

**THE SENATE COMMUNITY, ECONOMIC
AND RECREATIONAL DEVELOPMENT COMMITTEE
MARCH 1, 2011**

**TESTIMONY OF
KEVIN O'TOOLE, EXECUTIVE DIRECTOR FOR THE PGCB
AND
ELIZABETH LANZA, DIRECTOR OF THE OFFICE OF COMPULSIVE AND
PROBLEM GAMBLING**

GOOD MORNING CHAIRMAN EARLL, CHAIRMAN FONTANA AND MEMBERS OF THE COMMITTEE. MY NAME IS KEVIN O'TOOLE AND I SERVE AS THE EXECUTIVE DIRECTOR OF THE PENNSYLVANIA GAMING CONTROL BOARD.

HAVING SERVED AS A GAMING REGULATOR IN THREE STATES, IT IS MY BELIEF THAT PENNSYLVANIA HAS RECOGNIZED AND IS ADDRESSING THE IMPACT OF PROBLEM GAMBLING IN A THOROUGH AND COMPREHENSIVE MANNER. THE GAMING ACT INVOLVES A NUMBER OF ORGANIZATIONS IN THIS EFFORT WHICH PROMOTES THE FREE EXCHANGE OF DIFFERENT IDEAS AND THEORIES WHICH ULTIMATELY LEAD TO THE IMPLEMENTATION OF THE MOST EFFECTIVE PREVENTION AND TREATMENT PROGRAMS.

THE GENERAL ASSEMBLY ALSO RECOGNIZED THE IMPORTANCE OF SETTING THE FUNDING LEVEL FOR TREATMENT IN STATUTE WHICH ASSISTS IN PRESERVING A FUNDING COMMITMENT. CONSISTENT AND STABLE FUNDING IS CRUCIAL TO THE SUCCESSFUL IMPLEMENTATION OF PREVENTION MEASURES AS WELL AS TREATMENT PROGRAMS.

I WOULD ALSO ADD THAT PENNSYLVANIA IS AT AN IMPORTANT TIME PERIOD. LEGALIZED GAMING HAS NOW BEEN IN EXISTENCE FOR FOUR AND A HALF YEARS AND NOW IS THE TIME TO EMPHASIZE COLLECTING

AND ANALYZING DATA RELATED TO COMPULSIVE GAMBLING. ONLY THROUGH THE STUDY OF CONCRETE DATA CAN WE ASSURE THAT EFFECTIVE PROGRAMS ARE DEVELOPED AND IMPLEMENTED. THE GAMING ACT PROVIDES THE FRAMEWORK FOR ANALYSIS OF THIS DATA BY INVOLVING A NUMBER OF INTERESTED PARTIES, BOTH PUBLIC AND PRIVATE.

NOW, I TAKE GREAT PRIDE INTRODUCING ELIZABETH LANZA WHO SERVES AS THE DIRECTOR OF THE OFFICE OF COMPULSIVE AND PROBLEM GAMBLING FOR THE BOARD. LIZ ROSE THROUGH THE RANKS AT THE PGCB TO ASSUME THIS POSITION AND HAS DEDICATED HERSELF TO BEING AVAILABLE TO INDIVIDUALS WHO MAY HAVE A COMPULSIVE GAMBLING PROBLEM.

GOOD MORNING CHAIRMAN EARLL, CHAIRMAN FONTANA AND MEMBERS OF THE COMMITTEE. MY NAME IS LIZ LANZA AND I AM THE DIRECTOR OF THE OFFICE OF COMPULSIVE AND PROBLEM GAMBLING (OCPG) AT THE PENNSYLVANIA GAMING CONTROL BOARD. I APPRECIATE THIS OPPORTUNITY TO PRESENT YOU WITH AN UPDATE ON THE BOARD'S PROBLEM GAMBLING INITIATIVES.

EARLY IN 2010, THE OCPG ALONG WITH THE COUNCIL ON COMPULSIVE GAMBLING OF PA AND THE PENNSYLVANIA ASSOCIATION OF COUNTY DRUG AND ALCOHOL ADMINISTRATORS COLLABORATED WITH THE DEPARTMENT OF HEALTH'S BUREAU OF DRUG AND ALCOHOL PROGRAMS (BDAP) TO BEGIN THE PROCESS OF IMPLEMENTATING A STRATEGIC PLAN FOR THE PREVENTION AND TREATMENT OF COMPULSIVE AND PROBLEM GAMBLING, AS WELL AS OTHER DIRECTIVES OF ACT 1 OF 2010. THE WORK GROUP COLLABORATED OVER THE VARIOUS ISSUES ASSOCIATED WITH PROBLEM GAMBLING AND DRUG AND ALCOHOL PROBLEMS.

