

National Tribal Gaming Commissioners & Regulators Conference
October 25-27, 2021
Casino Del Sol
Tucson, AZ



Message from the NTGCR Chairman

Greetings Fellow Regulators –

I hope this message finds you all doing well. Kids are returning to school and the sun is setting earlier each day, which means fall is just around the corner.

With fall comes the National Tribal Gaming Commissioners & Regulators Fall Conference, which is scheduled for October 25-27, 2021 at the Pascua Yaqui Casino Del Sol in Tucson, Arizona. The Board and I are looking forward to reconnecting with everyone during a wonderful in-person conference. We have been carefully planning our return to an in-person conference and are committed to ensuring a safe and successful event.

As a part of this commitment, the NTGCR has pledged to follow the COVID-19 health and safety protocols prescribed by the Pascua Yaqui Tribe and, as applicable, the State of Arizona for the duration of our conference. Presently, neither the Pascua Yaqui Tribe nor the State of Arizona is mandating anyone attending events such as ours to provide proof of vaccination, to wear a face mask, or to socially distance. We are working closely with our hosts in the Pascua Yaqui Gaming Commission and the Casino Del Sol to keep up to date on the most current requirements. Should circumstances change, we will be sure to inform you of the latest developments as they become known.

In order to ensure our event is conducted as safely and as responsibly as possible, the NTGCR will be making face masks available at our registration desk as well as providing hand sanitizer with our registration materials. We ask you to avail yourselves of and use these items throughout the event. Additionally, each of our meeting spaces will be set up according to prescribed safety parameters. While vaccination is not required to attend the NTGCR Fall Conference at this time, we encourage everyone to get vaccinated prior to the conference, centered upon vaccine availability to you and your decision to receive the vaccine.

The NTGCR Fall Conference is just over two months away and we are praying the effects of this current phase of the COVID-19 pandemic subside before our gathering. We, like you, desire a return to a time when we can gather as one body in pursuit of our goal of protecting our collective Indian gaming industry. On behalf of the NTGCR Board, we are looking forward to seeing you all soon!

For Room Reservations Call: **855-765-7829**
Room Rate: \$99 (Estrella Tower)
\$109 (Del Sol Tower)

Hotel Deadline Date: **September 27, 2021**

Airport Information:
Tucson International Airport (TUS)
Approximately 15 minutes from Hotel

Transportation to Hotel:
Diamond Transportation
520.825.8888 or (877) 325-1990
reservations@diamondtransportation.com

Agenda *(Subject to Change)*

October 24, 2021 – Sunday

4:00 p.m. Registration Open
to 6:00 p.m. (avoid the Monday morning lines, stop by today)

October 25, 2021 – Monday

8:00 a.m. Registration (continental breakfast provided)
9:00 a.m. **General Assembly**
Call to Order & Welcome – Chairman Jamie Hummingbird
9:30 a.m. Roll Call of Membership – Les Stanley, NTGCR Secretary
Approval of Minutes – Spring & Fall 2020 Meetings
Reports of Officers
10:00 a.m. Break
10:15 a.m. Special Recognitions
10:45 a.m. Introduction of Candidates for Election of Vice-Chairman and Secretary
Dr. Lena Hammons, Chair – Nominations Committee
11:00 a.m. Regional Caucuses & Updates
12:00 p.m. **Lunch (provided)**
1:00 p.m. **General Assembly**
Election of Vice-Chairman and Secretary
1:20 p.m. NIGC / NIGA Updates (invited)
1:50 p.m. Announcement of Vice-Chairman and Treasurer
2:00 p.m. Break
2:15 p.m. Bylaws Presentation & Voting
3:00 p.m. Panel Discussion - CJIS/CHRI: Lessons Learned
4:00 p.m. Panel Discussion - Cybersecurity: Survival Skills In The Digital Age
5:00 p.m. **Dinner (on your own)**
5:00 p.m. Board of Directors Meeting
7:00 p.m. **Welcome Reception**

October 26, 2021 – Tuesday

8:00 a.m. Registration (continental breakfast provided)
9:00 a.m. to 10:15 a.m. **Workshop Series 1**

