



CHATTER THAT MATTERS®

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Message from Interim Vice President, Chelsea Turner:

The CT Lottery Corporation is a recognized industry leader in its commitment to responsible gambling, and this commitment is woven into our culture and business practices. Included in our Corporation’s vision statement is that the lottery will “address problem and underage gambling by taking proactive measures to implement and support responsible gaming initiatives.”

The selection of Greg Smith as our new President and CEO will help further these initiatives. President Smith has prior experience at both the Vermont and Illinois lotteries. These lotteries have implemented various responsible gaming measures, including promoting their respective state’s helpline numbers, and participating in Problem Gambling Awareness Month and the NCPG-McGill University Responsible Gambling Holiday campaign. Additionally, when Mr. Smith was the Director of the Vermont Lottery, he participated in the Responsible Gambling New England Consortium meetings. From speaking with Mr. Smith, it is clear that he embraces the CT Lottery’s commitment to responsible gambling. Moreover, he is versed in the GameSense program and its harm reduction model.

“Together, we look forward to continuing to advance the CT Lottery’s commitment to responsible gambling”.
— CLC President & CEO Greg Smith

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Plus...

- The Pay Equity Act
- GNEMSDC Matchmaker Event.....
- Surplus Efforts Go Big.....

A Notable Mention:

**Responsible Gambling Retailer Training –
Congratulations Sales!**

2,719 retailers and store personnel were
successfully trained, an *Awesome RG Effort!*



RG Focus: An Interview With CCPG Executive Director, Diana Goode

By: Annmarie Daigle



I recently had the opportunity to chat with Diana Goode, the new Executive Director at Connecticut Council on Problem Gambling (CCPG). In speaking with her I was able to learn more about the work of CCPG that the CT Lottery supports through its

General Fund transfers.

Diana brings 25 years of leadership experience and passion in the nonprofit sector to the important work of raising awareness about problem and responsible gambling. Diana previously held executive-level positions with Foodshare, Gifts of Love and Operation Fuel.



AD: Good morning Diana. How did you become involved in the field of problem gambling?

DG: Really by accident! I have been working for non-profits for 30 years, primarily in the area of basic needs. I started looking for a new opportunity last fall and found CCPG. Although the issue of problem gambling is new to me, I do wonder how many people visited the food pantry or food bank I worked for looking for food assistance because they were in financial crisis due to a gambling problem. It is incredibly exciting for me to be learning about a new field. I understand the world of non-profits and non-profit management, and have been enjoying this new challenge.

This is a very exciting time to be in this industry. On my first day, the Supreme Court legalized sports betting so I was thrown into the limelight from day one!

AD: Can you tell me a little bit more about your role as Executive Director?

DG: I am working on building relationships with our funders, clients and community. I am getting out of the office as much as I can to talk about the issues facing the organization and the state. As people gain access to new gambling options, we need to make sure that Connecticut residents know where to go if they think they have a problem. I am working on public awareness to let people know we are here to help.

AD: Diana I know the area of Human Services is one of your passions. With many recent changes to gambling in our state, what do you see as CCPG's most important focus going forward?

DG: Prevention. We want to reach people before gambling is a problem. Publicizing our Helpline and encouraging people to call before gambling is a problem in their lives is our goal. Outreach and education is critical as gambling avenues increase.

AD: I know your schedule has been crazy since your recent appointment; what interests do you have outside of work?

DG: For the first time in a long time, all of my kids are home! My youngest is about to start college this August at CO Boulder, my middle daughter just returned from South Africa and is home for the summer before going back to the University of Miami, and my oldest and her boyfriend just moved to CT because he is starting a job at UCONN Storrs. Four kids and 2 rescue dogs is a full house! They are keeping me busy! I'm also passionate about rescuing pit bulls, and I'm one of those crazy CrossFit people.

AD: Very busy indeed! Thank you so much for your time today Diana. We look forward to continuing our work with you and the team at CCPG.

CONNECTICUT COUNCIL on
PROBLEM
GAMBLING

Community Volunteer: Real hair wigs for women living with cancer

By: Suzanne Colley

A conversation with Sharon Drummey



This is such an excellent charity and noble cause, please tell a little about the Pantene Beautiful Lengths program that you participate in.

Pantene Beautiful Lengths program partners with the American Cancer Societies to provide free, real hair wigs to women living with cancer. Unfortunately, I found out that this program ended on December 31, 2018. I'm currently researching another organization I can donate my hair to. So far, I think I will go with Hair We Share.

