



INTEROFFICE MEMO

Gary Grief, Executive Director

Alfonso D. Royal III, Charitable Bingo Operations Director

To: J. Winston Krause, Chairman
Carmen Arrieta-Candelaria, Commissioner
Peggy A. Heeg, Commissioner
Doug Lowe, Commissioner
Robert Rivera, Commissioner

From: Michael Anger, Lottery Operations Director *MA*

Date: September 27, 2016

Re: Report, possible discussion and/or action on the Commission's award submission to the World Lottery Association for Best Innovation in Responsible Gaming.

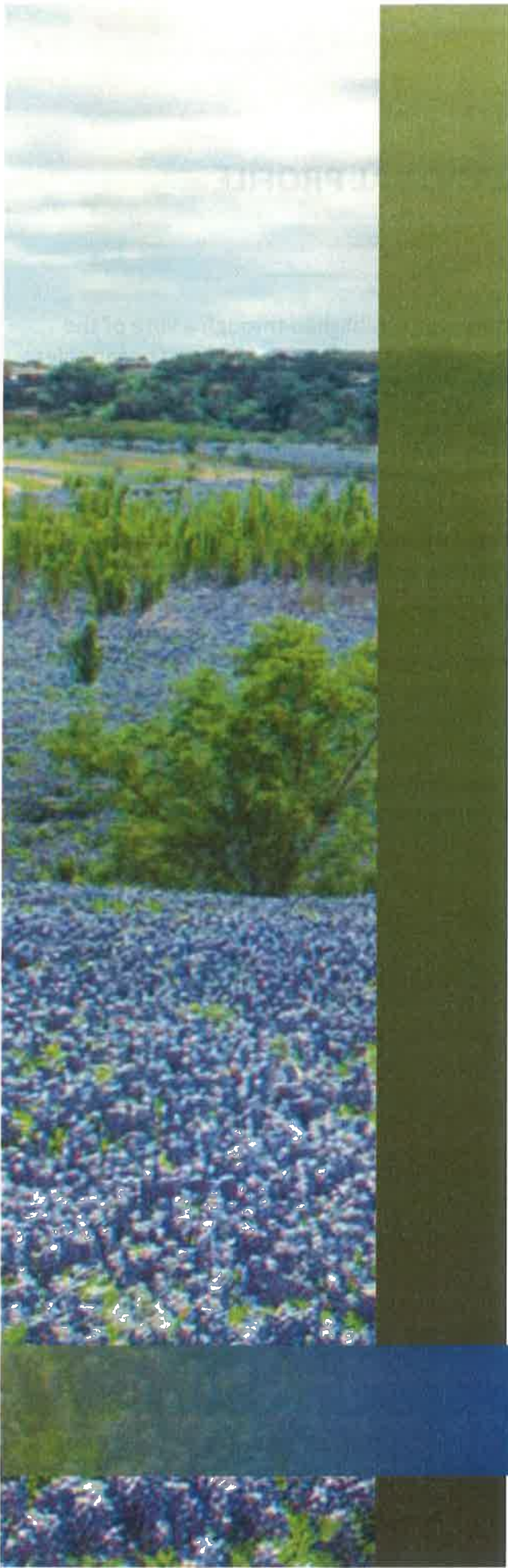
Teresa Edwards, the agency's Retailer Development Coordinator and lead person responsible for the agency's Responsible Gaming program, will provide an overview of the agency's submission for the World Lottery Association (WLA) award for Best Innovation in an Employee Program. The award aims to recognize WLA Responsible Gaming Level 2 members showcasing best practices and innovation in the design of an element of their Responsible Gaming program that is planned for or already implemented. The agency submitted its employee-focused efforts as one element of the agency's total program of participation in the 2016 National Council on Problem Gambling campaign for Problem Gambling Awareness Month (March). A copy of the agency's award submission is attached to this memo. Teresa will share details of the agency's submission at the Commission Meeting.

Attachment

**WLA Award Submission
Best Innovation in
Responsible Gaming Program
Level 2**

**Element:
Employee Program**

**Texas Lottery Commission
Problem Gambling Awareness Month
March 2016 Campaign**





ORGANIZATIONAL PROFILE

Organizational History

The Texas Lottery was established through a vote of the Texas Legislature and Texas voters in 1991 and began sales operations on May 29, 1992.

The five-member Texas Lottery Commission administers the Texas Lottery. The Commission sets policy, adopts all rules for the agency, approves major contracts, and performs all other duties required by law. The Governor appoints Commission members, with the advice and consent of the state Senate, to staggered six-year terms.

The State Lottery Act gives both the Commission and the executive director broad authority, together with the responsibility to exercise strict control and close supervision over all lottery games conducted in Texas to promote and ensure integrity, security, honesty, and fairness in the operation and administration of the lottery.

WIA Award Submission: Best Innovation in Responsible Gaming Program Level 2
Element: Employee Program

Governmental Framework

The State Lottery Act and Government Code form the framework of the Texas Lottery's commitment to responsible gaming operations. The state of Texas established one of the Texas Lottery's cornerstone responsible gaming principles in the State Lottery Act in addressing appropriate advertising regarding lottery products.

PROHIBITED ADVERTISEMENTS. The legislature intends that advertisements or promotions sponsored by the commission or the division for the lottery not be of a nature that unduly influences any person to purchase a lottery ticket or number.

This single direction permeates all aspects of the agency's approach to marketing, advertising and product presentation to the public. This is the basis of the agency's principles with regard to the security, integrity and responsible management of its games in the marketplace.

Our vision is to be the preeminent lottery through innovative leadership.

Mission

The Texas Lottery is committed to generating revenue for the State of Texas through the responsible management and sale of entertaining lottery products. The Texas Lottery will incorporate the highest standard of security, integrity and responsible gaming principles, set and achieve challenging goals, provide quality customer service and utilize a TEAM approach.

Core Values

- **Integrity and Responsibility**
- **Innovation**
- **Fiscal Accountability**
- **Customer Responsiveness**
- **Teamwork**
- **Excellence**



EXECUTIVE SUMMARY

As a member of the National Council on Problem Gambling (NCPG), the North American Association of State and Provincial Lotteries and the World Lottery Association, the Texas Lottery actively supports the problem gambling initiatives of these organizations. Since 2004, the agency has participated in the annual NCPG Problem Gambling Awareness Month campaign.

