

October PGTSAC Meeting (Draft Minutes)

Date: 10/28/25

Members

	Present	Absent
Anne Rogers, Chairperson – Problem Gambling Prevention Coordinator, Office of Behavioral Health Wellness	x	
Carolyn Hawley PhD, Vice-Chair –President of the Virginia Council on Problem Gambling	x	
Khalid R. Jones – Executive Director (Ray Dunkle attended for Lottery)	x	
Michael Menefee – Program Manager of Charitable and Regulatory Programs	x	
Waqas Ahmed – Executive Secretary (Brian Wolford attended for VRC)	x	
Jim Bebeau – Executive Director of Danville Pittsylvania CSB		x
Julie Rutter – Director of Security, Hard Rock Casino Bristol		x
Rodney Miles – Director of Compliance, Colonial Downs	x	
Dean Hestermann – VP, Issues Management & Strategic Communications, Caesars Danville (Carolene Layugan attended for Caesars)	x	

Others: Dr Minal, Jill Vaughan, Keith Whyte, Lisa Cochran, Nora Gentry, Rodney Miles, Sean Fournia, T Schweimler, Tejus Patel, Willard L. Robertson, Matt Britt, Elizabeth, Emma Freeman, Azeem Majeed, Carolene Layugan, Jennifer Davis-Walton, Israel Saavedra, Katreena Lewis (VRC)

Discussion topics

1. Welcome- Introductions

- a. No new introductions

2. Minutes of Last Meeting for Approval

- a. Unable to vote due to not having quorum

3. RecoverMe App

- a. Tejus Patel and Dr Minal are both primary care doctors
- b. Recover Me is clinician-led and started because of an individual who was exhibiting problem gambling behaviors because of their phone.
- c. CBT is the main form of treatment, but also incorporates mindfulness, journaling, and peer support.
 - i. This is meant to be an avenue into treatment and existing networks
 - ii. This could help reduce stigma
- d. Individualistic approach based on what solution works for the client
- e. Demo of app
 - i. Has a digital toolkit for self-help
 - ii. The users will get a notification every day that asks if they gambled.
 - 1. This will prompt further questions about what happened and what led to the behavior
 - 2. The journal helps picks up on any trends
 - iii. Therapy sessions
 - 1. Each session helps target a particular area of gambling behaviors

2. There is an audio file with a transcript
3. A reflection section shows up after the audio is completed
4. Feedback is gathered after the reflection if it was helpful
- iv. Mindfulness section
 1. Tailored for individuals with gambling issues
 2. There is an explanation of the usefulness of mindfulness for beginners
 3. There is an audio that plays with a summary afterwards
- v. Progress tab
 1. Overview includes goals, money saved, time saved, gambling free streak can all be exported to share with clinician or others who may support.
 2. Insights put everything that was in the journal and summary of every reflection and identify any trends
 3. Goals is a space for individuals to set SMART goals
 4. Milestones highlights what parts of the app has been used and get rewards after reaching milestones
- vi. Support tab
 1. Includes the Wellness Hub that shares local resources
- vii. SOS tab
 1. Supports with immediate needs
- viii. New features
 1. Chat option in the next couple of days
 2. In VA, this can be a connection with the Peer Support Network
- ix. Metrics
 1. Users
 - a. 12 K global users
 - b. 5 states with 2283 users
 - i. In Ohio, TimeOut Ohio provides the app for free
 - ii. Virginia: 6—8 months in VA and there are 70 users
 1. Average age is 34
 2. Average PGSI is 18.3
 3. Average gambling per day is 3 hours 35 minutes
 4. Average money spent gambling per day \$285
 5. 12-4am is the most common time when support is needed and there are signups
 6. This data reflects the helpline data
 2. App use
 - a. Mindfulness is the most useful feature
 - b. Users use everything equally
 - c. 56% want to help stop gambling completely
- x. Advertisements
 1. They do not advertise
 2. There is a QR code for individuals to download the app

- xi. Questions can be sent to tejus.betonme@gmail.com and minal.betonme@gmail.com

