Gambling Crimes Education and Awareness

Final Report

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September 13, 2011

To protect the public by ensuring that gambling is legal and honest

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Program Overview

The Gambling Crimes Education and Awareness Program was created in October, 2009 to make effective use of federal forfeiture funds to increase public awareness of:

- The history, mission, structure, and duties of the agency
- Washington's gambling laws, including the new underage gambling statute
- The dangers of problem gambling

Another primary goal of the program is to increase awareness of gambling crimes in order to increase gambling crimes enforcement and prosecutions.

Special Agents Debby Vandall and Robert Zaher were assigned to the project under the supervision of Deputy Director Dave Trujillo.

Strategic Plan Goals as of September 15, 2011

The program's success was to be measured by the number of various types of contacts with stakeholders and by the increase in the information available to the public at the end of the project versus at the beginning. We feel that the program was successful and we are incorporating portions into our day-to-day activities. All the goals set by the Strategic Plan for this program were reached except for the number of meetings conducted with the Tribes. The goal was to conduct at least 20 meetings with the Tribes to assess varying needs for gambling crimes education and awareness. All 22 Tribes who have gambling activities were contacted. As of the writing of this report, 20 meetings have been conducted.

(See Appendix A for the Gambling Education and Awareness Strategic Plan Goals for goals set and attained.)

(Note: In March 2011, SA Zaher left the program. Deputy Director Trujillo decided to not fill his position, so the program continued with the remaining agent.)

Assessment and Outreach

At the beginning of the program, Deputy Director Trujillo asked us to approach the project as an assessment of the needs of stakeholders. Our outreach efforts would be based on these needs.

We first had to identify which parties had a stake in the goals of the project. Potential contacts fell into several broad categories:

- **Tribes** – Including tribal governments, gaming commissions, gaming agencies, and tribal members
- **Law enforcement agencies**–Including police and sheriff's departments, correctional agencies, other state agencies, federal agencies, multi-jurisdictional task forces, and fraud and detectives groups
- **Prosecutors**
- **Behavioral health providers and associated agencies and organizations**–Including the Department of Social and Health Services (DSHS); Evergreen Council on Problem Gambling (ECPG); university health, wellness, and counseling departments; problem gambling counselors; and other groups
- **Washington State Gambling Commission (WSGC) commissioners and staff**
- **Gambling licensees**
- **Community groups–**Including teen centers, senior centers, religious institutions and organizations, ethnic organizations, and other groups organized around a common interest
- **The general public**

We decided to approach these stakeholders in phases. At the time our project commenced, our agency was working with Evergreen Council on Problem Gambling (ECPG) to conduct joint presentations. The intended audience was primarily youth, parents, and educators, in order to publicize the new underage gambling law and the dangers of youth problem gambling. As a result, we chose youth-related groups for our first phase of assessment and outreach.

We made contacts with other stakeholders throughout the year, but in our first year of the program our focus areas were: **WSGC staff**, **youth**, **police chiefs and sheriffs**, **universities**, and **prosecutors**. For our second year, we concentrated on: **schools, community colleges, technical colleges, Tribal Gaming Agencies, Tribal Police Departments, community centers, youth organizations, and events.**

Refining the Messages

Once we identified to whom we were going to speak, we needed to clarify our messages, and match our messages with our audiences. This turned out to be an ongoing project, and as our assessment progressed, our messages and approaches evolved. We settled on the following message / audience pairings:

- **Most gambling by minors is illegal.** (Various audiences)

- **Certain types of gambling are illegal (Internet gambling, professional gambling).** (Various audiences)
- **Problem and pathological gambling have serious consequences and help is available.** (Various audiences)
- **Problem gambling is bad for business.** (Gambling industry, tribes)
- **WSGC has been regulating gambling and enforcing gambling laws since 1973 and can provide assistance with gambling crimes enforcement.** (Law enforcement, prosecutors, tribes)

We found interpretation of some of the gambling laws with regard to which activities are legal and which are illegal difficult and received assistance from the Communications and Legal Department (CLD) and the Assistant Attorney General for clarification.

Focus on WSGC Staff

In late 2009 and early 2010 we met with Field Operations, the Tribal Gaming Unit (TGU), the Criminal Intelligence Unit (CIU), and other WSGC staff to solicit ideas for enhancing gambling crimes awareness and education. We incorporated staff suggestions into our approaches and into our literature, and we will continue to seek staff or agency feedback.

Focus on Youth

In late 2009 and early 2010, we conducted joint presentations to youth-related groups *(see Appendix D)* with ECPG Outreach Coordinator Rhonda Stone. SA Roger Sauve and BOD Analyst Judy Pittelkau also gave presentations with ECPG during this phase.

We learned that youth are gambling at an alarming rate in Washington, starting as early as middle school, and perhaps earlier. Some of their games of choice include: poker, street dice, mahjongg, sports betting, bets for favors, and Internet gambling. Of an audience of about 30 incarcerated youth during one of our joint presentations, all but one admitted they had gambled. One resident offender said that when his father came to visit the detention facility they would spend their entire time together gambling.

Youth, for the most part, were not forthcoming in sharing their experiences when we brought up the illegal gambling message. We were contacting primarily at-risk youth who were secretive about their own activities. Some appeared contemptuous toward laws and law enforcement (especially if we were introduced as law

enforcement), and mistrustful of a message conveyed by adults. Youth might be more receptive to a simple written message that is tactfully presented, or to a message developed by and presented to them by their peers.

We also found it a challenge to combine the messages of gambling crimes education with gambling addiction within the same presentation. For example, Stone would tell the audience: "We're not telling you not to gamble," when our subsequent message to the same audience was that there were, in fact, types of gambling that they should not be engaged in.

We spoke with parents and educators in a variety of settings, and they were receptive to both the problem gambling and illegal gambling messages. Many attendees at the annual PTA conference–where we were asked to assist at the ECPG booth–shared personal stories of teens addicted to gambling (we also handed out quite a few raffle rules flyers). However, not all parents and adults we spoke with were comfortable with the concept of gambling being regulated or controlled. Stone explained to us that some parents reject that gambling might be a problem for youth, particularly those parents who are active gamblers themselves.

In the summer of 2009, under a contract with WSGC, ECPG hired an advertising agency to create the "Not a Zander" campaign, which featured a fictional youth gambling addict called "Zander," in order to publicize youth problem gambling and the new underage gambling law. In March, 2010, ECPG arranged for a real-life former youth gambling addict to assume the role of Zander for several public presentations during Problem Gambling Awareness Week.

During the year, ECPG published a brochure for which the primary audience is parents, and the secondary audience teens. The brochure addresses only problem gambling, not the underage gambling law. We still need to determine whether the agency should come up with a new campaign directed at the "Zander" demographic to promote the underage gambling law, and a problem gambling piece aimed directly at teens. Our existing "Gamble Online – The Odds are Against You" brochure and our upcoming "Don't Bet On Sports" bookmarks may provide a partial solution in that they should catch the attention of teen gamblers.

In March, 2010, rapper Lamar Hudson, with funding from ECPG and DBHR, created a video in which junior high students role-played what their peers were saying about gambling addiction. Even though they were role-playing, the kids seemed familiar with gambling activities. Here is some of what they said:

"I bet on every sport you can think of. I bet with money, shoes, Wii systems: Like the other day I was playing this dude, and he lost, and I got his now, and he's not getting that back. No refunds. That's my motto."

"I was at my friend Diana's house, and we were just hanging out, and she was like, 'Hey, I got this really cool game on my phone–it's called Bejeweled…' Ever since then I've been playing non-stop every chance I can get. I'll be betting money with her just to see who can get the highest score. It's ridiculous."

"I was, like, hanging out with my friends at their house, and they were like… 'Wanna shoot some dice or somethin'?' And I was like, 'Yeah, sure.' And I was like, 'do you wanna bet?' And they said 'Yeah.' So I put in my iPod, and my watch, and they were from my parents–they were really expensive. I was lucky enough to win them back with a pair of snake eyes. Shootin' dice is my thing. I always have them in my purse or in my backpack."

Outreach efforts

In addition to the joint presentations mentioned above, we distributed WSGC's online gambling brochure and ECPG's new teen problem gambling brochure at teen centers, libraries, community centers, and police stations.

We also handed out teen problem gambling brochures at our agency's booth at the Public Service Recognition Week fair in Olympia. The booth featured a display and literature about our agency, and a "Gam-opoly" game we created with WSGC-themed spaces, tokens, chance and community chest cards. Other agencies, to attract fairgoers, were handing out promotional items, but we had none, so this inspired us to create "Don't Bet on It" key chains to have on hand for the next outreach opportunity.

