



# 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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Surplus Efforts Go **Big!**

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# 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.

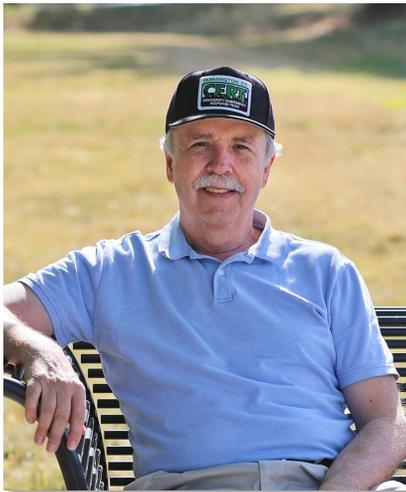
**AD: Very busy indeed! Thank you so much for your time today Diana. We look forward to continuing our work with you and the team at CCPG.**

CONNECTICUT COUNCIL on  
**PROBLEM  
GAMBLING**

# Community Volunteer: Stepping Up to Help Others

**By: Rick Shea**

Over twenty years ago I started working with the Farmington Police Department as a Community Emergency Response Team member (CERT). This agency operates on the expectation that citizens of a town or city would very likely be on their own during the early stages of a catastrophic disaster. With this concept in mind, CERT devised a program that would train citizens on basic survival and rescue skills, and make it so these trained individuals would improve the ability of citizens to survive and to help others until other assistance can arrive.



As part of this program I have been trained and tested in several areas including Basic First Aid, Search and Rescue, Electrical and Chemical Hazards, Fire Safety, CPR, traffic control, and shelter management.

As a group in Farmington we also help out at Relay for Life and we deliver meals to the elderly and shut-ins during the Thanksgiving and Christmas holidays. Toys are also delivered by us to younger children at Christmas time.

***“I find this experience to be a very rewarding one and I thoroughly enjoy giving my time to the community to help others.” — Rick Shea***

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## Pay Equity Act Goes Into Effect January 1, 2019

**By: Andrew Walter**

On May 22, 2018, Governor Malloy signed into law legislation aimed at reducing “unintended” wage discrimination in employment. Commonly referred to as the “Pay Equity Act,” Public Act 18-8 prohibits employers from asking prospective employees about their wage/salary history during the job interview process. On average, women earn 82 cents for every dollar that men earn. For minority women, the figures are even worse. Accordingly, requiring women – especially minority women – to disclose salary history perpetuates this cycle of gender pay imbalance, as current pay often is used as a benchmark for future pay.



The Pay Equity Act goes into effect January 1, 2019. All employers, including the CLC, will have to take notice of this law, and update forms and internal policies accordingly. Nothing in the law prohibits a prospective employee from voluntarily disclosing their compensation history.



# 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.



# Retailer Services: Reducing Paper Goes Green, Saves Green!

By: Steve Fox



Have you ever asked yourself this question: why do we have reports that are printed, filed, and never seen again until it is time to place them in the recycle bin?



This happened to me in November of 2017 with our Computer Gaming System (CGS) and our Internal Control System (ICS). The CGS and ICS would automatically print out every day, for every draw game, a sales report, two liability reports and a summary report. This would come to about 150 sheets of paper that would have to be sorted, filed, and then recycled 30 days later. All of these reports could be printed at will if we needed them.

To give a little history, when the system was set up in 2008 it was necessary to have these reports auto-print because each day a person needed to compare the CGS reports to the ICS reports by hand to make sure the two systems were in balance. However, since then we have added automatic balancing at the end of each day. ICS auto checks itself every five minutes to insure it is in balance with the CGS and email notifications are sent from ICS if there is an out of balance. Even though hand comparing reports became obsolete, we kept auto-printing.

My idea was to no longer auto-print these reports since they were no longer necessary. I brought the idea up to management and the Department of Consumer Protection (DCP) to see if they had any concerns. Everyone agreed and gave the go ahead to stop the auto-printing.

The first day we stopped auto-printing was on November 27, 2017. This small change is saving 4,500 pieces of paper a month, almost a case.

**Over a year it will add up to 54,000 pieces of paper saved!**



## 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

(Continued from page 1)

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**

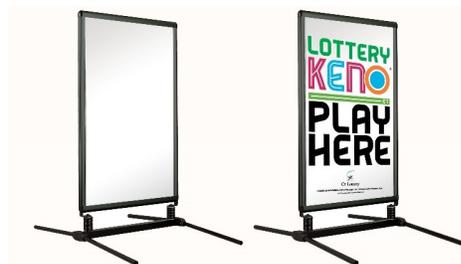


MDI was established in 1965 and is headquartered in Farmington Hills, Michigan and is known for designing and producing custom and stock point-of-purchase displays for various markets, including retail, quick serve, convenience store, petroleum, and brands.



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.

# Greater New England Minority Supplier Development Council's Second Matchmaking Event in 2018

By: **Suzanne Colley**

On May 30<sup>th</sup>, the CLC hosted a Greater New England Minority Supplier Development Council (GNEMSDC) Matchmaking event. We were proud to provide the venue as well as participate in the occasion. A little about Matchmaking sessions:



Minority Business Enterprises (MBEs) and/or corporate attendees meet with prospective companies to pitch their products and discuss potential procurement opportunities. The meetings are a series of 10 minute 1:1 sessions. Five Corporations tabled along with the CLC: Abt Associates, The Hartford, The Walt Disney Company, University of Connecticut, and Stanley Black & Decker. There were approximately 70+ participants throughout the timeframe, and when not tabling, guests could meet and greet other MBEs as well as CLC administrators.



Both corporation and participant alike benefit from these experiences.

## Beyond the Landfill ~ Examples of our 'stuffs' finding life anew through surplus

By: **Suzanne Colley**, pictures courtesy of **Mark O.**

The best things come in 'not so small' packages! Perhaps you will recall this extra large beach ball TV prop from years past?



*The deflated item was placed on state surplus and listed with an "approximate height" of 5 feet! "Once blown up it was a big surprise, and a perfect addition to the fun!" Camping at one of Vermont's most picturesque spaces, our former prop [and new friends] enjoyed a summer of fishing, swimming, and boating on a crystal clear lake. For the past 12 years up to eight Connecticut families have been vacationing at this location. This year, the crew thoroughly enjoyed tossing around this inflatable wonder.*



## The Corporate Responsibility Team:

- Suzanne Colley
- Annmarie Daigle
- Fred DuPuis
- 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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