4. Lottery VEP (Voluntary Exclusion Program) data

- a. Timeline
 - i. 607 self-exclusion this year
 - ii. Total VEPs=2131
- b. Program demographics
 - i. Males have more SE across all three options
 - ii. 30-39 is the most common age for SE sign ups
- c. Reapplying
 - i. 67 participants reapplied
 - ii. This number is growing to more people or more time
- d. Sign-ups
 - i. Online for 2 or 5 years
 - ii. Casinos online through tablet
 - iii. Casinos have the lifetime option and must set up an appointment
 - iv. There is about a 6 to 1 ratio for online and casino sign ups
- e. National Exclusion
 - i. VA hasn't made a final decision
 - ii. Unsure how it would apply to other restrictions who are not part of the program and around data privacy
 - iii. There are 13 states that participate in the program
 - 1. This include sector, companies, and tribes
 - iv. It is an extensive application form and the user can select which states they want to be excluded from

5. Racing Commission- Responsible & Safer Play

- a. Rodney attended international conferences
 - i. Youth population has difficulty controlling gaming
 - ii. I-gaming is more concerning than casinos
 - iii. AI can promote safeguards providing feedback on how much time is being spent gaming
 - iv. Illegal sites are regulating and cannot self-exclude
- b. Overview of safer play initiatives
 - i. 360 degree approached that is organized in three areas
 - 1. Regulatory foundation
 - a. Establish firm requirements pre-licensed that includes responsible gambling programs
 - b. IDs need to be scanned
 - i. Fake IDs are concern because they are sophisticated
 - 2. Oversight and enforcement
 - a. Inspections and compliance reviews that are onsite to verify responsible gambling programs
 - 3. Future direction
 - a. Expand staff for audits
 - b. Continue with partnerships
 - c. Improve data collection and reporting

6. Updates on RG from members

- a. Council updates
 - i. There is a 60% increase in call volume compared to the same time last year
 - ii. 25-34 is the most common age group
 - iii. Internet, casino type gambling, sports gambling and slot machines at casinos are the most common forms of problem gambling
 - iv. Over 1300 new visitors
 - v. 100 referred to treatment
 - 1. 92% of people are able to access a provider within the week
 - vi. There are several community outreach events that are done in collaboration with CSBs and other organizations
- b. Hotline number
 - i. VA has a state number
 - ii. Legislators may support the establishment of the number
 - iii. The same hotline still works
 - iv. Prior to NCPG taking over the number, VA took the calls and worked with New Jersey

7. DBHDS-Pilot screening project, curriculum

- a. Screening pilot project
 - i. Five CSBs to do a pilot project to include screening of all their substance use and mental health clients that go into the CSBs
 - 1. Highlands, Danville-Pittsylvania, Hanover, Prince William, and MPNN
 - ii. They will do the PGSI
 - iii. If referral is needed, they will be sent over to the helpline to meet up with a peer
 - iv. Some have contracts with an individual provider in their area
 - v. This will begin December 1, 2025 and will last 1.5 years
- b. Curriculum for youth
 - i. This helps fulfil the requirement to include problem gambling information in their health curriculum
 - ii. Over half of CBS are working on implementation or working with schools to get the curriculum started
 - iii. One CSB has done the e-learning version
 - iv. If anyone is interested in having it, they should reach out to their local CSBs

8. Wrap-up & adjourn

- a. Next meetings
 - i. January 27, 2026 (all virtual)
 - ii. April 28, 2026
- b. Anne adjourned the meeting at 11:27 am



VIRGINIA LOTTERY

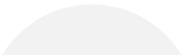
Responsible Gaming Update

[PROBLEM GAMBLING TREATMENT & SUPPORT ADVISORY COMMITTEE \(PGTSAC\)](#)