“Integrity and Responsibility” is a core value of the Texas Lottery Commission and that includes educating our players, retailers and employees about responsible gaming. For over a decade, the Texas Lottery’s “Play Responsibly” message has been promoted at retail. In 2014, we expanded awareness of the issue and available resources with the publication of our “Play Responsibly” brochure available on our website and in over 17,600 retail and claim center locations. Texas Lottery and Lottery Operator IGT staff also are trained on responsible gaming principles.

Our long-standing principle of social responsibility drives our continuing focus to develop a strong culture of responsible gaming throughout our agency and with our vendors, retailers and players.

WLA Award Submission: Best Innovation in Responsible Gaming Program Level 2
Element: Employee Program



Problem Gambling Awareness Month 2016 IMPLEMENTATION TEAM

Gary Grief

Executive Director

Michael Anger

Lottery Operations Division Director

Cylinda Dominguez

Administration Division, Web Administrator

Teresa Edwards

Lottery Operations Division, Retailer Development Coordinator

Joseph Guillory

IGT Texas Promotions & Training Manager

Mike Jones

Administration Division, Programming Coordinator

Tami Pimentel

Lottery Operations Division, Validations Supervisor

Linda Sanderson

IGT Texas Regional Sales Manager

Scott Semegran

Administration Division, Web Administrator

Robert Tirloni

Lottery Operations Division, Products & Drawings Manager

Mario Valdez

Enforcement Division Director

David Veselka

Lottery Operations Division, Assistant Retailer Services Manager

WLA Award Submission: Best Innovation in Responsible Gaming Program Level 2
Element: Employee Program



Problem Gambling Awareness Month 2016 EMPLOYEE PROGRAM

Texas Lottery® participation in the National Council on Problem Gambling (NCPG) Problem Gambling Awareness Month (PGAM) campaign has been a pillar of our Responsible Gaming program for over a decade. As our Responsible Gaming program has matured, implementation of the PGAM campaign elements has expanded with increased focus on participation by our employees and the employees of the Lottery Operator, IGT Corporation.

The Texas Lottery was pleased to receive World Lottery Association Level 2 Certification in October 2015.

The valuable feedback provided by the WLA Independent Assessment Panel (IAP) on our Application for Level 2 Certification gave us guidance for evaluating our Employee Program and identify strategies for improving its effectiveness.

Less than five months after receiving the IAP Level 2 observations and recommendations, we were able to implement an expanded PGAM campaign in March 2016, incorporating many best practices evidenced by other United States lotteries.

WLA Award Submission: Best Innovation in Responsible Gaming Program Level 2
Element: Employee Program

EMPLOYEE PROGRAM: EFFECTIVENESS, IMPROVEMENT AND INNOVATION

In 2014, the Texas Lottery introduced employee training for Retailer Services and Claim Center staff as a part of the annual PGAM campaign. Six classes were attended by 75 of the agency's 371 employees. Sessions included the NASPL training video, an overview of the agency's PLAY RESPONSIBLY brochure and a quiz. The same subject matter was added to the Lottery Operator's New Hire Training Manual for Sales Representatives.

Upon receipt of the observations and recommendations from our WLA Level 2 Certification, the agency embarked on plans for more robust implementation of the PGAM campaign elements in 2016. See Attachments for examples of messages.

- Employee training became mandatory for Promotions and Enforcement employees in addition to Retailer Services and Headquarters Claim Center staff. Staff from the Claim Center field offices would receive training at their summer training at Headquarters.
- Lottery Operator employee training expanded to all Texas sales and support staff.
- NCPG information was provided to all Texas Lottery and IGT Texas employees via posters, daily news messages, website home page banner, social media and intranet access to PLAY RESPONSIBLY video and brochure.

2016 Problem Gambling Awareness Month Employee Program

- 200 customer-facing employees participated in a total of eight training sessions with an additional 45 field claim center team members trained during scheduled annual training.
- Daily news messages, poster visibility, video and training on intranet, and weekly messages to more than 300 Texas Lottery employees and over 150 IGT Texas staff.

EMPLOYEE PROGRAM: 2016 PGAM IMPLEMENTATION

- 8 ½ x 11 **PGAM** poster in elevators and break room bulletin boards, including Texas Lottery headquarters, field offices and Lottery Operator IGT Texas sales offices.
- Weekly Daily Dispatch messages to all TLC staff; change weekly with comprehensive message Monday and logo other days of week.
- TLC Staff Training
 - Email reminders to customer-facing staff to view video and resource material at txlottery.org - sent March 1, 3, 7, 14, 21 and 28, 2016.
 - Conduct classes for customer-facing staff (Retailer Services, Promotions, Austin Headquarters Claim Center and Enforcement) – March 8, 14, 15, 21, 23, 24 and 28, 2016.
- Weekly emails of abbreviated Daily Dispatch messages to IGT sales staff, Retailer Services and Claim Center Staff. Schedule of messages.

Week 1 – March is Problem Gambling Awareness Month. The purpose of this event is to raise awareness about problem gambling and promote the availability of treatment. www.ncpgambling.org

Week 2 – Problem Gambling is a public health issue affecting all aspects of physical, social and mental health. It can affect families, work performance and general well-being. Know the signs of a gambling problem. Treatment is available. National Problem Gambling Hotline: 800-522-4700

Week 3 – Some Signs of Problem Gambling: Frequently borrowing money to gamble; Gambling to escape boredom, pain or loneliness; Lying to loved ones about gambling; Trying to win back money loss; and preoccupation with gambling. Have the Conversation. WWW.NCPGAMBLING.ORG/CHAT

EMPLOYEE PROGRAM: 2016 PGAM IMPLEMENTATION - *continued*

Week 4 – Some More Signs of Problem Gambling: Loss of interest in other activities; Argumentative and defensive about gambling behavior; unexplained absence for long periods of time; and Going without basic needs in order to gamble. Have the Conversation. #HAVETHECONVO

Week 5 – HAVE THE CONVERSATION. Know what Problem Gambling resources are available. National Problem Gambling Helpline 800-522-4700, www.ncpgambling.org, www.gamblersanonymous.org, www.gamanon.org, ncpgambling.org/chat and #HAVETHECONVO

- TLC Intranet
 - Post link to video
http://www.txlottery.org/export/sites/lottery/Winners/Player_Protection/Play_Responsibly.html

WELCOME TO THE TLC INTRANET

MARCH IS PROBLEM GAMBLING AWARENESS MONTH

PLAY RESPONSIBLY RETAILER TRAINING 2014



- Latest Events listing with link to
http://www.txlottery.org/export/sites/lottery/Winners/Player_Protection/Play_Responsibly.html

WLA Award Submission: Best Innovation in Responsible Gaming Program Level 2
Element: Employee Program



EMPLOYEE PROGRAM: EVALUATION


Texas Lottery® participation in the National Council on Problem Gambling (NCPG) Problem Gambling Awareness Month (PGAM) campaign will continue to be a stronghold in our ongoing Responsible Gaming program. As we pursue Level 3 Certification we already have implemented additional strategies which will aid in measuring the effectiveness of the annual PGAM campaign as well as our year round initiatives.