Despite the challenges involved in coming up with effective methods of presentation, we attempted to educate youth, parents, and educators about problem gambling and illegal gambling, perhaps in partnership with ECPG. We did this by:

- **School Resource Officers (SRO's) –** In our contacts with police chiefs and sheriffs, we learned that a partnership with school resource officers might help us get our messages to youth. We recommend field agents contact their local law enforcement to see if they have an SRO program and whether we could assist them with our gambling messages.
- **Community gathering spots–** Institutions frequented by youth and parents such as libraries, community centers, and teen centers are ideal locations for

gambling awareness literature. Staff at these locations were receptive to placing our materials. King County Libraries has a service through which they distribute literature from nonprofits and government agencies to all library branches, and we will be using this service. Youth gambling addicts might be receptive to a written message that they can take home and consider without being under the scrutiny of those they might not trust.

- **Public service institutions–**We successfully displayed our literature at places such as police stations, courthouses, and other government offices where the public does business.
- **Presentations–**Community groups may request presentations, via our Web site's "Request a Presentation" link or though another method. Based on our experience, a presentation should be about problem gambling or gambling crimes, but not both.

Focus on Police Chiefs and Sheriffs

Starting in January, 2010, we began meeting with police chiefs and sheriffs, in conjunction with local field agents. Before we began formal contact, we consulted with several police chiefs with whom we had worked closely in the past. Director Day sent letters to the agencies introducing us *(See Appendix B),* and we followed up with phone calls to schedule meetings. During this phase we met with 44 agency leaders or their representatives individually *(see Appendix C)*. In most cases, we met with the agency leaders themselves. We also met with an additional 20-25 chiefs at chiefs' meetings at which we were invited to give presentations *(see Appendix C)*.

Our goals for these meetings were to:

- Introduce the history and mission of WSGC
- Find out how we could assist the law enforcement agency
- Introduce the local agent
- Present and get feedback on outreach materials
- Obtain additional outreach contacts in the community

We selected agencies from all regions of the state–from Asotin to Port Angeles, from Clark County to Spokane Valley–to get a broad representation of the needs of law enforcement. We also met with university police departments to assess their unique needs.

Many chiefs stated they had had no contact with local Gambling Commission agents in the past, but some had worked with our agency before. We visited several agencies in Eastern Washington where WSGC agents had close relationships with

local police and their leadership. It was clear that the Eastern Regional Office had been proactive in offering local law enforcement intelligence, advice, and case assistance.

Many chiefs and sheriffs were not overly familiar with Washington's gambling laws. Most stated that gambling issues did not come to their attention frequently. However, during our discussion of which gambling activities were legal and which were not, it became clear to us and to them that gambling was more widespread in their jurisdictions than they had thought. Toward the end of our discussions, many chiefs and sheriffs acknowledged that gambling crimes may be occurring, but that they wouldn't recognize them because they didn't know what to look for.

A surprising number of police chiefs and sheriffs had personal stories about someone they knew falling victim to gambling addiction.

We found indications through various sources in our assessment that illegal games in Asian communities may be less common than in the past, due to the availability of legal gambling options. Also, we were told that those who cannot drive–such as the elderly–may be tempted to join illegal games close to home. On our updated "Report a Violation" site our agency received a report of an illegal mahjongg tournament in Seattle's Chinatown. Also, in recent years, WSGC agents have seized illegal gambling devices at Vietnamese establishments.

According to others we spoke with, illegal gambling in close-knit ethnic communities –and other crimes, for that matter–are difficult to detect due to local mistrust of law enforcement and the inability of law enforcement personnel to communicate in other languages. To attempt to break the language barrier, we created a "Help Stop Illegal Gambling" poster and had it translated into seven foreign languages, based on the languages chiefs and sheriffs told us were spoken in their communities. We will be networking with various community organizations and businesses and placing the posters in public places to try to solicit leads on gambling crimes.

Overall, chiefs and sheriffs responded positively to our outreach, and most indicated they appreciated our visits and requested copies of our forthcoming gambling crimes handbooks and other literature. Some requested formal training sessions, and, with the assistance of the local field agent, during the year we fulfilled requests for 11 training sessions for seven law enforcement agencies / chiefs groups *(see Appendix D)*.

For our training sessions, we developed a Power Point presentation for law enforcement that could be modified in duration from 20 minutes up to one hour. We

obtained additional materials on animal fighting from the Seattle Humane Society and from a law enforcement education group.

Outreach efforts

Aside from the meetings with chiefs and sheriffs and the training sessions mentioned above, we also took the following steps to raise awareness among the law enforcement community and to increase tips from the public about gambling crimes:

- **Provided law enforcement agencies with literature for distribution in their local communities–**Some agencies offered to actively distribute our materials in their communities. Most encouraged us to stock their lobbies with literature.
- **Attended fraud and detective meetings–**We attended the following meetings:
    - Olympia & SW Washington Fraud Meeting - Olympia
    - Tacoma Fraud Meeting - Lakewood
    - Mason County Law Enforcement Breakfast – Squaxin Island
    - Skagit County Detective's Meeting – Mount Vernon
    - East End Law Enforcement Meeting - Ashford
    - Flaherty's Border Intelligence Meeting - Bellingham
- **Produced a final draft of a gambling crimes handbook–**A 32 page full color reference guide for law enforcement officers, discussing the history and mission of WSGC, gambling crimes and enforcement tips, and problem gambling.
- **Designed an RCW mini-handbook**–A 16 page two-color guide that contains gambling-related statutes and contact information for WSGC.
- **Designed an RCW pocket reference card**– A laminated card that a law enforcement officer can carry in a pocket. Contains all of the gambling RCW's.
- **Designed and printed "Help Stop Illegal Gambling" posters–**Posters encouraging the public to use the "Report a Violation" page on our Web site. The posters depict images of underage gambling, animal fighting, sports betting, and illegal card games. We had the posters translated into Korean, Spanish, Russian, Chinese, Vietnamese, Cambodian, and Laotian.
- **Designed "Don't Bet On It" bookmarks–**Bookmarks using the football and basketball graphics from our previous "Don't Bet on Sports" campaign (courtesy of the Sports Betting PSA team). We intend to distribute these in schools, libraries, and athletic centers.

- **Designed and ordered "Don't Bet On It" key chains–** A promotional item with the "Don't Bet On It" basketball graphic. Ideal for handing out at career fairs, public service fairs, conferences, and other similar venues.

IT Specialist Dan Buckley helped us redesign the "Report a Violation" page on WSGC's Web site. Members of the public can use this page to report a rule or law violation. The page creates an e-mail message that is sent to the Field Operations Division for distribution to the appropriate agent or division for a response. The old version of the form sometimes resulted in errors. Also, the old form required an "organization name," which may have discouraged people from reporting gambling crimes that did not involve a licensee. The new form is more generic and violations by all manner of suspects can be easily reported.

We also created, with the assistance of IT Specialist Buckley, a new online form on WSGC's Web site on which community groups can request a presentation. We received several requests for presentations via the page. An example of one of the requests for a presentation came from Professor Karen Lupardus from the Okinawa International University in Japan who requested a presentation after researching our website. She and three of her colleagues were interested in our state's gambling activities. With the assistance of Kim Holl from the Evergreen Council on Problem Gambling and members of our staff, we were able to give them a presentation with only three days' notice. Professor Lupardus thanked us and complimented that this was one of the best presentations she's been to and also appreciated our efforts with the short notice given.

During the second year of the project, we decided to expand the sports-themed bookmarks to include a baseball bookmark, a soccer bookmark, and also polled our Eastern Regional Field Office to see what sport they felt would be popular if we designed a Spanish bookmark. The consensus was overwhelmingly, soccer.

We also designed two underage informational materials which were more suited for our agency. A "rack" card (a 2-sided brochure which fits into a display holder) was designed which detailed the consequences of gambling underage. It discusses the law that passed in 2009, RCW 9.46.228, and the possible penalties for a person caught gambling who is under the age of 18 years old. The latest underage gambling material is a card in the shape of a cell phone which has a text message indicating that the person was caught gambling and now he/she is going to have to spend time doing community service, pay a fine, and lose his/her money. The flip side gives additional contact information for our Agency via Twitter, e-mail address, and a telephone number. The thought for designing this cell phone card was that

hopefully, this would be easier for the youth to identify with; the initial underage rack card was designed for the parents' benefit to make them aware of youth gambling. Items for the future:

- **Meet and greet–**Local agents should continue to develop good working relationships with all of the local law enforcement agencies within their assigned areas. Maintaining positive relationships, offering intelligence, case help, and training would likely increase the number of gambling crimes cases uncovered, and therefore would increase gambling crimes prosecutions. More partnerships should be forged with other state and federal agencies. Some existing task forces might benefit from our gambling expertise.
- **Think outside the licensee box–**Close cooperation with local law enforcement will increase prosecutions by detecting all manner of gambling crimes, not just those where the suspect or victim is licensed.
- **Go global–**WSGC can involve non-English speaking communities in the discussion about the legality of gambling. Many gambling activities imported from other countries would fall under the professional gambling statute. Gambling in ethnic communities has played a significant role in the history of gambling in our state.
- **Advertise–**WSGC can increase public awareness of what is legal through traditional and online advertising, including PSA's and the distribution of flyers and other literature.