October 28, 2025

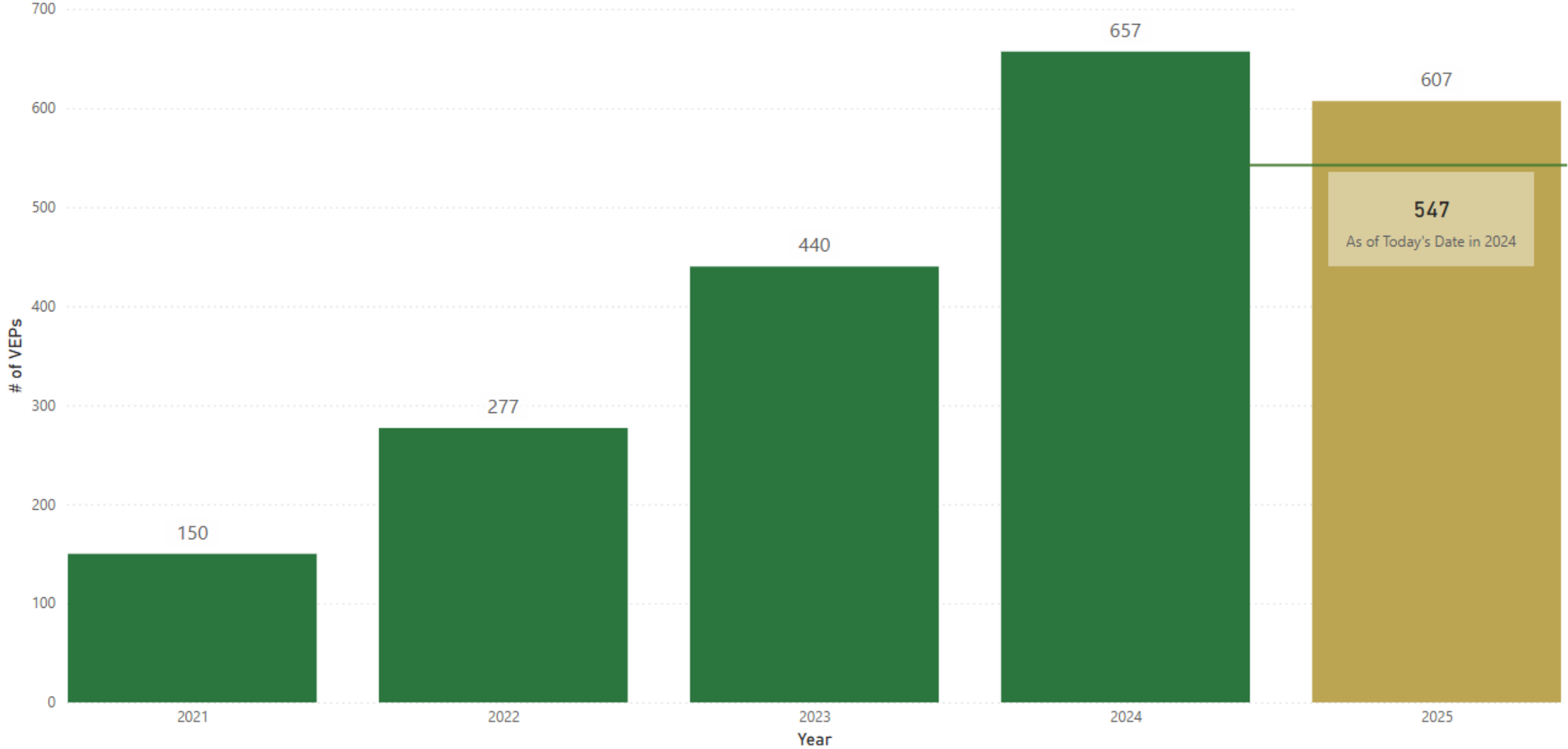


VEP Program Timeline



We are 9.88% higher than last year.