As a WLA member, the Texas Lottery continues its efforts and commitment to ensure that the playing public is protected and that revenues are appropriately maintained for the public good.

The following initiatives, and others in development, are designed to benefit our employees, Lottery Operator employees, retailers and players.

- Ongoing monthly tracking of views to our website PLAY RESPONSIBLY page.
- A Spanish language version of our brochure will be available on our website, in Texas Lottery retail locations and at our claim centers.
- A new PLAY RESPONSIBLY microsite via our website.
- We have, and will continue to reach out to other organizations and resources for comparison and evaluation of our program with those of other successful Level 3 and Level 4 lotteries.



WLA Award Submission: Best Innovation in Responsible Gaming Program Level 2
Element: Employee Program

**WLA Award Submission
Best Innovation in
Responsible Gaming Program
Level 2**

**Element:
Employee Program**

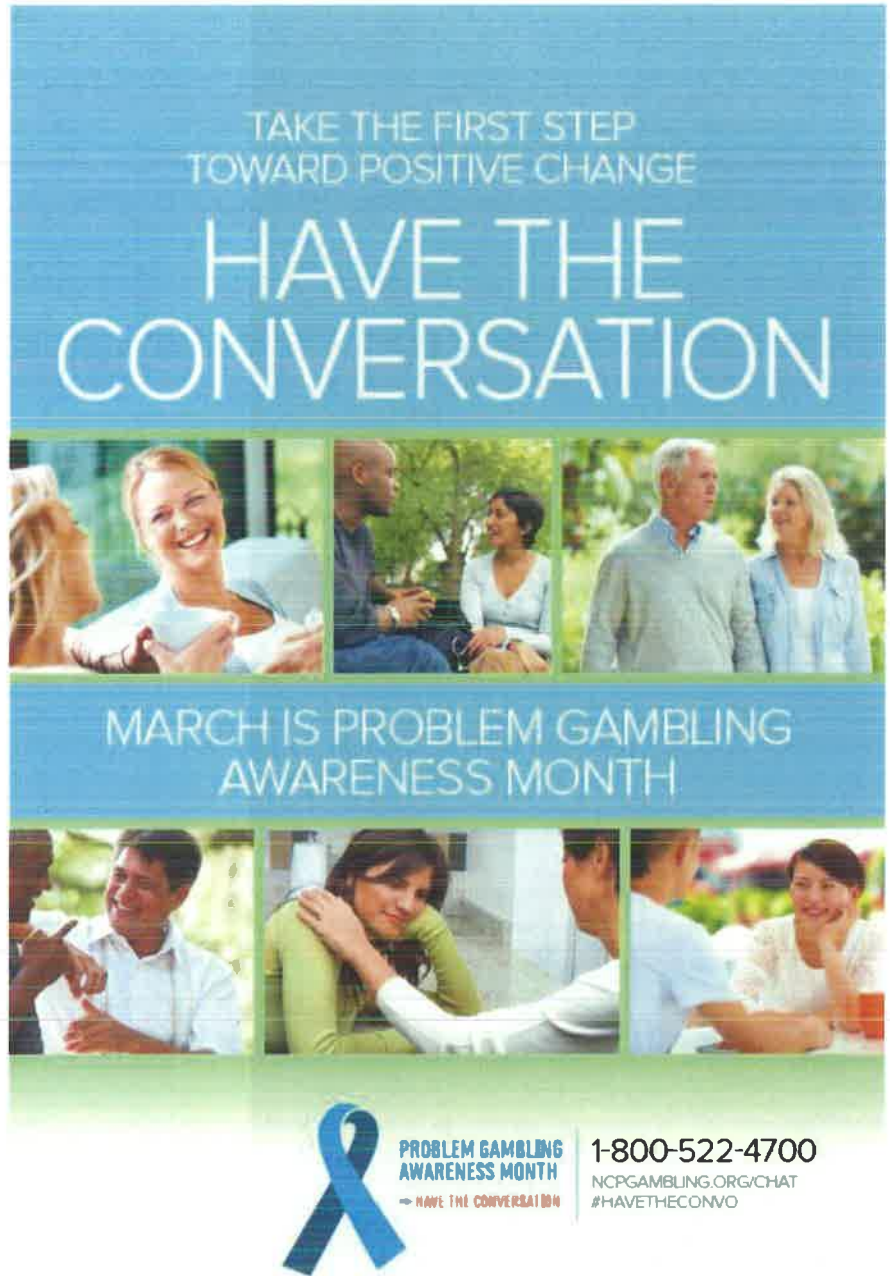
**Texas Lottery Commission
Problem Gambling Awareness Month
March 2016 Campaign**

ATTACHMENTS



CAMPAIGN ELEMENTS

Internal: Poster 3.1.16 – 3.31.16



WLA Award Submission: Best Innovation in Responsible Gaming Program Level 2
Element: Employee Program

Internal: Daily Dispatch
Week 1
Monday 2.29.16



PROBLEM GAMBLING
AWARENESS MONTH
→ HAVE THE CONVERSATION



NCPG
National Council on Problem Gambling

www.npgam.org

March is Problem Gambling Awareness Month!
The purpose of this event is to raise awareness about problem gambling and promote the availability of treatment.

Why is Problem Gambling Awareness Month Important?

Most adults gamble, and therefore, would benefit from programs to prevent gambling addiction. March has become one of the biggest gambling occasions because of the popularity of the NCAA "March Madness" Basketball Tournament. Between six and nine million people meet criteria for gambling problems, yet only a fraction seek help. We believe many who suffer in silence do so because they don't know they have developed a problem, what gambling addiction is or where to get help.

Have the Conversation about Problem Gambling.

