—Marc Potenza, MD, PhD
  - 5:00pm-5:15pm   The NGAGE Survey: Lessons for Responsible Gambling—Don Feeney
  - 5:15pm-5:30pm   The Crossroad of Problem Gambling and Criminality—Dayvid Figler, JD

**6:30pm-9:00pm**
- **HIGHLIGHT EVENT**
  at the Denver Museum of Nature and Science (included with Main Conference and Friday registration)
  - Sponsored by MGM Resorts International

---

**Breakout Session Track Key**

- Responsible Gambling & Regulation
- Recovery
- Community
- Treatment
- Prevention
SATURDAY, JULY 20

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00am-9:00am</td>
<td>Continental Breakfast in Plaza Ballroom Foyer Combined Gamblers Anonymous and Gam-Anon Open Meeting in Governor’s Square 17</td>
</tr>
<tr>
<td>9:00am-10:00am</td>
<td><strong>KEYNOTE</strong> Advocacy: Even Small Steps Lead to Big Changes When We Step up Together—Maureen Greeley (2018 NCPG Lifetime Award for Advocacy Recipient)</td>
</tr>
<tr>
<td>10:00am-10:15am</td>
<td><strong>PED TALK</strong> We Are Not Invisible: The Recovery Community Speaks Out—Bea Aikens</td>
</tr>
<tr>
<td>10:15am-10:30am</td>
<td><strong>PED TALK</strong> Social Casino Games: The Rise of Online Social Gaming—Alison Drain</td>
</tr>
<tr>
<td>10:30am-11:00am</td>
<td>Networking break with Buzz Sessions in Plaza Ballroom Foyer AND Gam-Anon Open Meeting with Speakers in Governor’s Square 17</td>
</tr>
<tr>
<td>11:00am-Noon</td>
<td><strong>BREAKOUT SESSIONS</strong></td>
</tr>
<tr>
<td>Noon-1:30pm</td>
<td>LUNCH &amp; GENERAL SESSION: Brief Remarks &amp; 2020 Promo Personal Finance and Problem Gambling: Trends, Dangers, and Opportunities—Brent Neiser</td>
</tr>
<tr>
<td>1:30pm-2:30pm</td>
<td><strong>BREAKOUT SESSIONS</strong></td>
</tr>
<tr>
<td>2:30pm-3:30pm</td>
<td><strong>BREAKOUT SESSIONS</strong></td>
</tr>
<tr>
<td>3:30pm-4:00pm</td>
<td><strong>BREAKOUT SESSIONS</strong></td>
</tr>
<tr>
<td>4:00pm-5:00pm</td>
<td><strong>BREAKOUT SESSIONS</strong></td>
</tr>
<tr>
<td>5:00pm-5:45pm</td>
<td>CLOSING GENERAL SESSION Are We Being Curious Enough?—Jamie Salsburg Vision for the Future—Keith Whyte; Brianne Doua</td>
</tr>
</tbody>
</table>

**Breakout Session Track Key**

- RESPONSIBLE GAMBLING & REGULATION
- RECOVERY
- TREATMENT
- PREVENTION
- MILITARY & GAMBLING
Cultural Formulation in a Gambling Society: Bringing Understanding and Responding to Our Care
Heather Chapman, Ph.D., ICGC-II; BACC; Leslie Waite, PsyD
Cultural competence is an increased focus in mental health treatment in recent years, with specific requirements/guidelines included in JC, CARF and mental health professional associations. The DSM-5 has added a cultural formulation standard/interview to its latest edition, broadening the concept of culture with consideration of identity, conceptualization of distress, and factors related to psychosocial environment and functioning. This workshop will evaluate cultural aspects of gambling and gambling disorder within this DSM framework, aiming for a deeper/nuanced understanding of gambling within our culture, subcultures, and the personally defined culture of our clients.

Elements of Inpatient and Intensive Outpatient Gambling Treatment
Marc Lefkowitz, ICGC-II
This workshop will cover key elements of inpatient and intensive outpatient gambling treatment programs. Topics will include pre-screening, intake, treatment planning, group scheduling and topics, staffing, training, financial recovery, case management, aftercare planning and follow-up.

Recovery from The Inside Out: Personal Stories from a Peer Counselor, a Clinician, and Community Resources
Shirley Hoak, JD, ICGC-II; Lori Rugle, PhD, ICGC-II, BACC; Glenn Osowski, ICGC-II
From the perspective of a Peer Counselor, a Clinician, and Community Resources dedicated to working with Problem Gamblers and their families, this workshop looks at what really works. What is most helpful in treating and working with Gambling Disorder? How can peers, clinicians, prevention specialists and community resources work together to make a real difference in the life of a person with a gambling addiction? Through embodied storytelling, this workshop will bring to life the neuroscience, theories, research and academia that informs all work. Participants will be invited to share their own success stories.

The State of Gambling: Prevention, Treatment, Recovery
Daniel Trolaro; George Mladenetz, ICGC-II; Ken Litwak, ICGC-I
Recently, New Jersey has gone through an expansion. With the advent of fantasy sports, internet gambling, and most recently sports gambling, individuals have access to information and opportunities to wager 24/7. This workshop will explore various areas tied to gambling expansion around the State of New Jersey while encouraging participants to keep in mind the implications in their respective states. We will explore six areas: Sports betting, emerging trends in video gaming, the evolution of the gambler, gambling and substance use including a focus on marijuana and vaping, treatment expansion, and the importance of recovery, language, and family.

Safer Sports Betting Summit (First Half)
Keith Whyte; David Bearman; David Fucillo; Jason Pensky; Julie Hynes; Lesa Densmore; Randy Livingston; Tim Fong, PhD; Ki Park; Eric Preuss; Jeff Derevensky, PhD; John Parsons
Join leaders in sports and gambling to discuss implications of the expansion of sports betting across the US. Presenters will discuss a wide range of topics including: When the media promotes gambling, what is their role in protecting viewers or providing responsible gambling information? What is the role and responsibility of professional leagues and amateur associations? What are the trends in sports betting technology, and will they increase or reduce risk for gambling problems? How do we prevent and treat gambling problems among athletes? Special presentations from amateur and professional athletes in recovery show the reality of gambling addiction and the road to recovery. See page 36 for details
Mindful Exploration of Identity, Culture and Therapeutic Alliance
Lori Rugle, PhD, ICGC-II, BACC; Deborah Haskins, PhD, ICGC-II, BACC
This interactive work will focus on deepening of mindfulness skills such as empathy, compassion, non-judgement and self-awareness. To not be aware of the impact of how I perceive and value my identity and how others view my identities can lead to disconnection, alienation and harm. Participants will be offered opportunities to explore their many identities (gender, age, race, ethnicity, sexual preference…) with curiosity and self-compassion. The session will include practices to become more skillful in recognizing when we get stuck in self and identity and how to accept and loosen to engage more fully with individuals, families, organizations and communities addressing problem gambling.

Building Resilience and Sustainability: Gambling Awareness for Prevention Professionals and Partners
Susan McLaughlin; Mina Hazar; Judy McCormick; Michael A. Buzzelli
A unique opportunity for preventionists, along with partners from treatment, recovery and industry, to (1) discuss gambling as a public health issue; (2) review the spectrum of PG awareness and prevention strategies across the Continuum of Care, their impact and “cost benefit”; (3) prioritize best practices to prevent PG; (4) demonstrate the value of primary prevention skill building to address PG and other youth risk behaviors; and (5) introduce “ethical gambling,” the intersection of industry, prevention, treatment, and community partners to address the health and wellness of families and communities. Workshop includes panel presentations, group discussions, and activity-based learning.

TRIPLE SUMMIT – Safer Sports Betting Summit (Second Half), Regulators Roundtable (First Half) & Tribal Summit on Responsible Gambling (First Half)
Keith Whyte; Don Feeney; Bill Miller; Barns Pack; Ernie Stevens, Jr; Michael Auer; Sophie Dean; John Millington; Sarah Ramanouskas; Jenny Lu
The Safer Sports Betting and Tribal Summits, as well as the Regulators Roundtable, will meet jointly on Thursday from 8-12. The cross-cutting presentations that morning will be relevant to all three groups. Tribal Summit attendees will then continue separately after lunch, as will Regulators. The current wave of legalized sports betting is the fastest and largest expansion of legalized gambling in the history of the United States. By the end of the year as many as 15 states will have approved legislation to allow gambling on sports, with unprecedented growth in the accessibility, action and advertising of sports betting. Join leaders in the sports and gambling fields to discuss the implications for addiction and responsible gambling solutions for all stakeholders. Panel discussion topics include: social responsibility of leagues and media, trends in sports betting technology, prevention of gambling problems among athletes, and personal perspectives of athletes in recovery. See page 36 for details.