of VEPs by Year

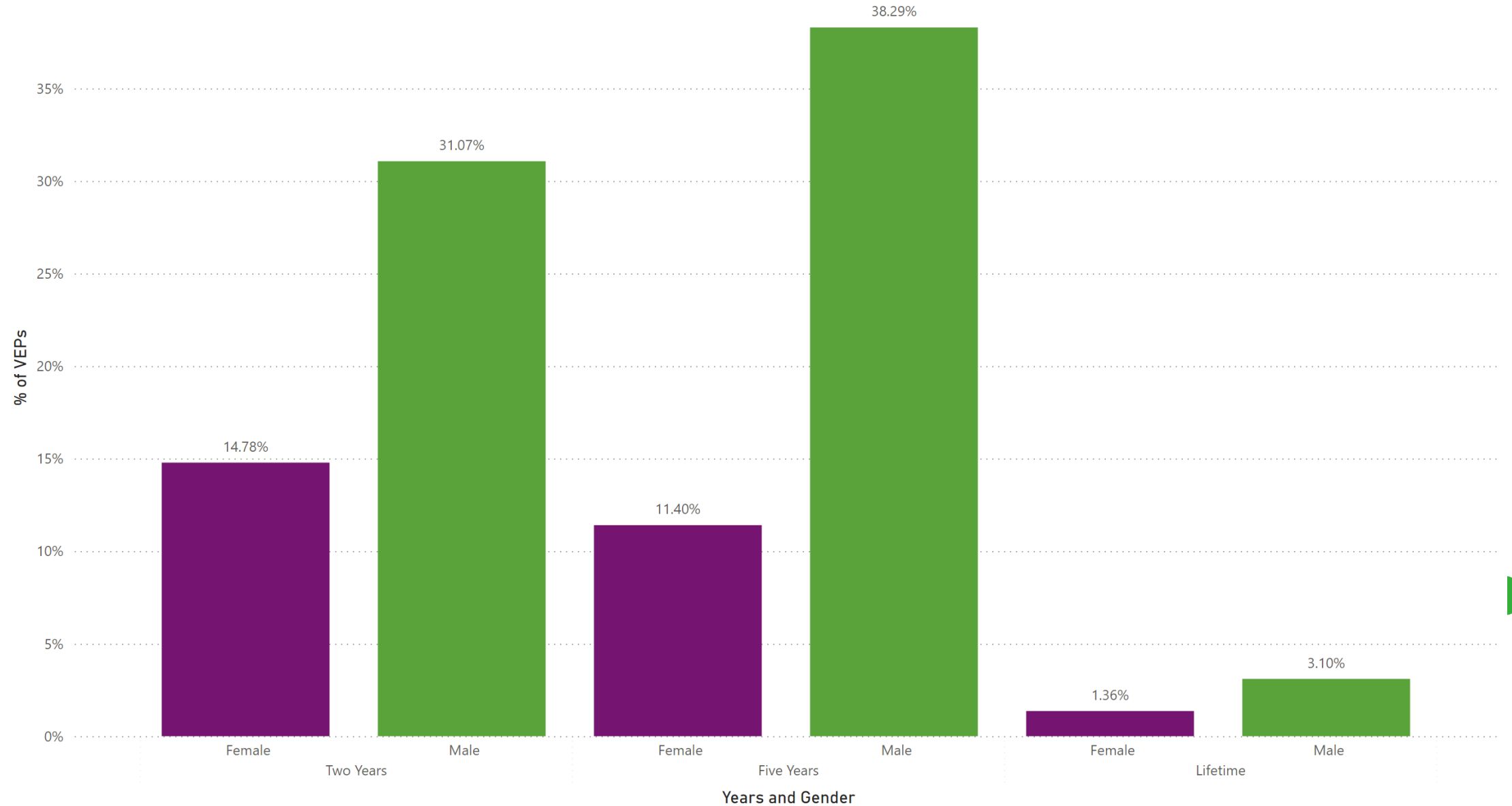


Total Number of VEPs 2131



VEPs by Gender