A note on our assessment method:

Initially we intended on assessing the needs of law enforcement agencies by gauging their interest in our topics using a 1-5 scale. However, many discussions were fluid and it was not clear what a chief's, sheriff's, or group's level of interest was in a particular topic. To maintain the informal tone of the discussions, we abandoned the 1-5 scale and assessed interest qualitatively. Alternatives would have been either to administer a questionnaire, or to press leaders to clarify their answers, neither of which we thought would be conducive to the open communication we were trying to achieve.

Focus on Universities

Anticipating that universities may have unique needs with regard to gambling awareness education, we made sure to include the police departments of major universities in our selection of agencies to visit. While at the universities, we also

visited the counseling centers, student health centers, and wellness centers to discuss gambling crimes and gambling addiction with the centers' directors.

Our university visits included: University of Washington, Washington State University, Eastern Washington University, Western Washington University, Lake Washington Technical College, and Central Washington University.

Additional visits were made to the following universities and colleges in 2011: University of Washington, Tacoma branch; Washington State University, Vancouver branch; University of Puget Sound; Pacific Lutheran University; and the Evergreen State College.

Counseling center directors were particularly interested in our messages about problem gambling and Internet gambling, and most of the centers we visited requested additional training for their staff on gambling addiction. Center directors seemed concerned that gambling was a problem among students, but said it wasn't coming up in counseling sessions, and, if it were to come up, counselors were not sufficiently trained in gambling addiction to know how to respond. We referred counseling centers' requests for training and certification information to ECPG for follow up, and ECPG's new Community Outreach and Education Specialist Kim Holl contacted them and scheduled several training sessions. We also provided a wide range of literature to the centers.

We noticed that drug and alcohol addiction figured prominently in counseling centers' advertising and Web sites. However, none of the centers had posted information for students on gambling addiction.

University police chiefs reported gambling crimes were not something that they dealt with regularly, but they, like other agency leaders we were contacting, were not that familiar with which activities were illegal. They identified new stakeholders such as Residence Advisors (RA's) and student police volunteers who might be more likely to detect illegal and problem gambling because they were in closer contact with students. One counseling center director recommended that we contact a wellness-oriented student group to get students involved and we referred them to Evergreen Council on Problem Gambling (ECPG).

Focus on Prosecutors/Other Agencies

On August 12, 2010, we sent letters to a sample of prosecutors, similar to the letter which was sent to police chiefs and sheriffs, and requested meetings with them to discuss our program. Only three of the prosecutors - King County, Lewis County,

and Pierce County - requested meetings with us. The prosecutors that we did meet – King County Prosecuting Attorney Dan Satterberg and Chief of Staff, Leesa Manion; John Sheeran, Pierce County Prosecutor's Office- Vice/Drugs Unit, and Brad Meagher, Deputy Prosecuting Attorney for Lewis County, were all receptive to our program. They encouraged us to submit gambling cases to their office and wanted to work with us from the onset of the case. Mr. Meagher had prior experience working with Special Agent (SA) Terry Bach on the internet gambling case and commented on how well organized his case was and how much he enjoyed working with SA Bach. Mr. Satterberg and Ms. Manion could not recall many gambling cases in their jurisdiction, so Special Agent Supervisor (SAS) Karen Rea discussed several cases that she was aware of in their jurisdiction. Also, Ms. Manion indicated that she will help us with future cases submitted to their office. Mr. Sheeran just started with the Vice/Drug Unit, so Agent in Charge (AIC) Jeannette Sugai discussed several of the cases that were in the Tacoma jurisdiction and he also appeared to be eager to assist us with future cases.

We then sent additional letters with samples of our materials and order forms on December 14, 2010 and January 11, 2011 (due to changes in offices that were made from results of November's election for some of the counties). We stated that we were making various materials available to them, free of charge, and that we would arrange a meeting with them to discuss any way that we could assist them, including providing training for them and their staff. Only the Kittitas County Prosecutor's Office requested additional materials which we provided to them. We feel that the lack of meeting requests from the prosecutor's offices may be due to the timing of our contacting the prosecutor's offices during elections and the short staffing of their offices.

An additional 41 letters were sent starting in January, 2011, to various state, local, federal law enforcement, and federal prosecutors similar to the letter sent to the prosecutors which included samples of our materials and an order form. These letters generated requests for two presentations, one meeting with the local field office, and requests for additional materials for five agencies.

Focus on Tribal Contacts

We also wanted to meet with the Tribal Gaming Agencies and the Tribal Police Departments to share the materials that we had developed during this program for their use. We discussed the best way to approach the Tribal contacts with the Assistant Director of Tribal and Technical Gambling Division, the Program Manager, and Supervisors and decided that the supervisors would arrange the meetings with their

respective tribes. We were able to meet with 20 Tribal Gaming Agency Directors, either in a group setting or individually and five Tribal Police Departments. The information was well received and seven of the Tribal Gaming Agencies and Tribal Police Departments requested additional materials for their staff. When the Tribal Police Department was unavailable for the meeting, some of the Tribal Gaming Executive Directors stated that they would pass our information to them and also to their local prosecuting attorney's office.

Focus on Schools/School Districts

As one of the program's goals was to increase awareness of underage gambling, we started to research school districts and compiled a list of the top 20 school districts in Washington State. SA Vandall met with Kim Holl from the Evergreen Council on Problem Gambling (ECPG) to discuss ways to bring our programs into the school districts to educate the middle- and high school-aged youth. Ms. Holl was to contact the Office of the Superintendent of Public Instruction (OSPI) for meeting dates and SA Vandall started to research the school districts website for information. After contacting several school districts, it appears that the policies for each of the districts were similar. In order to distribute materials in the school system, one had to complete the appropriate forms, submit samples of materials one wished to be distributed, and then wait for the district's approval. Only two of the schools, Everett School System and the Spokane School District, requested a supply of the materials which we provided to them. When it appeared that we were receiving more denials from the school districts than approvals, or the materials we were submitting had to have a disclaimer printed on each of the materials, we decided to concentrate on the higher educational institutions, such as community colleges and technical colleges.

During this time period, Ms. Holl left her position with the ECPG and she said that after multiple attempts to contact OSPI, she was unable to connect with anyone from that office. SA Vandall contacted Mary Segawa from the Liquor Control Board who is in charge of the outreach program for their agency. She asked for assistance in approaching the schools with materials for gambling awareness issues and discussed the hurdles that we were encountering with the school districts and OSPI. SA Vandall sent Ms. Segawa gambling awareness materials per her request to see whether her contact with OSPI could help her out. To date, we have not received any further information from Ms. Segawa.

A meeting with the Executive Director of the Washington State PTA organization, Mr. Bill Williams, and the Membership and Services Coordinator, Ms. Pat Nelson, confirmed the difficulty of receiving approval for materials to be distributed into the school

system. Their organization also had difficulty with the Office of the Superintendent of Public Instruction (OSPI) getting information. They made several suggestions, such as: apply for a booth at their annual conference in 2012 (conference had just been held prior to this meeting) which will expose our agency to educators throughout Washington State; submit articles on specific youth-oriented topics for their publication, The Child Advocate; link to the PTA's website with our underage, internet and problem gambling information; and to contact the Association of Washington School Principals for any suggestions.

Focus on Community Colleges/Technical Colleges

In early, 2011, letters were sent to 39 Washington Community and Technical Colleges located throughout the state which included samples of our materials. After a reasonable amount of time passed and not one response was received, on-site visits were made to 25 of these community and technical colleges. We discussed our program with as many departments as possible and contacted counseling departments, student centers, libraries, bookstores, and even financial/student aid departments of each institution and left materials for student awareness. When possible, we received permission to post the reporting illegal gambling activities, not only in the English language version, but also other languages that were popular at the institution. These visits were well received and questions were received regarding requests for additional materials, future presentations, and whether we would like to participate in school fairs by having a booth. These were all answered in a positive manner.

Additional Outreach

Libraries

After the creation of the book marks, we contacted 61 libraries and library systems within the state of Washington. We categorized each library based on its size – small, medium, and large. We contacted each library to determine their need for the book marks and the Internet gambling rack card. At that time, neither of the underage gambling materials (chalk board rack card and the cell phone card) were created. If we were unsuccessful in talking to someone, we then created additional lists and estimated their need for such materials based on their size – a small library would receive 25 each of the bookmarks; a medium-sized library would receive 50 bookmarks, etc. Letters were sent for each order based upon an actual conversation with staff at the library, or a brief letter describing our program and we then sent the materials that were available.