The Dream World of the Gambler
Christopher Anderson, ICGC-II, BACC
One of the primary characteristics of pathological gambling is the repetitive pattern of escape from reality into a mood-altering fantasy (the “dream world of the compulsive gambler”). Addictive gamblers, in the course of the illness, become experts at using their minds to constantly escape from an unmanageable reality to a manageable fantasy life. This thought disorder continues well into recovery for many addictive gamblers. It is critical for the clinician to understand this process in order to effectively treat the gambler. In this foundational workshop, the dynamics of this process will be defined and clarified and a road map for treatment and recovery will be described.

Compassion Fatigue – Resilience for Healers Working with Problem Gamblers
Anthony Parente, ICGC-II
Compassion Fatigue is an occupational hazard for those who are in the practice of helping others to make lifestyle transformations. The workshop will address and explore responses to working with those who suffer from gambling disorders. Participants will learn techniques for working with gambling problems and trauma. It is essential for healers to be resilient in order to maintain peak performance while providing services to those in need. This workshop will include experiential training to help caregivers maintain and build resilience by using mindfulness-based practices that result in the enhancement of self-care. By attending this relevant workshop, the participants will: Increase their understanding of trauma and its effects on survivors; increase their understanding of compassion fatigue and its signs; develop a greater understanding of the associated risk factors for the helping professional; develop competence in working with those who suffer as a result of gambling problems and its causes. It will involve the practice of mindfulness techniques to manage stress and increase presence in their personal and helping relationships; identify and develop personal and professional action plans to help build resilience to the occupational hazards of the profession.

Prevention Learning Community
Jim Kooler, DrPH and others
The purpose of the workshop is to provide prevention professionals and interested conference attendees the time and space to learn from each other. The session will be facilitated by members of the NCPG Prevention Committee. This session does not offer CEUs.

Tribal Summit on Responsible Gambling (Second Half)
Connie Jones; Valerie Spicer; Steve Hart; Don Feeney; Delia Carlyle; Diana Goode; Maureen Greetley; Wiley Horwell; Rebecca Kaldor; Marsha Kelly; Mark Vander Linden; Denise Spada
Professionals in tribal gaming and tribal health fields discuss innovative responsible gambling practices with key leaders from tribal entities across the United States. Participants may also wish to register for the Safer Sports Betting Summit. See page 37 for details.

Regulators Roundtable (Second Half)
Steve Crosby; Matthew Holt; Ludovico Calvi; Martin Lycka; Andy Cunningham
Regulators have an important role to play in responsible gambling policy and problem gambling services. Join regulators from across the country in a discussion that explores the role of regulators in responsible gambling, new compliance technology, and more. Attendees will learn about cutting-edge responsible gambling policies and programs, and will have a unique opportunity to absorb high-level perspectives from thought leaders, in addition to discussing these topics with peers and colleagues. Participants may also wish to register for the Safer Sports Betting Summit. See page 37 for details.
9:00am-10:00am  KEYNOTE

It Looks Like an Addiction: Gambling Disorder is Similar to the Substance Use Disorders, But Not in the Way We Think
Richard Rosenthal, MD, ICGC-II, BACC (2018 NCPG Lifetime Award for Research Recipient)
Because of similarities with the substance use disorders (SUDs), gambling disorder (GD) was moved from the category of impulse disorders and identified as the first behavioral addiction. The change was long overdue. However, there is a problem categorizing things based on similarities. The resulting errors and assumptions confuse our ideas about addiction, while making it difficult for the excessive behaviors waiting to be auditioned for inclusion in the DSM. Starting from what makes GD unique, we consider what it is, and what it means to say that it’s an addiction. We review the diagnostic criteria, demonstrating how each item fits our definition, and furthers our understanding of the disorder.

10:00am-10:15am  PED Talk

Advocacy, Awareness and Assistance
Keith Whyte
Over the past 47 years NCPG’s problem gambling advocacy, awareness and assistance services have greatly changed and significantly expanded. Executive Director Keith Whyte provides an overview of our current programs and plans for the future.

10:15am-10:30am  PED TALK

Cannabis and Gambling: A Budding Issue
Tim Fong, MD
Legalization, cultural acceptance and scientific interest in cannabis is rapidly expanding. Essentially every aspect of gambling activity can and will be impacted by the presence (or absence) of cannabis. Will cannabis lounges become popular in casinos? What operational policies should casino operators consider for players and employees regarding cannabis? This presentation will discuss the landscape of cannabis and gambling and will describe the most critical issues facing the gambling industry, researchers and regulators. Specific information and data from California’s Gambling Education and Treatment System and from the Bureau of Cannabis Control will illustrate these issues related to cannabis and gambling.

New this year – During the Main Conference coffee breaks, join us in the Exhibits area for quick 10-minute Buzz Sessions with useful information about some of NCPG’s programs and more general tips and tricks for ways to get things done. These will include:

- NCPG Membership
- Problem Gambling Awareness Month
- Lottery Holiday Responsible Gambling Campaign
- Responsible Gambling Verification Program with NASPL
- ICGC Counselor Certification overview
- Free graphics programs and apps
- Internet Gambling responsible gaming assessment program (iCAP)
- Problem Gambling Advocacy Day and advocacy how-to
- Free news resources, including those that focus on gambling and sports betting
- How to work with casinos and floor staff on RG and PG messaging
Gender Differences Among Treatment-Seeking Problem Gamblers: Implications for Treatment
Elizabeth Hall, PhD
Using data from clients receiving outpatient treatment (N=869) from California Gambling Education and Treatment Services (CalGETS), this study examines onset age, gambling styles, gambling debt, gambling severity, depression, smoking, alcohol and drug use. Preliminary analysis shows that compared to men, women first gambled significantly later and developed problem gambling significantly later. Women had significantly higher rates of depression, but similar gambling severity. Women were significantly more likely to engage in slot machine gambling, while men were more likely to engage in poker and sporting event gambling. Women smoked at four times the rate of general public and men roughly double.

Clinical Characteristics of Veteran Gamblers in a VA Sample
Kendra Pugh
U.S. Veterans experience disproportionately higher rates of disordered gambling, yet few seek help. Gambling problems are rarely identified by VA clinicians. For one year, 260 veterans were screened for gambling disorder in a primary care setting at a VA hospital. Eighty-five veterans (32.7%) reported past-year gambling and of those 5.9% were at-risk. Past-year gamblers spent between $100-$2000/month on gambling and most played scratch tickets (31.3%). Past-year gamblers had high rates of medical and psychological problems, including hypertension (35.3%), diabetes (17.7%), PTSD (21.2%) and suicidal ideation (17.7%). These findings highlight the importance of screening for GD in a primary care setting.

Measures Towards a Successful Social Media Campaign Targeting Youth and Gambling Stigma
Mina Hazar, Adela Colhon
Given that problem gambling stigma and associated attitudes are complex and likely to require time to change, YGAP (Youth Gambling Awareness Program) has run focus groups and has studied inclusion of an ongoing social media campaign as a knowledge transfer strategy and a vehicle for stigma awareness and reduction in addition to delivering awareness sessions. In this study, YGAP has assessed target audience’s awareness, level of use, participation and preferences of various social media platforms as well as awareness, habits and preferences related to existing mental health and related social media campaigns (e.g., Bell Let’s Talk, Stop the Chase) and has developed key messages/concepts and a list of considerations for implementing a stigma reduction social media campaign.

Differential Response Patterns Across Problem Gambling Risk Categories: Implications for Prevention
Lisa Chaney; Juan Baez; Misty Powers
The 2017 Kansas Gambling Survey assessed adult gambling frequency and preference, myths and perception, and awareness of treatment options across individuals with low, moderate, and high risk of problem gambling. Broader behavioral health questions related to depression, suicide, and substance use were also assessed by risk category. Survey results will be presented with a specific focus on the differential responding across risk categories. Implications for prevention through risk-reduction will be discussed.

Working with Alcohol and Other Drugs Clients on Problem Gambling Prevention
Ashley Yee
In this presentation participants will learn how to incorporate gambling screening and prevention education, either agency wide, in a treatment group setting or individually, when working with Alcohol and Other Drugs clients. Hear from an Ohio Fellow on how to address problem and disordered gambling with Alcohol and Other Drugs clients who may not be concerned about their problem gambling behaviors.

