



The Massachusetts Council on **GAMING AND HEALTH**

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A Message from Chief Executive Officer Marlene D. Warner

“...our mission remains unchanged: providing compassionate care, trailblazing research, and steadfast advocacy for those impacted by gaming and gambling.”



Dear Friends,

This year marks a monumental milestone for the Massachusetts Council on Gaming and Health (MACGH) as we celebrate our 40th anniversary. Over the past four decades, we have carried forward the sense of service and

advocacy first sparked by our founder, Tom Cummings. While the gambling landscape and our understanding of gambling harm have evolved significantly since our start, MACGH remains nimble and responsive to change. This year, our team demonstrated our ability to adapt through several new initiatives and expanded services.

I was honored to deliver the keynote speech “Advocating from the Heart” at the National Council on Problem Gambling’s Annual Conference in Washington, DC. My presentation reflected on over two decades of passionate work at the intersection of gambling, gaming, and gambling-related harm. Our field has come a long way since MACGH’s early days, though Tom Cummings’ vision still propels us.

Several new projects position MACGH at the forefront of consumer health advocacy nationwide. We launched a refreshed website showcasing our talented, diverse staff across different backgrounds and where members of the public from anywhere in the world can get 24/7 support via LiveChat. Recognizing that our work is

expanding outside Massachusetts, we’ve launched a project and website, the Institute for Consumer Health, elevating MACGH’s work and services beyond the state borders. We recently received a grant to provide problem gambling services in Colorado – an exciting step as we look to expand our footprint across the U.S.

Here in the Bay State, the launch of legalized sports betting has allowed us to innovate supports for new audiences. Our expanded GameSense team is now trained to assist first-time and younger bettors through new online platforms.

We also would like to thank the Massachusetts Gaming Commission for their continued financial support and their forward-thinking investments in consumer protections and player health programs like PlayMyWay.

The possibilities ahead are thrilling as we enter our fifth decade. However, our mission remains unchanged: providing compassionate care, trailblazing research, and steadfast advocacy for those impacted by gaming and gambling. We are grateful to partners and supporters like you who make this work possible. Here’s to the next 40 years!

Yours, in service,

A handwritten signature in black ink that reads "Marlene D. Warner". The signature is fluid and cursive.

Marlene D. Warner, CEO





Dear Friends,

This past year has been one of growth and opportunity for the Massachusetts Council on Gaming and Health (MACGH). As board president, my top priority has been to support our programs through building a more diverse funding stream. I'm pleased to share that MACGH remains on solid financial footing, with exciting new funding partnerships on the horizon.

Our expertise and services continue to be sought outside Massachusetts, with active collaborations now in several regions. This external demand is a testament to our talented, dedicated staff and MACGH's best-in-class model for public health advocacy and responsible and problem gambling programs.

Here in the Bay State, we have expanded services to meet growing needs. Our remote Voluntary Self-Exclusion program, a national model, experienced increased utilization this past year. Usage of our 24/7 LiveChat support rose over 240% as more individuals accessed this real-time resource. Additionally, all staff completed Mental Health First Aid training, with two now certified as trainers able to teach these skills to others. We also have staff trained to deliver Question,

Persuade, Refer (QPR) training on recognizing warning signs of suicide risk and offering life-saving support. New on-demand mindfulness practices also help patrons reduce gambling urges.

Even as we celebrate these achievements, our mission remains unchanged: compassionate care, trailblazing research, and steadfast advocacy. MACGH has a long history of rising to challenges and embracing change. I am confident that with our outstanding team and partners like you, our brightest days lie ahead.

Thank you for your continued commitment to MACGH's work. I look forward to all we will accomplish together in the year to come.

Sincerely,

Dr. Martha T. Kane, President, MACGH Board of Directors

"Even as we celebrate these achievements, our mission remains unchanged: compassionate care, trailblazing research, and steadfast advocacy."



