

PROBLEM GAMBLING TREATMENT & SUPPORT ADVISORY COMMITTEE (PGTSAC)

Minutes - Draft

DATE/TIME: Tuesday, April 29, 2025 10:00 AM – 12:00 PM ET

LOCATION: VCSB, 6641 W. Broad St. Suite 102, Glen Allen, Va

Members:

| | | |
|--|---|---|
| Anne Rogers, Chairperson – PG Prevention Coordinator, Office of Behavioral Health Wellness | x | |
| Carolyn Hawley PhD, Vice-Chair – President of VCPG | x | |
| Jennifer Mullen attended for Khalid R. Jones – Executive Director, Va. Lottery | x | |
| Michael Menefee – Program Manager of Charitable and Regulatory Programs | x | |
| Waqas Ahmed – Executive Secretary, Va. Racing Commission | x | |
| Jim Bebeau – Executive Director of Danville Pittsylvania CSB | x | |
| Colleen Carraccio – Director of Compliance, Portsmouth Rivers Casino | x | |
| Rodney Miles – Director of Compliance, Colonial Downs | x | |
| Chrissy Thurmond – Head of Responsible Gaming Relations, DraftKings | | x |
| Charitable Gaming Representative - Vacant | | |

Others: Tom Dozier, Willard Robertson, Sam DeMello, Ben Choate, Brianna Doura Schawohl, Sean Fournia, Jennifer Davis-Walton, Emma Freeman, Azeem Majeed, Elizabeth Childress, Dean Hestermann, Lisa Cochran, Matthew Britt, Jill Vaughan, Prin Cowan

- I. Welcome – Meeting began at 10:00 am. Attendance taken, two members are absent.
- II. Minutes of Last Meeting for Approval – Minutes were sent out in February. If anyone has any edits to them please contact Anne.
- III. Evive App – [Recording: 1:30-18:15]
 What it is, how we are using it in Virginia, Sam DeMello – Information about the app was shared including visuals of what the components of the app look like. Even though Virginia launched Evive in March, and we have yet to do a full statewide push of it beyond individuals seeking treatment and recovery support through the Virginia Partnership for Gaming & Health, its use is growing. As we get more data, we will then be able to evaluate its use and the potential for a longer term contract (either through an RFP or direct source).
- IV. PGAM Month Updates – [Recording: 19:40-45:55]
 - a. The Virginia Lottery shared its efforts in support of National Problem Gambling Awareness Month, including a new public service announcement that was distributed as part of a robust paid media campaign, and featuring Lottery Executive Director Khalid Jones. While highlighting the Lottery’s partnership with the VCPG and the helpline number, the new PSA represents a shift in the tone of the messaging and aims to remind Virginians to to make informed healthy decisions.
 - b. Jim Bebeau shared information on the work that CSB’s did for PGAM, including posting to social media, other media promotions, utilization of the NCPG toolkit, hosting a screening day, hosting presentations and conferences and partnering with media, colleges, industry, libraries and restaurants (see recording for full list).
 - c. VCPG – Provided many presentations and interviews during PGAM month. Had 12,000 impressions to social medias. Won an award for public relations.
 - d. Virginia Partnership for Gambling and Health – participated in 68 community outreach events, including partnering with industry and colleges, and providing education. Held a symposium on problem gambling. The VPGH network conducted 188 pg screenings with 18% of those screened showing a higher risk. (see recording for full list).