Integrating Youth-Driven Gambling Awareness and Outreach in Your Community
Mary Drexler
As research has consistently shown, the younger you start gambling the more likely you will be at risk for developing a gambling problem. In fact, we know that 10-15% of teens have experienced the negative impact of gambling behavior and 6% have lost control of their gambling activity, and are now facing gambling addiction. The Maryland Center of Excellence on Problem Gambling (the Center) has recently implemented youth-driven gambling awareness campaigns within Maryland casino districts through use of youth prevention grants. The main objective of the Center is to empower youth to be advocates of change by raising awareness, not only about the risks of problem gambling, but also by informing others about the existing resources to help when gambling behaviors cause problems in one’s life. We will walk you through the simple application and reporting processes used to ensure successful awareness and outreach and share with you the accomplishments of the youth groups who participated in bringing the issue of problem gambling to not only their peers, but to those who impact the lives of our youth.
11:00am-Noon

The Intersection of Responsible Gambling, Public Health and Ethical Gambling
Susan McLaughlin, Trudy Smut Quasa, PhD; Lori Bugle, PhD, ICG-C-II, BACC; Kim DeCastro
This workshop will expand “Responsible Gambling” to a broader discussion of “Ethical Gambling” using a public health lens. Policy makers are in a unique position to proactively minimize potential harm from gambling. Informed by current research and practice, this workshop will (1) share how identified best practices align with a public health approach; (2) discuss development of integrated systems to address gambling related harm; and (3) explore potential areas of agreement among industry and prevention. Panelists represent a cross section of the gaming industry, research, prevention and public policy, and will discuss positions informed by personal as well as professional experience.

Only I Can Do It, But I Can’t Do It Alone
Marc Lefkowitz, ICG-C-II
Individuals recovering from gambling, and those affected by another person’s gambling will lead the panel. Many of us tried to address the gambling problem on our own, delaying our entry into Gamblers Anonymous or Gam-Anon. In time, we realize that it is the 12-Step Program, the experience, strength, and hope of others in these Fellowships that inspire us to do the work of recovery we each must do. Each of us realized that if I recover from gambling or the effects of someone else’s gambling, it is because I made the decision to recover, but I CAN’T DO IT ALONE.

Gaming and Responsible Gambling in the Caribbean
Klea Papas; Gino Campbell; Cheryl Bazard; Alan Pedley
Gambling in the Caribbean is undergoing significant changes and panelists will provide an overview of the recent developments. They will address key issues including current regulatory issues, how gambling is growing throughout the region, and who is responsible for visitors who leave their money behind but take their problems home, as well as the ever-growing locals’ market.

Gambling Behavior: It’s Functional
Jeremiah Weinstock, PhD
To outsiders (e.g., family, friends), the gambling behavior that coincides with a diagnosis of gambling disorder is difficult to understand and comprehend. How can losing $1,000s of dollars be fun? Why would someone do such a thing? This talk will explore the functionality of gambling behavior in the context of individuals diagnosed with gambling disorder. It will discuss motivations for gambling, needs that gambling meets, whether gambling is a volitional act, and subtypes of individuals with a gambling problem. The talk will conclude with a brief review of how to assess the functionality of gambling via a functional analysis.

1:30pm-2:30pm

Improving Responsible Gaming Programs Using 15 years of Responsible Gaming Data
Carl Braunlich, PhD; Jennifer Shatley; Dean Hestermann
Management of the casino properties of Caesars Entertainment have access to a software system to collect data regarding Responsible Gaming programs. Information on self-restrictions, self-exclusions and company exclusions has been recorded for more than 135,000 unique customers over a 15-year period. The data also includes qualitative fields containing customer statements that created employee concern regarding a customer’s ability to gamble responsibly. Based upon these qualitative statements, several thousand customer interactions using motivational interviewing techniques were conducted and both actions and outcomes recorded in a fully-integrated database. This presentation reports on a qualitative and quantitative analysis of this data set.

Adverse Childhood Experiences and Gambling: A Study of Incarcerated Women
RonSonLyn Clark, PsyD, ICGC-II, BACC, Scott Hunt, PhD
A study was completed with nearly 200 women incarcerated for a variety of reasons. Among the questions asked were the Lie/Bet and other gambling screening questions, the 10 ACES questions as well as other questions related to substance use, domestic violence, child welfare involvement and human trafficking. We are presenting the results as they correlate with each other. The study emphasizes how the developing brain is impacted by trauma resulting in increased risk for gambling and other addictive disorders.

Gambling Disorder Treatment: From Keeping Score to Making Change
Heather Kleckinger-Craven, ICGC-II
Rational thought and reality testing are powerful tools of recovery for intervening on the fantasy thinking that happens with gambling disorder. Positive thinking and optimism also have a significant role in the recovery process but can lead to unrealistic expectations and setbacks. In the session, participants will learn to identify fantasy traps and treatment tools that increase client awareness of fantasy thinking and healthy optimism.

Culturally Responsive Treatment for Latino Communities Impacted by Gambling
Alexa DeLeon, PhD; Frankie Diferrandino; Zaida Gomez; Karla Parra
Latinos remain the largest minority group in the U.S. in comparison to all other ethnic minorities due to birth rates. Oftentimes, Latinos struggle to access culturally responsive services that address their unique cultural needs, more specifically, bicultural and bilingual services. Latino communities are being impacted by gambling at alarming rates and it is imperative that mental health professionals respond to the need for culturally responsive services for this community. This session will discuss how one culturally specific program for Latino gamblers and their families was launched and continues to sustain itself in order to help Latino communities reach their optimal health.
1:30pm-2:30pm continued

Greek Mental Health Consultation Program
Michael Buzzelli
Prevention professionals can encounter obstacles when trying to discuss problem gambling on college campuses. The Greek Mental Health Consultation Program implements specific strategies to navigate these obstacles including partnering with campus Greek Life, using focus groups and peer modeling and offering graduate student opportunities. This session will discuss these strategies and present data showing problem gambling and other risk behaviors negatively impacting time management, sleep, relationships, stress/ anxiety levels, and coping skills on a college campus. The goal of this program is to collaborate with fraternity and sorority leaders in creating a culture of care and balance in their respective chapters.

2:30pm-3:30pm

A Big Win: Implementing Public Health Strategies through GameSense
Marlene Warner; Mark Vander Linden; Teresa Fiore; Julie Hynes
The Massachusetts Council on Compulsive Gambling and the Massachusetts Gaming Commission have worked to implement public health strategies through GameSense Information Centers on site at all operating casinos in Massachusetts. With the guiding principles of the Mass. Responsible Gaming Framework (RGF) and with ample services available, residents are treated to evidence-based approaches through the work of trained GameSense Advisors (GSA). This session will outline the theoretical models, the process to write and implement the RGF and develop related training and policy protocols, as well as the everyday practices of the GSAs. Evaluation results done by an academic institution and the collaborative work with the gaming industry will be shared.

Are Problem Gambling Recovery Mentors Helpful to Your Clients?
Jeff Marotta, PhD, ICGC-II; Rick Berman; Kitty Martz
Incorporating peer support services has become commonplace within substance disorder treatment programs yet is infrequently part of gambling disorder treatment. This presentation will describe an investigation to better understand perceptions and experiences of gambling treatment counselors who either used or have access to problem gambling peer mentor services. Problem gambling treatment counselors in Oregon were provided semi-structured interviews in order to understand their decision process of when they refer to a problem gambling recovery mentor program (HOPE Program), their experience with the HOPE Program, and their perceptions as to how or if their clients were helped by problem gambling recovery mentor services. In addition to reporting on findings from counselor interviews, the HOPE Program will be described from the perspective of one of their peer mentors, additional program evaluation data will be shared, and a discussion will take place on the barriers to and values of problem gambling peer mentor services.

What's Missing?
Sheryl Anderson, ICGC-II
A true continuum of care does not exist in the field of problem gambling. So, where do we begin? Former treatment seeking individuals were surveyed to identify the most frequently encountered obstacles to recovery. This information can inform treatment as well as assist in developing a recovery-oriented system of care. This presentation will highlight these findings and encourage stakeholders to take steps towards bridging these gaps in the continuum.

Gambling Behavior Transitions in Massachusetts
Rachel Volberg, PhD
Efforts in problem gambling prevention and treatment would benefit from understanding how the condition develops, progresses, and relapses over time. This paper reports on findings from the first major cohort study of gambling in the United States and focuses on transitions within the cohort in the first three waves of the study. The most stable group was Recreational Gamblers followed by Non-Gamblers. Problem Gamblers and At-Risk Gamblers were much less stable. The finding that the majority of Problem Gamblers and At-Risk Gamblers moves down and up the continuum relatively quickly has implications for problem gambling treatment and recovery support.