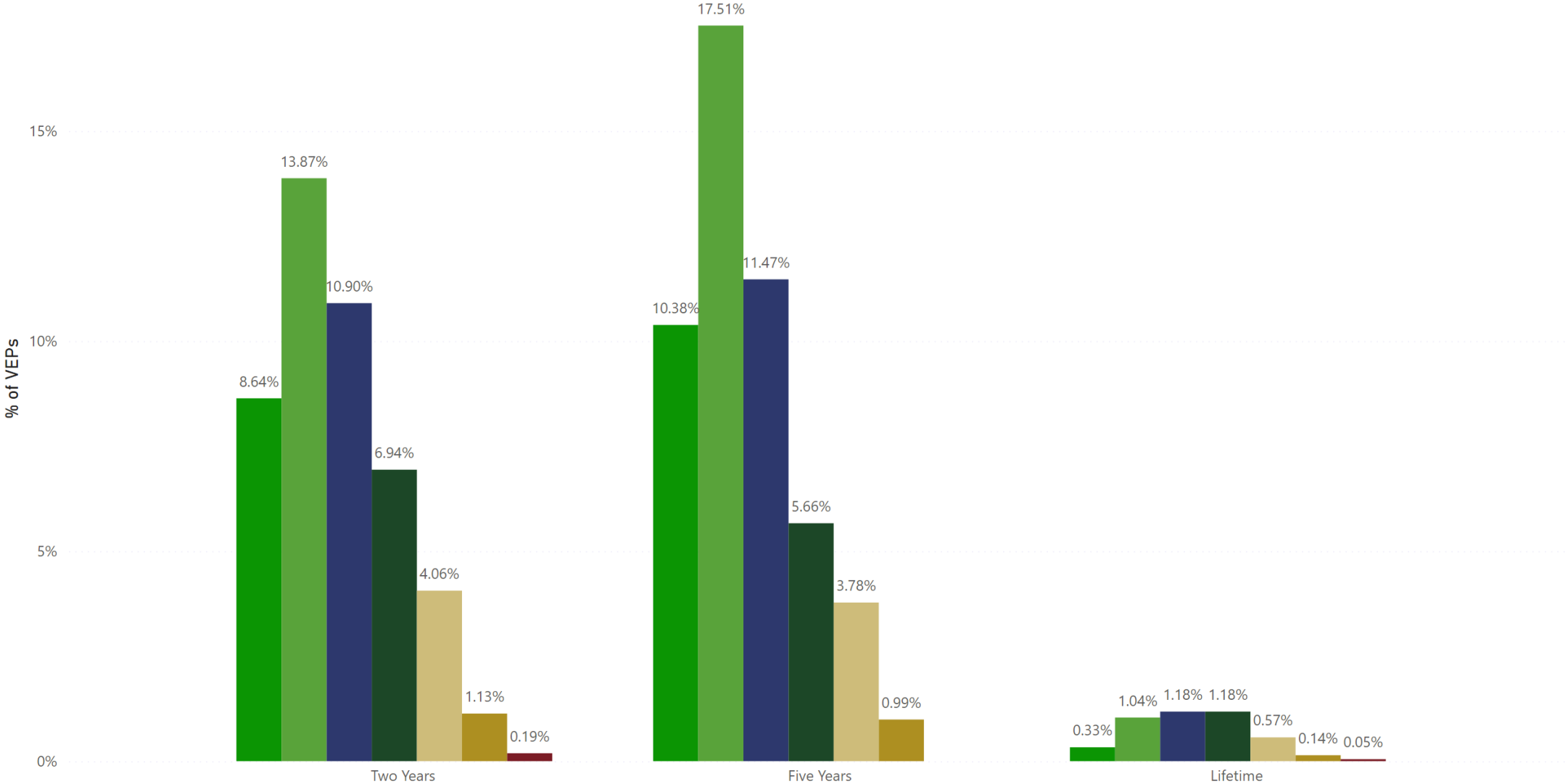
% of VEPs by Exclusion Period and Years and Gender