IN ADDITION TO WORKING WITH BDAP, OUR OFFICE HAS BEEN BUSY CARRYING OUT ITS DUTIES UNDER THE GAMING ACT. ONE OF THESE DUTIES IS THE ADMINISTRATION OF THE STATEWIDE SELF-EXCLUSION PROGRAM. AS YOU MAY KNOW, THIS CONFIDENTIAL PROGRAM EMPOWERS PROBLEM GAMBLERS TO ACKNOWLEDGE THEIR ADDICTION AND TO REMOVE THEMSELVES FROM THE TEMPTATIONS OF GAMBLING IN PENNSYLVANIA CASINOS. AN INDIVIDUAL SIGNING UP FOR SELF-EXCLUSION MUST DO SO IN PERSON. THIS CAN BE DONE AT ANY OF THE OPEN CASINOS AS WELL AS AT ANY OF THE BOARD'S OFFICES. A TRAINED PGCB EMPLOYEE SPENDS APPROXIMATELY 30 MINUTES WITH EACH INDIVIDUAL EXPLAINING THE PROGRAM IN-DEPTH. THE INDIVIDUAL IS ENCOURAGED TO SHARE THEIR CONCERNS AND ASK QUESTIONS ABOUT THE PROGRAM. OUR OFFICE USES THE SELF-EXCLUSION PROCESS AS A GATEWAY TO TREATMENT. DURING THE ENROLLMENT PROCESS, EACH INDIVIDUAL IS OFFERED A PACKET OF INFORMATION THAT INCLUDES THE DEPT. OF HEALTH'S TREATMENT PROVIDER LIST AS WELL AS GAMBLER'S ANONYMOUS SCHEDULES.

RECENTLY, OUR OFFICE RECEIVED ITS 2,000TH REQUEST FOR SELF-EXCLUSION. ATTACHED TO MY TESTIMONY IS INFORMATION RELATED TO THE SELF-EXCLUSION PROGRAM.

THIS OFFICE IS ALSO WORKING WITH THE BOARD'S I.T. DEPARTMENT TO CREATE A COMPUTER BASED PROGRAM THAT WILL IMPROVE THE SELF-EXCLUSION PROCESS. THE AMOUNT OF TIME SPENT ENROLLING AN INDIVIDUAL IN THE PROGRAM WILL CONTINUE TO BE ABOUT 30 MINUTES. HOWEVER BY CREATING AN ELECTRONIC IN-TAKE SYSTEM, DATA COLLECTION WILL NO LONGER REQUIRE THE MANUAL INPUT OF DATA INTO SPREADSHEETS AND GRAPHS, AND WILL REDUCE THE CHANCE OF HUMAN ERROR. IN ADDITION, THE COLLECTED DATA WILL BE

AVAILABLE TO OUR OFFICE TO BE UTILIZED IN FUTURE STUDIES ON SELF-EXCLUSION.

OUR OFFICE IS ALSO CHARGED WITH THE OVERSIGHT OF SLOT MACHINE LICENSEES' BOARD APPROVED COMPULSIVE AND PROBLEM GAMBLING PLANS (CPG PLANS). CPG PLANS MUST INCLUDE THE GOALS, COSTS AND ADMINISTRATORS OF THE PLAN. A PLAN MUST ALSO DETAIL THE STEP-BY-STEP POLICIES AND PROCEDURES EACH FACILITY HAS IN PLACE INVOLVING: PROBLEM GAMBLING, RESPONSIBLE GAMING, THE SELF-EXCLUSION AND EXCLUSION LISTS, INTOXICATED GAMBLING, UNDERAGE GAMBLING AND THE EMPLOYEE TRAINING ON EACH OF THESE SUBJECTS. THE BOARD REQUIRES ALL CASINO EMPLOYEES WHO HAVE PATRON CONTACT TO RECEIVE INITIAL CERTIFIED TRAINING ON EACH OF THESE TOPICS. THESE EMPLOYEES MUST ALSO HAVE ANNUAL REINFORCEMENT TRAINING ON THESE TOPICS. BOARD REGULATIONS REQUIRE THAT THE TRAINING IS DONE BY, "A PERSON WITH SPECIALIZED KNOWLEDGE, SKILL, TRAINING AND EXPERIENCE IN RESPONSIBLE GAMING EMPLOYEE TRAINING PROGRAMS."