Problem gambling is a public health issue affecting all aspects of physical, social and mental health. It can affect families, work performance and general well-being. It is important to know the signs of a gambling problem, that treatment is available and that it works.

March is a great time to Have the Conversation about Problem Gambling.

WLA Award Submission: Best Innovation in Responsible Gaming Program Level 2
Element: Employee Program

Internal: Daily Dispatch
Week 2
Monday 3.7.16



PROBLEM GAMBLING
AWARENESS MONTH
→ HAVE THE CONVERSATION



NCPG
National Council on Problem Gambling

www.npgam.org

Problem Gambling – General Overview

What is gambling? What is problem gambling?

- Gambling is risking something of value on an unknown outcome that depends on chance or skill.
- Gambling becomes a problem when it affects any major area of life.
- Problem gambling is characterized by the inability to resist the impulse to gamble, even when there are negative consequences.
- Loss of control is at the heart of problem gambling.
- A gambling disorder is similar to substance-related disorders in many ways.

How do I know if someone has a gambling problem?

Problem gambling is known as a hidden addiction. There is no physical test that indicates gambling behavior, but there are some signs to look for:

- Frequently borrowing money to gamble.
- Gambling to escape boredom, pain or loneliness.
- Lying to loved ones about gambling.
- Trying to win back money lost.
- Preoccupation with gambling.
- Loss of interest in other activities.
- Argumentative and defensive about gambling behavior.
- Unexplained absence for long periods of time.
- Going without basic needs in order to gamble.

Who is at risk for a gambling problem?

- Problem gambling does not discriminate based on age, gender, religion, social status or education. Anyone can develop a gambling problem.
- Gambling problems may develop with any form of gambling activity.

WLA Award Submission: Best Innovation in Responsible Gaming Program Level 2
Element: Employee Program

Internal: Daily Dispatch
Week 3
Monday 3.14.16



PROBLEM GAMBLING
AWARENESS MONTH
→ HAVE THE CONVERSATION



NCPG
National Council on Problem Gambling

www.npgam.org

The Impact of Problem Gambling

Why do I need to know about problem gambling?

- Although most people gamble for fun and recreation, some can develop a problem that can lead to severe negative consequences.
- Gambling addiction affects 6-9 million Americans (2-3% of the population).
- Anyone who gambles can develop problems if not aware of the risks.
- Gambling is more readily available now in the U.S. than at any point in our history; 48 states allow some form of gambling.

How does problem gambling impact me?

- It is estimated that 8-10 people are affected by one individual's gambling problem.
- If you gamble it is important to recognize that what once was fun and recreation can become a serious issue.
- Your awareness may help a loved one seek the necessary help.
- Problem gambling is a public health issue that impacts relationships, families, businesses and communities.

What are the consequences of a gambling addiction?

- If untreated, gambling addiction can lead to serious health issues including suicide, co-occurring disorders, domestic violence and work issues.
- Children of a person with a gambling problem show higher rates of gambling disorder and higher levels of tobacco, alcohol and drug use and overeating than children of people without a gambling problem.
- It can ruin relationships and families.
- It can cause financial devastation.
- It can result in depression and other mental health concerns.

WLA Award Submission: Best Innovation in Responsible Gaming Program Level 2
Element: Employee Program

Internal: Daily Dispatch
Week 4
Monday 3.21.16



PROBLEM GAMBLING
AWARENESS MONTH
→ HAVE THE CONVERSATION



www.npgam.org

Help and Hope

What is a helpline and what does it do?

- Most states have established confidential toll-free helplines to help problem gamblers and their families obtain information about counseling, Gamblers Anonymous and other supportive resources.
- A helpline gives a caller an opportunity to share what is on the person's mind and be heard by someone who cares and can listen non-judgmentally.
- A helpline provides assistance, information and referrals.

How can a trained counselor help someone with a gambling problem?

- Certified professionals are trained to understand and treat the unique circumstances and experiences of problem gamblers.
- A counselor can help the gambler sort out options when coping with difficulties.
- **A professional can offer hope and present evidence that can change is possible.**
- A counselor's office is a safe place for discussion of uncomfortable thoughts such as **suicide**.
- A counselor is aware of specialized levels of treatment and alternative therapies.

What is Gamblers Anonymous and why is it beneficial?

- Gamblers Anonymous is a confidential fellowship of men and women from diverse social, economic, racial and religious backgrounds who meet to share their experiences, strength and hope as it relates to stopping gambling and living a happy and productive life.
- Gamblers Anonymous is based on 12 guiding principles and 12 steps of recovery.

WIA Award Submission: Best Innovation in Responsible Gaming Program Level 2
Element: Employee Program

Internal: Daily Dispatch
Week 5
Monday 3.28.16



PROBLEM GAMBLING
AWARENESS MONTH
→ HAVE THE CONVERSATION



www.npgam.org

Help and Hope

What resources are available?

- Call the National Problem Gambling Helpline: 800-522-4700.
- Get help in your state: <http://www.ncpgambling.org/help-treatment/help-by-state/>
- Find a treatment facility: <http://www.ncpgambling.org/help-treatment/treatment-facilities/>
- Gamblers Anonymous: www.gamblersanonymous.org
- Gam-Anon: www.GamAnon.org

How do I have the conversation with a loved one?

Talking with someone you know about a potential gambling problem can be difficult. Remember, you can't stop the person from gambling; only the player can make the decision to stop. Choose the right moment, speak in a caring and understanding tone and hear what the person is saying. To start the conversation:

- Tell your loved one you care and are concerned about his/her actions.
- Tell the person exactly what he/she has done that concerns you.
- Tell the person how his/her behavior is affecting other people. Be specific.
- Be clear about what you expect from the person ("I want you to talk to someone about your gambling.") and what he/she can expect from you ("I won't cover for you anymore.").
- After you have told your loved one what you have seen and how you feel, allow him/her to respond. Listen with a non-judgmental attitude.
- Let the person know you are willing to help, but don't try to provide counsel yourself.
- Give information, not advice.
- Encourage your loved one to call the toll-free helpline: 800-522-4700.