Track:	Audit/Licensing Track	Commission Track	Compliance Track	Gaming Technology Track
Room:				
	Understanding Casino Financial Information & Reporting	Next Level Leadership	Investigations and Case Preparation	Cyber Security – CHRI, PII & PPI – On Premise vs Private Cloud Hosting
Speaker:	Francisco Colon	Shannon Prince	Tyler Burtis & John Kucera	Bryan Dixon, Debbie Chase-Mosely & Maria Lopez

10:15 a.m. Break
10:30 a.m. to 11:45 a.m. **Workshop Series 2**

Track:	Audit/Licensing Track	Commission Track	Compliance Track	Gaming Technology Track
Room:				
	The New Anti-Money Laundering Program Model	50 Shades of Grey THINKING	NIGC Updates	Gaming Technology – The Importance of Specialization
Speaker:	Tyler Burtis & John Kucera	Laurel Burton & Debbie Chase Mosley	Tom Cunningham & Francisco Olea	Brandon Macheta & Michael Hammer

11:45 a.m. **Lunch (Provided)**
 1:00 p.m. to 2:15 p.m. **Workshop Series 3**

Track:	Audit/Licensing Track	Commission Track	Compliance Track	Gaming Technology Track
Room:				
	How & When to Audit Your Construction Project	Targeted Violence	Sports Betting Lay of the Land	Intelligent Asset Management
Speaker:	Rodrigo Macias	Les Stanley, John Kucera & Tyler Burtis	Cynthia Hays	Oscar Schuyler, Carissa Meister & Jackie Barnard

2:15 p.m. Break

2:30 p.m. to 3:30 p.m. **Workshop Series 4**

Track:	Audit/Licensing Track	Commission Track	Compliance Track	Gaming Technology Track
Room:				
	Background Screening Reboot	Why Do Commissions Vary?	Understanding Casino Financial Information & Reporting	Cyber Security & Assessing Risk
Speaker:	Julie Hakman	Thorsten Tom	Francisco Colon	Debbie Chase-Mosley & Brian Dixon

3:30 p.m. Break

3:45 p.m. to 5:00 p.m. **Roundtables**

Roundtable:	Audit/Licensing Track	Commission Track	Compliance Track	Gaming Technology Track
Room:				
	Auditing Roundtable	Commission Roundtable	Compliance Roundtable	Gaming Technologies Roundtable
Speaker:				

5:00 p.m. Dinner (on your own)

October 27, 2021 – Wednesday

8:00 a.m. Registration (continental breakfast provided)

9:00 a.m. to 10:15 p.m. **Workshop Series 5**

Track:	Audit/Licensing Track	Commission Track	Compliance Track	Gaming Technology Track
Room:				
	Improve Efficiencies & reduce in Person Visits in Licensing	Live Craps & Real Roulette	Targeted Violence	Cybersecurity Incidents and Impact on Gaming Operations
Speaker:	Thorsten Toms & Debbie Chase-Mosley	George Joseph	Les Stanley & Tyler Burtis	Tim Cotton & Jeran Cox

10:15 a.m. Break

10:30 a.m. to 11:45 a.m. **Workshop Series 6**

Track:	Audit/Licensing Track	Commission Track	Compliance Track	Gaming Technology Track
Room:				
	Applicant Fingerprinting & Criminal Information Queries in Gaming Licensing	Is Slot Play Really Free???	Gaming Technology- The Importance of Specialization	A Look Inside Gaming Authentication Terminal (GAT)
Speaker:	Dave Vialpando & Julie Hakman	George Joseph	Michael Hammer & Brandon Macheta	Kelly Myers & Robert Pagliaroli

11:45 a.m. **Lunch (on your own)**

1:00 p.m. Panel Discussion - Active Shooter Preparedness

2:00 p.m. Break

2:15 p.m. **General Assembly – Closing Remarks, Door Prizes & Adjourn**

Workshop Descriptions

Auditing & Licensing Track

Understanding Casino Financial Information & Reporting - Do your casino's financial statements raise more questions than answers? This discussion on casino financial reporting will include real world examples on how to read casino financial statements, as well as include the most common financial ratio and performance measures used in the gaming industry. Furthermore, this session will allow Gaming Commissioners to critically analyze the financial reporting package presented by casino. **Outcome:** How to evaluate casino financial statements, as well as understand the most common financial ratio and performance measures used in the gaming industry.