THIS TRAINING INCLUDES INSTRUCTION ON:

- ❖ THE CHARACTERISTICS AND SYMPTOMS OF COMPULSIVE BEHAVIOR INCLUDING PROBLEM GAMBLING;
- ❖ THE RELATIONSHIP OF COMPULSIVE AND PROBLEM GAMBLING TO OTHER ADDICTIVE BEHAVIOR;
- ❖ THE SOCIAL AND ECONOMIC CONSEQUENCES OF COMPULSIVE AND PROBLEM GAMBLING;
- ❖ TECHNIQUES TO BE USED TO DISCUSS COMPULSIVE AND PROBLEM GAMBLING WITH PATRONS AND ADVISE PATRONS REGARDING COMMUNITY, PUBLIC AND PRIVATE TREATMENT SERVICES;

- ❖ PROCEDURES FOR THE DISSEMINATION OF WRITTEN MATERIALS TO PATRONS EXPLAINING THE SELF-EXCLUSION PROGRAM;
- ❖ PROCEDURES DESIGNED TO PREVENT SERVING ALCOHOL TO VISIBLY INTOXICATED PATRONS AND TO PREVENT VISIBLY INTOXICATED PERSONS FROM GAMING;
- ❖ PROCEDURES FOR PREVENTING AN EXCLUDED PERSON, A PERSON ON THE SELF-EXCLUSION LIST OR AN INDIVIDUAL UNDER 21 YEARS OF AGE FROM BEING MAILED ANY ADVERTISEMENT, PROMOTION OR OTHER TARGET MAILING; HAVING ACCESS TO OR FROM RECEIVING COMPLIMENTARY SERVICES OR OTHER LIKE BENEFITS; AND FROM CASHING CHECKS;
- ❖ PROCEDURES FOR REMOVING AN EXCLUDED PERSON, A PERSON ON THE SELF-EXCLUSION LIST OR AN INDIVIDUAL UNDER 21 YEARS OF AGE FROM A LICENSED FACILITY INCLUDING, IF NECESSARY, PROCEDURES THAT INCLUDE OBTAINING THE ASSISTANCE OF APPROPRIATE LAW ENFORCEMENT PERSONNEL.

AS A COMPONENT OF THE CPG PLANS, AS DIRECTED IN ACT 1, EACH LICENSEE IS REQUIRED TO POST AT LEAST 20 SIGNS WITHIN THEIR FACILITY WITH AN APPROVED PROBLEM GAMBLING STATEMENT WHICH CONSISTS OF A PHRASE AND A HOTLINE NUMBER SUCH AS “GAMBLING PROBLEM? CALL 1-800-GAMBLER” OR “IF YOU OR SOMEONE YOU KNOW HAS A GAMBLING PROBLEM, CALL 1-800-848-1880.” THE PROBLEM GAMBLING STATEMENT IS ALSO REQUIRED TO BE PLACED ON ALL LICENSEES’ MARKETING MATERIALS, INCLUDING ADVERTISEMENTS, MAILERS AND PROMOTIONAL MATERIALS.

ALONG WITH THE CPG PLAN, EACH FACILITY MUST SUBMIT ATTACHMENTS TO THE PLAN. THESE ATTACHMENTS INCLUDE:

- ❖ COMPULSIVE AND PROBLEM GAMBLING BROCHURES AND OTHER HANDOUTS
 - GAMBLER'S ANONYMOUS AND GAM-ANON SCHEDULES
 - LIST OF TREATMENT PROVIDERS
 - SELF-HELP TOOLS SUCH AS YOUR FIRST STEP TO CHANGE
- ❖ RESPONSIBLE GAMING BROCHURE
- ❖ SELF-EXCLUSION INFORMATION
- ❖ EMPLOYEE TRAINING MATERIALS

ANY AMENDMENTS TO THE CPG PLANS OR THE ATTACHMENTS MUST BE APPROVED BY OUR OFFICE.