Youth Organizations – YMCAs, YWCAs, and Boys/Girls Clubs

Another thought to raise gambling awareness issues for youth was to contact various youth organizations, such as the YMCA, YWCA, and Boys/Girls Clubs. Researching these clubs and then compiling a list was performed. At least 26 YMCA organizations were contacted and 18 YWCA organizations were contacted. SA Vandall was directed to send samples of gambling materials via e-mail or through the post office as they would need prior approval before being displayed at the premises. Of these organizations, five of them did order additional materials, specifically the underage gambling rack card, the Internet gambling rack card, and bookmarks. In a conversation with Jennifer from the YWCA in Clark County, it was interesting to learn that if a YMCA was located within the area, then the YWCA would be more concerned with domestic violence issues, the oppression of women, child removal and placement services. So, these YWCAs would tend not to be interested in gambling awareness issues.

Twenty-five Boys & Girls Clubs throughout Washington State were contacted and samples of materials were sent to them also for approval prior to sending them out. Only the Teen Director for the Boys & Girls Club in Lakewood, Mr. Chad Tibayan, was interested in our awareness program and we met to discuss it. SA Vandall gave him gambling awareness materials and posters and also told him that we would be interested in providing training in the future.

Senior Centers

When we first started this project, we introduced ourselves to Linda Graves, Problem Gambling Program Manager for the WA Department of Social and Health Services / Division of Behavioral Health and Recovery. We discussed possible groups that we planned to focus, including the seniors, and hoped to partner with her for these visits. Due to the economy and cutbacks to her department, we were not able to connect with her for these visits.

We did visit several senior centers in Bellevue, Bellingham, and the Aberdeen areas. We also tried to schedule visits to these centers with staff from Evergreen Council on Problem Gambling, as the literature that they provided on gambling problems may be more applicable than the gambling awareness materials we offer. Our contact person at ECPG left in May, 2011, and to date, we have not had an opportunity to be introduced to her replacement (who will be starting on September 6, 2011). We were told that the Executive Director, Maureen Greeley, would be happy to assist us in any future endeavors.

Parks/Community Centers

Seven parks or community centers in Washington State were contacted for their interest in obtaining gambling awareness issues. Two parks – Seattle and Tacoma – showed interest and we delivered the gambling awareness materials that they requested. Staff at the Meadowbrook Community Center in Seattle were very receptive to our gambling awareness materials and suggested distributing them throughout the Seattle area. Unfortunately, there is no centralized distribution center to do this.

Asian Communities

We met with the Asian Counseling Referral Service Case Manager, Ms. Harumi Hasimoto, and Development Program Manager, Melinda Mizuta. We showed them the various materials that we had developed, including the samples of the posters to report illegal gambling activities in the various languages. We asked them whether these materials would be well-received in the Asian community. The general feeling from Ms. Hasimoto and Ms. Mizuta was, no, that they would not be acceptable. We were told that there would be a fear of reprisal within the community due to the "closed community ties". We suggested offering presentations on problem gambling with assistance from Evergreen Council on Problem Gambling and again, were told that no, the closed community ties made it hard to "get into" their community. Their suggestion was possibly to contact churches in the local areas and maybe advertise through their newspapers. We did obtain their information to pass along on our future visits and did include them in our 32-page gambling crimes enforcement book as an informational source.

This information was similar to prior discussions that we had with various law enforcement agencies that have contact with the Asian population and the difficulty they have in obtaining illegal gambling activities information, even when one of the officers grew up in the International District in Seattle.

We did visit the International District in Seattle and distributed posters and materials at various shops/restaurants, including Uwajimaya, the International District Library branch, the International District Chinatown Community Center, and the International Community Health Services. We posted the reporting illegal gambling signs on two available billboards within the area.

Events

In May, 2010, we were asked by our Agency's Quality Team to participate in the annual Public Service Recognition Week (PSRW) in Olympia in order to distribute the available

materials that we had and to discuss our gambling awareness program. We made contact with approximately 50 people at that time and heard multiple stories from parents who learned of their child's college tuition gone due to gambling debts, individuals' personal gambling habits, and those who were unable to gamble responsibly. This event was repeated again in 2011 and we offered our materials, which increased from the first event, for our staff to hand out. The items that were given away were the soccer bookmarks and the "Don't Bet on It" key chains.

In June, 2011, SA Vandall was asked to assist representatives from our Human Resources Division at the National Association of Women in Criminal Justice for any questions relating to our Agency.

In August, 2011, SA Kevin Maxwell from the SW Regional Field Office was invited by the Chief of Police of Fircrest to the annual "National Night Out" event in the city park. We had approximately 55 people who asked us questions and showed interest in our booth and gambling issues. It was interesting to question the younger people, especially the boys, whether they were gambling and 99% of them answered that they did. This is not surprising as it appears to be consistent with research and seminars that we attended on youth and gambling issues. We were asked for contact information for next year's event and plan to participate again, if invited.

Our agency was invited to participate in the first annual "Law Enforcement Appreciation Day sponsored by the "Stand with Those Who Serve" which was newly established this year and is supported and sponsored by the Behind the Badge Foundation, a nonprofit organization. This event is being conducted for law enforcement and military families and as stated on their website, "…to celebrate and encourage those who share in both the joys and the challenges of being part of the unique world of law enforcement." The expected attendance for this August 13th event is approximately 2,000 which will give additional exposure for our Agency as a law enforcement entity. Several staff members – Special Agent Supervisor (SAS) Jim Semmens, SAS Karen Rea, and Customer Service Specialist Sarah Rumley - have volunteered to help assist the GCEAP agent with this event, as well as deeply appreciated assistance from Michelle Rancour. I did receive information after the event that approximately 1,512 persons attended and/or participated in this event. We were assured that we would be invited to next year's event by one of the coordinators.

Transition of the GCEAP Program

As this program was funded by assets seized in gambling cases (Federal forfeiture funds), this program will end on October 15, 2011. The consensus of the Agency

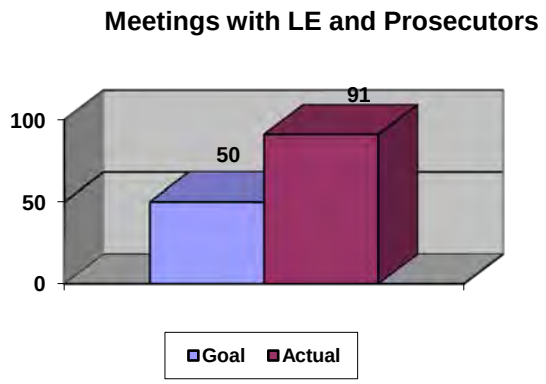
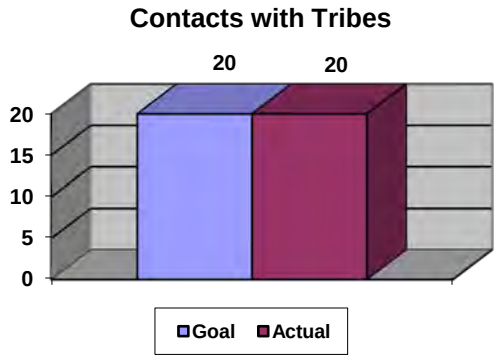
Leadership Team (ALT) members was to transfer many of the duties to the Field Operations Division, as follows:

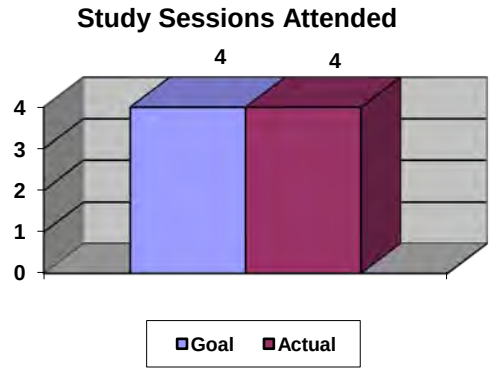
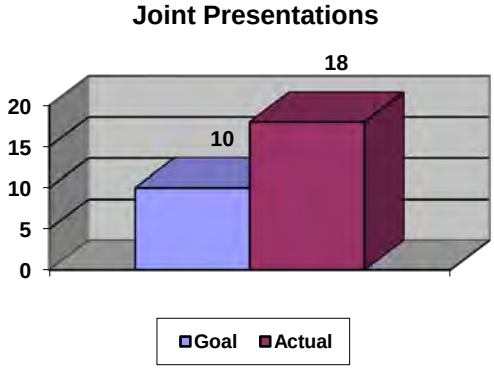
- All information from the Gambling Crimes Education and Awareness Program will be located on the Agency's U: drive with access limited to the secretaries in the regional field offices and headquarters staff.
- Materials will be located in two sections, one for distribution to the general public and a second section for materials that are to be distributed to law enforcement agencies only.
- The Eastern Regional Field Office's secretary is responsible for ordering materials and distributing them to local field offices and upon request by the public. Also, she or he will continue monitoring the website link for presentation requests and forward them to the appropriate division.
- The (former) GCEAP agent will be responsible for updating materials, with the Field Operations Assistant Director or his/her designee as a back-up.
- Field agents will continue visiting local police, sheriff and prosecutor's offices to update them on cases in their areas, offer to give any training/presentations to staff, and distribute materials upon request. The field agents may also want to check with the local law enforcement agency to see whether there is a school resource officer and either supply him/her with materials or accompany him/her to the middle and high school students to discuss the dangers of gambling with the students. The field agent will also contact local libraries in their area for any follow-up requests on materials.
- If a presentation requester would like additional information on problem gambling, the field agent should contact the Evergreen Council on Problem Gambling (ECPG) for assistance, and,
- The "dontbetonsports.com" website will be updated by CLD.