Betting on Our Merchants
Jim Kooler, DrPH; Terri Sue Canale-Dalman
Betting on Our Merchants (BOOM) builds on the work done in engaging alcohol and tobacco retailers to be responsible merchants in the community. Expanding the work of young people in looking at the retail environment, they work to minimize the aggressive tactics of the alcohol and tobacco industries and apply the same strategies to lottery sales. In working with lottery retailers, youth reinforce the principles of responsible sales, not selling to underage and discouraging the gifting of lottery tickets to that underage. This workshop will showcase the BOOM program and the “Not on My Watch” social norms campaign. Youth involvement in problem gambling awareness and prevention creates amazing positive youth development opportunities and can engage local gaming retailers in being even better members of the community. Media messaging can help shape social norms and evaluations show how the program impacts participants and their messages increase calls for help!
The Impact of Bullying Victimization on Gambling Problems Among Adolescents
Jeremie Richard
Although victims of bullying have been found to experience a host of negative outcomes including substance use problems, academic difficulties and poor mental health, problem gambling has not been investigated in the context of bullying victimization. This research investigated the relationship between gambling and bullying victimization. Questionnaire responses were collected from 7,045 high-school students from Wood County, Ohio. Logistic regression analyses were conducted separately for male and female frequent gamblers. Results indicated that verbal bullying predicted problem gambling among males and physical bullying predicted problem gambling among females. Prevention strategies for youth gambling will be discussed.

The Effect of Art Therapy (Coloring) on Middle-aged Gamblers’ Depression and Anger
Youngju Lee
This study aims to examine what effect coloring art therapy would have on overcoming psychological problems and preventing social deviation caused by gambling addiction.

Lessons to Be Learned from The Old World When You Introduce Sports Betting
Pieter Remmers
We have been talking about Responsible Gambling for a couple of decades already. Self-exclusion is not the only thing, even though a lot of politicians think it is. In the presentation there will be a brief focus on the history (what has been done) as well as the future (what should be done). What is new on the horizon? Taking into account it is all about ‘informed choice’ or better ‘informed decision making’ and it should be based on a stepped care model. Who is responsible for what and when do you take action, if necessary? Problems, challenges and solutions. Is it all about big data, technical support and solutions?

Video Game Addiction Masterclass
Cam Adair
Video game addiction is real and a tsunami of it is coming that mental health professionals are not prepared for. In this masterclass, Cam Adair shares his personal journey of overcoming his addiction to the gaming world and offers key insights into how gaming and social media are designed to keep people hooked. He takes an evidence-informed approach to help you identify those at-risk, how to communicate effectively with patients, how to navigate alarming trends such as gaming and gambling and the rise of esports, and what the practical strategies are to help them succeed in recovery.

Shut Up and Listen
Marc Lefkowitz, ICGC-II
On a Sunday night in September of 1979, due to an organic intervention, I attended my first Gamblers Anonymous meeting in Brooklyn, New York. At the end of the meeting, 3 older guys shoved me into a corner of the room and told me in plain words what I needed to do. The gist of the message was basically, “SHUT UP AND LISTEN.” I didn’t. Three years later, after many relapses, at a meeting in Encino, CA, on a night I contemplated suicide, in the parking lot after the meeting, Red White put his hand on my shoulder and said, “You don’t have to feel this way again,” and I listened.

Gambling, Gaming and Pornography Use: What a Long, Strange (Internet) Trip It Has Been
Marc Potenza, MD, PhD
With growing proportions of the population being exposed to digital devices at early ages and incorporating internet-based activities into their lives to greater extents than in prior generations, it is important to consider how internet-based activities intersect and have impacted on people’s lives. In this presentation, the relationships between gambling, gaming and other internet-based activities will be considered in the current digital age. A brief recounting of where we are, how we got there and how we might best move forward will be presented.

The NGAGE Survey: Lessons for Responsible Gambling
Don Feeney
The NGAGE survey is one of the largest to ask Americans about gambling addiction and responsibility for gambling addiction. The results have important implications for responsible gambling messages and public awareness initiatives.

The Crossroad of Problem Gambling and Criminality
Dayvid Figler, JD
Learn about Nevada’s innovative approach to criminal defendants with verifiable problem gambling disorders. Concepts of assessment, evidentiary considerations, restitution, supervision, and re-entry into the community will be discussed.
Advocacy: Even Small Steps Lead to Big Changes When We Step Up Together
Maureen Greeley (2018 NCPG Lifetime Award for Advocacy Recipient)
What are you passionate about? If you believe strongly about something (or many things) – whether it’s human rights, the environment, education, the arts, freedom, gender identity, diversity, the first amendment, or hundreds, if not thousands, of important issues – what’s your responsibility to be an advocate? What does advocacy mean when it comes to speaking out for and with those impacted by problems with gambling? Whether your passion is fighting to fund programs and services from outreach and prevention to treatment and recovery or working for consumer protections and regulations that support responsible gambling…Whether you’re raising your voice in your own backyard, across the country, or even on a global scale…Even the smallest steps can make a difference when we find ways to step up together as advocates.

We Are Not Invisible: The Recovery Community Speaks Out
Bea Aikens
“The problem with gamblers in recovery is that they’re so anonymous, they’re invisible.” Those words spoken by Executive Director, Keith Whyte, ignited a flame that launched the video project GRACe (Gambling Recovery Across the Country.) Initiated by Lanie’s Hope in Nevada, and emulated by the Washington State Council, these videos showcase individuals with gambling disorder speaking openly about the challenges they’ve faced, what is working in their recovery walk and what they wish the world understood about gambling disorder. The GRACe project goal is to add video stories from every state so that gambling disorder will no longer be “invisible.”

Social Casino Games: The Rise of Online Social Gaming
Alison Drain
The social casino gaming business is steadily increasing in popularity and is projected to become a $19 billion industry by 2022. While this trend raises concerns for all at-risk populations, the largest impact will most likely be amongst adolescents and women. This presentation will first provide an overview of the social casino gaming business model and then discuss how the rise of gaming and gambling will potentially affect these two at-risk populations.

Screening of Gambling Behaviors: An Agency Review Across Levels of Care
Colleen McQuade
For the past five years, a residential substance use treatment program has administered the South Oaks Gambling Screen (SOGS) to residential clients (ASAM level of care 3.5 or 3.7) on a monthly basis. As a result, approximately 40% of patients seeking treatment for a substance use disorder are also reporting symptoms of problem and pathological gambling behaviors. As growth of ASAM Level 1 services continues, understanding the role of gambling behaviors increase. Utilizing this data for an agency review, this analysis aims to understand this agency’s response to the presence of patients reporting gambling behaviors and offers potential interventions for implementation of a gambling treatment program.

Video Game Loot Boxes and the Regulatory Wilderness
Chris Hansford
Paid loot boxes in video games continue to represent a multi-billion-dollar revenue stream for corporations and in many ways seem to mirror traditional, commercial gambling products. The unregulated nature of these revenue streams, as well as their target audiences (youth) is of great concern to traditional industry and public policy stakeholders. This presentation will delve into the nature of these products, the lay of the land of regulatory oversight, and serve as a call for responsible industry partners to take a greater focus on this unregulated market.

Gambling Problems in Southeast Asian Refugees
Serena King, PhD
We present survey data from a community-based convenience sample of Southeast Asian refugees (N=200) on gambling behaviors, problems and help seeking. Data on a large-scale community sample will be presented. Results revealed a high rate of gambling behaviors and problems. House betting, slots and casino games were common. Respondents indicated a significant community impact of gambling problems. We discuss the impact of culturally informed assessment of gambling problems. Non-traditional help seeking approaches may be common among Southeast Asian refugees. Culturally sensitive intervention, assessment and treatment approaches are discussed.

Continued next page
Exploring Training-led Approaches to Responsible Game Design
Jonathan Parke, PhD
Describing, understanding and mitigating product-related risk is one of the fastest growing priorities for the gambling industry, regulators and all those concerned to minimize gambling-related harm. However, it is also one of the most challenging priorities. This conference paper will consider the feasibility, application and potential impact of a training-led approach to responsible game design, within International Game Technology. In this presentation, we will review the need for industry to manage product-related risk. We will also briefly examine the existing theory and evidence around responsible game design. Practical examples of the types of training content and delivery under consideration will also be included. We will also examine the advantages and disadvantages of a training-led approach. Finally, we will explore the important question of ‘impact’ and outline future priorities and challenges for designing sustainable games in the gambling industry.

