



FALL 2022 OTGRA CONFERENCE

AGENDA

THANK YOU! ...

- ... to our Attendees for their participation
- ... to our Speakers for sharing their knowledge
- ... to our Sponsors for their generosity
- ... and to The Choctaw Nation for hosting

See you at River Spirit in Tulsa – April 18-20, 2023





OTGRA Fall Conference - 2022



vs.15, 11.07.22

TUESDAY - NOVEMBER 15

Tuesday	11/15/2022	3:00-5:00 PM	Grand Theater Will Call Area	Pre-Registration
	11/15/2022	6:00-8:00 PM	THE DISTRICT	Welcome Reception - Bowling for "GREEN" Bowling Tournament

WEDNESDAY - NOVEMBER 16

Wednesday	11/16/2022	7:30 AM	Grand Theater Will Call Area	SIGN-IN REGISTRATION - AND BREAKFAST		
	11/16/2022	9:00-9:30 AM	Magnolia Ballroom	WELCOME - Presentation of Colors & Prayer		
	11/16/2022	9:30-10:30 AM	Magnolia Ballroom	OTGRA BUSINESS MEETING		
	11/16/2022	10:30-10:45 AM		BREAK		
	11/16/2022	10:45 AM	Magnolia Ballroom	General Session	The Importance of a Strong Regulatory System	W. John Flynn
		11:45-1:30 PM		LUNCH ON OWN		
	11/16/2022	1:30 PM	Magnolia Ballroom	General Session	The Importance of Working with Tribal/State/Federal Agencies	Andrew Hofstetter
	11/16/2022	2:45-3:45 PM	Magnolia 2 & 3	General Regulatory	Helping the Problem Gambler	Wiley D. Harwell
			Magnolia 4 & 5	Commission	Emergency Preparedness	Eddie Ilko / Jeff Hansen
			PINE	Audit & Investigations	Auditing Revenue - Promotions & Player Tracking	Gena Caviness
			OAK	Compliance, Technology, & Surveillance	What Keeps You up at Night?	Crystal Houston / Holly Billy / Brian Moody / Terry Hale
			CEDAR	Licensing & Investigation	Personal Investigation of Vendor Principals & PMO's	W. John Flynn
	11/16/2022	3:45-4:00 PM		BREAK		
	11/16/2022	4:00-5:00 PM	Magnolia 2 & 3	General Regulatory	Identity Theft and Protection of Personal Data	Kathleen Worley
			Magnolia 4 & 5	Commission	Active Shooter/Workplace Violence Response & Preparedness	Eddie Ilko
			PINE	Audit & Investigations	Cover Your Assets: The Need to Know on Financial Statements	Doug Parker/Lora Saldana
			OAK	Compliance, Technology, & Surveillance	The Crossroads of Situational Awareness & De-Escalation	Andrew Hofstetter
			CEDAR	Licensing & Investigation	Vendor Financial Investigations	W. John Flynn
11/16/2022	6:30-11:00 PM	Magnolia Ballroom	Awards Banquet & Karaoke			



