



PREVENTION

INTERVENTION
& HARM REDUCTION

EDUCATION & TRAINING

INFORMATION
& PUBLIC AWARENESS

REFERRAL

ADVOCACY



The Massachusetts Council ON GAMING AND HEALTH

We Understand the Problem. We Can Help.

ANNUAL REPORT

Fiscal Year 2020 • July 1, 2019 – June 30, 2020

A Message From The Executive Director



Dear Friend,

This year marks the 37th for the Mass. Council and it has arguably been the most historic one since the organization's inception. As we hope you know and celebrated with us, the Board of Directors changed our name to the Massachusetts Council on Gaming and Health (MACGH) and included video and e-gaming in our mission this past September.

Recent studies suggest several practices in video games, such as token wagering, real money gaming, and social casino spending, are significantly linked to gambling problems. The intersection of video gaming and e-gaming into gambling products – and gambling activities increasingly finding its way into video gaming and online products--compelled us to include video gaming in our mission.

Although the world-wide Covid-19 pandemic upended most of our plans, the MACGH has been quite productive. We have made use of our skilled and talented staff in new and exciting ways—we've gone virtual with our trainings, capacity building, and in-depth discussions on gaming and gambling. We've done community outreach over the phone and via email. And when the 3 Massachusetts casinos reopened in July after closing in mid-March, our GameSense Advisors were practicing smiling with their eyes, doing demonstrations with new monitors, and conducting VSEs through plexiglass shields.

We have managed to stay productive and open due in very large part to our partnership with the Mass. Gaming Commission (MGC) and a variety of local and national advocacy and public health organizations. We also owe a debt of gratitude to policymakers and legislators who wisely prioritize



funding gambling related services that help mitigate the harms from gambling and gaming. Massachusetts leads the nation in responsible and problem gambling programs and the Council is proud to have played a leading role in this effort.

With a bright future and lots of work ahead of us, it is my pleasure to present this MACGH Annual Report to you in what has been a memorable and impactful year for the Council. We are grateful to you, our supporters, for your continued interest in advancing the important work of the Council and helping those people most in need.

Yours, in service,

A handwritten signature in black ink that reads "Marlene D. Warner". The signature is written in a cursive, flowing style.

Marlene D. Warner,
Executive Director

"The Board of Directors of MACGH is proud of what we've accomplished during these challenging times. Well before COVID-19, we had prepared for significant challenges, and began to pivot the organization to enhance our programs and services to better meet the health needs of those affected by gaming and gambling. From illegal online gambling, sports betting on smart phones, to video games marketed to children that contain elements of wagering and betting, the landscape of gambling has expanded and evolved – and as an organization we've evolved to meet these expanding challenges. With our long history of excellence and a bright future ahead, it is my pleasure to present this Annual Report to you in what has been a special year for the Council. We are grateful to you, our supporters, for your continued interest and commitment to the work we do."

President, Martha T. Kane, Ph.D

Board Of Directors

The Massachusetts Council on Gaming and Health Officers & Members:



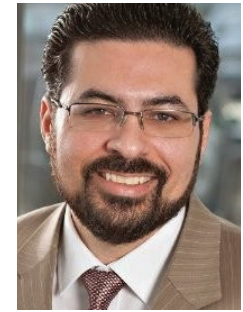
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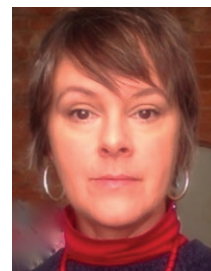
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Adapting GameSense to Challenging Times

Increasingly, the work of GameSense Advisors is moving out into the communities – even during these challenging times. Still, much of the work happens inside the casinos, 24/7, meeting, greeting, and educating patrons. But due to COVID, the GameSense team between March 15th and June 30th, adapted and accomplished a remarkable amount of work while the casinos were closed.

The GameSense team worked diligently throughout this time period on various projects, including: professional development, trainings and presentations, community outreach efforts, communications tools, and operations. Here are just a few of the highlights of the GameSense program:

- We worked on various projects including: Research projects; enhanced our use of technology through augmented reality; trained all staff for Helpline and online interactions; enhanced our understanding of health equity and racial justice; and, developed a successful reopening plan for our team to ensure the safety of staff and patrons with the casinos reopening.
- We created over twenty new trainings targeting priority populations and have

already successfully delivered services outreach to over 100 Asian, veteran, minority, low income and senior community organizations.