Stigma, Shame and the Importance of Language
Lori Rugle, PhD, ICGC-II, BACC
A couple of years ago, I was sitting next to a dear friend and person in recovery from a gambling disorder. I leaned over and whispered to her how distressing I found it for the presenter to refer to a person in recovery as “the gambler.” She said, “I know, if they say that one more time, I may scream.” This use of language is the norm, not the exception. It is so ubiquitous we don’t even think about it. Much more has been written about the significance of the language of recovery in the Substance Use Disorder and Mental Health fields; particularly around issues of stigma and shame. This presentation will address the importance of how to use words and language to reduce stigma in the field of gambling disorder for both individuals in recovery and their partners in recovery.

Clinical Considerations in Treating Veterans with Gambling Disorder
Leslie Waite, PsyD
Dr. Waite will present on the current state of gambling disorder treatment available to military veterans and the current treatment options available to them, both within the VA healthcare system and externally. He will describe some general and unique characteristics of the gambling disordered veteran and will discuss the Veterans Choice Act and how clinicians can connect to local VA providers to identify themselves as qualified outside providers. Dr. Waite will also discuss the Star Behavioral Health Provider program designed by the Center for Deployment Psychology (CDP) and the Military Family Research Institute (MFRI) at Purdue University and explore why being identified as a Star Behavioral Health Provider might be beneficial to providers.
**Problem Gambling and Criminal Offenders**
Greta Coe, Jeff Marotta, PhD, ICGC-II; David Case
Although research has clearly demonstrated gambling disorder among criminal offenders is a very important issue, it is often neglected within a state’s behavioral health system and criminal justice system. This presentation will describe a multi-pronged initiative launched by Oregon Problem Gambling Services to address issues related to gambling disorder and criminal offenders. Through a partnership approach between state agencies, community providers, and researchers, a series of actions have been taken to begin to address this important issue. Oregon’s approach includes the formation of a multi-agency work group, fielding a problem gambling inmate prevalence study within the Oregon’s Department of Correction, implementing a psychoeducational problem gambling intervention within several corrections facilities, launching a gambling treatment initiative for eligible inmates, and working with treatment courts to address gambling disordered offenders. Findings and observations from these efforts will be presented and discussed.

**Blurred Lines: Gaming to Gambling**
Daniel Trolaro
Consistently, there are more creative and fast paced forms of entertainment to help people escape, cope, or adjust to the stressors of life. Whether finding it through substance, social media, YouTube, or a variety of other methods, individuals are becoming more daring, tech savvy and tech dependent. From a technology perspective, one area that has seen explosive growth exists in the world of skill-based, social, video gaming and internet gambling. This workshop will explore the psychological aspects and gambling-like mechanics that are becoming more commonplace in video games while looking at emerging trends and future considerations.

**Gambling Policy: How It Is Made and How You Can Get Involved**
Melissa Sager, JD; Christopher Welsh, MD
Gambling policy change occurs primarily at the state level through statute and regulation. These processes can be intimidating and often discourage engagement from those most qualified to inform the development of robust policy. Problem gamblers, peer support specialists, therapists, and other boots-on-the-ground stakeholders are critical to the development of effective policy change. Using several state examples, this session will simplify the policy-making process by providing an overview of how statutory and regulatory change occurs, examples of policy change, and how those interested in influencing policy can get involved in a pragmatic way.

**The Role of Technology in Recovery**
Marc Lefkowitz, ICGC-II; Daniel Umfleet; Kai Stinchcombe; Yasmine Roulleau
While advances in technology are often risk factors for gambling problems, they may also provide additional resources for recovery from gambling addiction. Panelists will discuss consumer-focused programs and policies that showcase the challenges and opportunities for recovering gamblers.

**Correlates of At-Risk and Problem Gambling Among Veterans in Massachusetts**
Rachel Volberg, PhD
Few studies have examined problem gambling among veterans, and evidence surrounding problem gambling correlates is conflicting. Our study aims to assess problem gambling correlates among veterans using non-Veterans Affairs data. Participants in a Massachusetts general population survey completed a questionnaire on demographics, veteran status, and gambling behaviors and motivations. We identified n=119 veteran at-risk and problem gamblers from a sample of n=9578. Friends/family engagement in gambling, engaging in more gambling formats, and not participating in raffles were associated with veteran problem gambler and at-risk status. These discriminators may be useful in developing clinical treatment approaches for veteran problem gamblers.

**Program Evaluation in Everyday Practice: Lessons Learned from Collaborate Partnerships**
Alyssa Wilson, PhD; Jody Bechtold, ICGC-II, BACC
The current symposium will highlight an innovative model for building partnerships to complete program evaluation in clinical outpatient settings. Data from an individual private practice was subjected to program evaluation (n=100). Chi-square tests identified positive relationships between treatment success and treatment modality (X^2=28.07, p=.00), funding source and diagnoses (X^2=38.65, p=.00); yet gender (X^2 =2.72, p=.1) and gambling diagnoses (X^2=2.89, p=.09) did not predict treatment success. Attendees will gain insight into best-practice strategies for selecting appropriate variables and categories for evaluation and data collection, questions to ask during evaluation periods, and how to use program evaluation to enhance their clinical practice.

**Gambling Disorder in Addiction Counselors**
Laura Lamb Atchley, PhD, ICGC-II
Previous research found that addiction counselors had a higher lifetime prevalence rate of gambling disorder than the general population, yet factors predicting that finding were not adequately explored. This study examined the lifetime prevalence rate of gambling disorder in a regional convenience sample of addiction counselors and explored modes of self-regulation from regulatory mode theory and other factors as predictors of gambling disorder. Consistent with previous research, this study found a higher lifetime prevalence rate of gambling disorder in addiction counselors. Statistically significant predictors included history of substance use disorder treatment, Gender X Assessment Mode, and Marital Status X Race. Limitations of the study included a small sample size resulting in groups in marital status and race with small frequencies. Future research should examine a larger random sample of addiction counselors from all 50 states to ensure that the sample is representative of the population.
3:30pm-4:00pm  POSTER SESSION

An Exploration of SUD Clients and Their Gambling-related Participation
Amanda Burke, PhD
A substance use disorder typically invades a person’s free time, setting the stage for the need to define what activities are safe during treatment and while in recovery. This poster will examine the use of leisure education, an approach utilized to explore leisure interest and participation, to have the conversation with SUD clients about their gambling-related activity involvement. This intervention can serve as a PG prevention strategy or a tool for PG screening. Leisure education will be defined, research on medication assisted treatment and PG will be discussed, and a real-life example of a conducted session will be included.

4:00pm-5:00pm  Statewide Voluntary Exclusion Program
Karen Russo; Amanda Blackford
This session will discuss the benefits and challenges of implementing a statewide voluntary exclusion program. We will discuss details of implementing a collaborated program with the state casino commission, lottery commission, state department of mental health and addiction, as well as including the stakeholders/professionals in problem gambling advocacy and treatment. Other collaboration within the state include legal, security, IT and the gaming property. The benefit to the disordered gambler is convenience of a statewide self-exclusion to assist him/her on the road to recovery.

Problem Gambling and Criminal Activity
Stephen Block, ICGC-II
This presentation focuses on the connection between problem gambling and criminal activity based upon my perspective as a clinician, an evaluator, and an expert witness. Attendees will review the types of criminal activities associated with problem gambling and understand the roles of professionals in the sequential steps of evaluating, treating, and educating the legal system about problem gambling. A simulated sentencing hearing involving relevant participants in the legal process will demonstrate mitigation efforts by the defense team and the consequences for the defendant (the problem gambler).

Play Responsibly Messaging for Lotteries
John Hagerty
Lotteries are known for their often-humorous commercials and advertising. An increasing number of lotteries are leveraging their marketing expertise for problem gambling and responsible gambling messaging on TV, radio and digital. This session will take a look at what lotteries and other gaming entities are doing to get the RG message across via video to a mass audience. We hope to give ideas for states to utilize (and even shamelessly copy). Also, what possible drawbacks or hurdles need to be considered? We expect this to be a fun and informative session, not just for lottery conferees.

Interview of a Gambler
Christopher Anderson, ICGC-II, BACC
We change when we ‘confront’ ourselves, not when others ‘confront’ us.
Thus, a goal of therapy: To Help Clients Name Their Truth, So That Their Own Truth Confronts Their Own Lie. To Help Clients Live Fully Into The Here and Now Reality Of Their Lives, In Order To Live Into A Sense Of Vision That Calls Them Forth. Presenter will interview a gambler (live), to demonstrate a method which helps the client/patient to ‘name his/her truth’ to facilitate healing. This process illuminates common issues that gamblers struggle with and can directly benefit clinicians by dramatically increasing their level of effectiveness.