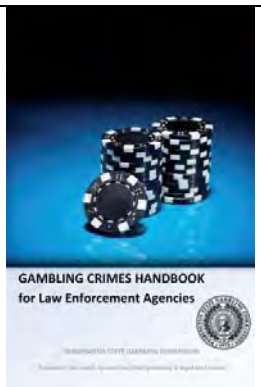
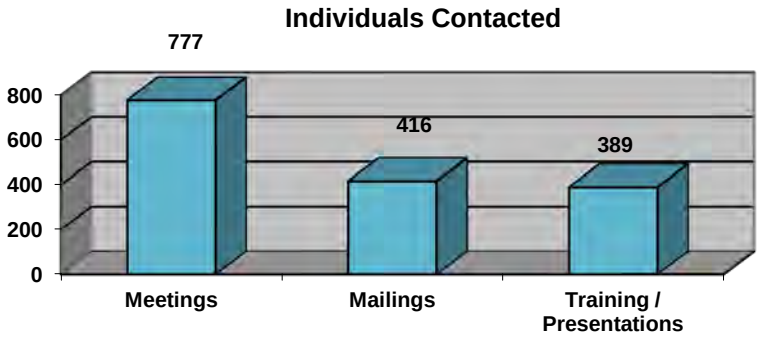
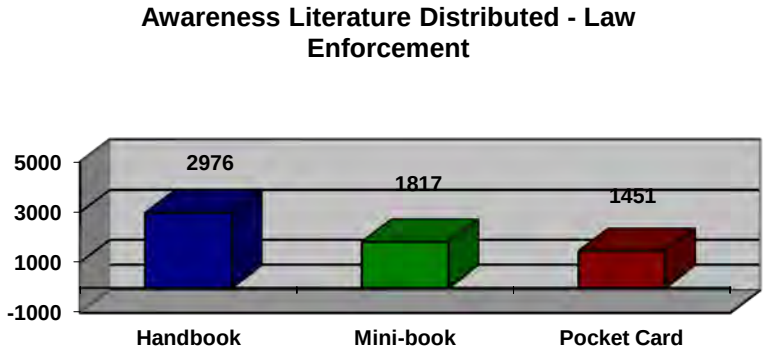
(*See Appendix G* for the memorandum to the ALT members of the transition of the program, dated August 2, 2011.)

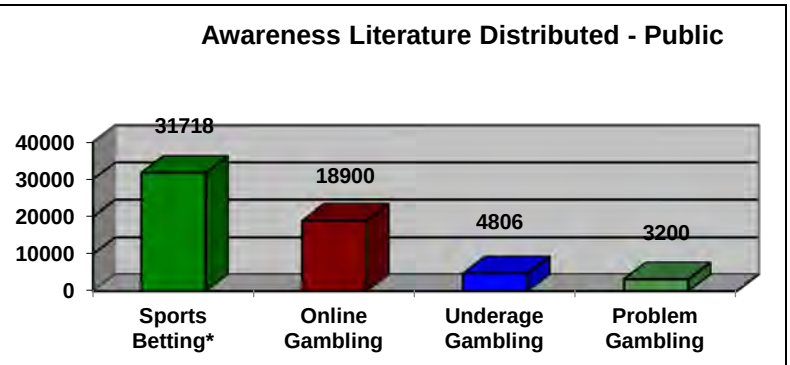
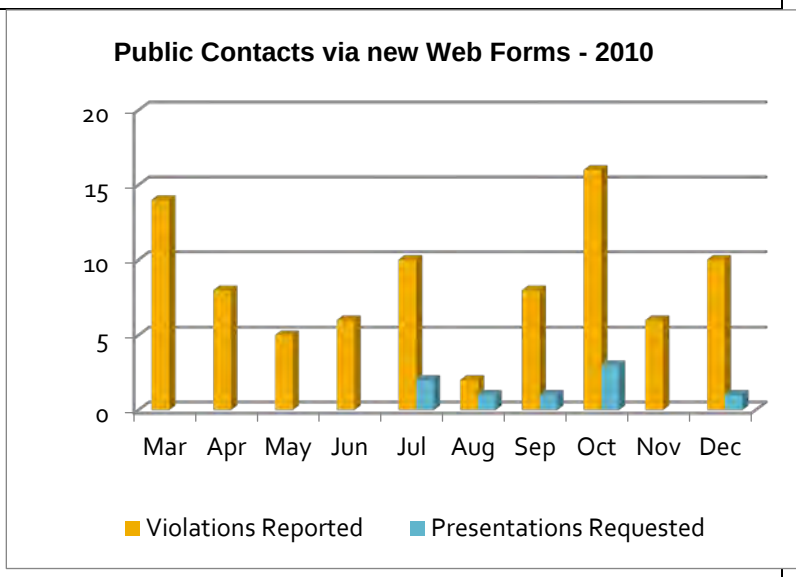
APPENDIX A – Gambling Education and Awareness Strategic Plan Goals

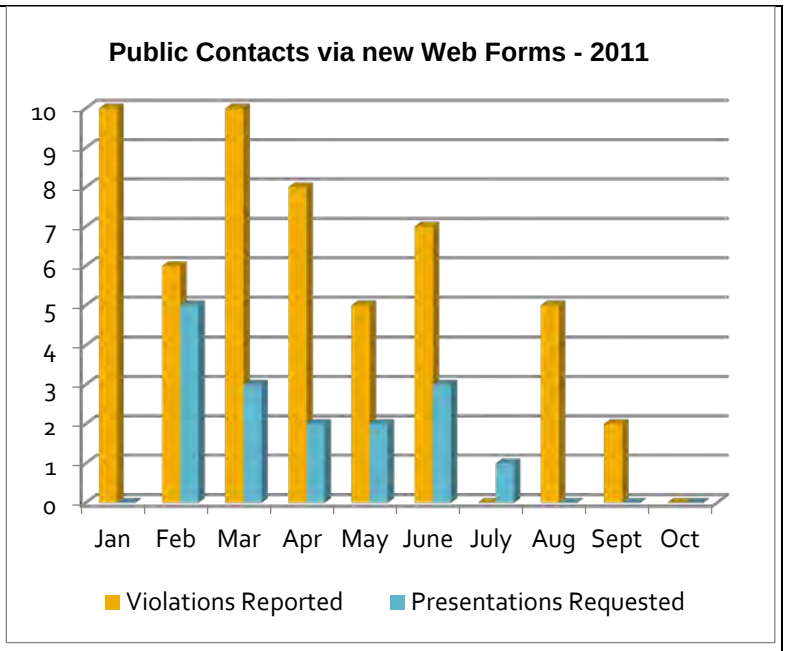
As of September 15, 2011

Conducting at least 50 meetings with local law enforcement, prosecutors and other state and federal regulators to assess varying needs for gambling crimes education and awareness.	GOAL ATTAINED Met with 91 police chiefs, sheriffs, or representatives individually or in group settings. Presented at regional detectives and intelligence meetings attended by various federal, state, local, and foreign law enforcement representatives Met with representatives of three prosecuting attorneys.	
Conducting at least 20 meetings with Tribes to assess varying needs for gambling crimes education and awareness.	GOAL ATTAINED All Tribes were contacted. We met with 18 Tribes individually and met with representatives from 2 additional tribes in informational sessions at HQ. Tribal Police	

	Departments (TPD) were also invited to meetings and 5 TPDs did attend meetings.	
Consulting with the Recreational Gaming Association to assess varying needs for gambling crimes education and awareness.	GOAL ATTAINED Met with Dolores Chiechi, RGA Executive Director, and discussed program. She suggested audiences to contact and requested flyers to be distributed through RGA.	
Attend at least four Gambling Commission study sessions to consult with licensees to assess varying needs for gambling crimes education and awareness.	GOAL ATTAINED Attended four study sessions.	
Coordinate at least 10 presentations with Evergreen Council on Problem Gambling.	GOAL ATTAINED Coordinated / conducted 18 joint presentations with ECPG and observed an additional two.	