A Message from MACGH Board President, Dr. Martha Kane

Board of Directors



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Martha Kane, PhD

Co-Founder and Director, Addiction Recovery Management Service (ARMS), Massachusetts General Hospital; Clinical Director, Center for Addiction Medicine, Massachusetts General Hospital; Instructor in Psychology (Psychiatry), Harvard Medical School



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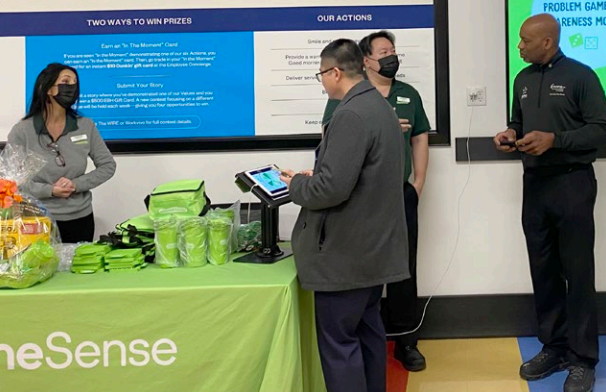
John Perry

Leadership, Mashantucket Pequot Tribal Nation



Nadja Streiter

Psychotherapist; Founder, Eyes Up Wellness



GameSense is an innovative and comprehensive responsible gaming strategy and brand adopted by the Massachusetts Gaming Commission to help keep gambling fun for all players. MACGH has operated GameSense since 2015, and much has changed since then - especially with the launch of sports betting in March 2023.

GameSense combines recommendations on responsible gaming with interactive tools and exhibits meant to engage patrons at Massachusetts casinos and through various digital platforms, including this comprehensive website and associated social media channels.

GameSense Info Centers are located on-site at all Massachusetts casinos and operate 7 days a week. There, patrons can learn about myths associated with gambling, the odds of the games they are playing, take a break, and seek support from a GameSense Advisor. GameSense Advisors are also available 24/7 through LiveChat! GameSense Advisors also serve as the primary contacts for individuals who wish to Voluntarily Self-Exclude (VSE) from the MA gaming floors and online sports books.

GameSense Advisors receive extensive training in the areas of responsible gambling techniques, problem gambling behavior, and local resources for help. Many GameSense Advisors come to the position with professional gaming experience, which helps them understand patrons' needs.

GameSense Engagement - Where the Rubber Meets the Road

The engaging interactions between GameSense Advisors (GSAs) and casino patrons are where responsible gaming programs truly come to life. GSAs must have real-world experience in mental health, responsible gaming, and problem gaming in order to compassionately and effectively help patrons who may be exhibiting risky gambling behaviors or facing gambling disorders.

Importantly, GSAs have also received extensive training in sports betting, attending over half a dozen dedicated workshops and presentations. This allows them to better understand and relate to the fast-growing demographic of sports bettors in MA. By leveraging their backgrounds in mental health, responsible gaming, and their targeted training in sports betting, GSAs can provide critical resources and support to patrons to help them gamble responsibly and within their means.

The informed perspectives GSAs gain from their diverse experience also helps them educate patrons on the odds of games and how to play responsibly. When GSAs have such robust and well-rounded experience, they can better connect with patrons, meet them where they are, and provide the kind of empathetic engagement that makes a real difference. With seasoned GSAs on the frontlines, GameSense engagement is where responsible gaming stops being an abstract concept and starts positively impacting people's lives.

What is GameSense?



You can reach a GameSense Advisor 24/7 with any gambling-related question via LiveChat at GameSenseMA.com or by calling 1-800-GAM-1234

GameSense Interaction Numbers & Community Outreach:

- Demonstrations and Exchanges (substantive, educational interactions about responsible gambling (“RG”) were up 42% year over year (80371 in FY23 compared to 57678 in FY22)
- Voluntary Self Exclusions (“VSE”s) were up 12% year over year (490 in FY23 compared to 436 in FY22)
- The amount of VSEs conducted during the overnight shift rose 72% year over year (62 in FY23 compared to 36 in FY22)
- The amount of VSEs conducted remotely rose 63% year over year (156 in FY23 compared to 96 in FY22)
- The number of reinstatements were up 47% year over year (232 in FY23 compared to 158 in FY22)
- Conducted over 580 LiveChat sessions through GameSenseMA.com with individuals seeking help for gambling issues like Voluntary Self-Exclusion
- The number of VSEs and reinstatements initiated by LiveChat rose by 243% year over year (120 in FY23 compared to 35 in FY22)
- Coordinated with all three casinos and sportsbooks around Responsible Gaming Education Month (RGEM) and Problem Gambling Awareness Month (PGAM) and created over a dozen activities designed to engage and inform casino patrons and employees