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- e. VDACS – Working on training on PG at local charities. Including training with Managers.
 - f. Colonial Downs – Had onsite trainings at all sites. And worked to up the promotion of the help resources.
 - g. DBHDS – Provided many presentations during March. Posted messages to their socials each week.
- V. Help-Line Data – Carolyn Hawley - [Recording: 46:00-47:45]
Intake numbers increased from the same month of the prior year as follows -in January 55%, February 29%, and March 43% increase.
- VI. Voluntary Exclusion Program – Prin Cowan – [Recording: 47:55-1:03:00]
73 enrollments occurred in March alone. 1,808 active & inactive enrollees. Lifetime enrollees must complete the application in person. The Lottery will travel to various locations in the state to meet people to sign up in person so they do not have to travel to Richmond. Average age of enrollees is 40 years of age, and skews male. Most who reapply after a two-year enrollment tend to re-enroll for the same amount of time. VEP includes account-based gaming, sports betting, casinos, charitable gaming and horse racing. Virginia Lottery noted that it is working on increasing the responsible gaming tools available to players through iLottery.. Casinos have their own VSE program too. Rivers offers a 6 month and 1 year ban. They have seen an uptick in those signing up this year than at the same time in 2024.
Rivers shared a copy of their pamphlet with the help information and asked if people have suggested edits to send the suggestion to Rivers. Rivers underage access has dropped dramatically.
A question was raised to the operators present as to whether anything in the current regulation was a hinderance or barrier. It was mentioned that people being prosecuted if they sign up for VSE and then come on site and are treated as criminals may make others less likely to sign up and seek support. VRC and Lottery spoke of partnering to improve this process.
- VII. Update on 2025 Legislative Session and preparation needs for 2026 – [Recording: 1:03:05-1:07:00]
New bills that made it through but aren't fully signed yet includes Fantasy Sports age change beginning July 2025 will be 21 years. All gambling locations/opportunities/materials will have to have the National number 1-800-GAMBLER posted in all retail locations. The judge in Hanover County ruled against the state, saying the retailer was allowed to operate these. Some stores have turned back on the machines. But this is just a lower level court so these machines are still considered to be illegal per present law.
- VIII. DBHDS – Update on the evaluation of PG services project - [Recording: 1:07:00-1:14:00]
The Office of Research and Evaluation in DBHDS is working on evaluating Problem Gambling treatment, recovery and prevention efforts. They will reach out to committee members and others to gain access to data, interviewing and conducting focus groups, then writing the report for projected release in July.
- IX. Wrap-up & Adjourn- [Recording: 1:15:00-1:26:58]
Update from DBHDS included information on the new Curriculum that can be given in as little as 60 minutes or as much as 90 minutes. It is being piloted in May.
A statewide media campaign that includes graphics for bus ads, posted, flyers, rack cards and wallet cards. With the focus on 18-25 year olds and sports betting.
Future Meetings: <https://dbhds.virginia.gov/pgts-committee/>
- July 29, 2025
 - October 28, 2025



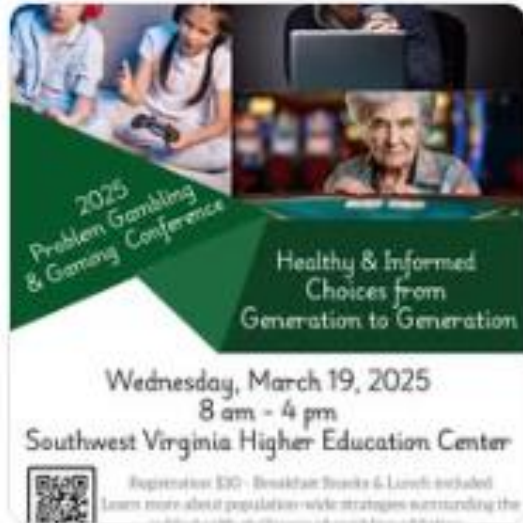
DBHDS >>>

MARCH IS
PROBLEM GAMBLING AWARENESS MONTH

LEARN MORE

#PGAM2025

A poster for Problem Gambling Awareness Month. It features a blue ribbon held in hands on the left. The text on the right says 'DBHDS >>>', 'MARCH IS PROBLEM GAMBLING AWARENESS MONTH', and 'LEARN MORE'. The hashtag #PGAM2025 is at the bottom.