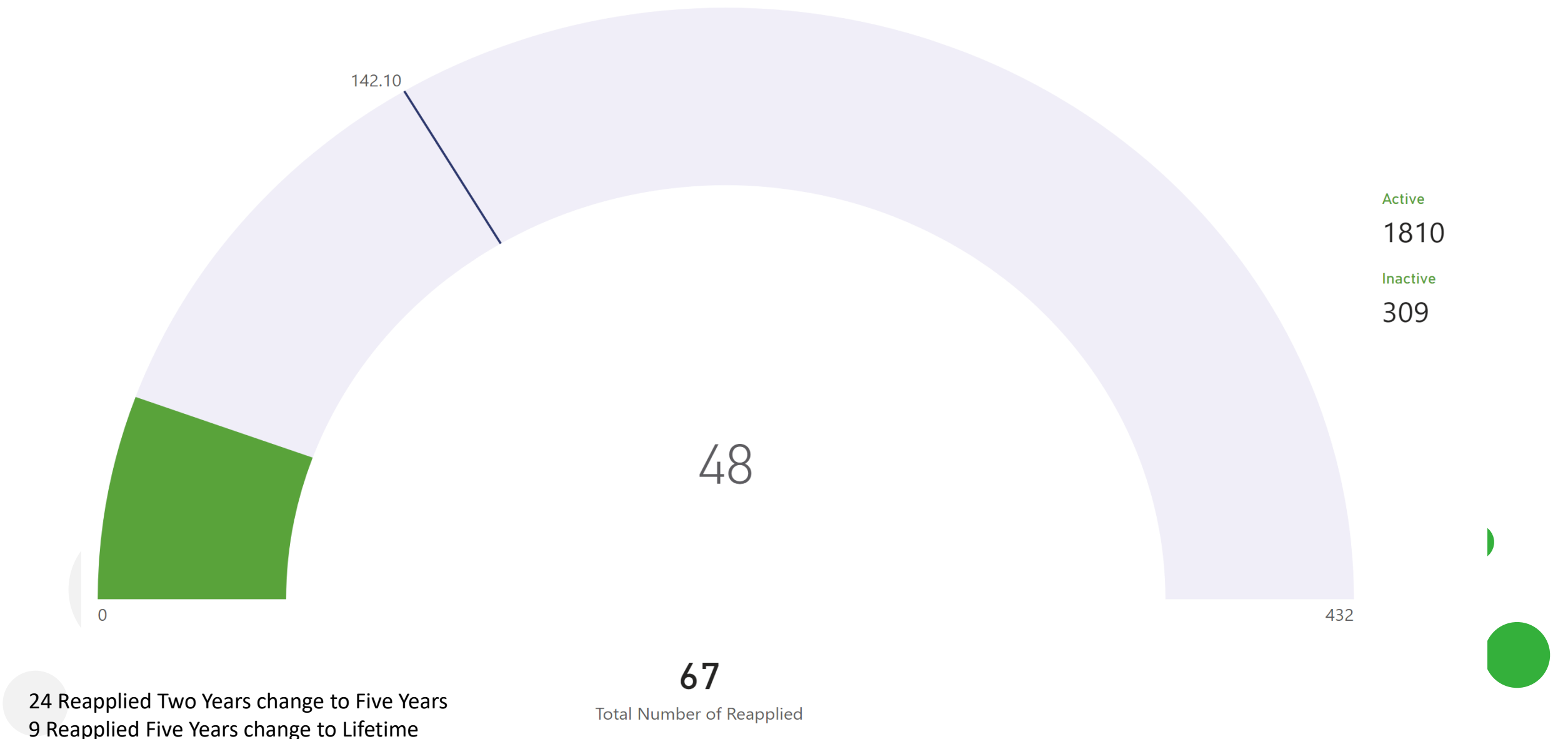
VEPs by Age

% of VEPs by Count.Exclusion_Period and Age Group

Age Group ● 20 - 29 ● 30 - 39 ● 40 - 49 ● 50 - 59 ● 60 - 69 ● 70 - 79 ● 80 - 89



Median number of days for patrons to reapply



Ways to Sign up for the VEP

- Apply or Reapply Online for 2 or 5 years- [Voluntary Exclusion Program | Virginia Lottery](#)
- Sign up at a Casino Facility for 2, 5, or Lifetime exclusions
- Lottery's Onsite Compliance Office or Call the VEP hotline (804)692-7185 to make an appointment to sign up for Lifetime exclusion
- Apply through your Sports Betting App
 - Operators with Self-Excluded Options
 - Bally's
 - Bet365
 - BetMGM
 - Caesars
 - Fan Duel
 - Hard Rock Digital
 - ESPN (Penn Sports)
 - RSI
 - Sporttrade