Gambling Awareness presentations (which included a sports betting component) were conducted at 16 Recovery Centers, reaching 430 people in early recovery for substance misuse

- GSAs tabled at 4 community events and reached 394 people and delivered 6 Safer Play presentations to 107 community members
- 13 Community Based Designated Agent trainings were held; 35 public health professionals were trained as community based designated agents for Voluntary Self-Exclusion

Voluntary Self-Exclusion Recovery Support:

MACGH staff provided direct recovery support to 80 individuals who had Voluntary Self-Excluded. Our efforts and program were the subjects of presentations at two national conferences.

Magic Moments

“I could not have dreamed that there was a way to opt out of gambling. But now, I’m feeling very happy and relieved. I called GameSense in the middle of the night to do a Voluntary Self-Exclusion and assumed I’d just get an answering machine or a robot. Instead, I got a GameSense Advisor who could not have been nicer, and I was on my way to a better path.”

- Richard T.

With empathy and understanding, MACGH serves the full spectrum of the public - from those learning the rules of a game for the first time, to patrons exhibiting risky behaviors, to those in the throes of recovery seeking support.

MACGH in the News



NBC Boston: Concerts in Push to Legalize Online Lottery

April 25, 2023: The Massachusetts Lottery is considering online lottery play options. MACGH sees a critical opportunity to educate patrons and support those at-risk. CEO Marlene Warner shared more with NBC 10 Boston's Oscar Margáin.

NPR Morning Edition: Super Bowl LVII Expected to Set a Betting Record

"The failure of federal regulators to really enact federal protections around public health, to fund research around gambling and make sure that there are natural resources there or nationally, that's a huge problem."

- Phil Sherwood, MACGH CCO.
February 11, 2023

WBUR Morning Edition - NPR: The risks of problem gambling as online sports betting gets underway in Massachusetts

March 10, 2023: WBUR Morning Edition host Rupa Shenoy spoke with CEO Marlene Warner about problem gambling and established consumer safeguards, including player health strategies and Voluntary Self-Exclusion.

Listen Here!

<https://www.wbur.org/news/2023/03/10/massachusetts-gambling-addiction-mobile-sports-betting>

Op-ed - Commonwealth Magazine: Sports Betting Needs Sound Guardrails Against Problem Gambling

“Individuals can get easily sucked into thousands of dollars in debt, ruining relationships, professional prospects, and more. As sports betting rises in acceptance and popularity, so does the clear need for gambling literacy and player support.”

- Marlene Warner, MACGH CEO. October 12, 2022



Boston 25 News: Sports Betting Could Raise Odds of Problem Gambling

May 11, 2023: Sports betting is attracting younger, greener gamblers. CEO Marlene Warner discussed concerns about these trends with Boston News's Investigates team and how Mass. can tighten age verifications.

Raising Public Awareness Around Voluntary Self-Exclusion:

This past year, MACGH produced and launched a multimedia public awareness campaign to promote the state's Voluntary Self-Exclusion (VSE) program for problem gambling. The VSE program allows individuals to voluntarily exclude themselves from gambling activities, such as sports betting or visiting casinos, for a period of time to help regain control. The campaign included 15- and 30-second video ads that ran on YouTube and other digital platforms, as well as radio ads that aired on sports talk stations across Massachusetts. The ads aimed to increase understanding of self-exclusion through the VSE program as a resource for those struggling with their gambling and direct them to enroll. By meeting people where they are through these media channels, we hope this campaign encouraged many to take the difficult but essential step of self-excluding. This investment in public health messaging represents our ongoing commitment to providing education around risky gambling and pathways to get help. Want to learn more about VSEs? LiveChat with us 24/7 at macgh.org, GameSenseMA.org, or call 1-800-GAM-1234.