The New Anti-Money Laundering Program Model - Regulators are focusing on Casinos Nationwide. Effective AML Programs need to go beyond the numbers and focus on "Cultures of Compliance" and effective Risk Assessments for your casino. Attendees will learn from a former Special Agent in Charge and the former Assistant United States Attorney that successfully prosecuted a casino for failing to maintain an adequate AML Program. **Outcome:** Attendees will learn best practices to bring back to their Tribal Gaming properties.

How & When to Audit Your Construction Project - This discussion on casino construction will focus on all 3 areas construction Life-Cycle including: Preconstruction, Construction, and Closeout. The session will highlight the major processes and fraud risks associated with each are of the construction Life-Cycle. Furthermore, the session will provide practical examples on how to develop a construction risk matrix and develop fraud detective procedures to reduce the risk of vendor over-billing. **Outcome:** Understanding how to manage construction project and the risks associated with construction project. How to monitor the construction vendors, identify over-billing, and identify red flags associated with construction fraud.

Background Screening Reboot - Whether you're a seasoned veteran or new to background licensing, this session is for you. We will cover background screening basics, best practices, new products and technologies. From Covid, court closures, criminal record redaction and changing legislation and to new vendor products, data integrity and enhanced security standards...it's a new day in backgrounding. If you think there's nothing new going on, need a refresher or want to make sure you're "in the know", come find out how to create, reboot or enhance your program. **Outcome:** Learn about the trend and impact of legislation on criminal record access, new technology affecting your processes, new products available for vendor screening and what to expect from the world of IT security.

Improve Efficiencies & Reduce in Person Visits for Licensing - Improve efficiencies and create a contactless experience when using a paperless licensing system. Eliminate physical badges, lessen your CHRI footprint and seek ways to collaborate with casino HR to conduct initial intake and scanning. **Outcome:** Provide proven business practices and strategies for regulatory agencies to adopt to create greater efficiencies.

Applicant Fingerprinting & Criminal Information Queries in Gaming Licensing - This workshop will review the variety of processes TGRAs employ in gathering criminal justice information on gaming license applicants, which applicants should be fingerprinted, licensing vendors and evaluating the various information sources available in forming the basis of the finding of suitability. We will discuss the pros/cons, requirements and regulations that apply when non-tribal government agencies are involved in supplying criminal justice information. **Outcome:** Attendees will understand the options, legal requirements, and resources available to TGRAs in collecting and assessing criminal justice information pertaining to gaming license applicants.

Commission Track

Next Level Leadership - Next Level Leadership teaches the best practices for retaining and developing talent, turning conflict into opportunity, and creating a powerhouse workplace culture. Drawing on the latest, evidence-based research, participants will come away from the talk with an array of concrete tactics they can use to turbocharge their organizations. A management course in less than two hours! **Outcome:** At the end of the course, the attendee will have learned multiple strategies for cultivating employees into superstars and then keeping them on staff, managing different personalities and turning those differences into powerful assets, and crafting a work environment that fosters unprecedented levels of success.

50 Shades of Grey - THINKING - An interactive session with role playing. Not everything in regulation is black and white. Learn how to think more openly about various aspects/situations you may find yourself a part of as a gaming regulator that will require you to

communicate with your internal team, tribal council, licensees and vendors. **Outcome:** Learn adaptive skills for handling difficult situations that require you to provide a “decision, vote and/or action” as a regulator.

Targeted Violence - Interactive and thought provoking course on Targeted Violence and Active Shooters. The course will be facilitated by a Tribal Gaming Commissioner, Investigator, and an Attorney for a diverse look at growing threat to Tribal Gaming Casinos. **Outcome:** Attendees will learn best practices to bring back to their Tribal Gaming properties.

