

PROBLEM GAMBLING TREATMENT & SUPPORT ADVISORY COMMITTEE (PGTSAC)

Notes

DATE/TIME: Tuesday, January 27, 2026 10:00 AM – 12:00 PM ET

LOCATION: All Virtual [Teams Link](#)

Members:

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| Department of Behavioral Health and Developmental Services | Anne Rogers, Chairperson – Problem Gambling Prevention Coordinator, Office of Behavioral Health Wellness | Present |
| Virginia Council on Problem Gambling | Carolyn Hawley PhD, Vice-Chair –President of the Virginia Council on Problem Gambling | Present |
| Virginia Lottery | Prin Cowan attended for Khalid R. Jones – Executive Director | Delegate present |
| Virginia Department of Agriculture and Consumer Services | Michael Menefee – Program Manager of Charitable and Regulatory Programs | Present |
| Virginia Racing Commission | Waqas Ahmed – Executive Secretary | Present |
| Virginia Community Service Board | Jim Bebeau – Executive Director of Danville Pittsylvania CSB | Absent |
| Casino Representative | Julie Rutter – Director of Security, Hard Rock Casino Bristol | Present |
| Historical Horse Racing Representative | Rodney Miles – Director of Compliance, Colonial Downs | Present |
| Sports Betting Representative | Dean Hestermann – VP, Issues Management & Strategic Communications, Caesars Danville | Present |
| Charitable Gaming Representative | Vacant | N/A |

Other Attendees

Bianca Gonzalez-De La Rosa, Azeem Majeed, VPGH, Charles Dwaileebe, Chris Bailey, Emma Freeman, Elizabeth Childress, Jennifer Davis-Walton-VPGH/VCU, Jennifer Mullen, Jill Vaughan, Katherine Prince, Keith Whyte, Lisa Cochran, Nora Gentry, Prin Cowan, VA Lottery, Ray Dunkle, VA Lottery, Shruti, Thomas Dozier, Willard Robertson, Wolford, Brian (VRC)

| ITEM | LEAD |
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| <ul style="list-style-type: none"> • Welcome – Introductions <ul style="list-style-type: none"> ○ Anne started the meeting at 10:01 am | All |
| <ul style="list-style-type: none"> • Minutes of Last Meeting for Approval <ul style="list-style-type: none"> ○ Michael motioned to approve the minutes from the last meeting. Waqas seconded the motion. | Anne Rogers |
| <ul style="list-style-type: none"> • Screening & Referral Pilot Project – 5 CSB's <ul style="list-style-type: none"> ○ Hanover, MPNN, Danville-Pittsylvania, Highlands, Prince William are trained in providing treatment and recovery services and how to refer to the problem gambling hotline | Anne Rogers |

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| <ul style="list-style-type: none"> ○ The goal is for them to learn about PG, begin screening, and treatment services, and provide referrals, and join the network ○ DBHDS has met with most and begun trainings | |
| <ul style="list-style-type: none"> ● New Casino: Live! Casino – Petersburg: RG plans <ul style="list-style-type: none"> ○ Part of a Cordish company that is family owned ○ Have locations in other states ○ The Maryland location is working together with all casino facilities for responsible gambling ● New venue in Virginia <ul style="list-style-type: none"> ○ They worked with the Virginia lottery and have their own responsible gambling council ○ They have the AGA's code of conduct to enforce responsible gaming ● Self-exclusion <ul style="list-style-type: none"> ○ If someone excludes, they are excluded from all nationwide locations ○ They can also limit financial services (take away credit lines, prevent cash advances, prevent email offers) ○ Julie and Dean stated: Hard Rock and Ceasars have similar processes <ul style="list-style-type: none"> ■ Ceasars can do restrictions that centers on financial elements ● Responsible gaming messaging <ul style="list-style-type: none"> ○ Through QR codes, TV displays, signage, on slot machines, and on ATMs ○ Public messaging is in line with VA lottery guidelines ● Partnership with University of Maryland <ul style="list-style-type: none"> ○ A recovery specialist will consult with their team ● Responsible Gambling and Alcohol training <ul style="list-style-type: none"> ○ Required for all staff ○ 1 hour in person training for everyone ○ Online training module is done yearly ○ Requires participants to pass an exam ○ Staff participate in responsible gaming and gambling months (March and September) | Charlie Dwaileebe |
| <ul style="list-style-type: none"> ● Lottery VEP (Voluntary Exclusion Program) data ● 2-year, 5 year, or lifetime exclusion data <ul style="list-style-type: none"> ○ 2,322 people enrolled so far ○ This is 13.6% higher than last year ○ Demographics <ul style="list-style-type: none"> ■ More males than females enrolled in program <ul style="list-style-type: none"> ● This has remained steady for the past five years ■ Not much change by age <ul style="list-style-type: none"> ● More 30–40-year-olds enroll in 2 and 5 years VEP | Prin Cowan, Ray Dunkle, Jennifer Mullen |