Watch Here

YouTube 15 Sec Link <https://youtu.be/yrjkRpVh0KE?si=TR6SjRzfs8C6Gm00>

YouTube 30 Sec Link <https://youtu.be/wYlk8Z51d8Q?si=XRukfudXyl-soPNa>

Problem Gambling & Gaming Trainings and Programs

Uplifting Voices of Lived Experience:

This past year, the Massachusetts Council on Gaming and Health relaunched a more diverse and expansive Recovery Advisory Board (RAB) comprised of individuals from across North America and the UK with personal experience struggling with gambling disorder. RAB members also include individuals impacted by their loved ones' gambling behaviors.

The RAB serves the vital role of grounding MACGH's work in the insights and perspectives of those directly affected by gambling harm. Through quarterly meetings, members advise staff on strengthening responsible gambling resources, elevating public awareness, and planning community events. Their guidance helps ensure our programs authentically meet the needs of individuals, families, and networks recovering from gambling disorder.

RAB members also act as ambassadors sharing knowledge and reducing stigma among outside groups. By courageously telling their stories, they are breaking misconceptions about gambling addictions and empowering people to seek the support they need. Beyond advising our responsible gambling efforts and communication materials, these individuals have become invaluable partners in advancing our mission.

Our sincere thanks goes out to the Recovery Advisory Board for dedicating personal time and bravely providing wisdom that can only come from

living through the challenges of excessive gambling behaviors. By welcoming their diverse voices to the table with compassion, our harm reduction work is made richer and more responsive to all people facing gambling disorder.

Racial Justice and Health Equity:

The Racial Justice and Health Equity Committee was founded in the autumn of 2019. The mission of the Racial Justice and Health Equity Committee, on behalf of the entire MACGH, is to:



- Create and foster a safe space to discuss and better understand the racial justice and health inequities that exist in society and are socially constructed,
- Develop internal organizational policies and values and support external initiatives that can positively work to impact and change these societal inequities, and
- Provide opportunities and information to cultivate and promote an inclusive and compassionate work environment.

FY23 was very much focused on educating ourselves on the ongoing struggles for the sovereignty and well-being of Native American communities and supported external initiatives that supported these goals. We developed an Indigenous Land Acknowledgement statement for different work contexts and regions of

the Commonwealth goals. MACGH continues to prioritize diversity in its hiring so that our team reflects our stakeholders' cultural and linguistic richness. The Committee strives to provide a space to discuss issues of diversity and equity that are of importance to the individual members of the group, discuss experiences of microaggressions experienced in or outside of the work environment, and discuss the impact of larger societal events related to these topics. We review program and material content for inclusivity, share new training and education opportunities related to these issues, and cover committee members' time to attend these trainings.

The Committee meets in person at least once a year to build a sense of camaraderie and work towards being a welcoming and inclusive workplace for all.

Mental Health First Aid:

This evidence-based, early-intervention course uses community-specific scenarios, activities, and videos to teach the basic skills needed to recognize and respond to signs and symptoms of mental health and addiction challenges. The training provides a person-centered approach to providing initial support until they are connected with appropriate professional help. This 8-hour course, live on Zoom or in-person, will help non-clinical providers and community members identify, understand, and respond to signs of mental illnesses and substance use disorders. Don't see an upcoming training date our calendar are interested in learning more about bringing this training into your workplace? Email Chelsea Turner at: chelsea@macgh.org

Foundations in Gaming Disorder:

Video gaming offered a social outlet during COVID-19. However, experts are now linking its explosive popularity to an underdiagnosed, undertreated public health crisis.



Foundations provides vital support for clinicians, educators, parents, and community parents to take on these challenges. It's the world's first fully-accredited, on-demand training preparing you to screen, identify, and treat at-risk and gaming disorder. Choose from three learning tracks and earn Continuing Education Units.

Cutting-edge curriculum. World-class experts. All at your pace. Learn more at WhatIsGamingDisorder.com

Cannabis & Public Health:

We're thrilled to have been selected by the Cannabis Control Commission to design and manage an expert network that will support key research projects in this emerging policy area. As experts in building collaborative networks in specialized health fields, we bring strong experience and capacity to take on this exciting new initiative. By curating and leveraging a

diverse range of scholars, researchers, academics, and practitioners, we will facilitate high-quality, actionable contributions to research that informs wise cannabis policymaking in the state. This work represents a valuable opportunity for our organization to apply our model in the increasingly important domain of cannabis and public health. We are proud that the Commission chose to invest in MACGH to coordinate this effort, and we look forward to demonstrating the meaningful impacts such networks can achieve.