What interested you in participating, and how long have you participated?

Back in 2007 I wanted to cut my hair, my hairdresser asked if I would be interested in donating my hair to Pantene's Beautiful Lengths. She gave me an overview of the program (at that time her mother was going through cancer treatment) and I gladly said yes. Why I choose to continue to donate my hair because my sister was diagnosed with stage 3 breast cancer, and when she started to lose her hair, she started to lose her self-esteem. The first day she put her wig on, she was a new person, full of life. She regained her confidence and wanted to go out more. *Oh and I am happy to report that my sister is doing great!*

That is awesome news ~ thank you for sharing!

Can you give me some specifics about the real hair wigs program?

Pantene Beautiful Lengths started back in 2006, and recently ended in December 2018. They would give free wigs to women undergoing cancer treatment.

Who can participate? Are there any restrictions?

It will depend on each participant's hair. I was told donated hair needs to be in good condition and less than 5% grey.

Does the 'ponytail' have to be a certain length?

The ponytail has to be at least 8-inches, and split ends need to be trimmed off.

Where can others find out about programs such as Pantene Beautiful Length or Hair We Share?

Anyone interested can research different organizations to see where they can donate their hair. Deciding where to donate your hair is a personal choice.

How long is the "ponytail" that you will donate?

The ponytail that I will donate will be 8-inches.

Aspiring Leaders Program

By: Suzanne Colley, contributors Jeff Yue and Steve Fox

EMPLOYEE
ENGAGEMENT



Congratulations to the CT Lottery's manager of vendor compliance, Steven Fox, and counsel, Jeffrey Yue, for recently completing the three-month long Aspiring Leaders Executive Development Program. The program, for State of Connecticut managers, is offered by the Department of Administrative Services and the Connecticut Training and Development Network. This year's program began mid-March, consisted of 11 full training days, and had approximately 30 representatives from various state agencies and offices, including the Department of Consumer Protection, the Department of Correction, and the Department of Transportation.

Program participants explored various management and leadership topics including strategic planning, organizational and program metrics, change management, and process improvement. Classroom instruction was supplemented by individual and group activities where participants applied the concepts and techniques taught by completing case studies and situational hypotheticals. Participants also met several agency commissioners and special guests, who spoke about their own leadership experiences and first-hand, in-the-trenches management accounts.

The program culminated with capstone presentations by participants to their respective agency's senior leadership, proposing new programs or improvements to existing services to move their organizations forward. Steven's presentation focused on the Internal Control System (ICS); and Jeffrey's focus was on data security. They both agree that the experience was challenging and beneficial to their leadership development, and the professional connections they made during the program were invaluable.



Team Nubia's Recycling Event



The games were fun and the prizes were neat, but what mattered most was your participation. This event, held on January 18, 2019, was near and dear to Nubia's heart and its purpose, raising recycling awareness, was achieved.

Please visit our revamped recycling center in the café and remember, your participation matters!



Upcoming Events

Date	Event	Location
September 19	New England RG Consortium	United Way, Providence, RI
September 20	GNEMSDC Annual Conference	Gillette Stadium, Foxboro, MA
September 25-28	NASPL Annual Conference	Cleveland, OH
October 10	Retailer Open House	Sheraton, Rocky Hill, CT
October 23	CCPG Annual Conference	Mystic Hilton, Groton, CT
October 24	Middlesex Chamber Business Expo	Red Lion Hotel, Cromwell, CT

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The following legislative update is provided by Keith Whyte, Executive Director, National Council on Problem Gambling:

Gambling Disorder Screening Provision Included in National Defense Authorization Act 2019

On August 13, 2018 President Trump signed into law the National Defense Authorization Act (NDAA) for Fiscal Year 2019 that includes a provision requiring members of the Armed Forces to be screened for gambling addiction. This has been a top legislative priority for the National Council on Problem Gambling (NCPG) for the past 16 years. Gambling disorder screening questions were included in large scale surveys of active duty personnel throughout the 1990s until 2002. Data from the last survey in 2002 showed the gambling disorder prevalence rate among active-duty military was more than double the civilian rate of approximately 1-2%. The questions were removed from the screening in 2002.

Section 733 of the House Armed Services Committee Report 115-874 requires the Department of Defense to incorporate medical screening questions specific to gambling disorder in the next annual periodic health assessment conducted by the Department as well as in the Health Related Behaviors Surveys of Active-Duty and reserve component service members. The Secretary of Defense is required to submit a report to Congress on the findings of the assessment and surveys in connection with the prevalence of gambling disorder among service members. The report is expected sometime next year.