In October, GameSense Advisor Ken Averill presented “Gambling and Sports” to a virtual crowd over a 1,000 people at the North American Association of State and

Provincial Lotteries (NASPL). Attendees learned about the history of sports and gambling, the importance of a regulated environment, and the financial relationships between many sports companies and gaming companies. Ken is a trusted and experienced GameSense Advisor (GSA) at Encore Boston Harbor. Like many of our other GSAs, Ken is an expert in the industry and spent 25 years working in casinos across the U.S., in Connecticut, Louisiana, West Virginia, Pennsylvania, California, and Las Vegas.





GameSense: Trainings and Presentations

The GameSense team developed twenty trainings relating to emerging or evolving topics in the gaming industry. We developed two types of trainings.

Take a Break with GameSense presentations are designed to be a half hour each, including questions and answers. These trainings are created and delivered by highly trained GSA(s).

Speaker Series Trainings are designed to be approximately one hour each, including questions and answers. These trainings are offered by MA Council staff, including GSAs, and/or MGC or our allies in the field.

Take A Break with GameSense:

Busting Myths in the gaming Industry, The House Edge, Social Casinos and the Games Within the Games, Responsible Gambling Innovations in an Online World, GameSense Tips, Gambling and Sports, Cryptocurrency; What it is and How is it Used in Gambling, Sidebets, PlayMyWay, How to Talk to Your Kids About Gambling, and more!


Speaker Series Trainings:

GameSense 2.0, Problem Gambling 101, Video Games & Gambling; How They Relate and How They Intersect, Know Before You Go, A Healthy Guide to Gambling in the Golden Years, Veterans and Gambling, Why Responsible Gambling and GameSense Matters, and more!

All of these trainings were designed to be offered virtually, but can be modified and adjusted in the future for an in-person setting.

This preparation has created a library of trainings on gambling and gaming health. Beyond these trainings, we also helped Plainridge Park Casino/Penn National update their responsible gambling presentation and consulted with Encore Boston Harbor to further develop their responsible gambling presentations.

For more information on presentations developed to date, and or to inquire on having one tailored to your business or organization, visit: www.macgh.org.



Problem Gambling & Gaming Trainings and Programs

Problem Gambling Trainings

The Mass. Council provided live trainings to over 2,000 clinicians in 2020!

The Mass. Council offers a robust array of professional development opportunities for clinicians and educators interested in learning more about gambling disorder. Our Studies in Gambling Addiction Certificate Program, and our programs department, remain among the most respected programs in North America for those seeking Continuing Education Credits (CEUs) or are looking to better serve the needs of individuals in their respective communities.

We Offer:

- Massachusetts Council on Gaming and Health Training Institute
- Statewide Trainings
- Regional Trainings
- Technical Assistance
- Resources for Professionals

To learn more about upcoming trainings, and to see an up-to-date list, visit: macgh.org

Gaming Health Specialist Certificate

The Gaming Health Specialist Certificate is a result of ongoing efforts to help behavioral health clinicians understand and recognize the importance of screening, assessing and treating gambling and Internet gaming disorders within their current clinical populations. This certificate provides the foundational knowledge needed to address problematic gambling and Internet gaming behaviors and meet the needs of a growing number of clients presenting with co-morbid disorders.

The Benefits of a Gaming Health Specialist Certificate

- Offers others an easy way to comprehend your professional experience and understanding of the rapidly growing field of gambling, online gaming, and internet gaming disorder.

- Ensures that you have up to date information from the MA Council on Gaming and Health regarding the latest research and educational opportunities.
- Allows your treatment agency or private practice to be added to the MA Council on Gaming and Health's Helpline & web-based referral lists.

Specific Training Requirements:

30 CEU hours of gambling specific training that may include in-person or online training AND 15 CEU hours of internet gaming specific training that may include in-person or online training. The Mass Council on Gaming and Health holds a 30 Hour Institute on the Fundamentals of Gambling Disorder and a 15 Hour Institute on the Fundamentals of Gaming Disorder each Fall and Spring season. Please check with macgh.org for an up-to-date list of training opportunities.

Problem Gambling Resources



GENERAL RESOURCES

Helpline and Recovery Supports

At the Council, we know that recovery from gambling disorder is possible. We work to reduce stigma and offering meaningful and compassionate support to those impacted. The helpline was one of the first formal efforts to support recovery in the Commonwealth. Since 1987, the Council Helpline has been taking calls 24-hours a day, 7-days a week from people experiencing problems with their gambling and their loved ones. We're here to listen, to offer information and to provide referrals for self-help groups, treatment providers and other community resources. Every caller who chooses to do so, can get a call back from a peer in recovery from problem gambling to go over resources customized

especially for the caller's needs. In 2020 we expanded these services to include Telephone Recovery Support (TRS). TRS is a free peer recovery support service that provides weekly phone calls to people working on their recovery from problematic gambling.