The screenshot displays the 'Responsible Gambling' section of the Virginia Lottery website. It features a blue background with a grid pattern. The main heading is 'Responsible Gambling'. Below it, there are two tabs: 'Voluntary Exclusion Program' (active) and 'Sports Bettors' Bill of Rights'. The 'Voluntary Exclusion Program' tab contains text explaining the program and a link to 'Voluntary Exclusion Program Forms'. The text states: 'The Virginia Lottery has instituted a self-help program for individuals that wish to voluntarily exclude themselves from Virginia casino gaming establishments, sports betting, account-based lottery as well as gaming activities administered by the Office of Charitable and Regulatory Programs and the Virginia Racing Commission. Individuals may self-exclude for a period of two-years, five-years, or a lifetime.' The link 'Voluntary Exclusion Program Forms' is highlighted in green. Below the link, there is a note: 'The below link should be used to complete the voluntary exclusion form for those individuals wanting to exclude themselves for a period of two or five years. Please do not click on the link if you do not intend to complete the process. Individuals wanting to exclude for a lifetime must do so in person either at Lottery headquarters or at one of our opened casino locations by calling the VEP office at 804-692-7185 to set up an appointment.' At the bottom, there is a link: 'Apply online via Docusign'.

Responsible Gambling

Voluntary Exclusion Program

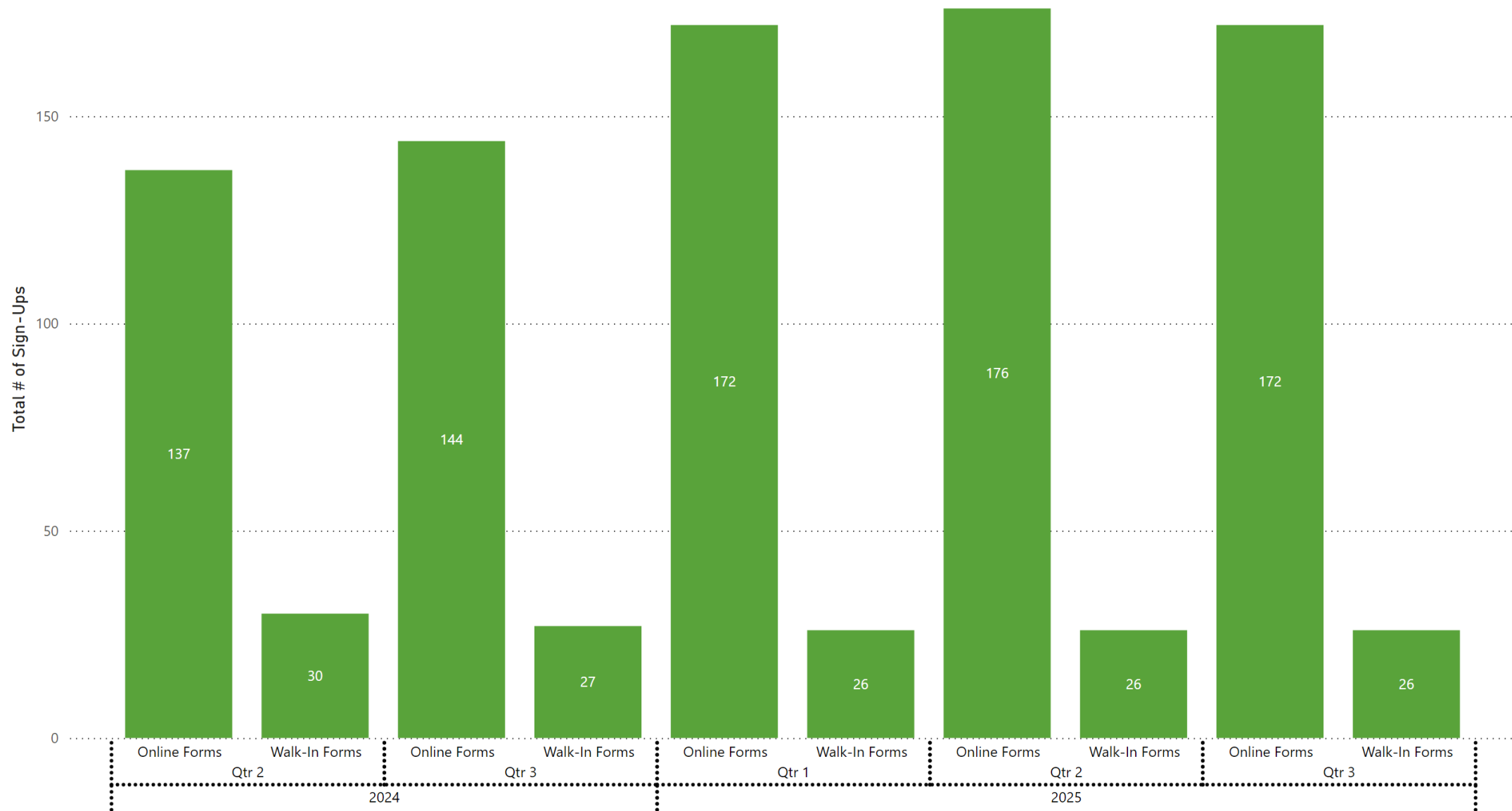
The Virginia Lottery has instituted a self-help program for individuals that wish to voluntarily exclude themselves from Virginia casino gaming establishments, sports betting, account-based lottery as well as gaming activities administered by the Office of Charitable and Regulatory Programs and the Virginia Racing Commission. Individuals may self-exclude for a period of two-years, five-years, or a lifetime.