Professional Development:

The demand for individuals equipped to address emerging topics in the worlds of gambling and gaming continues to grow.

Grounded in inclusion, compassion, and cutting-edge expertise, MACGH's trainings empower industry professionals, clinicians and community members to build their knowledge and skills.

Continuing Education Units are offered for the successful completion of some trainings. See the latest offerings and register. Visit our [Trainings Calendar!](#)

Prior Trainings & Workshops:

Did you know you can access some of our previous presentations and trainings via YouTube? Check it out! [Visit YouTube.](#)

Gambling & Gaming Resources

Supporting Safe, Responsible Gambling

As gambling options continue expanding in Massachusetts and across the region, the Massachusetts Council on Gaming and Health (MACGH) remains committed to meeting individuals where they are in their gambling journey with compassion and expertise.

With the launch of legal sports betting in early 2023, we anticipate demand growing for our responsible gambling resources and support services. Our offerings through the GameSense Information Centers and free 24/7 GamLine cater to casino guests, sports bettors, concerned loved ones, and anyone seeking education around risks and responsible play.



GameSense Information Centers

Located inside all Massachusetts casinos and staffed by expert GameSense Advisors, our Information Centers continue providing critical on-site support seven days a week. Patrons can learn about game rules, odds, budgeting tools, and voluntary self-exclusion. Multilingual staff are also on hand for questions, conversations, and connections to further help.



GamLine

Our confidential, 24/7 GamLine (1-800-GAM-1234) offers an opportunity to speak with a highly trained GameSense Advisor to request information related to Voluntary Self-Exclusion.



LiveChat

Our real-time digital chat platform enabled over 1,000 conversations this past year, fielding gambling-related questions and concerns from across Massachusetts and beyond. Available 24/7 on our websites, LiveChat remains a vital gateway to information and support.

As gambling evolves across the state and region, MACGH continues adapting our compassionate, judgement-free services to meet all individuals wherever they may be. We encourage safe, responsible gambling while fostering treatment and recovery for those experiencing hardship from disordered play.





**THE INSTITUTE FOR
CONSUMER HEALTH**
*A Project of the Massachusetts
Council on Gaming and Health*

Institutional and Corporate Services

The Massachusetts Council for Gaming and Health (MACGH) recently established the (Include link) Institute for Consumer Health to spotlight and extend its decades of pioneering work in responsible gambling and public health. With over 40 years of experience collaborating across gaming, healthcare, government, and academia, MACGH boasts an unparalleled record of developing innovative solutions tailored to diverse populations and settings.

Given MACGH's expertise and growing demand for its services internationally, the Institute for Consumer Health was created to provide a

dedicated platform for promoting the organization's capabilities to new global audiences. The Institute consolidates MACGH's suite of real-time gambling resources, assessments, program development, staff training, marketing, and more into a cohesive offering. This expanded reach allows MACGH to apply its cutting-edge, pro-public health responsible gambling models beyond state lines, bringing immense value to regulators, operators, and organizations worldwide seeking to prioritize player health. The Institute represents an important milestone in communicating MACGH's vital capacity-building work.

"The Institute for Consumer Health is charting an impactful course. The Institute delivers innovative, data-driven solutions, while ensuring public health remains at the forefront. Their instruction and customized marketing materials are informative, engaging, and culturally proficient." - Paul Sternburg, Principal PRS Strategies, LLC.



63

States and Countries with
Active Partnerships

40+

Years of Industry Experience

24/7

Services

The Institute for Consumer Health

Our Work In Action

Spectrum Gaming Group in Australia and Singapore: Capacity-Building Assessments and Program Development

Audited Australia's current model at the Crown Melbourne Casino and provided recommendations for establishing responsible gambling practices and strengthening accountability among operators and regulators. In Singapore, our team analyzed 18 global gaming jurisdictions as reference points for developing player health recommendations to state officials and industry leaders.