Our Recovery work is so much more than just the Helpline. Because problem gambling is experienced in tandem with other behavioral health issues, we offer problem gambling awareness groups at programs for people in recovery from substance use disorder and mental health concerns. We work to shift the culture of recovery to be inclusive of gambling disorder. The goal is for peers in recovery to be able to identify a gambling issue and offer support at the first signs of a problem, much as they might around a relapse for drugs or alcohol. Our Recovery and Outreach Liaison offers trainings, educational groups, speaks at recovery-oriented events and conferences and works with the media to share her story of hope. She also coordinates our Recovery Advisory Board, a group of peers who have been impacted by gambling addiction. The heart of our work will always be to walk with people on their journey to a life free of problem gambling.

**Call our confidential Helpline
24-hours a day 7 days a week at
1-800-426-1234 or visit our website
at: www.macgh.org**

Are you wondering if you should attend a self-help meeting located near you? To find a self-help meeting near you or to check out our other resources, visit <https://macgh.org/get-help/call-for-help/>





The Benefits of Membership

Problem Gambling and Family Violence Literature Review Highlights



- Problem Gambling increases likelihood of IPV and child abuse
- Studies suggested that problem gambling preceded incidents of family violence and that perpetration of violence was often tied to a financial loss.
- 84% of spouses, male and female, considered themselves “emotionally ill” as a result of spouses gambling addiction
- Female partners of male gamblers experience higher rates of emotional distress including both suicidal ideation and attempts
- Presence of dependent children in a home with problem gambling increases chances of people w/PG being both a perpetrators and a victims of violence
- Children in households with PG experience increased risk of physical abuse and emotional deprivation
- Child abuse often resulted from the anger/helplessness of non-gambling spouse

MACGH Individual Membership

Individuals can become MACGH members with a membership contribution of \$39. In return they receive annual benefits that include, but are not limited to:

- 20% discount on trainings and events
- 20% off the Gaming Health Certificate Program (Gambling and Video Gaming Clinical Certificate)
- Online access to exclusive monthly e-newsletters
- Virtual and in-person access to research forums and public policy discussions, and clinical events reserved just for members

Who qualifies?

Anyone can become a member. Membership benefits are of value for independent clinicians, social workers, counselors, people in recovery, family members of someone in recovery, students, attorneys, accountants, and more. The Mass. Council Member Fee is \$39.00.




For more information on membership, or to enroll today, visit: www.macgh.org

Corporate & Institutional Partnership Program

The Mass. Council on Gaming and Health (MACGH) has played a major role in creating and implementing responsible gambling and e-gaming programs at a state and national level for nearly 40 years. Today the Council is the largest organization of its type in the U.S. and has significant expertise in designing, executing and marketing such programs. For the first time, the Council is extending a broader set of offerings to the following constituents: brick and mortar and online casinos, traditional and online lotteries, daily fantasy sports, and online and console gaming companies.

There has never been a better time to join the Council. States have been rapidly expanding gambling, including sports betting and online lottery and evidence-based responsible gambling platforms are needed and often required. MACGH is the ideal organization to advise corporate and institutional members on structuring compliant responsible gaming & gambling programs.









ANNUAL PROGRAM BENEFITS: Individually priced based service selected.

Services can be utilized in any state at the Silver , Gold  and Platinum Levels. .














Training, Enhancements & Capacity Building

- **Annual Best Practices Assessment & Recommendations:** Using scientific evidence and best practices to audit your responsible gambling and gaming programs and practices and provide a next steps document of recommendations   
- **Custom Consulting:** Based on the outcome of the assessment, a council implementation team will act as an extension of your team, designing, executing and marketing related programs (time frame one month)   
- **Training Curriculum Review & Recommendation:** Tangible actionable advice (can come with implementation resources)   
- **“Training:** Up to 100 staff trained on responsible gaming and gambling   

Research & Insights:

- **World-Class Research:** Academic research done on gambling and gaming, especially with groups believed highest at risk  
- **Knowledge Translation:** Highlighting new and current research for use in practice 
- **Legislative Briefing Attendance:** Invited participant and co-released press release to legislative members and staff on responsible and problem gambling programs in expanded gambling and health-related legislation (five invitations)  
- **Proprietary Research:** Teen and young adult gaming & gambling National Study   

Information Dissemination

- **Legislative Updates:** on pending gaming & gambling laws and related compliance   
- **Best Practices Updates:** Newsletter article highlighting best-in-class responsible gaming & gambling programs   
- **Webinar Sponsorship:** Branded recognition and participation in Gambling or Gaming Webinar   
- **Conference Sponsorship:** Branded materials and promotion 
- **“Membership Certificate”** Handsome Plaque and/or Digital Badge and included on MACGH website   

For more information contact: Michael Phelan at 781-801-5844 or email: michael@macgh.org