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THURSDAY - NOVEMBER 17

Thursday

11/17/2022	7:30 AM	Grand Theater Will Call Area	SIGN-IN REGISTRATION AND BREAKFAST		
11/17/2022	9:00-10:00 AM	Magnolia 2 & 3	General Regulatory	Human Trafficking Preparedness	Andrew Hofstetter
		Magnolia 4 & 5	Commission	Transformation Through Training	Doug Parker
		PINE	Audit & Investigations	What is in your regulatory toolbox? Can you hold your own?	Deb Chase-Mosley Andrea McCurry
		OAK	Compliance, Technology, & Surveillance	Risk Assessments Approach to Regulatory Monitoring	Steve Brewer / Shawna Castellano
		CEDAR	Licensing & Investigation	Basic IGRA	Esther Dittler / Heather Nakai
11/17/2022	10:00-10:30 AM		BREAK		
11/17/2022	10:30-11:30 AM	Magnolia 2 & 3	General Regulatory	Policies, Statutes & Protocols Regarding Human Trafficking	Andrew Hofstetter
		Magnolia 4 & 5	Commission	Digital Wallets/ Cashless Wagering	Steve Brewer / Tim Cotton
		PINE	Audit & Investigations	Time Management & AMP-Why It's So Important to Practice	Deb Chase-Mosley / Andrea McCurry
		OAK	Compliance, Technology, & Surveillance	Incident Monitoring & Reporting: Cyber-Insurance Preparedness	Jeran Cox
		CEDAR	Licensing & Investigation	KEY and PMO Background Investigations	Miranda Blakely / Delaney Walker
11/17/2022	11:30-11:45 AM		BREAK		
11/17/2022	11:45-12:45	Magnolia 2 & 3	General Regulatory	Roundtable-Lunch & Learn (Box Lunch Provided)	TBD
		Magnolia 4 & 5	Commission	Roundtable-Lunch & Learn (Box Lunch Provided)	Ashley Burnside
		PINE	Audit & Investigations	Roundtable-Lunch & Learn (Box Lunch Provided)	Crystal Houston
		OAK	Compliance, Technology, & Surveillance	Roundtable-Lunch & Learn (Box Lunch Provided)	Terry Hale
		CEDAR	Licensing & Investigation	Roundtable-Lunch & Learn (Box Lunch Provided)	Rene Smith
11/17/2022	12:45-1:00 PM		BREAK		
11/17/2022	1:00-2:00 PM	Magnolia Ballroom	General Session	Cyber Security-Plan for the Unexpected	Tiger Taylor / Terry Hale
11/17/2022	2:00-2:15 PM		BREAK		
11/17/2022	2:15-3:15 PM	Magnolia Ballroom	General Session	Leadership Today Ain't Like It Used to Be	Julie Hakman / Kelly Myers / Amber Parker
11/17/2022	3:15 PM	Magnolia Ballroom	CLOSING COMMENTS AND DOOR PRIZES - THANK YOU FOR ATTENDING!		



OTGRA FALL 2022 CONFERENCE SESSIONS

V8, 11.07.22

WEDNESDAY, NOVEMBER 16, 2022

GENERAL SESSION – MAGNOLIA BALLROOM

- **9:00 am Presentation of Colors, Welcome and Prayer**
Ashley Burnside, OTGRA Chairperson, Eastern Shawnee
- **9:30 am OTGRA Business Meeting**
- **10:45 am The Importance of a Strong Regulatory System**
W. John Flynn, Program Director, Omni Seminars, LLC

This speech is for all Gaming Commission and Casino Management personnel. It emphasizes that an essential component in the success of the gaming industry is proper regulatory oversight through a strong system of regulations and controls to protect the integrity of the gaming industry. John Flynn is a former Deputy Chief with the Nevada Gaming Control Board, he is an adjunct Faculty Member at UNLV's International Center for Gaming Regulation, and he is the Program Manager for Omni Seminars, L.L.C. In these capacities, John has worked with gaming regulators from all over the world.

- **1:30 pm The Importance of Working with Tribal/State/Federal Agencies**
Andrew Hofstetter, Director of Organizational Performance, Wipfli, LLP

This class will have a focus on the relationships we may or may not have with Tribal, Federal, and State Agencies, and why they are important to maintain. With those relationships we must ask ourselves how to approach each one. We will dive into how to accomplish that, along with having a goal that you want to meet with each relationship. We will not only identify the goals for each one, but we will also identify how you will meet each goal and examine a timeline for each. How do we prepare for meetings with these agencies? What do we focus on? What is important and not important to us? How do we prepare for the courageous conversations that we need to have? We will examine these questions and move into real life examples of where having a working relationship has paid off. Ultimately, we are exploring the bonds of master networking. We will examine the elements of master networking and how it relates to us in the workplace. In addition, examples of various agencies to consider networking with and why will be provided.