2025 Problem Gambling & Gaming Conference

Healthy & Informed Choices from Generation to Generation

Wednesday, March 19, 2025
8 am - 4 pm
Southwest Virginia Higher Education Center

Registration \$30 - Breakfast, Snacks & Lunch included
Learn more about population-wide strategies surrounding the

A conference poster with a collage of images showing people at a table and a woman at a computer. The text includes the conference title, theme, date, time, location, and registration details. A QR code is in the bottom left.



DBHDS >>>

REMINDER

Gambling Disorder Screening Day is March 11, 2025.

Early identification of gambling problems facilitates intervention and treatment, potentially preventing further harm and improving outcomes.

Okay

#PGAM2025

A reminder notification with a blue background and white text. It says 'DBHDS >>>', 'REMINDER', 'Gambling Disorder Screening Day is March 11, 2025.', and 'Early identification of gambling problems facilitates intervention and treatment, potentially preventing further harm and improving outcomes.' There is an 'Okay' button and the hashtag #PGAM2025.



Signs of a gambling problem

- Thinking about gambling all the time.
- Feeling the need to bet more money and more often.
- Chasing losses to try to win your money back.
- Feeling restless or irritable when trying to cut down or stop gambling.
- Gambling despite negative consequences.

DBHDS >>> #PGAM2025

A list of signs of a gambling problem. The title is 'Signs of a gambling problem'. The list includes: 'Thinking about gambling all the time.', 'Feeling the need to bet more money and more often.', 'Chasing losses to try to win your money back.', 'Feeling restless or irritable when trying to cut down or stop gambling.', and 'Gambling despite negative consequences.' The DBHDS logo and hashtag are at the bottom.



GAMBLING AND OUR COMMUNITY 2025

You will learn:

- Basic information on Problem Gambling and how it's linked to gaming, mental health, suicide, and substance use.
- Gambling history, accessibility, and regulations in Virginia
- Resources for problem gambling/gaming
- What communities can do to help prevent problem gambling

26 February 11 am
With Anne Rogers from DBHDS

Join us virtually to gain insights, ask questions, and connect with others interested in the subject. Don't miss the opportunity to expand your knowledge! Register for this session by clicking on viewing the QR code above.

A poster for 'GAMBLING AND OUR COMMUNITY 2025'. It lists topics to be learned: 'Basic information on Problem Gambling and how it's linked to gaming, mental health, suicide, and substance use.', 'Gambling history, accessibility, and regulations in Virginia', 'Resources for problem gambling/gaming', and 'What communities can do to help prevent problem gambling'. It also says '26 February 11 am With Anne Rogers from DBHDS'. A QR code is in the bottom right.



DID YOU KNOW?

Problem gambling includes all gambling behavior patterns that compromise, disrupt or damage personal, family, or vocational pursuits. Persistent and recurrent problematic gambling behavior can lead to significant impairment or distress.

DBHDS >>>

A 'Did You Know?' graphic with a green and blue background. The text says 'DID YOU KNOW?', 'Problem gambling includes all gambling behavior patterns that compromise, disrupt or damage personal, family, or vocational pursuits. Persistent and recurrent problematic gambling behavior can lead to significant impairment or distress.', and 'DBHDS >>>'.



VIRGINIA LOTTERY



**PROBLEM GAMBLING
AWARENESS MONTH**



play responsibly

Virginia Problem Gambling Helpline: 1-888-532-3500

- March is National Problem Gambling Awareness Month
- The Virginia Lottery works to raise awareness that there are resources for those who have a gambling problem
- Partnership with Virginia Council on Problem Gambling
- Paid Media Campaign
- Public Service Announcements
- Billboards
- News Releases
- Brochures
- Point-of-Sale Presence
- Op-ed
- Social Media
- Website
- Ticket Messages
- Draw Show Hosts