Publish a Gambling Crimes Guide.	GOAL ATTAINED Published in November, 2010. Copies requested by numerous agencies throughout the state. (5000 copies initially ordered). Established program to contact every law enforcement agency and prosecutor's office in the state.	
Measure the approximate number of citizens contacted through any of the following means: meetings, presentations, training sessions, advertisements, articles published, news stories, increased web traffic, literature distributed, and by increased referrals and/or reports of gambling violations,	COMPLETED	 

including requests for assistance by law enforcement.		
Measure the increase in information available to the public at the end of the program versus at the beginning.	IN PROGRESS The following is new information (or old information in new formats) available to the public as a result of the GCEAP program: "Don't Bet on It" bookmarks (in sports themes - Football, Basketball, Soccer, Soccer (Spanish), and Baseball); "Don't Bet on It" key chains; "Help Stop Illegal Gambling" posters (in English, Spanish, Russian, Laotian, Cambodian, Korean,	

	Vietnamese, and Chinese); and a "Request a Presentation" page on the WSGC Web site. Also, we assisted in the production / distribution of the following new sources of information: Evergreen Council on Problem Gambling's (ECPG) helpline brochures; new "About the WSGC" full brochure; new WSGC Web site; and ECPG's Teen Gambling Rack Card (assisted with distribution only), In addition to the above, the following are new resources now available to law enforcement agencies as a result of GCEAP: A 32-page Gambling Crimes	

	Handbook; a 16-page Gambling Crimes Mini-book, and a Gambling RCW Pocket Card. We also reprinted the agency's successful Internet Gambling Rack Card and have distributed over 10,000 copies so far. We created two Underage Gambling informational materials which have been distributed to schools, community colleges, colleges, law enforcement agencies, and libraries.	

APPENDIX B – LAW ENFORCEMENT INTRODUCTION LETTER

Dear Chief / Sheriff:

Our agency is working on a new initiative to enhance gambling crimes education and awareness. Through this effort, we hope to:

- Ensure the Commission's resources continue to be effectively used in these difficult economic times to assist local law enforcement
- Increase prosecution of gambling crimes
- Increase public awareness of underage gambling
- Increase public awareness of problem gambling
- Provide assistance to prosecutors, law enforcement, and tribal governments to encourage filing of gambling and gambling-related cases
- Work with civic groups, schools, and nonprofits to raise awareness of gambling issues.

Special Agents Debby Vandall and Robert Zaher have been selected to work on this program.

Debby Vandall has been with the Washington State Gambling Commission (WSGC) since 1980, starting her career as a clerk typist. She received her degree in law and justice from Central Washington University in 1988 and was promoted to an agent position. In December 1988, she graduated from the Criminal Justice Training Center in Burien. She has worked in several units within the agency, including Field Operations, Licensing Operations, and the Tribal Gaming Unit. Her career with the WSGC has involved regulating gambling under the Revised Code of Washington (RCW), Washington Administrative Code (WAC), and the Tribal-State Compacts. Several of Debby's investigations have led to prosecution of the offenders. In September 2005, she became a Certified Fraud Examiner.

Robert Zaher has been a WSGC agent since May 1999, specializing in the regulation, inspection, and testing of electronic gambling equipment. He received his B.A. in international relations from the University of Southern California in 1993, and in April 1995, he graduated from the Federal Law Enforcement Training Center in Glynco, Georgia. He then worked for four years as a criminal investigator with the U.S. Immigration and Naturalization Service in Los Angeles before joining us at the WSGC. Robert served as our Tribal Lottery Systems (TLS) Coordinator from 2002 to 2005. He is also a Certified Fraud Examiner.

Agents Vandall or Zaher will call to arrange a meeting with you to discuss this new initiative. In the meantime, please feel free to contact them or your local gambling commission agent if you have any gambling-related questions. Contact information for Agents Vandall and Zaher is enclosed.

Sincerely,

Rick Day
Director

APPENDIX C – POLICE CHIEF AND SHERIFF VISITS

Individual Meetings (30-45 minute discussions)

only highest ranking attendee listed

Aberdeen Chief Robert Torgerson	**Lynnwood** Chief Steve Jensen
Airway Heights Chief Lee Bennett	**Mount Vernon** Chief Ken Bergsma
Asotin Sheriff Ken Bancroft	**Olympia** Chief Gary Michel
Bellingham Lieutenant Scott Snider	**Pierce Co** Undersheriff Eileen Bisson
Centralia Chief Robert Berg	**Port Angeles** Chief Terry Gallagher
Chehalis Chief Glenn Schaffer	**Port Townsend** Chief Conner Daily
Chelan Co Sheriff Michael Harum	**Pullman** Detective Greg Umbright
Clallam Co Sheriff Bill Benedict	**Puyallup** Deputy Chief Bryan Jeter
Clark Co Sheriff Garry Lucas	**Redmond** Asst. Chief Larry Gaynor
Cle Elum / Roslyn Chief Scott Ferguson	**Seattle** Commander Eric Sano
CWU Chief Steve Rittereiser	**Seattle University** Michael Sletten
Douglas Co Sheriff Harvey Gjesdal	**Skagit Co** Sheriff Rick Grimstead
DuPont Chief Ron Goodpaster	**Snohomish Co** Sheriff John Lovick
Ellensburg Captain Dan Hansberry	**Spokane** Chief Anne Kirkpatrick
Enumclaw Chief Jim Zoll	**Spokane Co** Sheriff Ozzie Knezovich
EWU Chief Tim Walters	**Spokane Valley** Chief Rick VanLeuven
Federal Way Lieutenant Casey Jones	**Sumner** Sgt. Jeff Engle
Fife Chief Brad Blackburn	**Tacoma** Captain Mark Langford
Issaquah Chief Paul Ayers	**UW** Chief John Vinson
Kent Lieutenant John Pagel	**Wenatchee** Chief Tom Robbins
King Co Sheriff Sue Rahr	**Woodinville** Chief Sydney Jackson
Kirkland Chief Eric Olsen	**WSU** Officer Michael Petlovany
Lacey Chief Dusty Pierpoint	**WSU, Vancouver** Officer Tim Greene
Lakewood Chief Bret Farrar	**WWU** Chief Randy Stegmeier
Longview Chief Alex Perez	**Yakima** Chief Sam Granato

At Group Meetings (30-45 minute presentations)

only highest ranking attendee listed

Black Diamond Chief Jamey Kiblinger	**Pacific** Chief John Calkins
Clyde Hill Chief Bill Archer	**Pe Ell** Marshal Walter Roderick
Issaquah Chief Paul Ayers	**Snoqualmie** Chief Jim Schaffer
Lake Forest Park Chief Dennis Peterson	**Tacoma** Chief Don Ramsdell
Lewis Co Sheriff Steve Mansfield	**Toledo** Chief John Brockmueller
Medina Chief Jeffrey Chen	**Washington State Patrol** Capt. Bob Johnson
Normandy Park Chief Rick Kieffer	**Winlock** Chief Terry Williams

Other Law Enforcement Agencies / Officials Contacted

directly on individual matters (*) or by attendance at training or meetings

AZ Dept. of Gaming Director Mark Brnovich*
BIA, Law Enforcement Services, Billings, MT Matthew Pryor, SAIC, Region V
Blaine Police Department*
Bonney Lake Police Department
Canada Border Service
Covington Police Department
Customs & Border Protection Air & Marine
Everett Police Department*
Evergreen State College Police Department
IRS – Seattle, Spokane
Juvenile Rehabilitation Administration Bob Ritchey
King Co Prosecutor Dan Satterberg, Chief of Staff Leesa Manion
Kitsap Co Corrections*
Lewis Co Deputy Prosecutor Brad Meagher*
Maple Valley Police Department
Morton Chief Dan Mortenson*
Muckleshoot Tribal Gaming Agency*
Nisqually Tribal Police Department Lt Thoms
Pierce Co Corrections Chief Martha Karr*
Pierce Co Deputy Prosecutor Lisa Wagner; John Sheeran
Pierce Transit Division of Public Safety
Port Gamble S'Klallam Tribal Police Department Chief Karl Gilje, Sr.
Port of Seattle Police Department Chief Colleen E. Wilson
Port of Tacoma Police Department Chief Roy McLendon
Royal Canadian Mounted Police
Shoalwater Bay Tribal Police Chief Robin K. Sourvenir
Snohomish Co Auto Theft Task Force*
Snohomish Regional Drug Task Force*
Tacoma PUD
Thurston Co Deputy Prosecutor Mark Thompson*
Thurston Co Sgt. Jim Dunn*
Thurston County Courthouse, Juvenile Division
Thurston Narcotics Task Force*
US Border Patrol
US Coast Guard
US Department of Agriculture/OIG
US Department of Alcohol, Tobacco, Firearms
US Drug Enforcement Agency
US Forest Service

US Immigration & Customs Enforcement
US Marshals Service
US Navy Criminal Investigative Service
US Postal Service
US Transportation Security Agency
WA Department of Corrections
WA Dept of Fish and Wildlife
WA Dept of Labor
WA Liquor Control Board
WA State Patrol
WA Youth Academy
Whatcom Co Sheriff's Office