BREAKOUT SESSIONS:

GENERAL REGULATORY – MAGNOLIA 2&3 ROOMS

- **2:45 pm Helping the Problem Gambler**
Wiley D. Harwell, Ex. Director of Oklahoma Association on Problem Gambling and Gaming, OAPGG

We will review the signs and symptoms of the gambling disorder and best practices to help the person with a gambling problem. We will discuss the best use of a self-exclusion program and Inter-tribal cooperative efforts to promote Responsible Gambling.

- **4:00 pm Identity Theft and Protection of Personal Data**
Kathleen Worley, Vice President, Licensing & Special Projects, Aristocrat Technologies

In this day and age of a heightened percentage of criminal actions involving cybersecurity and identity theft, it is imperative that Regulators and Licensees implement improved and/or alternative processes to reduce the risk of unauthorized disclosure and/or access to personal information filed by Tribal casino and Vendor employees. This session will explore measures available to reduce the risk of theft of personal information supplied during the licensing process and maintained/saved by Tribal Gaming Authorities.

COMMISSION TRACK – MAGNOLIA 4&5 ROOM

- **2:45 pm Emergency Preparedness**
Eddie Ilko, Safety and Occupational Health Manager and Jeff Hansen, MS, CEM® Choctaw Nation of Oklahoma/Director, Community Protection, NIGC

In this session you will learn the importance of creating and practicing your Emergency Preparedness Plan (EPP), and who to include in your plan inside and outside your organization. Given the increase of natural and man-made disasters, preparedness has never been more critical to our tribal gaming industry. You will take away best practices and the recently released EPP template.

- **4:00 pm Active Shooter/Workplace Violence Response and Preparedness**
Eddie Ilko, Safety and Occupational Health Manager, NIGC

With the increase in year over year active shooter/workplace violence incidents around the country, this session will equip you with best practices, discuss case studies and how to respond and create an active shooter preparedness plan (with template included) in order to better protect your guests and employees.

AUDIT & INVESTIGATIONS TRACK – PINE ROOM

- **2:45 pm Auditing Revenue – Promotions and Player Tracking**

Gena Caviness, Supervisory Auditor, NIGC

This course will go over the MICS requirements for Auditing Revenue specific to the audit of promotions and player tracking. It will also include best practices and examples to help attendees understand the intent and testing for this part.

- **4:00 pm Cover Your Assets: The Need to Know on Financial Statements**

Doug Parker and Lora Saldaña, Supervisors, Finley & Cook

Financial statements are FULL of valuable information. As Gaming Commissions work to protect the assets of the Tribe, understanding some of this information could go a long way to ensure risks are identified and addressed appropriately through meaningful regulation.

COMPLIANCE, TECHNOLOGY & SURVEILLANCE – OAK ROOM

- **2:45 pm What Keeps You Up at Night?**

Holly Billy, BMM, Tribal Services Manager, Crystal Houston, OTGRA Vice Chair, Brian Moody, Sr. Compliance Officer, NIGC and Terry Hale, OTGRA Sergeant at Arms

A panel of different regulators discussing hot topics in the compliance, technology, and surveillance industry.

- **4:00 pm The Crossroads of Situational Awareness and De-Escalation**

Andrew Hofstetter, Director of Organizational Performance, Wipfli, LLP

To de-escalate, you must first understand the situation you are in. This class will review where Situational Awareness and De-Escalation intersect and provide ways to make sure you are situationally aware. We will cover steps necessary to maintain your safety, how to de-escalate a situation, and what happens when de-escalation fails. We will talk about the elements of situational awareness and de-escalation. We will also talk about the warning signs and red flags, what to do and what not to do. What triggers people to do what they do? What is someone really capable of? How safe do we really feel? How prepared do we really feel? Do we have a plan in place if someone is triggered? What is the baseline for our environment? What do we do if we experience a break in the baseline? We will examine all of these questions in the class

LICENSING & INVESTIGATION – CEDAR ROOM

- **2:45 pm Personal Investigation of Vendor Principals & PMO's**

W. John Flynn, Program Director, Omni Seminars, LLC

This presentation is designed for commission regulatory staff who are involved in the pre-licensing investigation of vendor principals and primary management officials. It is also appropriate for audit and general investigations personnel. It will provide an overview of investigative techniques proven effective in completing thorough, yet efficient investigations of vendor principals and primary management officials.