Massachusetts Department of Corrections: GambleSafe Certified and Communications

Designed and led customized presentations for Community Justice Support Center staff and probation officers across the state. Conceived and designed compelling, large-scale posters promoting problem gambling support services in all state facilities.

North American Association of State and Provincial Lotteries: Player Health Education

Initiated and led trainings for sales agents and retailers at the organization's 53 affiliated lotteries. Individuals are now well-positioned to promote safe, healthy play and identify signs of problematic gambling.

Our Services

Real-Time Gambling Resources

Remote Voluntary Self-Exclusion (VSE):

Empower players to opt out of casino gambling, sports betting, or both. Our team launched the world's first remote VSE program — and can facilitate these secure platforms and conduct tele-support check-ins.

GamLine and LiveChat Management: Establish a 24/7, 365 resource for patrons to ask gambling-related questions via the phone (GamLine) or online chat (LiveChat). Our team can oversee all facets of these platforms.

Staff Training and Support: Equip your staff with on-site instruction on best practices and gambling-related inquiries. Our experts can provide onboarding and ongoing trainings.

Assessments and Program Development

Qualitative and Quantitative Audits: Gain insights into your current approach through a pro-consumer, pro-public health lens. Our team uses premier data tools for evaluation and analysis.

Program Recommendations: Develop programs promoting healthy play and mitigating harm. Our experts conduct extensive research to deliver tailored recommendations for gaming, healthcare, academic, and government entities.

Player Health Education Trainings: Offer impactful trainings to staff engaging with patrons. Topics can cover healthy play tips, problem gambling, gaming disorder, and more.

GambleSafe Certified: Raise gambling awareness within your agency, organization, or business. Our team delivers customized trainings designed for professionals who may interact with at-risk individuals in sectors like banking, law, human resources, nonprofit, and community organizations.

Marketing and Public Affairs

Targeted Advertising Campaigns: Bolster your organization's digital profile through location-based, behavioral, and online search advertising campaigns. Our team develops and manages campaigns on sports betting, common myths of gambling and gaming, and Voluntary Self-Exclusion.

Additional Communications Services: Engage audiences through press and print deliverables.

Interested
in more
information?

[Contact us](#)

Changing the Playbook: Examining Sports Betting's Emerging Societal Impacts

Join us on May 14, 2024 for a regional conference hosted by the Massachusetts Gaming Commission (MGC) at the AC Marriott in Worcester, MA. This year's theme focuses on understanding and responding to the broad social impacts of the rapid expansion of sports betting across the Northeast.

Featured Session Highlights:

- The Current Sports Betting Landscape Across the Region
- Problem Gambling Identification and Support Resources
- Impacts on Youth and Families
- Advertising and Responsible Gaming Tools
- Clinical Perspectives on Treatment and Intervention
- The Future of Sports Betting and Implications for Communities
- CEUs will be provided! (check the registration page for updated info)

With an expert speaker lineup, interactive workshops, specialized panels, and opportunities for cross-sector collaboration, this conference provides invaluable insight and discussion for anyone interested in gaming, public health, policy making, and social services.



Register now using the QR code below to reserve your spot at this must-attend, thought-provoking event.

We look forward to seeing you there as we work together to fully understand sports betting's emerging societal impact across the Northeast and build effective responses at the regional level. Let's change the playbook!

Sponsored and paid for by the Massachusetts Gaming Commission. Program details and reservations are facilitated by MACGH.

Scan the QR code for updates and register for our upcoming conference. CEUs will be provided