Tribal Gaming Agencies Contacted

Chehalis Executive Director Earl McWhorter
Colville Executive Director John "BJ" Whitener
Lummi Executive Director Toni Jefferson
Puyallup Executive Director Sam Wetzler
Quinault Executive Director Darwin DeVeny
Jamestown S'Klallam Executive Director Fred Minker
Muckleshoot Executive Director Jesse McDaniel
Nisqually Executive Director Gerry Koegel
Nooksack Executive Director Mike Jeffries (no longer there)
Port Gamble S'Klallam Executive Director Linda Helm
Shoalwater Bay Executive Director Jim Anderson
Skokomish Executive Director Jeff Fabion
Snoqualmie Executive Director Daniel Davis
Squaxin Island Executive Director Summer Petty
Stillaguamish Operations Manager Dave Miller
Suquamish Audit Manager Steve Bolz
Swinomish Executive Director Ron Williams
Tulalip Executive Director Lena Hammons
Upper Skagit Gaming Regulatory Agency Executive Director Randy Johnson
Yakama Tribe Executive Director Kristin Lumley

APPENDIX D – PRESENTATIONS GIVEN

To Law Enforcement

Centralia Police Department
DEA – Seattle office
Flaherty's Border Intelligence Meeting – Bellingham
King County Coalition of Small Police Agencies
Lewis County Chiefs and Sheriffs
Lynnwood Police Department
Pierce County Chiefs and Sheriffs
Redmond Police Department
Washington State Patrol

To other groups

Auburn Youth Resources*
Bellevue Kiwanis Club
Capital City Lions Club
Centralia Middle School (observed)*
Maple Valley Teen Center*
Mossyrock Elementary School*
Port Orchard Juvenile Detention (observed)*
Problem Gambling Treatment Foundations Class
Seattle Orion Program*
Squaxin Island Teen Center*
University of Washington / Tacoma
Washington Alternative Learning Association*
Washington Association of School Administrators (SA Roger Sauve presented)*
Washington Association of School Business Officials*
Washington Association of School Principals*
Washington State Institutional Educators Conference*
Washington State PTA Conference*
Washington State Youth Journalism Conference (Judy Pittelkau presented)*
Public Service Recognition Week

**youth related presentation*

APPENDIX E – OTHER ORGANIZATIONS CONTACTED

Anacortes Public Library
Asian Counseling and Referral Services
Auburn Valley YMCA
Bank of America
Bates Technical College
Bellevue College
Bellevue Community Centers
Bellevue Family YMCA
Bellingham Senior Activities Center
Bellingham Technical College
Boiler Room Teen Center (Port Townsend)
Boys & Girls Club/Bainbridge Island
Boys & Girls Club/Bellevue
Boys & Girls Club/Benton & Franklin County
Boys & Girls Club/Columbia Basin
Boys & Girls Club/Ft. Lewis
Boys & Girls Club/Lewis Clark Valley
Boys & Girls Club/Lakewood
Boys & Girls Club/Long Beach Peninsula
Boys & Girls Club/Oak Harbor
Boys & Girls Club/Olympic Peninsula
Boys & Girls Club/Portland Metro Area
Boys & Girls Club/Renton Skyway
Boys & Girls Club/Skagit County
Boys & Girls Club/South Puget Sound
Boys & Girls Club/SW County
Boys & Girls Club/Spokane County
Boys & Girls Club/Thurston County
Boys & Girls Club/Whatcom County
Bremerton Family YMCA
Camas Public Library
Centralia College
Central Washington University Wellness Center
Clark College
Clover Park Technical College
Coal Creek Family YMCA
Community Action Program, Grays Harbor
Craigslist
Dale Turner Family YMCA
Eastern Washington University Counseling Center
Eastern Washington University Student Health Center
Edmonds Community College

Everett Community College
Everett School District
Everett YMCA
Evergreen Council on Problem Gambling
Gig Harbor Family YMCA
Grays Harbor Community College
Green River Community College
Highline Community College
Jefferson County Family YMCA
Haselwood Family YMCA
Institute for Extended Learning, Spokane
Kennewick Library
King County Library System
Kirkland Senior Activities Center
Kirkland Teen Center
Kitsap Regional Library
Lake Washington Technical College
Lakewood Family YMCA
Lewis County Courthouse
Lower Columbia College
Matt Griffin YMCA
Marysville Y
Mel Korum Family YMCA
Meredith Mathews East Madison YMCA
Metrocenter YMCA
Monroe Y
North Central Regional Library
North Olympic Library System
North Seattle Community College
Northwest Commercial Bank
Olympic College
Pierce College, Ft. Steilacoom
Pierce College, Puyallup
Pierce County Library System
Peninsula College
Port Townsend Community Center
Port Townsend Library
Renton Technical College
Sammamish Family YMCA
Seattle Central Community College
Seattle Community Centers
Seattle Humane Society
Seattle Parks and Recreation
Seattle Library System
Shoreline Community College

Skagit Valley College
Sno-Isle Libraries Service Center
South Puget Sound Community College
Spokane Public Library
Spokane County Library District
Spokane School District
Tacoma Community College
Tacoma Parks & Recreation
Tacoma Public Library
The Evergreen State College
Timberland Library System
University Family YMCA
University of Washington Counseling Center
University of Washington Student Health Center
University of Washington Student Union
US Humane Society
Volunteers of America, Everett
WA Department of Social and Health Services / Division of Behavioral Health and Recovery
Walla Walla Area Library Network
West Seattle YMCA
Western Washington University Counseling Center
Western Washington University Prevention and Wellness
Western Washington University Student Health Center
Whatcom Community College
Whatcom County Library System
Yakima YMCA
Yakima Valley Regional Library
YMCA, Olympia
YMCA of Pierce and Kitsap Counties
YWCA Bellingham
YWCA Olympia
YWCA Spokane
YWCA Walla Walla
YWCA Whatcom Family

APPENDIX F – LITERATURE DISTRIBUTED

Approximate

ECPG teen gambling brochure	1350
About the WSGC orange brochure	75
About the WSGC two-sided blue flyer	50
WSGC history, duties and authority two-sided red flyer	50
Internet Rack Card	19010
Problem gambling brochures (adult)	1178
Problem gambling posters	50
Help Stop Illegal Gambling poster (English)	813
Help Stop Illegal Gambling poster (Spanish)	226
Help Stop Illegal Gambling poster (Russian)	106
Help Stop Illegal Gambling poster (Vietnamese)	132
Help Stop Illegal Gambling poster (Simplified Chinese)	145
Help Stop Illegal Gambling poster (Traditional Chinese)	85
Help Stop Illegal Gambling poster (Cambodian)	74
Help Stop Illegal Gambling poster (Laotian)	122
Help Stop Illegal Gambling poster (Korean)	119
Gambling crimes handbook	3006
RCW mini-handbook	1827
RCW pocket card	1461
"Don't Bet On It" bookmarks – basketball	4249
"Don't Bet On It" bookmarks - football	4429
"Don't Bet On It" bookmarks – baseball	2886
"Don't Bet On It" bookmarks – soccer – English	3113
"Don't Bet On It" bookmarks – soccer – Spanish	3045
"Don't Bet On It" bookmarks – mixed themes	12752
"Don't Bet On It" key chains	441
Underage Gambling rack card –chalkboard	4151
Underage Gambling cell phone promotional card	875

APPENDIX G – Memorandum to ALT Members for GCEAP Transition, dated 8/2/11

August 2, 2011

TO: ALT Members

FROM: Dave Trujillo, Deputy Director

SUBJECT: Plan for Transitioning Gambling Crimes Education and Awareness Program (GCEAP) to Field Offices

- All information from the Gambling Crimes Education and Awareness Program will be located on the Agency's U: drive. Access will be limited to the secretaries in the regional field offices and headquarters staff. This will include the Executive Assistant (Gail Grate); the AA2 position in Administration (Michelle Rancour); the AA3 position in Licensing Operations Division (Hollee Arrona), and the AA3 position for the Tribal & Technical Gambling Division (Jennifer Stretch). Access is limited so that information will not be deleted, changed, or removed.

- The awareness materials will be located on the Agency's internal website (Maverick) under the Field Operations Unit. There will be two sections for materials: one section for materials which can be distributed to the general public and law enforcement agencies and a second section for materials that are to be distributed to law enforcement agencies only.

Materials for the General Public:

- Reporting illegal gambling activity posters – large version and various languages^
- Reporting illegal gambling activity posters – small version and various languages^
- Other Agency Literature Order Form (does not include law enforcement focus materials)
- Underage gambling rack cards (2 versions available)
- Internet gambling rack card*
- Bookmarks – five versions – football, basketball, baseball, soccer (English version) and soccer (Spanish version)

Materials for Law Enforcement Only:

- The 32-page Gambling Crimes Handbook
- The .pdf version of the Gambling Crimes Handbook
- Mini-law enforcement booklet
- Pocket card with RCW references
- Literature Order Form for law enforcement materials

*These may be traded for the Evergreen Council on Problem Gambling's HOPE brochure. The HOPE brochure gives contact information when gambling becomes a problem, signs that a person may have a gambling problem, and suggests ways to monitor one's gambling.