Internal: Logo in Daily Dispatch on non-message days



PROBLEM GAMBLING
AWARENESS MONTH
→ HAVE THE CONVERSATION

WLA Award Submission: Best Innovation in Responsible Gaming Program Level 2
Element: Employee Program

LATEST EVENTS (link to Play Responsibly page on website)

WELCOME TO THE TLC INTRANET

APD PERSONAL SAFETY TRAINING - FEBRUARY 2016

FY-TO-DATE LOTTERY SALES

LATEST EVENTS

- Problem Gambling Awareness Month HAVE THE CONVERSATION
- Texas Independence Day
Thu Mar 03 @10:00AM - All Staff Meeting
- Good Friday
- San Jacinto Day

View Full Calendar

LATEST JACKPOTS & RESULTS Play Responsibly

LOTTO TEXAS \$7.5 TEXAS TWO STEP \$950

GAMES WINNERS RETAILERS MEDIA ABOUT US

Play Responsibly

TAKE THE FIRST STEP TOWARD POSITIVE CHANGE

HAVE THE CONVERSATION

TWITTER

Tweets

- Texas Lottery @TexasLottery
Daily 4 Day Winning Numbers for 02/29/2016: 3 - 2 - 7 - 9
Sum (it Up) = 21 aka (K1F2K)
Expand
- Texas Lottery @TexasLottery
All or Nothing Day Winning Numbers for 02/29/2016: 1 - 3 - 7 - 9 - 10 - 11 - 13 - 15 - 16 - 18 - 20 - 22 aka (K1F2K)
Tweet to @TexasLottery

WLA Award Submission: Best Innovation in Responsible Gaming Program Level 2
Element: Employee Program

Social Media

Tuesday 3.1.16



The Texas Lottery is a proud supporter of National Problem Gambling Awareness Month. Visit our website for more information: <http://bit.ly/1Tbo9Q0>



The Texas Lottery is a proud supporter of National Problem Gambling Awareness Month. Visit the #TexasLottery website for more information: [#PlayResponsibly](http://bit.ly/1Tbo9Q0#PlayResponsibly) [#HaveTheConvo](http://bit.ly/1Tbo9Q0#HaveTheConvo)



We are a proud supporter of National Problem Gambling Awareness Month. [#PlayResponsibly_#HaveTheConvo](http://bit.ly/1Tbo9Q0) <http://bit.ly/1Tbo9Q0>

Thursday 3.10.16



Live video by Texas Lottery Executive Director Gary Grief sent to 177,800 Facebook fans <https://www.facebook.com/TexasLottery/videos/vb.409672022380161/1339685409378813/>

Tuesday 3.15.16



Did you know that March is National Problem Gambling Awareness Month? Visit our website for more information: <http://bit.ly/1Tbo9Q0>



Did you know that March is National Problem Gambling Awareness Month? Did you know that March is National Problem Gambling Awareness Month? [#HaveTheConvo_#PlayResponsibly_Visit the #TexasLottery website for more information:](http://bit.ly/1Tbo9Q0) <http://bit.ly/1Tbo9Q0>



DYK: March is National Problem Gambling Awareness Month. Remember to [#PlayResponsibly](http://bit.ly/1Tbo9Q0) [#HaveTheConvo](http://bit.ly/1Tbo9Q0)

Tuesday 3.29.16



Responsibility is a core value of the Texas Lottery Commission and that includes educating our players about playing Texas Lottery® games responsibly. If you or someone you know has a gambling problem, please visit our website for a list of resources. <http://bit.ly/1Tbo9Q0>



Responsibility is a core value of the Texas Lottery Commission and that includes educating our players about playing Texas Lottery® games responsibly. If you or someone you know has a gambling problem, please visit our website for a list of resources.: [#HaveTheConvo](http://bit.ly/1Tbo9Q0#HaveTheConvo) [#PlayResponsibly](http://bit.ly/1Tbo9Q0#PlayResponsibly)



DYK: March is National Problem Gambling Awareness Month. Remember to [#PlayResponsibly](http://bit.ly/1Tbo9Q0) [#HaveTheConvo](http://bit.ly/1Tbo9Q0)



PROBLEM GAMBLING
AWARENESS MONTH
→ HAVE THE CONVERSATION

Texas Lottery Employee Training Script

Lottery Operations Division: Retailer Services, Promotions and Claim Center Staff
Enforcement Division: Director and Team Leaders

Trainer Introduction:

The Texas Lottery takes the issue of responsible gaming seriously. Responsibility is a core value of the Texas Lottery Commission and that includes educating our players, retailers and employees about playing lottery games responsibly.

The information provided to you today is designed to inform you of the resources available should you know someone or encounter a situation where a person is seeking assistance with a gambling problem.

The following video was produced by the National Council on Problem Gambling in cooperation with the North American Association of State and Provincial Lotteries. The Texas Lottery is a member of both organizations as well as the World Lottery Association and actively supports the problem gambling initiatives of all these organizations.

Trainer Discussion After Video:

- This information is provided as a public service.
- When faced with questions about problem gambling or a situation involving someone that may be having difficulty, you should not feel that you need to assume the role of counselor, therapist, financial advisor or monitor. However, you can provide information that may be helpful to the person you have encountered.
- What should a retailer do when faced with a person who may not be playing lottery games responsibly?
 - a. Make the sale and move the player along.
 - b. Refuse to sell the player any more tickets.
 - c. Offer a pamphlet with helpful resources.
- Whatever action is taken, if any, is always your discretion based on the circumstances.
- Quiz
- Certificates

as of March 7, 2016



Texas Lottery Employee Training – March 2016

1. The Texas Lottery takes the issue of **responsible gaming** seriously.
2. **Responsibility** is a core value of the Texas Lottery Commission and that includes educating our players, retailers and employees about playing lottery games responsibly.
3. The information provided today is designed to inform you of the **resources** available should you know someone or encounter a situation where a person is seeking assistance with a gambling problem.
4. Today's video was produced by the **National Council on Problem Gambling** in cooperation with the **North American Assoc. of State and Provincial Lotteries**.
5. The Texas Lottery is a member of **both organizations**, as well as the World Lottery Association and actively supports the **problem gambling initiatives** of these organizations.
6. This information is provided as **public service**.
7. When faced with questions about problem gambling or a situation involving someone that may be having difficulty, you should assume the role of:
 - a. counselor
 - b. financial advisor
 - c. monitor
 - d. All of the above
 - e. None of the above. However, you can provide information.
8. What should a retailer do when faced with a person who may not be playing lottery games responsibly?
 - a. Make the sale and move the player along.
 - b. Refuse to sell the player any more tickets.
 - c. Offer a pamphlet with helpful resources.
9. Whatever action is taken, if any, is always **your discretion** based on the circumstances.
10. Where can you find resources for problem gambling? **TLC pamphlet & website**

March 7, 2016



The Texas Lottery® designs its games to be fun entertainment and we encourage our customers to play responsibly. For some people gambling can become a problem.