Financials

SUMMARY OF REVENUE AND EXPENSES - July 1, 2022 through June 30, 2023

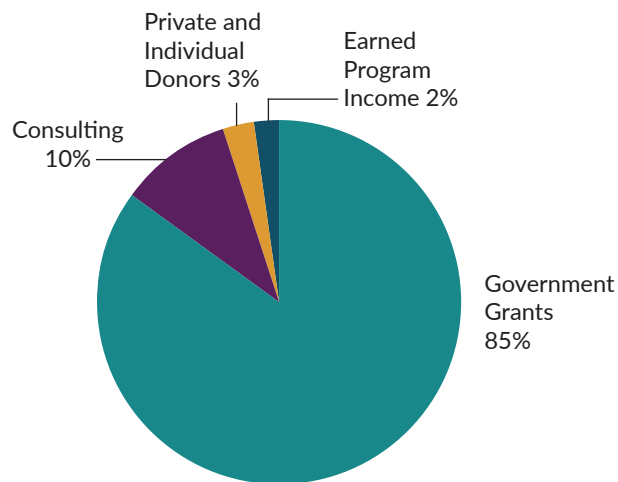
ASSETS

CURRENT ASSETS:	Cash	\$ 239,177
	Contract and Other Receivables	\$ 988,184
	Prepaid Expenses	\$ 38,745
	Total Current Assets	\$1,266,106
	Property and Equipment, Net	\$ -
	Total Assets	\$ 1,266,106

LIABILITIES AND NET ASSETS

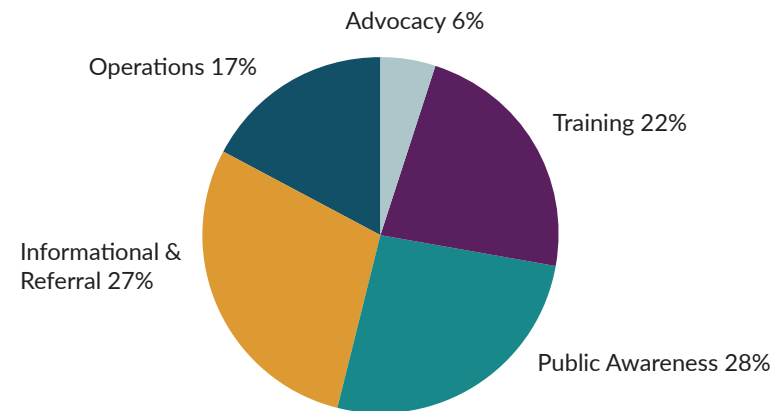
Current Maturities and Long-term Debt	Accounts Payable	\$ 65,803
	Accrued Expenses	\$ 118,018
	Deferred Revenue	\$ 150,000
	Total Current Liabilities	\$ 333,821
	Long-term Debt, Less Current Maturities	\$ 149,900
	Total Liabilities	\$ 483,721
	Net Assets (deficit) Without Donor Restrictions	\$ 782,385
	Total Liabilities and Net Assets	\$1,266,106

Sources of Revenue for FY23



TOTAL: \$3,615,506

Sources of Expenses by Program for FY23



TOTAL: \$3,086,193

Contributors

MACGH is grateful to the following individuals and organizations who have contributed to our mission through their generous contributions.

Steve Crosby	Dr. Tolga Attila Ceranoglu	Gregory Lichniak
Dr. Vera Parham	John Perry	MA Gaming Commission
Dr. Martha Kane	Scott Bowen	Colorado Division of Gaming
Beth Bresnahan	Mark Hichar	DraftKings
Paul Sternburg	Bill Hartwell	Geocomply
Nadja Streiter	Joan Friese	MGM Resorts International
Dawn Distefano	Comma & Katina Williams	Spectrum Gaming
Tammi Barlow	Marc Potenza	LiveChat
Pat LaPierre	Margaret Malt	

Why Contribute To MACGH?

Watch our video to find out why:
<https://www.youtube.com/watch?v=Y6Pw5x7cJPc>



120 Washington Street, Suite 202, Salem, MA 01970


Office: 617-426-4554

Web: macgh.org

 info@macgh.org  [@MassCouncilGH](https://twitter.com/MassCouncilGH)

 [Massachusetts Council on Gaming and Health](https://www.linkedin.com/company/massachusetts-council-on-gaming-and-health)

 [@MACouncil](https://www.facebook.com/MACouncil)  [@MassCouncilGH](https://www.instagram.com/MassCouncilGH)

 LiveChat with us 24/7 at macgh.org

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. The Council has taken a neutral stance on legal gambling and gaming and worked with key stakeholders such as gaming operators, vendors, regulators, clinicians, people in recovery, and other community-based agencies.