



CHATTER THAT MATTERS®

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Message from Interim President & CEO, Chelsea Turner:

Many Responsible Gambling Safeguards are Woven Into the CT Lottery Corporation's ("CLC") iLottery Proposal

The Michigan, Kentucky, Illinois and Georgia lotteries are now selling some of their tickets online. New Hampshire and Pennsylvania will begin online sales later this year. Massachusetts, Virginia, North Carolina and others also appear to be moving in this direction. We hope that Connecticut will also soon follow.

For the second year in a row, there was a bill before the CT General Assembly that would allow us to sell draw games (Powerball®, Mega Millions®, Lucky for Life®, etc.) over the internet. This year's bill, SB 277: An Act Concerning Online Lottery Draw Games, would allow players to purchase tickets for all twelve of our draw games (including Keno) over the internet via debit, credit or your bank account. It would generate approximately \$1.9 million in additional General Fund transfers in the first full year of sales.

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PROBLEM GAMBLING AWARENESS MONTH

→ **HAVE THE CONVERSATION**
#HAVETHECONVO

The CT Lottery supported the National Council on Problem Gambling by participating in Problem Gambling Awareness Month. Every day during the month of March, the CT Lottery displayed responsible gambling messages. See our events calendar inside!

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Responsible Gambling Treatment Programs

By Jeremy Wampler, Program Director DMHAS, Problem Gambling Services

Bettor Choice

Provide counseling for adults 18 and older who exhibit problem or disordered gambling and persons affected by gambling (i.e. spouse, family member, and significant other).

- Types of treatment: Individual, Couples, Family, Group and Medication Management.
- Clinicians are master's level and licensed or licensed eligible. Clinicians also have the National Certified Gambling Counselor (NCGC) certification, or are working towards obtaining this certification.
- Peer Counselors are on staff and provide case management and financial counseling services. Peer Counselors also assist with group and individual counseling.
- Bettor Choice programs accept insurance and have DMHAS grant funding to significantly decrease or eliminate financial costs.
- Bettor Choice programs are offered throughout the five different regions of the state. All programs are outpatient except MCCA, which offers both outpatient and inpatient treatment.

Disordered Gambling Integration initiative (DiGIIn)

To increase the capacity of substance use disorder and mental health treatment programs to address gambling and problem gambling through enhanced screening, assessment, awareness, intervention, recovery and health promotion strategies. To make gambling problems and behaviors a relevant topic of conversation within the broader substance use and mental health disorder treatment communities.

Prevention Programs

Gambling Awareness For All CT (G-FACT)

Meets quarterly to disseminate information, discuss current programming, and develop responses to gaps in prevention, intervention and services for persons and their families who are affected by problem gambling.

A spin-off of the successful CT Women and Problem Gambling Project, G-FACT is looking at current services for various at-risk groups. The members of G-FACT represent state agencies, persons in recovery, family members, private non-profits, businesses and the gaming industry.



Regional Behavioral Health Action Councils

Works to increase the capacity of local community-based groups to provide information and awareness on problem gambling through schools, faith-based communities, civic organizations, substance abuse and mental health prevention and positive youth development programs.

Asian American Pacific Islander (AAPI) program

Collaboration between PGS and the Connecticut Council on Problem Gambling (CCPG) to raise awareness about gambling in AAPI Communities. Progress of this initiative is being evaluated and will serve as a model for future collaborations with other populations and communities perceived as “at-risk” for developing gambling problems.

Congregation/Community Assistance Program (CAP)

Provides eight hour trainings to organizations (faith based and others) and businesses throughout the state on raising awareness of the impacts of addictions, including gambling and suicide.

Community Volunteer: From Player to Coach



By: *Derek Wong*

Over the past couple of years Justin Rivera has been mentoring and coaching his son and other 4th graders on the fundamentals of basketball and becoming a team player. In Justin’s own words he explains how he became a volunteer basketball coach for his son and his son’s teammates.



“It all started when I filled in for my son’s basketball coach who was running late. I considered this role because my son was on the team and no other parent wanted to coach the team evaluation. The team evaluation is done to determine the division the teammates will play in. Because I played competitive basketball in the past, I felt comfortable filling in.”

“When the coach finally showed up, he asked me to finish coaching the evaluation so he could observe the team from the stands. At the end of the game, the coach, who is also the leader of the organization, asked me, ‘What do you think?’ I started giving him my opinion about the team and he stopped me and said, ‘No, I am talking about you coaching the team. You look very natural out there.’”

“Next, he handed a bag to me full of basketballs, telling me, ‘Practice starts next week.’ From then on I became the coach of the Excellent Cuts Basketball Organization (ECBO), 4th grade team. I spent the next two years coaching for ECBO until I got asked by one of my basketball [friends] to

step up my game and coach a 7th grade travel team.”

“I am hopeful that my next adventure will be coaching an Amateur Athletic Union (AAU) team and ultimately coaching at the high school level.”

“All and all, coaching has been a rewarding opportunity for me. I am proud to have had the chance to coach my son and his teammates as well as share my knowledge and passion for the game.” — Justin Rivera

Pro-business, Supplier Diversity, and a Green Initiative!



Information provided by Lisa DeVoto, with Suzanne Colley contributing



"We have many clients that need recycling/refurbishing services for computers, servers, and other equipment. This was the first project we did for banners."

Headquartered in Connecticut, Corserva is a leading provider of IT services and technology products. Founded in 1985, the company has two locations in Trumbull, Connecticut and Orlando, Florida. Each location has a data center and network operations center providing 24x7x365 service, which ensures that the computer networks of Corserva's clients will remain up and running, even in the event of a disaster.