Resources Shaping Disparities in Treatment and Recovery Entrance for Gambling Addiction
Sarah St. John, PhD
Using data collected between 2011 and 2018 as part of the Nevada Problem Gambling Study, I investigate the effect of possessing resources such as knowledge, money, and beneficial social connections on ethnoracial, gender, and socioeconomic disparities in accessing treatment for and entering recovery from an addiction to gambling. Findings may impact public policy regarding the treatment modalities state-funded treatment centers are encouraged to provide to those seeking treatment for gambling addiction. Additionally, policy regarding the communities in which state-funded prevention and education efforts are focused may be shaped by information on which communities in Nevada are underserved.

5:00pm-5:45pm  CLOSING GENERAL SESSIONS

Are We Being Curious Enough?
Jamie Salsburg
In a field that often has more questions than answers, it’s vital that we all remain curious about problem gambling and gambling addiction. In this PED talk, we’ll challenge acceptance of the status quo by exploring how curiosity can drive our work and our impact to the next level.

Vision for the Future
Keith Whyte; Brianne Doura
Vision for the Future: Advocacy is one of the most important roles for NCPG. Learn about NCPG’s expanded Federal and state legislative initiatives, the upcoming challenges and how you can step up and speak out for positive change.
NGAGE* FAST FACTS

In 2018, NCPG commissioned a study to examine National Gambling Attitudes and Gambling Experience (NGAGE). The survey was offered in both English and Spanish, and taken by 3,000 adults from the United States, as well as approximately 500 adults per state. A total of over 28,000 interviews were conducted.

The survey included questions on gambling participation, emphasis on sports betting and fantasy sports betting, problematic behavior, positive play, and beliefs and opinions about problem gambling.

Here’s what we found:

• A majority of both gamblers and non-gamblers do not know where to go for help with gambling problems.

• Engagement in gambling is broad and diverse:
  • Lottery participation rates the highest gambling type at 66% participation in 2018.
  • Education: Educational attainment level does not account for participation. People at all levels, from less than a high school diploma up to a graduate degree, report gambling at a mean of 72% participation.
  • Age: People aged 45-54 report gambling more often, with 81% in that age group engaging in the activity. Age is strongly related to positive play.
  • Sex: Males are more likely to gamble: 78% of males report gambling, while 69% of females report gambling.
  • Race/Ethnicity: Asian Americans gamble more frequently (80%) while Native American populations gamble least frequently (64%).
  • Income: Households earning less than $25,000 per year are least likely to gamble (65%), while households earning either $75,000-$99,999 and $150,000+ are more likely to gamble (81%).

• Sports and fantasy sports gamblers are more likely to experience gambling problems and less likely to endorse positive play:
  • Majority of sports bets (85%) are single bets, or bets on the outcome of the game
  • When betting for real money, pro football proves the most frequent sport (65%)
  • Most frequent forms of sports betting are socially with family or friends (48%) and through “brick and mortar” sportsbooks (40%)
  • 34% of respondents report betting on one sport, while only 7% report betting on 7+ sports.
  • Respondents are most likely to bet less than once a year (35%), and a handful bet weekly or more (12%)
  • Males are more likely to bet on sports (41%) as compared to females (22%)

• Most gamblers endorse personal responsibility aspects of positive play:
  • 73% of respondents report awareness of how much money they spend when gambling
  • 74% of respondents believe they can walk away from gambling any time
  • 54% of respondents say that gambling is not a good way of making money

Get more details and information at www.ncpgsurvey.org. National overview and state overview reports are available to NCPG Members at no charge. Detailed state reports will be available for purchase.

*NCPG National Survey on Gambling Attitudes & Gambling Experience (NGAGE)
This survey was generously sponsored by GVC Holdings.
Safer Sports Betting Summit
JULY 17-18, 2019

WEDNESDAY AFTERNOON & THURSDAY MORNING

Leaders in sports and gambling discuss how to reduce the risk of gambling problems associated with sports betting.

WEDNESDAY, JULY 17, 2019

Noon-1:00pm  Lunch^ 
1:00pm-1:15pm Welcoming Remarks/Overview  
Keith Whyte, NCPG
1:15pm-2:00pm Media Matters: Discussion of betting odds used to be prohibited in sports broadcasts, but as ESPN and others develop daily shows focused on gambling, what is their role in protecting viewers or providing responsible gambling? 
David Bearman, ESPN; David Fucillo, SB Nation/Vox Media; Jason Pensky
2:00pm-2:15pm Prevention of Gambling Problems Among Athletes: Overview of why athletes are at greater risk for developing gambling problems and strategies used to protect athletes from harm  
Julie Hynes, Massachusetts Council on Compulsive Gambling
2:15pm-3:00pm Getting Real: Hearing from former elite college and professional athletes in recovery from gambling addiction. 
Lesa Densmore; Randy Livingston
3:00pm-3:30pm Networking Break
3:30pm-4:00pm Treatment of Gambling Problems Among Athletes  
Dr. Tim Fong, UCLA Medical School
4:00pm-4:30pm Does Betting on Sports Lead to More Gambling Problems? Examine a recent large survey that shows those who already spend money in gaming or engage in sports betting are more likely to be “at-risk” gamblers. 
Ki Park, Iowa Department of Public Health; Eric Preuss, Iowa Department of Public Health
4:30pm-5:00pm Gambling and Wellness Among College Student Athletes: Highlights from the NCAA surveys of student athlete gambling behavior  
Dr. Jeff Derevensky, McGill University; John Parsons, NCAA
5:00pm-7:00pm Networking Reception

THURSDAY, JULY 18, 2019

7:00am-8:00am Breakfast^ 
8:00am-8:15am Triple Summit: First Half for Regulators Roundtable and Tribal Responsible Gaming Summit Facing the Future: Goals of NCPG’s Safer Sports Betting Initiative  
Keith Whyte, NCPG
8:15am-9:00am Get NGAGE’D: Highlights from NCPG’s National Survey of Gambling Attitudes and Gambling Experiences (NGAGE) with a special focus on sports betting  
Don Feeney, Northstar Problem Gambling Alliance
9:00am-10:00am Sports Betting Takes the National Stage: Leadership from tribal gaming, commercial casinos and state lotteries discuss the challenges and opportunities in legalized sports betting  
Bill Miller, AGA; Barry Pack, Oregon Lottery; Ernie Stevens, Jr., NIGA
10:00am-10:30am Networking Break
10:30am-11:45am Is the Future of Responsible Gambling in the Old World? Innovative responsible gambling programs from European operators and vendors  
Michael Auer, Neeccton; Sophie Dean, GVC; John Millington, EPIC Risk Management; Sarah Ramanouskas, GamblingIntegrity; Jenny Lu, Optimove
11:45am-Noon Next Steps for All Stakeholders to Safer Sports Betting

The Thursday afternoon sessions for the Regulators Roundtable* and Tribal Responsible Gambling Summit* will start at 1:30pm in separate rooms.

*Separate registration required
^ Meals are included only with registration for the following session
## Tribal Summit on Responsible Gambling

**THURSDAY, JULY 18, 2019**

Professionals in tribal gaming and tribal health fields discuss innovative responsible gambling practices with key leaders from tribal entities across the United States.

*Separate registration required

### Special Thanks to Our Sponsors

![Sponsors Image]