VIRGINIA COUNCIL on PROBLEM GAMBLING

Know Your Limits





VIRGINIA LOTTERY

Voluntary Exclusion Program Update

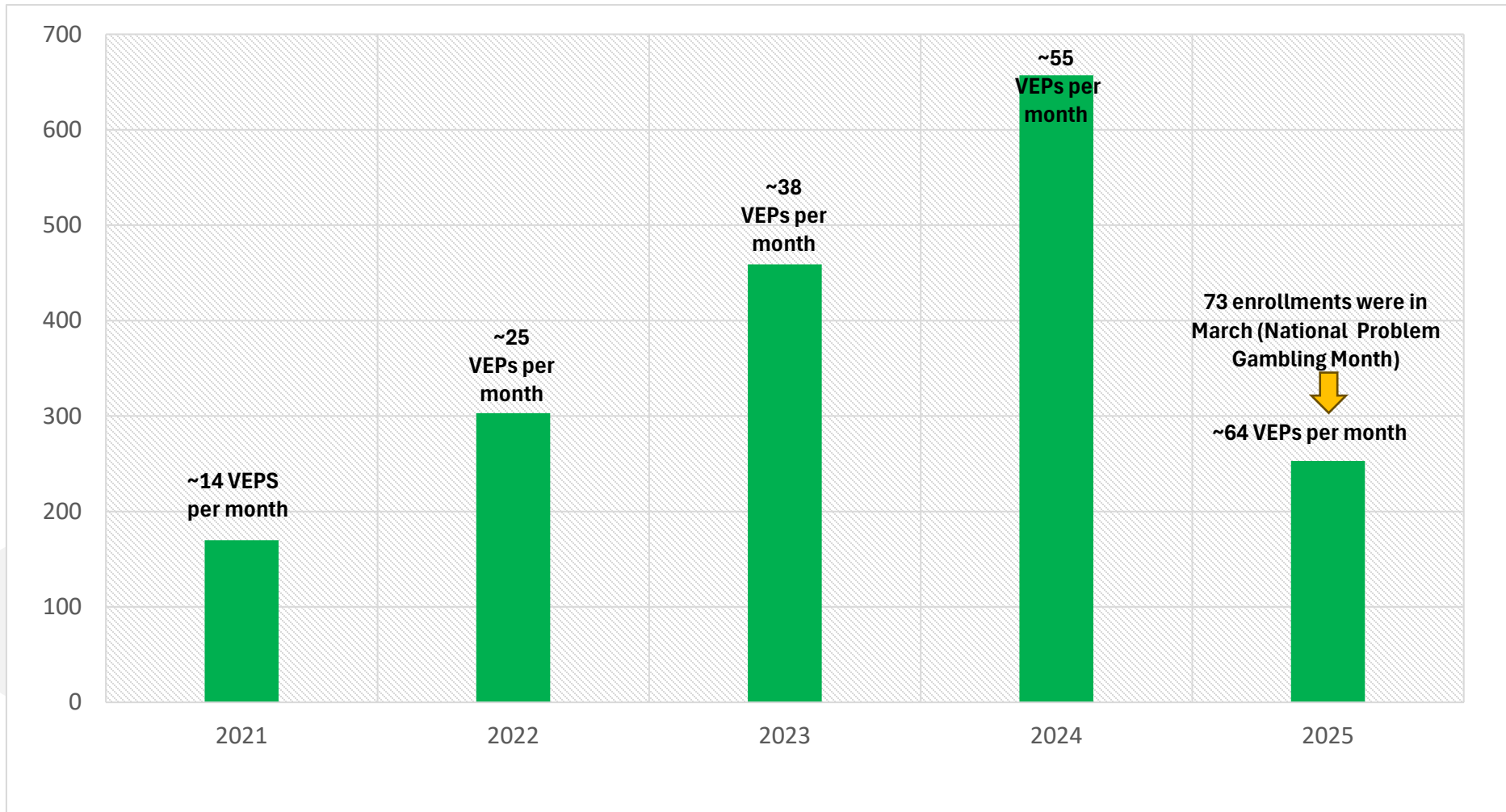
PROBLEM GAMBLING TREATMENT & SUPPORT ADVISORY COMMITTEE (PGTSAC)

April 29, 2025



Voluntary Exclusion Program

VEP File as of April 23, 2025 –1808 (Active & Inactive)