Voluntary Exclusion Program Forms

The below link should be used to complete the voluntary exclusion form for those individuals wanting to exclude themselves for a period of two or five years. Please do not click on the link if you do not intend to complete the process. Individuals wanting to exclude for a lifetime must do so in person either at Lottery headquarters or at one of our opened casino locations by calling the VEP office at 804-692-7185 to set up an appointment.

[Apply online via Docusign](#)

VEP Form Registration – Online vs. Walk-In





VIRGINIA LOTTERY

Voluntary Exclusion Program - Questions





Responsible & Safer Play

VRC Initiatives Overview

1. REGULATORY FOUNDATION (PRE-LICENSING)

VRC requires applicants to demonstrate a comprehensive Responsible Gambling Program.

-  **Self-exclusion procedures** (statewide & multi-jurisdictional)
-  Enforceable **deposit, time, and wagering limits**
-  Clear access to **problem gambling helplines** and player tools
-  **Annual staff training** on responsible gambling awareness

2. OVERSIGHT & ENFORCEMENT (POST-LICENSING)

VRC actively verifies that licensed operators maintain responsible gaming standards.

-  Regular **on-site inspections** and compliance reviews
-  Verification of required **signage and helpline visibility**
-  Strategic partnerships to promote **awareness campaigns**

Problem Gambling Treatment & Support Fund

Funded by 0.01% of all HHR wagers.

\$511,067

CALENDAR YEAR 2024 (TOTAL)

\$470,406

CY 2025 (THROUGH 9-30)

3. FUTURE DIRECTION & NEXT STEPS

Expanded Staffing

-  Code (Markdown)
-  **Additional Audit & Compliance Staff** to increase field presence

Next Steps

-  **Continue collaboration** with DBHDS and prevention partners
-  **Assess opportunities** for improved data tracking
-  **Identify future initiatives** aligned with Support Fund priorities