- **4:00 pm Vendor Financial Investigation**

W. John Flynn, Program Director, Omni Seminars, LLC

This presentation is designed for commission regulatory staff who are involved in the pre-licensing investigation of vendors and vendor principals. The presentation is also appropriate for audit and general investigations personnel. It will provide an overview of financial investigative techniques proven effective in completing thorough yet efficient investigations of vendor companies. John Flynn is a former Deputy Chief with the Nevada Gaming control Board, he is an adjunct Faculty Member at UNLV's International Center for Gaming Regulation, and he is the Program Manager for Omni Seminars, L.L.C. In these capacities, John has worked with gaming regulators from all over the world.

BREAKOUT SESSIONS:

v8 11.07.22

GENERAL REGULATORY – MAGNOLIA 2&3 ROOMS

- **9:00 am Human Trafficking Preparedness**

Andrew Hofstetter, Director of Tribal Industry, WIPFLI

This class will not only talk about what Human Trafficking (HT) is, but how to be prepared for it. This class will also review the red flags of HT, how trauma bonding is used, what to look for in a gaming and hotel environment, and what other accompanying elements of HT are common. We will talk about the importance of having a plan to address HT, what to do and not do, and the importance of working with law enforcement. When it comes to preparedness, we will talk about why it's important to have effective policies & procedures, emergency action plan, regulations, and training programs to address it at your facility. In addition to providing instructions, there will be a variety of videos. This is Part 1 of 2 for this topic.

- **10:30 am Policies, Statutes and Protocols Regarding Human Trafficking**

Andrew Hofstetter, Director of Tribal Industry, WIPFLI

This class is a part 2 to Human Trafficking Preparedness and will have a primary focus on policies, statutes, and protocols when it comes to Human Trafficking (HT). We will talk about what you need in an effective policy, what works and what doesn't work. We will examine statutes and their outcomes. Should we have a regulation that address HT? If so, what would that possibly look like and why? Why should HT be important to my Regulatory Agency, and why should we consider making it a priority? We will examine all of these questions in this class and talk about why having in place policies, statutes and protocols is important for your regulatory agency and for your property.

- **11:45 am Lunch & Learn Round Table**

MODERATOR TBD

Open discussion concerning current issues facing Tribal gaming.

COMMISSION TRACK – MAGNOLIA 4&5 ROOM

- **9:00 am Transformation Through Training**

Doug Parker, Supervisor, Finley & Cook

The Gaming industry looks differently than it did a year ago - and drastically different than it looked 10 years ago. Regulations, however, have changed very little in that time. Gaming Commissions are tasked with effectively regulating an industry that continues to change. This requires a lot of training! This session will focus on how to build an effective training program within your organization to ensure the industry does not overcome the regulation.

- **10:30 am Digital Wallet / Cashless Wagering**

Steve Brewer, Training Manager and Tim Cotton, IT Audit Manager, NIGC

Whether you are contemplating or currently using digital wallets/cashless wagering in your operations there are many things you should consider. We will discuss the NIGC requirements and help you develop questions that will assist your tribes in moving forward with its future in digital wallets/cashless wagering.

- **11:45 am Lunch & Learn Round Table**

Ashley Burnside, OTGRA Chairperson, Eastern Shawnee

Open discussion concerning Commission topics

AUDIT & INVESTIGATIONS TRACK – PINE ROOM

- **9:00 am What is in your Regulatory Toolbox? Can you hold your own?**

Deb Chase-Mosley, COO and Andrea McCurry, Director of Client Success, Merydyan

Technology offerings being demonstrated and implemented within gaming operations and TGA's are consistently evolving. TGA's are required to source, develop a working knowledge and source a vast number of technology platforms. We will play a game to provide the visuals, verbal and hands on learning to review the required tools. Outcome: Create greater understanding of terminology, offerings, etc. for technology platforms.