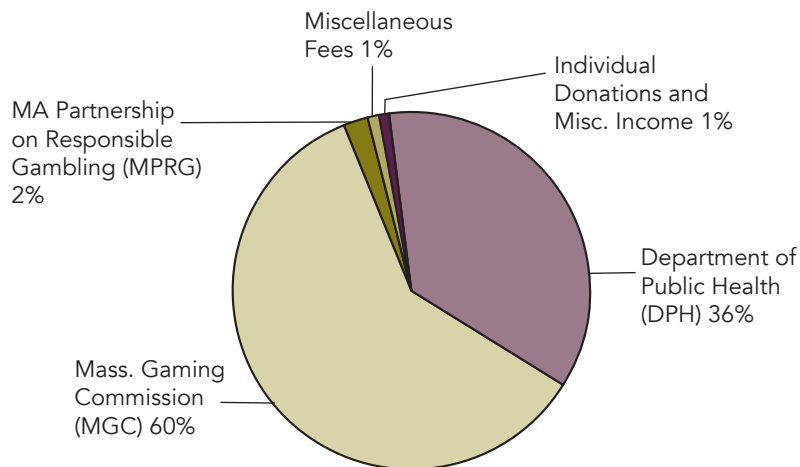
ASSETS

CURRENT ASSETS:	Cash	\$ 598,265
	Contract and Other Receivables	\$ 177,378
	Prepaid Expenses	\$ 56,234
	Total Current Assets	\$ 831,877
	Property and Equipment Net	\$ 15,181
	Total Assets	\$847,058

LIABILITIES AND NET ASSETS

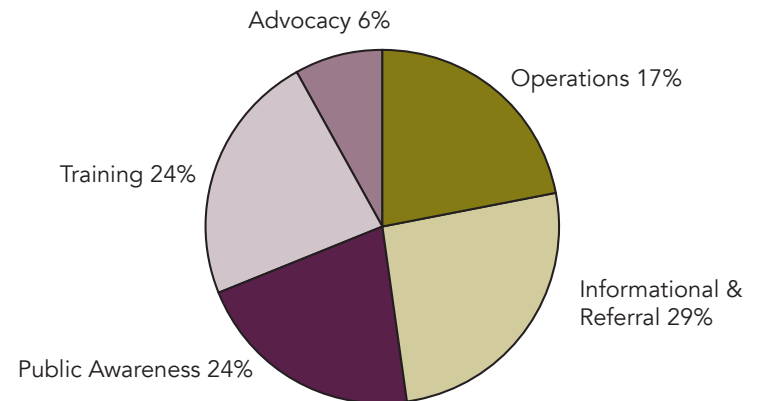
CURRENT LIABILITIES:	Current Maturities of Long-term Debt	\$ 75,008
	Accounts Payable	\$ 49,872
	Accrued Expenses	\$ 240,128
	Total Current Liabilities	\$ 365,008
	Note Payable, Other	\$ 505,041
	Long-term Debt, Less Current Maturities	\$ 164,867
	Total Liabilities	\$1,034,916
	Net Assets (deficit) Without Donor Restrictions	\$ (187,859)
	Total Liabilities and Net Assets	\$ 847,058

Sources of Revenue for FY20



TOTAL: \$3,691,612

Sources of Expenses by Program for FY20



TOTAL: \$3,626,176

Contributors

The Council is grateful to the following individuals and organizations who have contributed to the Council's mission through their generous donations.

Amy Gabriella	Maria Santana
Barbara Rollins	Mark Hichar
Beth Bresnahan	Martha Kane
Bryant Richards	Massachusetts Council of Human Service Providers, Inc.
Cheryl B Moss	Massachusetts Gaming Commission
Corey Welford	Paul Sternburg
David Monahan	Pierre Gabriel
Dawn DiStefano	Ray Fluette
Donna Levesque	Stephen Crosby
Jeffrey Derevensky	Steven Janssen
Jess Stewart	Vera Parham
Joan Friese	Vincent Lorenti
Joe Rocco	William Davila
Katina Williams	Yves Montima
Linda Garvey-Dickey	
Margaret Malt	





The Massachusetts Council ON GAMING AND HEALTH

We Understand the Problem. We Can Help.

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The Massachusetts Council on Gaming and Health (MACGH) is a statewide non-profit agency that promotes public health by mitigating the negative personal and community impacts of gambling and gaming.

We accomplish our mission through training and education, federal and state advocacy, research and gaming play information, and prevention and recovery programs. We serve individuals who game and gamble, and their loved ones. Since its inception in 1983, the Mass. Council has taken a neutral stance on legal gambling and gaming and worked with key stakeholders such as gaming operators, vendors, and regulators, clinicians, people in recovery, and other community-based agencies.