— Chelsea E. Turner

MDI Worldwide: A Women's Business Enterprise National Council Certified Company

By: Sharon Zarotney

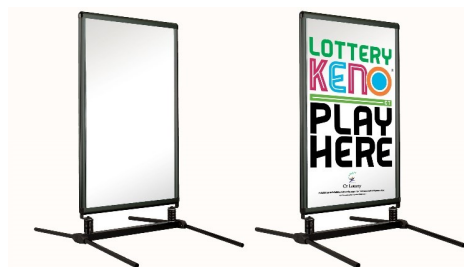


MDI was established in 1965 and is headquartered in Farmington Hills, Michigan and is known for designing and producing custom and stock point-of-purchase displays for various markets, including retail, quick serve, convenience store, petroleum, and brands.



Lori Gallo, MDI's East Coast key account executive, has been leading the sales of MDI-invented WindMaster[®] curb signs, a product which the CLC was interested in procuring. **This sign features the first stands that resist winds of 75 mph.**

As you drive around your town or the Connecticut countryside, take notice of these WindMaster[®] signs.



Lori, our account representative, provides the CLC with excellent customer service. She is professional and has been a pleasure to work with. Whatever the need, Lori makes it a point to work with us and provide the best quality product, on time and at a competitive price.

Increasing Our Awareness . . . Implicit Bias

By Andrew Walter



In August, CLC managers attended a training on implicit bias, conducted by attorneys from Pullman & Comley LLC, one of our outside law firms.

The Ohio State University Kirwin Institute for the Study of Race and Ethnicity defines implicit bias

“The attitudes or stereotypes that affect our understanding, actions, and decisions in an unconscious manner.”

These are not the overt, intentional biases exhibited by some people. In other words, they are in our subconscious, unknown to us. We see implicit bias often in areas of race, gender, religion, social group, and appearance. An example of an implicit bias might be that, because I saw a golden retriever attack a dog when I was a child, I subconsciously believe that all golden retrievers are dangerous dogs, when in reality I know that is not the case.

The training was very valuable. We learned that we all have implicit biases, and often, these biases go against what we *think* are our stated beliefs. This matters because these biases can affect our decision-making, and in fact, these unconscious thoughts often predict how we will act. The good news, however, is that these are only biases, and can be changed – “debiased” – over time.

“Listening helps us take in a person's multiple stories and disrupts biased thinking.” [edutopia.org/blog/5 Keys to Challenging Implicit Bias by Shane Safir, March 14, 2016, Updated March 11, 2016]

There are numerous online tests available to determine the types of implicit biases we have. A Google search will reveal several websites with comprehensive tests available.

Green Initiatives ~ Reuse ~ Recycle ~ Repurpose! Surplus Success

By Suzanne Colley



Dorothy Gayle ~ Ambassador Extraordinaire

Adopted into Bob's family in 2017, this former commercial prop has been busy since leaving our facility and starting a new and exciting life as an “Ambassador of Giving.” Her ‘sole’ purpose is to bring attention to various non-profit charitable fundraisers.

Wonder what she's been up to? Here is just a smattering of Dorothy's past notables:

December- Breakfast with Santa - Baseball Eastern Regional Center;

November - Giving Tuesday;

October – Cocktails at 8 - Annual fundraiser;

And, her fledgling outing . . .

April – The Duck Race as the special guest of The Quota Club of Bristol.



For more on the stiletto's upcoming activities, check out Dorothy's Facebook page.



The Corporate Responsibility Team:

- Suzanne Colley
- Annmarie Daigle
- Kendra Eckhart
- Bryan Figueroa
- Rita Finocchiaro
- Steve Fox
- John Gasparini
- Wendy Gasparini
- Valerie Guglielmo
- Lynette Hazelwood
- Jennifer Hunter
- Rebecca Lambert
- Violetta Lukin
- Francine Magnano
- Zuleika Mercado
- Bruce Morley
- Nikki Nearing
- Barbara Petano
- Robin Raboin
- Justin Rivera
- Janet Rocco
- Theresa Scott
- Greg Smith
- Susan Starkowski
- Linda Tarnowski
- Chelsea Turner
- Steve Wagner
- Andrew Walter
- Jeff Yue
- Sharon Zarotney



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