Why Do Commissions Vary? A look at the differences between Commissions and the reasons for those differences. From having surveillance to involvement in non-gaming activities and level of vendor licensing, Commissions vary in a myriad of ways. This session looks at some of those differences, discusses pro and cons and discusses why these differences exist. **Outcome:** Attendees will leave the session with a better idea of how Commissions vary, reasons for that variation and knowledge variation is, in and of itself, not a bad thing.

Live Craps & Real Roulette “What to Expect” - The State of Arizona has opened the door for Craps & Roulette. This presentation will explore Game Protection and Table Operations issues to assist the commission & surveillance in "Getting Ready". We will demonstrate Gaffed Dice, Dealer/Player Collusion, Roulette Tracking, Biased Wheels and a host of cheating and Advantage Play issues. **Outcome:** How to prepare for and protect the games of Craps & Roulette, Surveillance camera placement, training regimes, SOPs, Commission Regulations & Vendor issues will be presented for Compliance & Commissions.

"Is Slot Free Play Really Free...?" - Slot Free Play Fraud & Player Club Schemes are epidemic throughout the gaming industry. Attendees will be asked over 60 questions related to Player Club & Free Play Fraud & Scams. “How were two young kids able to amass over \$250,000.00 in a Free Play Scheme...?” “Learn how a Trusted Slot Manager stole over \$860,000.00 in a Player Club Scam.” “What simple Audit would have prevented a Two Million Dollar Slot Jackpot Fraud?” “Learn how a VP of Marketing turned \$475K in Free Play into \$418K Cash...” **Outcome:** Dozens of Free Play & Player Club Scams will be exposed and explained. More importantly, what audits & reports should be conducted by various departments to uncover fraud? "If Slot Free Play Fraud is happening at other casinos, could it be happening at yours?"

Compliance Track

Investigations and Case Preparation - Learn how to conduct investigations and prepare your cases for successful filings and prosecutions. The course will be taught by a former Special Agent in Charge and a former Assistant United States Attorney with casino experience. **Outcome:** Attendees will learn best practices to bring back to their Tribal Gaming properties

NIGC Updates - Join NIGC leadership to discuss timely and important topics ranging from regional issues and national issues, strategies to remedy repeat audit findings impacting industry integrity, criminal history report information (CHRI) security efforts and more. Attendees will be encouraged to share tribal perspectives, solutions and impacts for recent challenges facing tribal regulators and discuss how NIGC FY22 Outreach efforts can aid them in their regulatory roles. **Outcome:** Attendees will hear updates on timely and important topics ranging from regional issues and national issues, strategies to remedy repeat audit findings impacting the industry, criminal history report information (CHRI) security efforts and more.

Sports Betting Lay of the Land - A current view of sports betting. Review where currently legal, where currently deployed, and status of other jurisdictions. Discuss the different relationships seen between Tribes, Operators, and Suppliers. Provide information as to the different regulatory considerations and how a sportsbook fits in with the overall casino. **Outcome:** Attendees will learn how different sports betting operations are set up, how other jurisdictions treat those operations, and will be provided some lessons learned.

Understanding Casino Financial Information & Reporting - Do your casino’s financial statements raise more questions than answers? This discussion on casino financial reporting will include real world examples on how to read casino financial statements, as well as include the most common financial ratio and performance measures used in the gaming industry. Furthermore, this session will allow Gaming Commissioners to critically analyze the financial reporting package presented by casino. **Outcome:** How to evaluate casino financial statements, as well as understand the most common financial ratio and performance measures used in the gaming industry.

Targeted Violence - Interactive and thought provoking course on Targeted Violence and Active Shooters. The course will be facilitated by a Tribal Gaming Commissioner, Investigator, and an Attorney for a diverse look at growing threat to Tribal Gaming Casinos. **Outcome:** Attendees will learn best practices to bring back to their Tribal Gaming properties.