### Agenda

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:00am-8:00am</td>
<td><strong>Breakfast</strong></td>
</tr>
<tr>
<td>8:00am-Noon</td>
<td><strong>Joint Session with attendees from Safer Sports Betting Summit – First Half</strong>^</td>
</tr>
<tr>
<td>Noon-1:00pm</td>
<td><strong>Lunch</strong></td>
</tr>
<tr>
<td>1:00pm-1:30pm</td>
<td><strong>NCPG Annual Members Meeting (optional)</strong></td>
</tr>
<tr>
<td>1:30pm-2:00pm</td>
<td><strong>30 Years Post IGRA: Responsible Gambling:</strong></td>
</tr>
<tr>
<td></td>
<td>- What Was the Intent and What Does the Data Reflect?</td>
</tr>
<tr>
<td></td>
<td>- Connie Jones, Assoc. of Gaming Equipment Manufacturers; Valerie Spicer, Trilogy Group</td>
</tr>
<tr>
<td>2:00pm-3:00pm</td>
<td><strong>Point and Counterpoint:</strong></td>
</tr>
<tr>
<td></td>
<td>- Measuring Compact Commitments and Community Needs</td>
</tr>
<tr>
<td></td>
<td>- Moderator: Steve Hart, Lewis Rocca Rothberger and Christie</td>
</tr>
<tr>
<td></td>
<td>- Panelists: Delia Carlyle, Arizona Indian Gaming Association; Don Feeney, Northstar Alliance on Problem Gambling; Diana Goode, Connecticut Council on Problem Gambling; Maureen Greeley, Evergreen Council on Problem Gambling; Wiley Harwell, Oklahoma Association on Problem and Compulsive Gambling; Rebecca Kaldor, Washington Indian Gaming Association; Marsha Kelly, Minnesota Indian Gaming Association</td>
</tr>
<tr>
<td>3:00pm-3:30pm</td>
<td><strong>Networking Break</strong></td>
</tr>
<tr>
<td>3:30pm-4:30pm</td>
<td><strong>Industry Providers: Including responsible gambling aspects in the games</strong></td>
</tr>
<tr>
<td></td>
<td>- Mark VanderLinden, Massachusetts Gaming Commission; Denise Spada, Everi</td>
</tr>
<tr>
<td>4:30pm-5:30pm</td>
<td><strong>Roundtable Review: Moderators speak out on session discussions</strong></td>
</tr>
<tr>
<td>6:00pm</td>
<td><strong>Conference Welcome Reception</strong></td>
</tr>
</tbody>
</table>

---

## Regulators Roundtable

**THURSDAY JULY 18, 2019**

Attendees will learn about cutting-edge responsible gambling policies and programs, and will have a unique opportunity to absorb high-level perspectives from thought leaders in addition to discussing these topics with peers and colleagues.

Roundtable begins in a Joint Session with attendees from Safer Sports Betting Summit^.

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:00am-8:00am</td>
<td><strong>Breakfast</strong></td>
</tr>
<tr>
<td>8:00am-Noon</td>
<td><strong>Joint Session with attendees from Safer Sports Betting Summit – First Half</strong>^</td>
</tr>
<tr>
<td>Noon-1:00pm</td>
<td><strong>Lunch</strong></td>
</tr>
<tr>
<td>1:00pm-1:30pm</td>
<td><strong>NCPG Annual Members Meeting (optional)</strong></td>
</tr>
<tr>
<td>1:30pm-2:15pm</td>
<td><strong>Expanded Gambling and Innovative Regulation:</strong></td>
</tr>
<tr>
<td></td>
<td>- The Massachusetts Gaming Commission developed a comprehensive approach to gambling regulation including responsible gambling. Hear from their former Chair on the challenges, benefits, and lessons for regulators.</td>
</tr>
<tr>
<td></td>
<td>- Steve Crosby, Past-Chair, Massachusetts Gaming Commission</td>
</tr>
<tr>
<td>2:15pm-3:00pm</td>
<td><strong>Match Fixing and Integrity:</strong></td>
</tr>
<tr>
<td></td>
<td>- What is the best role for gambling regulators?</td>
</tr>
<tr>
<td></td>
<td>- Matthew Holt, US Integrity; Ludovico Calvi, Global Lottery Monitoring System; Andy Cunningham, Sportradar; Martin Lycka, GVC</td>
</tr>
<tr>
<td>3:00pm-3:30pm</td>
<td><strong>Networking Break</strong></td>
</tr>
<tr>
<td>3:30pm-4:30pm</td>
<td><strong>Advertising:</strong> Recently the UK adopted a ban on gambling advertisements during soccer games in response to regulatory concerns. Are current US gambling regulations adequate to protect consumers and prevent a backlash? Martin Lycka, GVC</td>
</tr>
<tr>
<td>4:30pm-5:30pm</td>
<td><strong>Roundtable Review:</strong> Moderators and participants reflect on sessions.</td>
</tr>
<tr>
<td>6:00pm</td>
<td><strong>Conference Welcome Reception</strong></td>
</tr>
</tbody>
</table>

*Separate registration required

^ Meals are included only with registration for the following session
Algamus Recovery Services, LLC  algamus.org
Scott Melissa, COO  scott@algamus.org
8705 E. Eastridge Drive, Prescott Valley, AZ 86314  866-GAMBLER
Algamus provides compassionate, professional, comprehensive gambling specific treatment. We are designed to educate/support the problem gambler in attaining sustained, long-term recovery. Our facility provides the most effective treatment modalities to assist the problem gambler in discovering freedom and balance. Founded in 1992, Algamus is the oldest, privately funded, gambling specific residential facility in North America. Our staff is gambling informed and steeped in the gambling recovery process. We deeply believe in placing quality, affordable care within reach and accept most major medical insurance. Please call 866-GAMBLER.

Bellevue University  bellevue.edu
Michelle Kempke-Epler, Ed.D.  eppler@bellevue.edu
Dean, College of Continuing & Professional Education
Associate Vice President – Human Capital Lab
1000 Galvin Road South, Bellevue, NE 68005  402-557-7010
Bellevue University and the Nebraska Council on Problem Gambling (NCPG) have collaborated to offer: 12-hour Basic Disordered Gambling courses, a 60-hour Gambling Specialty Certificate program (72-clock hours for NE), and 6-hour Advanced Gambling courses which are 100% online. Each CEU offering is self-paced, with an assigned faculty facilitator, and must be completed within the scheduled time frame. We can tailor offerings to meet your individual state’s requirements; however, it is important you check with your state licensure or certification board to ensure online offerings will be accepted toward gambling certification. Come visit us to learn more!

Colorado Association of Addiction Professionals  caap.us
Agnieszka Baklazec, President, Board of Directors  info@caap.us
PO Box 9384, Denver, CO 80209  303-763-7198
CAAP: The Colorado Association of Addiction Professionals (also known as SACC: Society of Addiction Counselors of Colorado) is the state affiliate for NAADAC (National Association for Addiction Professionals). CAAP’s mission is to be an active organization that represents clinicians and other professionals who work with members of our communities struggling with substance misuse and addictive behavior disorders. CAAP advocates for excellence along the entire continuum of care: prevention, detox, treatment, and recovery support. CAAP accomplishes its mission through advocacy, community engagement, business development, training, and education.

Caesars Entertainment  caesars.com
Carolene Layugan, Director of clayugan@caesars.com
Responsible Business and External Equity Engagement
One Caesars Palace Drive, Las Vegas, NV 89109  702-407-6534
Caesars Entertainment is proud to celebrate its 30th Responsible Gaming Anniversary, its partnership with the National Council on Problem Gambling, and its involvement with establishing the first national toll-free helpline 1-800-522-4700. We look forward to 30 more years of supporting responsible gaming.
Caesars Entertainment is one of the world’s most diversified gaming entertainment providers and the most geographically diverse U.S. gaming entertainment company. Caesars Entertainment’s resorts operate primarily under the Caesars®, Harrah’s® and Horseshoe® brand names. Caesars Entertainment’s portfolio also includes the Caesars Entertainment UK family of casinos.

Compass Recovery Center  compassrecoverycenters.com
Mo Michael, MS, LAC, ICGB-I, Ex. Dir.  mo@compassrecoverycenters.com
711 S. Granite Street, Prescott, AZ 86303  928-493-4737
Compass Recovery Center is a small family owned facility located in beautiful Prescott, Arizona. Our facility is state licensed and accredited by The Joint Commission. Qualified therapists create individualized treatment plans to serve clients with all substance use disorders, including gambling. Our gambling treatment program was designed and created specifically for the needs of clients with Gambling Disorder to address not only the gambling addiction and underlying issues, but also the financial devastation that often accompanies the disease. We offer extended care treatment, from 30 days to 6-9 months.

Embank/PCA  pcacolorado.com
Rod Rushing, Managing Director  rod@pcacolorado.com
2614 W Pikes Peak Ave., Colorado Springs, CO 80904  720-435-5320
Embank/PCA provides CCAR Recovery Coach Academy Core Training plus 10 Continuing Education Modules. We hope to meet all your training needs whether you want to become a recovery coach, or for those who may already be working in this field and wish to elevate their skills. We also provide Training of Trainers, Supervision Training, and Telephone Recovery Support. PCA’s team of trainers model what we want to see in recovery coaches—one’s ability to: actively listen, ask good questions and manage our own stuff. All PCA trainings are approved for professional credential requirements.

First Choice Services  FirstChoiceServices.org
601 Morris Street, Suite 401, Charleston, WV 25301  info@1stchs.com  304-400-4802
First Choice Services has been a leader in behavioral healthcare for 20+ years. We offer 24/7 text/chat/call helpline services staffed by caring, trained professionals who are experts at establishing rapport, assessing risks, and navigating resources. We pioneered the concept of the “Weekend ReTreatment” event for problem gamblers and their loved ones and have been offering this event to WV residents for over ten years. We are now offering services to help other states initiate this treatment concept. Additionally, we offer full-service marketing for programs and helplines including media buys, graphic design and video production, and assistance with earned media.