IT IS ALSO EXTREMELY IMPORTANT FOR MY OFFICE TO BE AVAILABLE TO ALL CITIZENS OF THE COMMONWEALTH. FOR THIS REASON, OUR OFFICE OFFERS HANDOUTS IN SEVERAL LANGUAGES. RECENTLY, WE HAD PROBLEM GAMBLING SELF-HELP BOOKLETS PRINTED IN BOTH CHINESE AND VIETNAMESE LANGUAGES IN ORDER TO PROVIDE ASSISTANCE TO ASIAN COMMUNITIES. WE ALSO OFFER SEVERAL HANDOUTS IN SPANISH AND ARE CONSTANTLY SEARCHING FOR OTHER RESOURCES IN A VARIETY OF LANGUAGES.

NEXT WEEK IS NATIONAL PROBLEM GAMBLING AWARENESS WEEK AND I WOULD LIKE TO THANK CHAIRMAN EARLL, CHAIRMAN FONTANA AND ALL OF THE COSPONSORS OF SENATE RESOLUTION 25 WHICH RECOGNIZES THE SIGNIFICANCE OF THIS WEEK. THE GOAL OF THIS CAMPAIGN IS TO BRING AWARENESS TO PROBLEM GAMBLING AND TO EDUCATE THE PUBLIC ON THE SIGNS AND SYMPTOMS OF THE ADDICTION AS WELL AS TO

PUBLICIZE THE TREATMENT OPTIONS THAT ARE AVAILABLE FOR PROBLEM GAMBLERS. THE OCPG, IN UNION WITH BDAP, THE PENNSYLVANIA LOTTERY AND THE PENNSYLVANIA COUNCIL ON COMPULSIVE GAMBLING, WILL BE HOSTING INFORMATIONAL BOOTHS IN STRAWBERRY SQUARE, THE CAPITOL COMPLEX AND IN PITTSBURGH AND PHILADELPHIA AT THE COUNCIL'S ANNUAL STATEWIDE CONFERENCE. WE WILL BE PROVIDING INFORMATION ON THE SELF-EXCLUSION PROGRAM, THE DEPARTMENT OF HEALTH'S LIST OF PROBLEM GAMBLING TREATMENT SERVICE PROVIDERS AS WELL AS OTHER PROBLEM GAMBLING HANDOUTS.

AGAIN, THANK YOU FOR THIS OPPORTUNITY TO SPEAK BEFORE YOU TODAY. KEVIN AND I WILL BE HAPPY TO ANSWER ANY QUESTIONS THAT YOU MAY HAVE.

KEVIN F. O'TOOLE
EXECUTIVE DIRECTOR



Kevin F. O'Toole has 28 years of gaming regulatory experience and has served since June 2009 as the Executive Director of the Pennsylvania Gaming Control Board ("PGCB").

As Executive Director, Mr. O'Toole is responsible for the direction, execution and coordination of all activities related to the regulation of gaming. During his tenure, Mr. O'Toole has worked to refine the operations of the PGCB to assure that it is fulfilling its mission while providing strict but fair oversight.

Prior to joining the PGCB, Mr. O'Toole was the Executive Director of the Oneida Indian Nation Gaming Commission beginning in July 1997 and was later appointed as a Commissioner in February 2007. The Oneida Indian Nation Gaming Commission provides regulatory oversight of gaming activity at Turning Stone Resort and Casino in Verona, New York.

Prior to that, Mr. O'Toole was a Deputy Attorney General with the New Jersey Division of Gaming Enforcement for 16 years – from 1981 to 1997.

A graduate of the Wharton School of Finance and Commerce at the University of Pennsylvania, Mr. O'Toole also earned a law degree from Rutgers University School of Law – Camden.

ELIZABETH LANZA
DIRECTOR OF THE OFFICE OF
COMPULSIVE AND PROBLEM GAMBLING



Elizabeth Lanza is the Director for the Office of Compulsive and Problem Gambling (OCPG) at the Pennsylvania Gaming Control Board (PGCB).

As Director, Ms. Lanza over-sees the state's Self-Exclusion Program, reviews casinos' Compulsive and Problem Gambling Plans and collaborates with other state agencies and national and state problem gambling organizations on problem gambling prevention, education, awareness and outreach.

Ms. Lanza has made presentations at the Council on Compulsive Gambling of PA's annual conference, to the PA State Police's Member's Assistance Program and has attended numerous problem gambling conferences and symposiums.

Prior to working for the PGCB Ms. Lanza was employed by the Pennsylvania Lottery. Ms. Lanza graduated from Pennsylvania State University with a bachelors of science in Public Policy.