Gaming Technology- The Importance of Specialization - Rapidly changing EGD/EGM technologies and new offerings such as sports wagering, iGaming, and live studio gaming require highly specialized skills to ensure regulatory compliance and game integrity. This workshop will outline the formation, responsibilities, and advantages of establishing a Gaming Technology Unit (GTU) within your TGRA. The presenters will review the latest game verification systems and the specialized skills required of TGRA staff tasked with ensuring regulatory compliance. **Outcome:** Attendees will become familiar with regulatory compliance and game integrity requirements for new and emerging EGD/EGM game offerings, sports wagering, iGaming, and live studio gaming and understand the value of a TGRA GTU.

Gaming Technology Track

Cyber Security – CHRI, PII & PPI – On Premise vs Private Cloud Hosting - Managing, storing and securing Criminal History Report Information and Personal Data collected within the regulatory agency is a full-time job. Most regulatory agencies do not have designated IT. This workshop will explain the differences between the various methods of hosting and securing data. **Outcome:** A clear understanding of the pros and cons between the various hosting of all personal data options. Allowing for more informed business discussions to mitigate risks associated with the managing, storing and security of personal data.

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Intelligent Asset Management – Intelligent asset management consists of multiple technologies – QR Codes, RFID, GPS and Geofencing. In this session you will learn the benefits and challenges of each technique and how intelligent asset management can transform your operation from a reactive to predictive environment. **Outcome:** The attendee will learn the fundamentals of intelligent asset management, which includes the various types of technology used for asset tracking, as well as the benefits and challenges of this technology.

Cyber Security & Assessing Risk - Understanding your risk is #1. There are varying levels and purposes for vulnerability and risk assessments. This session will review areas of vulnerability that need your general knowledge and/or oversight in managing Cyber Security. **Outcome:** Making informed business discussions to mitigate risks associated with the managing, storing and security of personal data.

Cybersecurity Incidents and Impact on Gaming Operations – This presentation will focus on cybersecurity incidents occurring around the country and the impact on tribes and casino operations. Presenters will provide an overview of NIGC requirements and best practices to mitigate and respond to cybersecurity incidents. **Outcome:** Attendees will be provided with awareness of certain regulatory requirements and best practices to mitigate and respond to cybersecurity incidents.

A Look Inside Gaming Authentication Terminal (GAT) - In this hands-on session you will hear from speakers about GAT a serial communication protocol used for identifying and authenticating gaming software and firmware used by regulators and operators in the field. **Outcome:** Attendees will get a clear understanding of what is needed for GAT and the benefits.



Find us on
Facebook

www.facebook.com/pages/National-Tribal-Gaming-Commissioners-Regulators or on the web at
www.ntgcr.com

Attendee Registration Form
 (Please Print or Type Clearly. Information will be used for your name badge)

Tribes, Commission or Company: _____

Street: _____

City, State & Zip: _____

Phone: () _____ Email: _____

Name	Position	Email

Conference Pricing - All prices are per person

Register early: Early Registration will be in effect until October 1, 2021. We must receive your form and payment by October 1, 2021 to take advantage of the early registration payment amount.

___ **\$450** Member Registration - Your Gaming Commission or Vendor is a member of the NTGC&R

___ **\$400** **Three or more** from the same **Member** tribe or organization.
 (Must receive all names from your Tribe or organization along with your payment.)

___ **\$500** Non-Member Tribe or Organization

___ **\$450** Three or more from the same **Non-Member** tribe or organization.

After October 1, 2021 all registration per person are:

___ **\$500** Member and Non-Member Tribe or Organization

Method of Payment

If paying by Credit Card we utilize Square. Please provide the following information:

Please charge my credit card \$ _____ for _____ person/people.

VISA MC AE Exp. Date: _____ CCV code (on back): _____

Card # _____ Zip Code: _____

Name as it appears on the card: _____ Signature: _____

Email address for receipt from Square: _____

If you're paying by Check, please complete the following:

Enclosed is a check for \$ _____ for _____ people.

Please make checks payable to: **National Tribal Gaming Commissioners & Regulators** and send to:

National Tribal Gaming Commissioners & Regulators
 P.O. Box 454
 Oneida, WI 54155

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