Recently, Corserva completed a recycling project for the Connecticut Lottery. Initially seeking out local recycling companies, the Connecticut Lottery was unable to find a vendor who could recycle several large vinyl banners that were no longer usable. Corserva successfully completed this project, which prevented 620 pounds of material from ending up in a landfill.

"As a provider of technology services, it's always interesting to learn about unique challenges a client faces," said Nick Lentino, VP Enterprise Sales, Corserva. "We have many clients that need recycling/refurbishing services for computers, servers, and other equipment. This was the first project we did for banners."

Corserva picked up the banners at the Connecticut Lottery's location, shredded them, and made the material into reusable vinyl. As with computer equipment that Corserva recycles, a Certificate of Destruction was provided, which is useful for auditing purposes.

Corserva is a state certified minority business enterprise (MBE) as well as a proud member of the Greater New England Minority Supplier Development Council (GNEMSDC) and the Florida State Minority Supplier Development Council (FSMSDC).

Nick was initially introduced to employees from the Connecticut Lottery at a CT Business Matchmaker networking event held at the University of Hartford on June 1, 2017.



In addition to asset recovery services, Corserva supports the entire IT lifecycle including procurement, configuration, installation, monitoring, and field service.

As a result of Nick Lentino's collaboration with the CLC, area landfills were spared 620 pounds of old vinyl banners.

Beyond the landfill

This is just one example of our stuffs find life anew through recycling.

We take great pride in this green-effort accomplishment.

State Surplus Efforts - Reuse, Repurpose!

By Suzanne Colley, Bruce Morley

\$13,481.44! That impressive total reflects the revenue earned from selling items no longer needed by the CLC and the estimated amount of money saved from the purchase of no-cost surplus items.

In 2016 we began tracking this program, here are the results:

GREEN INITIATIVES



- A total of **98** items were placed on Public Surplus

Gleaning a sum of \$2,457.44

- A total of **69** items were claimed from Public Surplus

An estimated savings of \$11,024.00!

Recognize any of these items???

If not, ask Bruce or Suzanne for more details...



Racking, high-top tables, various storage units, used PC cords and cables, Big Red Shoe (more about her in the next issue...), conference tables, chairs, and much, much more!!

(Continued from page 1)

Over five years of sales, we estimate that this bill would generate an additional \$45-50 million for the General Fund. Ultimately, it would help to modernize the CLC's distribution channels, and position us for growth in the years to come.

Interestingly, in regards to responsible gambling, iLottery brings new opportunities. Specifically, if SB 277 passed, it would:

- Include age verification software to ensure that lottery purchases over the internet are made by players 18 years and older;
- Limit a person with an online lottery account to using only one debit card or credit card;
- Establish a voluntary self-exclusion process to allow a person to exclude himself or herself from establishing an online lottery account or purchasing a lottery ticket through such program;
- Require the CLC to obtain a certification from a national or international responsible gambling compliance assessment program in regards to online sales;
- Include a link to responsible gambling information on all online lottery account web pages, and;
- Require the CLC to consult with responsible gambling advocacy groups regarding the appropriate spend and time limits and create online messages tailored to players that have reached a particular spend or time threshold.

Further, after consultation with responsible gambling advocacy groups about this bill, the CLC proposed substitute language that would allocate \$300,000 of the iLottery revenue annually to a Connecticut college or university to begin studying the socioeconomic impact of the iLottery program prior to launch, and track it thereafter.

Lastly, if there are additional responsible gambling safeguards that we did not include, we are certainly open to learning more about them.

Unfortunately, this bill did not make it out of the Public Safety and Security Committee this legislative session. There is still some discussion that it may resurface in a budget proposal. Either way, we will continue to work with the legislature, listen to their feedback and the feedback of other stakeholders, and try to refine and improve the proposal.

— Chelsea E. Turner

Promoting Diversity and Authenticity

By Andrew Walter with Elena Silva contributing



Connecticut's population is diverse. According to a 2014 Pew Research Center study, Connecticut's Hispanic population is 540,000, ranking 18th in America. This represents 15 percent of Connecticut's total population, and by all accounts, is still growing. Here at the CT Lottery we want our workforce and our products to be representative of, and accessible to, all of Connecticut's population.

To that end, when we made a recent hire in the Claims department, we required that the employee could speak Spanish. Additionally, we are in the middle of an RFP process for an advertising agency. As we built that proposal, we were mindful that we didn't just want an agency that could translate our English advertisements into Spanish. Rather, we are looking for a partner that can produce original Spanish creative content. We are proud of our diverse state and our diverse workplace, and will continue to seek out opportunities to promote our diversity.



Promocionando la Diversidad y Autenticidad

By Andrew Walter with Elena Silva contributing



La población de Connecticut es una muy diversa. De acuerdo con un estudio realizado en el 2014 por el Pew Research Center, la población Hispania en Connecticut es de 540,000 habitantes, obteniendo el puesto número 18 en los Estados Unidos. Esto representa un 15 por ciento de la población total de Connecticut que continua creciendo. Aquí, en la Lotería de Connecticut, queremos que nuestra fuerza laboral y nuestros productos sean representativos y accesibles a toda la población de Connecticut.

Con ese fin, se tomó la decisión de emplear a una persona en el Departamento de Reclamos que hablara Español. En adición, estamos en proceso de someter una propuesta (RFP) para una agencia de publicidad. Mientras trabajábamos en esa propuesta, mantuvimos en mente que no solo queríamos una agencia que pudiera traducir nuestros anuncios de Ingles a Español. Más bien, buscamos a un socio que pueda producir un contenido creativo en Español. Estamos orgullosos de nuestro estado y nuestro lugar de trabajo que es diverso y continuaremos buscando oportunidades para promover nuestra diversidad.



The Corporate Responsibility Team:

- Suzanne Colley
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- Francine Magnano
- Zuleika Mercado
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- Robin Raboin
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