^All regional field offices have the ability to print out the foreign language posters.

3. The Eastern Regional Field Office's secretary is responsible for ordering materials from the State Printer's office or other printing agency when price quotes are less than the State Department of Printing. The secretary may need to coordinate with the other regions when supplies run low. Printing costs tend to be lower when a larger order is made versus several small orders. The contact person for the State Printer's Office when ordering the 32-page Crimes Handbook is Darrell Pruett at 360-570-5050. He still has the final version of the software program which was used to design this book and will be able to make any revisions or changes in the future. The back-up CD of this file will be given to the Eastern Regional Office's secretary. The Literature Order Form and Other Agency Literature Order Form will have the Eastern Regional Field Office's fax number on them for any orders to be filled.

4. SA Debby Vandall is the primary person responsible for updating materials, with the Field Operations Assistant Director or his/her designee as a back-up.

5. We will keep the "Request a Presentation" link on the Agency's website, but it will be forwarded to the secretary of the Eastern Regional Office. The secretary will then forward requests to the appropriate field offices or unit/division depending on the city or nature of the request.

6. The "Report a Violation" link will not change. Complaints are currently directed to the appropriate field office or unit/division by the Southwest Regional Office's secretary.

7. The field agent will continue visiting local police, sheriff and prosecutor's offices to update them on cases in their areas, offer to give any training/presentations to staff, and distribute materials upon request. Agents have been required to do law

enforcement contact visits (LECO) and with materials provided, it makes the meeting more worthwhile on for all parties. The field agents may also want to check with the local law enforcement agency to see whether there is a school resource officer and either supply him/her with materials or accompany him/her to the middle and high school students to discuss the dangers of gambling with the students. A list of previous contacts is attached to this memorandum.

8. In the event of changes in a rule or a law, someone will need to ensure that information provided by the "dontbetonsports.com" website is updated on Agency's website, which includes the Spanish version. This will be done by CLD as they research the legality of questions raised by staff and the public.

9. The field agents can contact local libraries in their area for any follow-up requests on materials, such as, underage rack cards, internet rack cards, bookmarks, etc. A list of previous contacts is attached to this memorandum.

10. If presentations are requested where an organization may be interested in problem gambling, have the agent contact the Evergreen Council on Problem Gambling (ECPG) to see if they would like to send a representative. Contact information is found on attached list.

11. One area to continue tracking is the number of times we print out the reporting illegal gambling posters, Gambling Crimes Handbook (32 pages), and the underage gambling rack card. These materials use photographs from iStockphoto and we cannot use more than 500,000 impressions according to our Standard License Agreement. We have documented approximately 8,203 impressions have been used to date. *SA Robert Zaher recalled running all the legal paperwork past Arlene Dennistoun and she didn't have any issues. He posted all the legal notices on the server and felt that we would not get close to the 500,000 impressions of the standard agreement.* As an internal control on the use of the purchased photos, the secretary for the Eastern Regional Field Office may only order impressions under the current iStockphoto account. The email address and password will be changed for her access only.

    To ensure that the Agency does not violate the current Standard License Agreement, the end date for use of the impressions from iStockphoto is October 15, 2018.

APPENDIX H – Gambling Cries Education and Awareness Powerpoint Presentation

The following powerpoint slideshow was presented to the Commissioners at the September 8, 2011 meeting at Grand Mound, Washington:

GAMBLING CRIMES EDUCATION AND AWARENESS

To protect the public by ensuring that gambling is legal and honest

September 8, 2011 *Presented by Special Agent Debby Vandall*

About the Program

- Approved by the Commission in August 2009
- To raise awareness of gambling crimes, problem gambling, and underage gambling
- Two year program
  - Through October 2011
- Funded by assets seized in gambling cases
- Assessment approach

Program Accomplishments

2010 - 2011

- Created presentations
- Created gambling awareness materials
- Attended fraud meetings and networked
- Improved reporting violation link on Agency website
- Added "Request for Presentation" link
- Outreach to various organizations

Police/Sheriffs' Departments

- Met with selection of police chiefs / sheriffs or representatives
- Developed 45-minute presentation on history of WSGC and gambling crimes
- Conducted **3** training sessions at regional chiefs' meetings
- Held **6** training sessions for police departments
- Reconnected with police/sheriffs & sent materials as promised

Prosecutors/Other Agencies

- Letters sent to Prosecuting Attorney Offices
- Meetings conducted with Prosecuting Attorneys for King, Lewis, and Pierce Counties
- Additional letters sent to:
  - State
  - Local
  - Federal law enforcement
  - Federal prosecutors
- Conducted training for DEA and WSP

Tribal Contacts

- Tribal Gaming Agency Executive Directors
- Tribal Gaming Agents
- Tribal Police Departments

Schools

- Contacted school districts
- Completed Request to Distribute Materials
- Only 2 school districts – Everett and Spokane – accepted materials
- Contacted WA State PTA

Community Colleges/Technical Schools

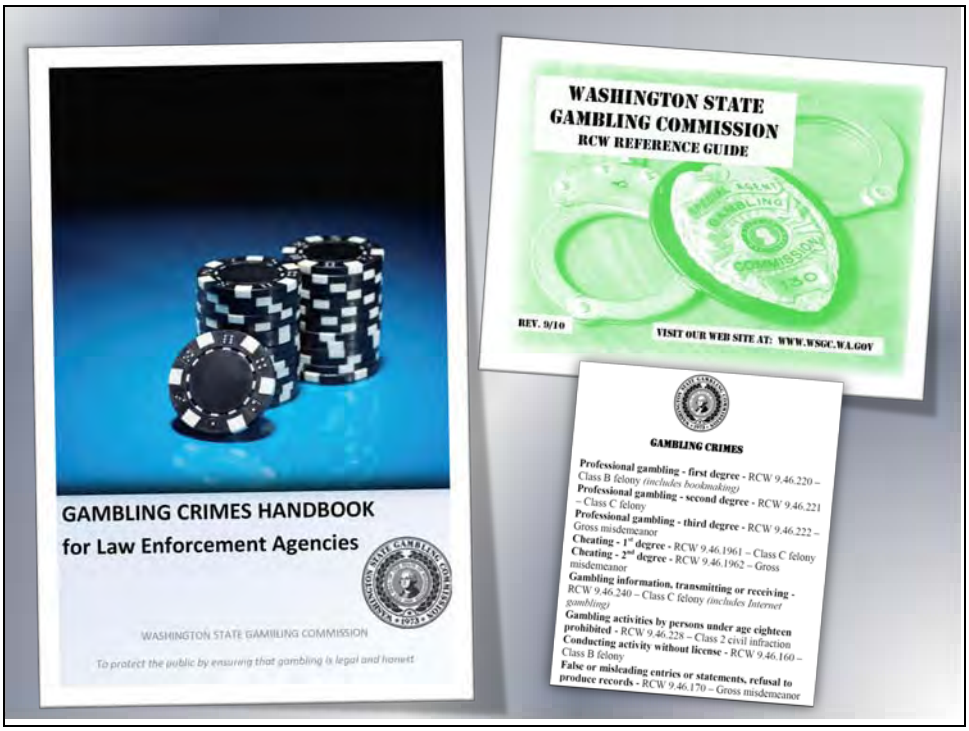
- Letters sent to community colleges and technical schools
- On-site visits productive
- Discussed program with student advisors, counselors, librarians
- Offered materials and presentations

Additional Outreach

- Libraries
- YMCA/YWCA organizations
- Boys/Girls Club organizations
- Senior centers
- Parks/Community centers
- Asian communities

Built on Prior Campaigns

Resources from Partner Organizations



SAMPLE
Help stop
ILLEGAL GAMBLING
UNDERAGE GAMBLING
UNAUTHORIZED CARD GAMES
SPORTS BETTING
WAGERING ON ANIMAL FIGHTS
REPORT VIOLATIONS ONLINE: WWW.WSGC.WA.GOV
WASHINGTON STATE GAMBLING COMMISSION
Hãy giúp ngăn chặn
ĐÁNH BẠC BẤT HỢP PHÁP
Помогите остановить
НЕЗАКОННУЮ ИГОРН
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Underage Materials

Over 63,900 items have been distributed to date!

Events
Washington State
Gambling Commission

STAND WITH THOSE WHO SERVE
2011
Washington State
Gambling Commission
Washington State
Gambling Commission

Transition of GCEAP Program

- Materials on Agency's website
- Field Offices to maintain
- Continue relationships with law enforcement and prosecutors
- Connect with school youth through School Resource Officer
- Continue outreach through libraries and youth groups
- Maintain relationship with Evergreen Council on Problem Gambling

To Summarize…

We utilized one-time money for one-time purposes to raise awareness of gambling crimes, problem gambling, and underage gambling. The program was successful and we are integrating much of it into our day-to-day operations.