- **10:30 am Time Management & AMP – Why it's so Important to Practice**

Deb Chase-Mosley, COO and Andrea McCurry, Director of Client Success, Merydyan

Workloads are increasing due to added regulatory requirements and staffing changes, which may require replacing and/or training new team members to fill regulation. We are expected to do more, being sustainable for a work/life balance. Attendees learn time management while navigating their duties, via this hands-on, visual and auditory workshop.

- **11:45 am Lunch & Learn Round Table**

Crystal Houston, OTGRA Vice Chair, Chickasaw Nation

Open discussion concerning Audit & Investigations topics.

COMPLIANCE, TECHNOLOGY & SURVEILLANCE – OAK ROOM

- **9:00 am Risk Assessments Approach to Regulatory Monitoring**
Steve Brewer, Training Manager and Shawwna Castellano, DC Region Director, NIGC

Activity based focus on risk management practices and how to develop a compliance program based on risk. Lead participations to discover their risk and apply resources over high risk to limit exposure to violations.

- **10:30 am Incident Monitoring and Reporting, Cyber Insurance Preparedness**
Jeran Cox, IT Auditor, NIGC

Incident Monitoring & Reporting (IM&R), as one of the 543.20 IT MICS, has several facets including responding to and resolving security incidents associated with IT systems. Security incidents can cover a great deal of different situations, but in recent years, cyber-attacks have become one of the most common. As such, cyber-insurance has become an increasingly important and popular tool in the toolbox of IM&R procedures. This course will review IM&R and some cyber insurance coverages to consider when either applying for or reenrollment of your current cyber insurance plans. Also, we will address types of coverages available, processes of choosing the best suited coverage for your operations, and considerations regarding policy approval

- **11:45 am Lunch & Learn Round Table**
Terry Hale, Compliance Manager, Seminole Nation Gaming Agency

Open discussion concerning Compliance, Technology & Surveillance topics.

LICENSING & INVESTIGATION – CEDAR ROOM

- **9:00 am Basic IGRA**
Esther Dittler and Heather Nakai, Staff Attorneys, NIGC

This course provides an overview of IGRA's requirements, the history of IGRA and the respective regulatory roles it created for tribes, the NIGC and even states (Class III gaming only)

- **10:30 am Key and PMO Background Investigations**
Miranda Blakely and Delaney Walker, Compliance Officers, NIGC

Let's take a closer look the requirements for Part 556 and 558. In this activity filled session, we will look at the definition of the Key and Primary Management official and look at some job description that may or may not signify an individual is Key or Primary official. Not to be missed, the submission requirements and important timelines.

- **11:45 am Lunch & Learn Round Table**
Rene Smith, Office/Licensing Manager, Citizen Potawatomi Nation Gaming Commission

Open discussion concerning Licensing & Investigations

GENERAL SESSION – MAGNOLIA BALLROOM

- **1:00 pm Cyber Security – Plan for the Unexpected**
Tiger Taylor, Account Executive, Bulletproof, a GLI Company and Terry Hale, Compliance Manager and OTGRA Sergeant at Arms, Seminole Nation Gaming

Oscar Wilde once said, "To expect the unexpected shows a thoroughly modern intellect". Business can be moving along at the speed of a freight train, but one unexpected thing can derail the train. Being proactive allows us a better response to the unplanned event. Protect what is most valuable to your business because peace of mind is priceless.

- **2:15 pm Leadership Today Ain't Like it Used to be**
Julie Hakman, GM Business Development Compliance Division, AmericanChecked/Ministry Brands; Kelly Myers, Manager of Client Solutions, Gaming Laboratories International; Amber Parker, Senior Director, Compliance – Americas & EMEA, Aristocrat

Leaders today are facing new challenges while seeking to create a stable, striving culture in the workplace. Dealing with remote workers, flex schedules, four generations in the workplace, high turnover and the changing nature of gaming itself, effective leadership today means challenging conventional wisdom, looking for new ways to motivate staff and finding new concepts to create a positive culture. This interactive session will explore leadership from the lens of 3 industry veterans who embrace thinking outside of the box, are not afraid to tell it like it is and will challenge you to make change that matters!

- **3:15 pm Closing Comments, Door Prizes & Drawings**