Responsibility is a core value of the Texas Lottery Commission and that includes educating our players about playing lottery games responsibly.

If you or someone you know has a gambling problem, we want to make you aware of the helpful resources listed below.

National Council on Problem Gambling

www.ncpgambling.org

24-Hour Confidential Helpline

800-522-4700

Gamblers Anonymous

www.gamblersanonymous.org

TEXAS HOTLINES

Austin **512-860-2958**

Dallas **214-890-0005**

Fort Worth **817-371-0624**

Houston **855-442-7105**

Gam - Anon

www.gam-anon.org

For family and friends of compulsive gamblers

718-352-1671

National Center for Responsible Gaming

www.ncrg.org

Email: Info@ncrg.org

WHAT ARE THE SIGNS OF A GAMBLING PROBLEM?

- Often preoccupied with gambling
- Feels restless or irritable when not gambling
- Chases losses for a period of time to get even
- Jeopardizes personal relationships and opportunities
- Gambles with increased amounts of money to maintain excitement
- Gambles when feeling distressed
- Lies to family and friends about gambling
- Unable to cut back or stop gambling
- Borrows money to cover gambling debts

Source: National Center for Responsible Gaming

The Texas Lottery Commission is a member of the National Council on Problem Gambling, the North American Association of State and Provincial Lotteries, and the World Lottery Association and actively supports the problem gambling initiatives of these organizations.



txlottery.org

800-375-6886

Must be 18 years of age or older to purchase a Texas Lottery ticket.

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This information is provided as a public service.

PLAY RESPONSIBLY.



RESPONSIBLE GAMING EMPLOYEE TRAINING

“Integrity and Responsibility”
is a core value of the
Texas Lottery Commission
and that includes educating our
employees as well as our players,
retailers and general public about
responsible gaming.

[Click here to
proceed.](#)

The Texas Lottery is a member and supports the problem gambling initiatives of the following organizations.



[Click here to proceed.](#)

Texas Lottery® games are designed to be entertainment and we encourage our customers to play responsibly.

THE POWER TO
CHECK YOUR TICKETS
 IS IN YOUR HANDS!

Play Responsibly

POWERBALL \$ 82 MEGA MILLIONS \$ 45

GAMES WINNERS RETAILERS

\$1,000,000 2nd Tier Mega Millions ticket sold in Dallas on 7/20/14

JACKPOT WINNER! Winning \$6,000,000 Lotto Texas ticket sold in Houston on 7/17/14

Texas Two Step! The game with the most jackpot winners in Texas each year! Win a ticket sold in San Antonio on 7/17/14

\$82 MILLION

TEXAS LOTTERY

POWERBALL MEGA MILLIONS

LOTTO TEXAS TWO STEP

TRIPLE ALL or nothing

DAILY 4 PICK 3

Download the Texas Lottery App!

Download on the App Store GET IT ON Google play

TEXAS LOTTERY SUPPORTING TEXAS EDUCATION AND VETERANS

#1802 BREAK THE BANK

At Start of Game:
 OVERALL ODDS: 1 in 4.80 (including break-even prizes)
 TOP PRIZE ODDS: 1 in 1,578,947.37
 (Top prize odds may vary +/- 2%)

(527) 100

- Sign your ticket upon receipt.
- Prize amounts for this game are \$2, \$4, \$6, \$8, \$10, \$12, \$20, \$50, \$200, \$1,000, \$2,000 and \$30,000.
- Prizes over \$599 must be claimed at a claim center or by mail. To claim a prize by mail, send signed ticket and completed claim form to: Texas Lottery, PO Box 16600, Austin, TX 78761-6000. The Texas Lottery is not responsible for tickets lost in the mail.
- Prizes must be claimed no later than 180 days after close of game. For information about claiming prizes or prizes already claimed, visit txlottery.org or call 1-800-375-6886.
- Game closing procedures may be initiated for documented business reasons. These games may have prizes unclaimed, including top prizes. Game closing procedures will be initiated when all top prizes have been claimed. During closing, games may be sold even after all top prizes have been claimed. Claims are subject to applicable laws, rules, procedures and final decisions of Executive Director.
- Must be 18 or older to purchase a ticket. PLAY RESPONSIBLY.

Claimant Signature (Required)

Printed Name

Mailing Address

City

State

Zip

Phone No. 1802-VOID001-001(125)

1-800-375-6886

Click here to proceed.

For additional rules and terms, visit txlottery.org or call 1-800-375-6886. Must be 18 or older to purchase a ticket. PLAY RESPONSIBLY.

We recognize that for some people gambling can become a problem and we provide a list of helpful resources on our website.

[Play Responsibly](#) [Home](#) [Education](#) [Responsible Advertising](#)



Play Responsibly

The Texas Lottery designs its games to provide entertainment and we encourage our customers to play responsibly. Responsibility is a core value of the Texas Lottery Commission and that includes educating consumers about playing lottery games responsibly. For some people gambling can become a problem. If you or someone you know has a gambling problem, we want to make you aware of the helpful resources listed below.

National Council on Problem Gambling

www.ncpgambling.org

24-Hour Confidential Helpline

800-522-4700 ☎

Texas Council on Problem Gambling

txprobgambling@gmail.com

[Facebook.com/texasCouncilonProblemGambling](https://www.facebook.com/texasCouncilonProblemGambling)

[Twitter.com/txprobgambling](https://twitter.com/txprobgambling)


Gamblers Anonymous

www.gamblersanonymous.org

Texas Hotlines:

- Austin 512-860-2958 ☎
- Dallas 214-890-0005 ☎
- Fort Worth 817-371-0624 ☎
- Houston 855-442-7105 ☎
- San Antonio 210-705-4429 ☎


[Click here to proceed.](#)