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| <ul style="list-style-type: none"> • Ways to self-exclude <ul style="list-style-type: none"> ○ 2- or 5-years self-exclusion can be done online or in person ○ Online signups are the preferred method ○ There can be an in-person appointment at a lottery office for a lifetime exclusion ○ Someone can self-exclude from sports betting apps as well • Gaming compliance <ul style="list-style-type: none"> ○ More people have reapplied-for self-exclusion <ul style="list-style-type: none"> ▪ About 120 people so far ○ If an individual violates their self-exclusion, the casino security and onsite lottery teams complete a compliance report investigation and send a letter to the person that violated the exclusion <ul style="list-style-type: none"> ▪ About 50-60 people in the last couple of years have violated this, but specific data will be provided next meeting ▪ If the person who violated their self-exclusion wins money, the funds are released to the problem gambling treatment fund ▪ There are ongoing audits to track on sports book operators on the accounts to make sure those who have self-excluded don't engage in the app | |
| <ul style="list-style-type: none"> • VCPG Helpline data & DBHDS contract (media plans, etc.) <ul style="list-style-type: none"> ○ There is an annual report being done ○ There is a 39% increase in all calls ○ 50% increase in intakes • Additional funding granted by DBHDS <ul style="list-style-type: none"> ○ Used to develop a statewide campaign around problem gambling <ul style="list-style-type: none"> ▪ There will be membership for all CSBs to expand the resources and information they have and be tailored to community specific needs ○ They were able to hire an executive director with the funding <ul style="list-style-type: none"> ▪ Willard Robertson accepted the position • VA partnership for gaming and health quarterly reporting <ul style="list-style-type: none"> ○ From October to December there was an 89% intake rate ○ Almost all are going to treatment or peer recovery services • Outreach activities-VA department of corrections have peer led support groups on recovery and skill building <ul style="list-style-type: none"> ○ Goal is to have successful community re-integration ○ The hope is to expand this throughout Virginia ○ Workshop called chances and choices to educate probationers and staff of dangers and signs and symptoms and help that is available ○ People who are caught gambling while incarcerated do not have any | Carolyn Hawley |

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| <p>treatment</p> <ul style="list-style-type: none"> ○ 48 participants took the workshop (not staff) <ul style="list-style-type: none"> ● Legislative Updates ● HB32 will help expand this committee ● HB49 Parimutuel horse racing <ul style="list-style-type: none"> ○ Increases the current distribution of HHR tax ○ The current fund receives .01% to increase to .02% for the problem gaming fund ● SB159 is a sister bill to HB49 <ul style="list-style-type: none"> ○ Will be heard in their committees before being sent to finance ● HB145- fantasy contest <ul style="list-style-type: none"> ○ It is pushed by industry to make changes from switching from registration to permit and increase the fee to aligned revenue with expenditures to \$50K for a two-year permit and prior will need to submit a 50K for problem gambling funds and will renew at \$25. They will also need to do ongoing reporting. ● HB161- Casino style online gaming to be brought to the state <ul style="list-style-type: none"> ○ There could be a holding fund fee 5% allocation for problem gambling fund ○ The committee gets an appropriation (tentatively set to \$4.8 million) amount and revenue, which have not been matched. There is more revenue than appropriation (what could be spent) The current appropriation is being spent and cannot spend more if more revenue comes in. ○ The balance that is left over carries over and stays in the fund ○ There are a lot of people reaching out for help, but the committee is not allowed to use those funds ○ State employees cannot advocate for changes in policy ● HB308-Part of the tobacco retailers licensing, if they have any illegal gambling devices or meeting of illegal gambling could have their tobacco licenses pulled ● HB 396 Charitable gaming to increase in poker tournaments from 18 to 21 ● Also allows rebrake to occur in a tournament under certain circumstances ● HB399, HB1407 How much money should be used in charitable gaming purposes ● HB791 Has been in the last two sessions to allow electronic raffles at sporting events under certain conditions ● SB604 for 55 plus communities to allow registration to play bingo once a month and limits player activity ● SB765 allows cash poker games in Virginia ● HB515 prohibit sports betting on credit cards ● HB729 casino gaming prohibiting marketing and advertising for anyone under 21 ● HB1272 to allow skill games | <p>All</p> |
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| <ul style="list-style-type: none"> • SB 558 and SB195 for the VA gaming commission to oversee legal gambling | |
| <ul style="list-style-type: none"> • Other updates from PGTSAC members of work occurring across VA • Evaluation <ul style="list-style-type: none"> ○ The evaluation that was done in the summer is posted in the Problem Gambling Treatment and Support website ○ One of the recommendations was to have a prevalence study <ul style="list-style-type: none"> ▪ DBHDS can take lead to putting out an RFP <ul style="list-style-type: none"> • This is usually a six-month process ○ If anyone who is interested to be part of the process, let Anne know <ul style="list-style-type: none"> ▪ VCU is interested in participating but would be a conflict of interest | Anne Rogers |
| <ul style="list-style-type: none"> • Wrap-up & Adjourn • VPGH next meetings <ul style="list-style-type: none"> ○ Next meetings will focus on recovery, loved ones and gambling, prevention, and veterans panel ○ Held the last Friday of each month from 12-1 pm • Future Meetings: https://dbhds.virginia.gov/pgts-committee/ <ul style="list-style-type: none"> ○ April 28, 2026 – in-person ○ July 28, 2026 – in-person ○ October 27, 2026 – in-person ○ January 27, 2027 – All Virtual • Anne adjourned the meeting at 11:25am | Anne Rogers, Carolyn Hawley |