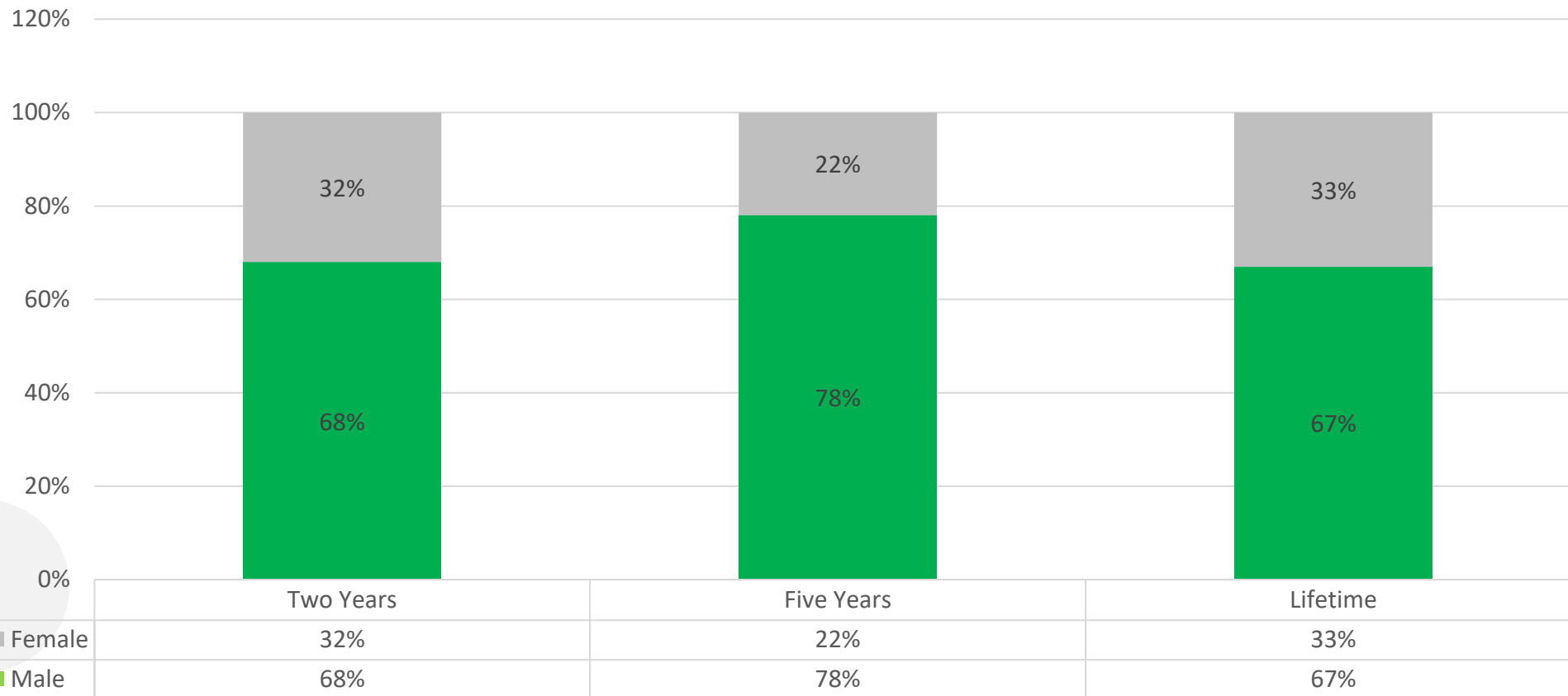


VIRGINIA LOTTERY

Voluntary Exclusion Program

Exclusion Period Breakdown by Gender

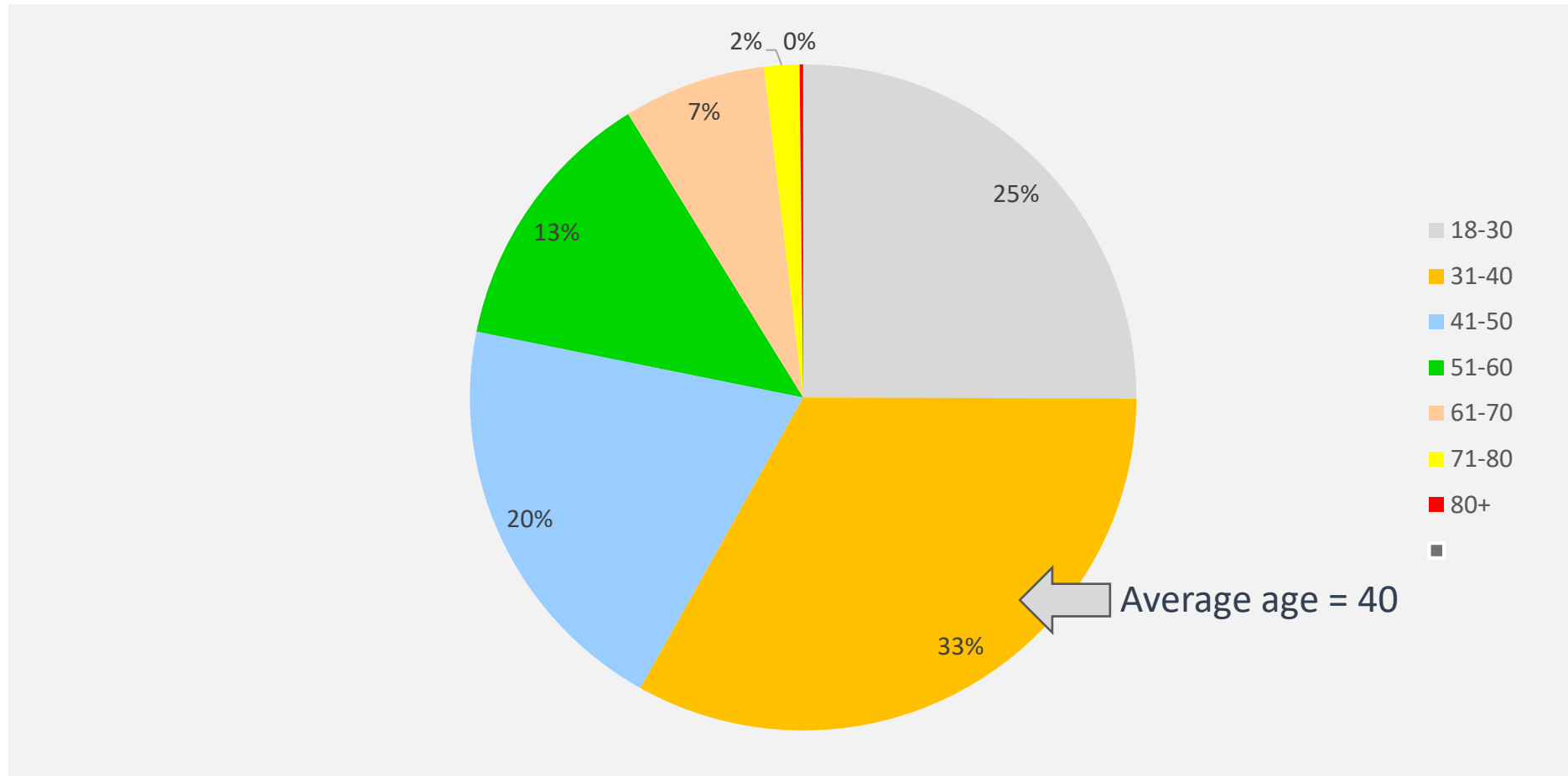
Active enrollments as of April 23, 2025 = (1158 Male (74%); 414 Female (26%))



Voluntary Exclusion Enrollees By Age

Data as of April 23, 2025

Total Active =1572



Voluntary Exclusion Program

Active , Reapplied, and Inactive VEP status as of April 23, 2025