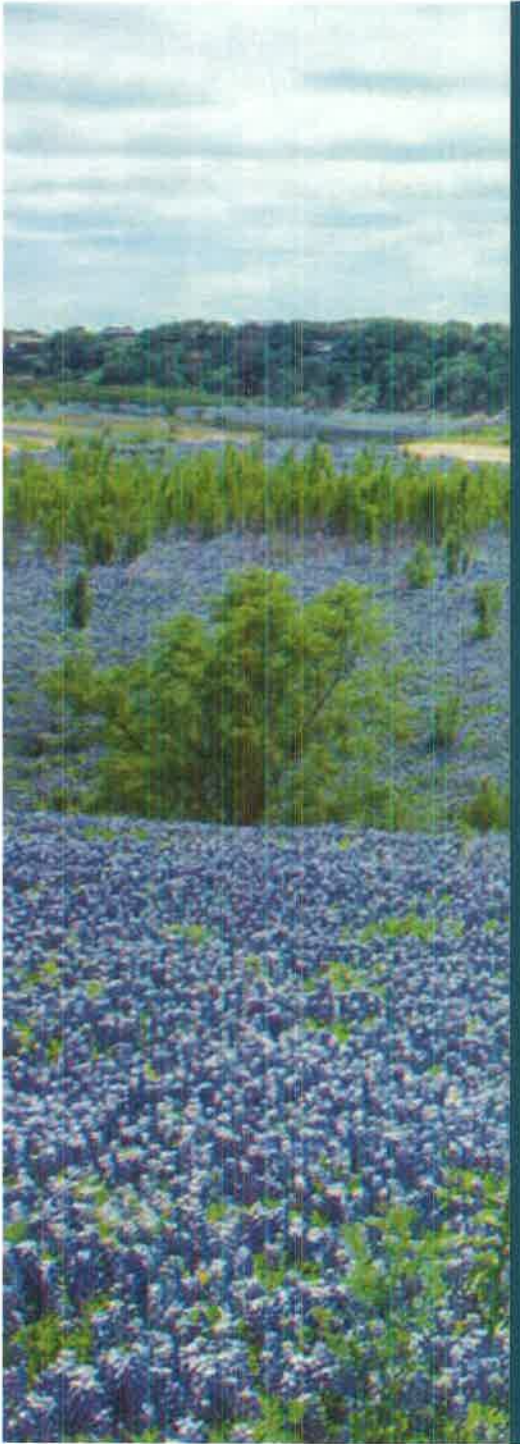
The Play Responsibly section of our website also includes a list of signs of a gambling problem.

- Borrows money to cover gambling debts
- Gambles when feeling bored or distressed
- Lies to family and friends about gambling
- Tries to win back money lost
- Is often preoccupied with gambling
- Loses interest in other activities
- Is argumentative or defensive about gambling behavior
- Is absent for long periods of time
- Goes without basic needs in order to gamble

Source: National Council on Problem Gambling



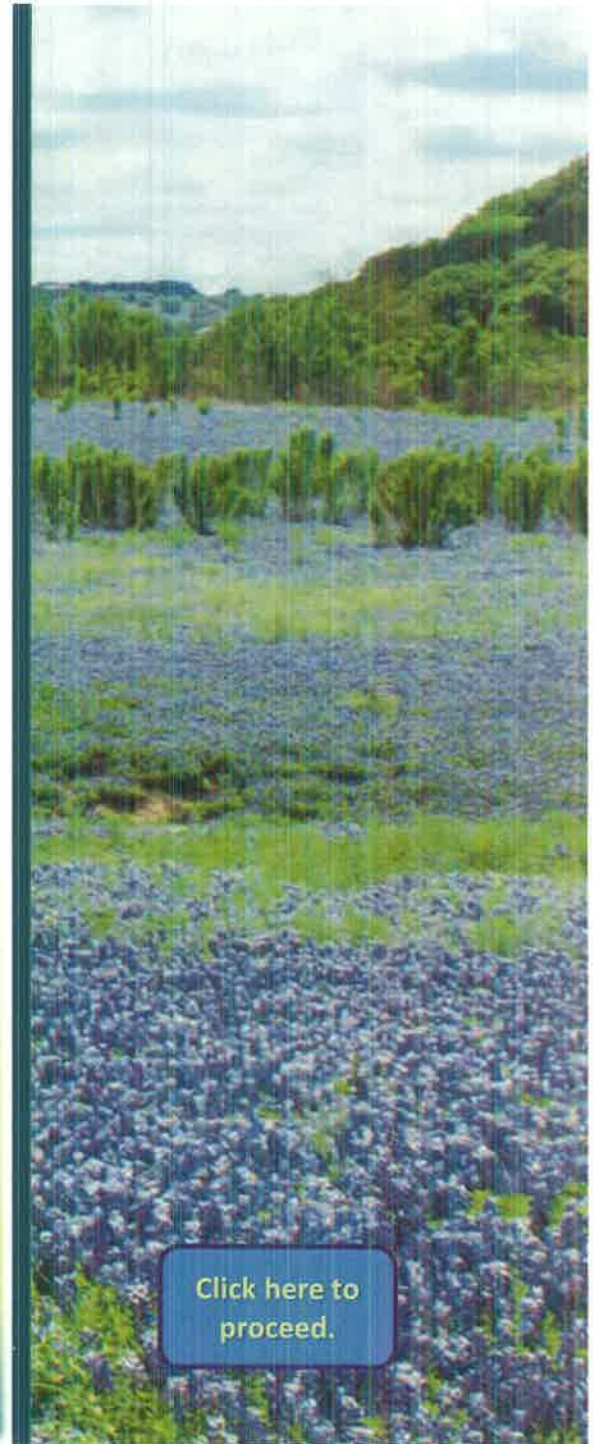
[Click here to proceed.](#)