Gamblers Anonymous & Gam-Anon
Gamblers Anonymous is a fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from a gambling problem. For more detailed information about the fellowship and a listing of U.S. and international meetings visit our website, www.gamblersanonymous.org or call (626) 960-3500. Gam-Anon is a 12 Step self-help fellowship for those who have been affected by the gambling problem of a loved one. Members offer help and hope by sharing experiences, and ways of living and coping with the devastating effects of disordered gambling. No forms to fill out, no appointments, no fees. Just show up at a meeting. Call the Gam-Anon International Service Office at (718) 352-1671 or visit www.gam-anon.org for more information and meeting locations.

Gamban  gamban.com
Daniel Umfleet, Managing Director  daniel@gamban.com
Enterprise House, Ocean Village
Southampton Hampshire, SO14 3XB, UK  +44 7521 189581
Gamban has been verified as the most effective gambling blocking software in the world in an independent study conducted by GambleAware in 2018 and has just recently won Regtech Provider of the Year at the Global Regulatory Awards 2019 courtesy of Gambling Compliance. The Gamban software is a simple solution for individuals wishing to block themselves from gaining access to online gambling sites and applications across all of their devices, and works on all major platforms. The software is difficult to circumvent and works very hard to protect anyone wishing to explore his/her relationship with gambling for any reason.
Addiction & Responsible Gambling.

and maintaining the quality of life of individuals and communities impacted by other resources. Our vision is to have an ever-increasing role in restoring 

Our goal is to provide up-to-date Colorado specific information and links to other resources. Our vision is to have an ever-increasing role in restoring and maintaining the quality of life of individuals and communities impacted by problem gambling. Host of the 2019 33rd National Conference on Gambling Addiction & Responsible Gambling.
As a Member of NAADAC
You are automatically a member of CAAP!!

★ Portability of your credential nationally: MAC Credential
★ Discounts on testing fees and NAADAC educational materials
★ Value-driven trainings, workshops, and conferences
★ Targeted advocacy and representation
★ Opportunity to earn over 90 online NAADAC CE credits free
★ Free subscription to NAADAC’s Advances in Addiction & Recovery Magazine

JOIN TODAY!!
www.caap.us
iLottery solutions delivering responsible and sustainable play.

ROBUST PLAYER CONTROLS
SOPHISTICATED OPERATOR TOOLS

LOTTERY SUPPLIER OF THE YEAR 2019

iLottery 360° “An innovative & comprehensive approach”

info@neopollard.com
Are you or a loved one suffering from an addiction to gambling?

YOU'RE NOT ALONE. It's your life, take it back.

To learn more, call 1(800)862-1453 or visit us online at ProjectTurnabout.org

Granite Falls | Willmar | Marshall | Redwood Falls

Help your patients regain control with Gamban

_blocks patient access to over 50 thousand gambling sites worldwide
_easy to download and install
_available across all major platforms

Try Gamban FREE For 14 Days

Find out how we can help you help others: www.gamban.com

A special thanks to Gloria and Steve Block for all of their help with our attendee booklet!
ABOUT CERTIFICATION

The International Gambling Counselor Certification Board (IGCCB) provides established requirements and standards that support voluntary certification by examination of gambling counselors. Certification assesses and verifies the qualifications of an individual and is an indication of one’s current level of knowledge and achievement in gambling addiction counseling.

WHY SHOULD I BECOME CERTIFIED?

TO PROMOTE COMPETENCY IN GAMBLING COUNSELING BY:

1. Promoting high standards of training, competence, skills, and knowledge.
2. Providing a national standard for requisite knowledge in gambling counseling.
3. Recognizing formally those individuals who meet the standards of eligibility established by the IGCCB.
4. Encouraging continued professional growth in gambling counseling for the purpose of improving the quality of care to people experiencing addiction.
5. Establishing, measuring, and monitoring the level of knowledge required for certification in gambling counseling.

REQUIREMENTS

Bachelor’s degree or equivalent in the behavioral health field, such as a license or certification in a recognized behavioral health field (e.g., psychology, addiction, clinical social work, etc.).

ICGC-I

- 30 Hours of approved Gambling Specific Training
- 100 hours clinical experience treating gamblers and/or family members in an approved setting with a minimum of 4 consultations with a Board Approved Clinical Consultant (BACC)
- Passing score on ICGC exam along with other required documentation. For details, please visit www.igccb.org

ICGC-II

- 60 Hours of approved Gambling Specific Training
- 2000 hours clinical experience treating gamblers and/or family members in an approved setting with a minimum of 24 consultations with a Board Approved Clinical Consultant (BACC)
- Passing score on ICGC exam along with other required documentation. For details, please visit www.igccb.org

International Co-Occurring Gambling Specialist Certificate (ICOGS)

This new certificate aims to increase the capacity of substance use and mental health treatment programs and counselors to address gambling problems in the people they serve. The ICOGS is specifically designed to be relevant to counselors working with individuals with primary substance use and mental health disorders who may also be experiencing co-occurring gambling problems.

Clergy Certification

The IGCCB Clergy / Lay Ministers Certification is designed to provide basic knowledge about gambling addiction and treatment and recovery resources, to enhance the clergyperson’s skills at recognizing problem gambling, and to provide information for the family on dealing with their loved one’s addiction.

Please contact certification@ncpgambling.org for more information.

WWW.IGCCB.ORG

730 11th Street NW, Suite 601, Washington, DC 20001
NCPG is the only national advocate for programs and services to assist people and families affected by problem gambling and gambling addiction. With a grassroots approach, NCPG members, including state affiliate chapters, corporate and individual members, can multiply their strength by working together to advocate for Federal and state legislation to establish responsible gambling policies and provide funding for problem gambling programs.

NCPG’S LEGISLATIVE PRIORITIES

- Require the Department of Defense (DOD) to provide responsible gambling programs alongside slot machines on US military overseas bases and to ensure that military personnel have access to information and help for a gambling addiction
- Clarify the authority of the US Department of Health & Human Services (HHS) to address problem gambling
- Assess the availability of gambling addiction screening and treatment for veterans in the Veterans Administration (VA)
- Create a manual and a grant program for gambling diversion courts through the Department of Justice (DOJ)

PROBLEM GAMBLING ADVOCACY DAY – JOIN US!

Each year NCPG organizes Problem Gambling Advocacy Day in Washington, DC to raise public awareness of problem gambling issues and lobby for specific bills. This year 35 NCPG members from 16 states came to DC and received training on how to get their message across quickly and effectively. They put awareness into action and visited over 70 Congressional offices in Washington, DC. **Join us next year on April 8, 2020** to learn skills that you can use when advocating for your cause with state legislatures and other groups as well as when meeting your Federal representatives on the Hill.

NCPG’S GOALS FOR ADVOCACY

- Build relationships with Congressional offices and Federal agency staff
- Provide information, education and formal testimony quickly to Congressional and Federal entities
- Maintain relationships with other national nonprofits, gambling industry trade associations and other key stakeholders
- Monitor all relevant gambling and problem gambling-related Federal legislation and Federal agency programs
- Bolster advocacy capacity among all three NCPG membership groups
- Advise and assist on gambling-related legislation and regulation at the state level in partnership with state Affiliate members

Get involved! We would like to thank the hundreds of NCPG members and stakeholders who have worked on advocacy efforts over the past two years on both the state and Federal levels. Every action adds up and builds toward our ultimate goal of getting dedicated funding for national problem gambling programs and state grants.

**Please become a member of NCPG today at ncpgambling.org/joinnow**

MARK YOUR CALENDAR TO COME TO WASHINGTON, DC FOR THE NEXT PROBLEM GAMBLING ADVOCACY DAY ON APRIL 8, 2020!

“Never doubt that a small group of thoughtful, committed citizens can change the world; indeed, it’s the only thing that ever has.”
—Margaret Mead

“I've seen what problem gambling can do to a community. It can devastate families and loved ones. As my father always said, no one plans to fall asleep while driving – but they do. Similarly, no one plans to develop an addiction – but they do. It's smart to prevent it and get out ahead of the problem.”
—Senator Steve Daines (R-MT) speaking at Problem Gambling Advocacy Day 2019
34th National Conference on Gambling Addiction & Responsible Gambling

July 24-25, 2020
Pre-conference July 22-23
WASHINGTON, D.C.