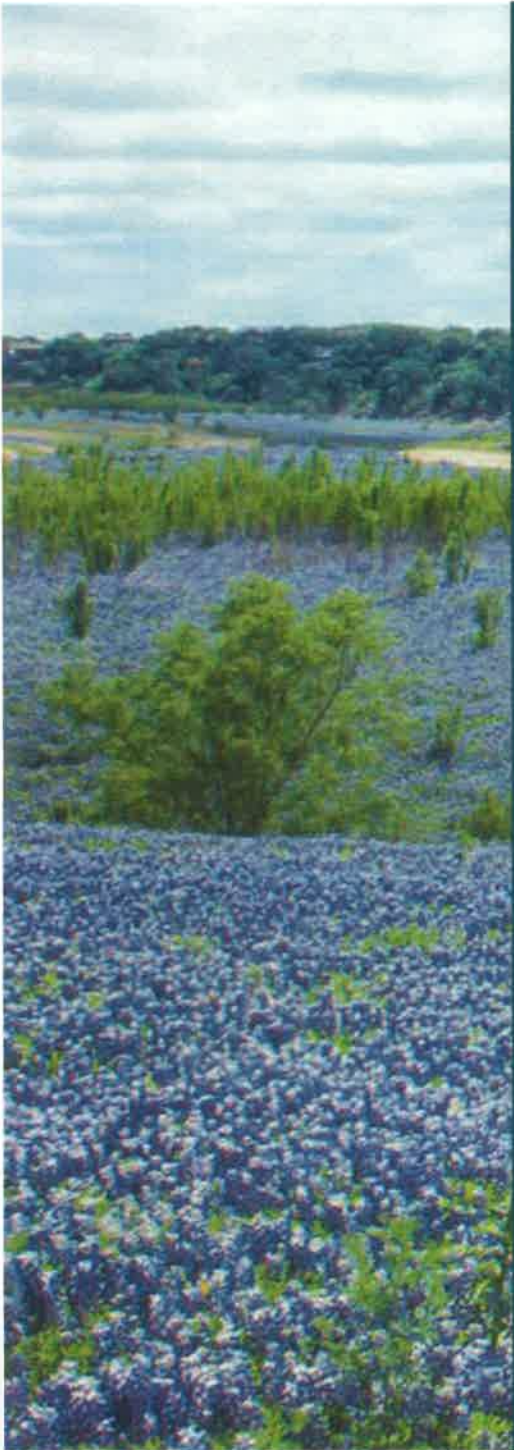
In addition to helpful resources, our Play Responsibly site includes a retailer education video and the Play Responsibly brochure. Both will provide you with useful information.

You are required to view the video as part of this training.

Before you watch the 5-minute video, there is one more piece of important information.



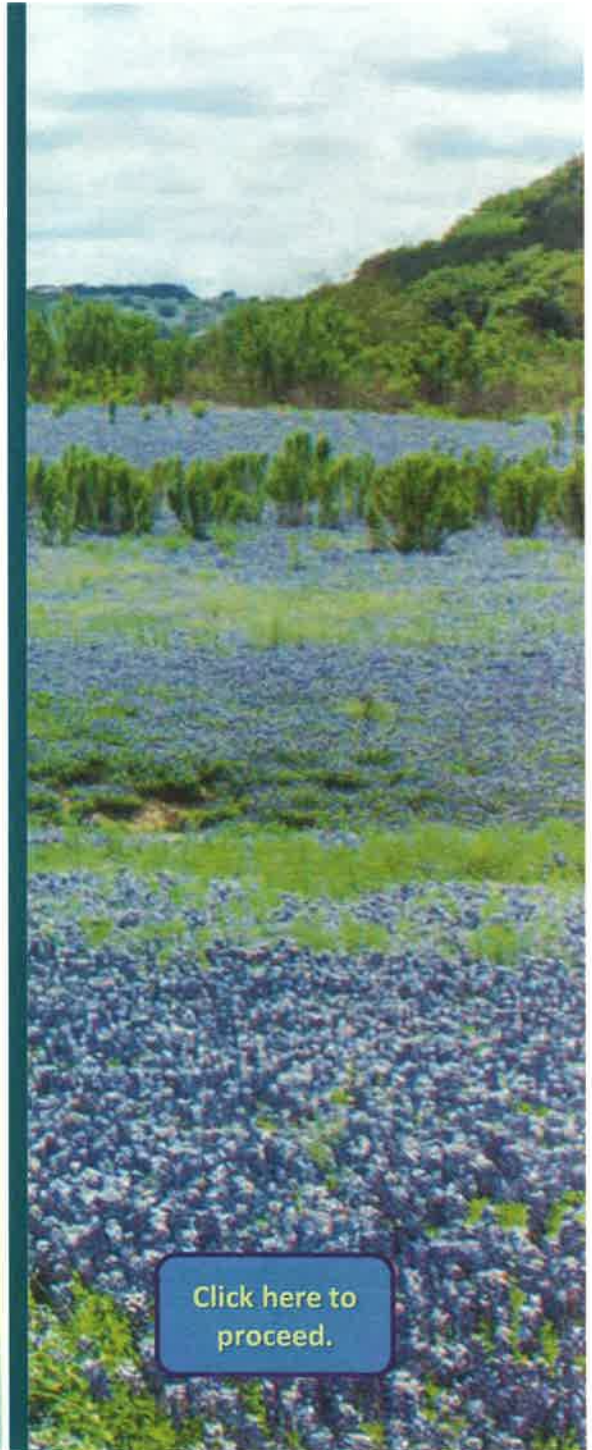
[Click here to proceed.](#)



- 2 million (1%) of U.S. adults are estimated to meet criteria for pathological gambling in a given year.
- Another 4-6 million (2-3%) would be considered problem gamblers; that is, they do not meet the full diagnostic criteria for pathological gambling, but meet one or more of the criteria and are experiencing problems due to their gambling behavior.

Research also indicates that most adults who choose to gamble are able to do so responsibly.

Source: National Council on Problem Gambling



[Click here to proceed.](#)

After you view the video,
go to the intranet RG Assessment
& Certificate link and complete the
10 questions.

At the conclusion of the
assessment, print out the
Certificate of Completion,
complete your information and
forward to Human Resources as a
record of this required training.

Click [here](#) to view the video now.





After you have viewed the required employee Responsible Gaming training, complete the assessment questions below. Once you complete the assessment you will have access to the Certificate of Completion. Print a copy, fill in your name, sign and date the certificate and return it to Human Resources.

Employee Responsible Gaming Training Assessment

1. "Integrity and Responsibility" is a Core Value of the Texas Lottery Commission. True False
2. Texas Lottery games are designed to be entertainment. True False
3. Information on resources for help with problem gambling can be found on the Texas Lottery website. True False
4. The Texas Lottery supports the problem gambling initiatives of the World Lottery Association, the National Council on Problem Gambling and the North American Association of State and Provincial Lotteries. True False
5. Playing lottery games every week is a sign of problem gambling. True False
6. Borrowing money to cover a gambling debt is a sign of problem gambling. True False
7. Lying to family and friends about gambling is a sign of problem gambling. True False
8. Texas Lottery employees are expected to provide counsel and financial advice to persons with a gambling problem. True False
9. Going without basic needs in order to gamble is a sign of problem gambling. True False
10. Providing responsible gaming information can make a difference in someone's life. True False