



OTGRA SPRING 2024 CONFERENCE SESSIONS

WEDNESDAY, APRIL 17, 2024

Rev9

GENERAL SESSION –PAVILLION

- **9:00 am Presentation of Colors, Welcome and Prayer**
Ashley Burnside, OTGRA Chairperson, Eastern Shawnee

- **9:30 am OTGRA Business Meeting**

- **10:45 am Upholding Seven Generations of Tribal Gaming Industry Leaders and Regulators**

Moderator: Jeannie Hovland-NIGC Vice Chair; Panelists: Anthony Wheeler-Region Director (OKC), Steve Brewer-Training Manager, Crystal Houston-Vice Chair OTGRA

This panel will highlight the diverse career opportunities that exist throughout the tribal gaming industry in tribal communities and across the NIGC. Discussion will include ways to uphold seven generations and prepare the next seven generations of tribal gaming leaders and regulators through capacity building and successful recruiting and retention strategies. This session will share tribal and agency resources such as education opportunities, mentorships, trainings and technical assistance, internships, and fellowships.

- **1:30 pm ASK THE EXPERTS! You've got QUESTIONS? They have the ANSWERS!**

- *NIGC Panel*

Have you ever read the gaming regulations (MICS, IGRA, Technical standards etc.) and thought... what does that mean? Or how are you supposed to comply with that? Or even better, has operations ever reached out with a crazy question that you have no answer for?

Whether you are implementing new technologies, changing processes, auditing a new area, or just looking at things in a new light, there are always questions. Here is your opportunity to ask. Submit your questions anonymously and they will be asked live by subject matter experts from the NIGC. Subject areas will include IT, Compliance, Audit, Background and Licensing, and Training.

Submit your questions via e-mail to the OTGRA Vice-Chair, Crystal Houston, at Crystal.houston@Chickasaw.net by April 5th, 2024. (Please place "NIGC Panel Question" in the subject line.) All submitted information will be kept confidential and questions will be presented as anonymous.

BREAKOUT SESSIONS:

COMMISSION – BUFFALO GRILL

- **2:45 pm Responsible Gambling as an Essential Part of Compliance**

Wiley Harwell- Executive Director and Carlie Moreland-Gaming Commission OPG Investigation

- 1) Building a responsible gambling culture.
- 2) Grassroots effort for a responsible gambling program.
- 3) Elements of a good responsible gambling program.
- 4) Effectively using self-exclusion in tribal casinos.

- **4:00 pm Supporting Safe Tribal Communities and Gaming Industry through Emergency Preparedness**

Moderator: Jeannie Hovland- NIGC Vice Chair; Panel: Eddie Ilko-Safety and Occupational Health Manager, Tim Cotton, Whitney Woodruff, Regional Agent in Charge, Bureau of Indian Affairs Office of Justice Services Southeast Region.

In today's world, all communities and industries must be prepared for disasters of all kinds. This session will provide a discussion on preparedness for tribal gaming to include prevention and response to active shooters, human trafficking, natural and man-made disasters, cybersecurity attacks, and fentanyl exposure. The NIGC will share federal agency and other resources, trainings and technical assistance opportunities and discuss the importance of gaming facilities having a current emergency preparedness and response plan.

WEDNESDAY, APRIL 17, 2024, con't

AUDIT & INVESTIGATIONS TRACK – BLACK HAWK

- **2:45 pm Is Your Organization Ready for their External Audit?**

NIGC Garrett Morelock and Chance Nichols-Rose Rock CPAs

In this comprehensive training session tailored for Tribal casino professionals, participants will gain a deep understanding of the crucial components of an audit and their pivotal role in ensuring accurate accounting practices. Exploring risk assessment, internal controls, and substantive testing, attendees will learn how these elements contribute to robust financial records and regulatory compliance. The session will also delve into how these audit components seamlessly integrate, allowing Tribal casinos to leverage meaningful analysis tools for informed decision-making and continuous operational improvement.

- **4:00 pm Slots Journey – Compliance to ROI**

Doug Parker-Finely & Cook

Internal controls not only help protect the assets, but it's the framework of how the organization functions and works. Join us as we dive into applying risk to internal controls to help the organization identify risk. This session will help you start the conversation about developing risk assessments to better understand the operations strengths, weakness, opportunities, and threats!

COMPLIANCE, TECHNOLOGY & SURVEILLANCE – SCARED ELK

- **2:45 pm Software Testing 101**

Terry Hale-Compliance Manager

This live demonstration will include testing Software with the Kobetron 4000 Pro, Verify + and BMM Boat and time for all questions following the demonstration

- **4:00 pm Development and Testing of TICS and SICS**

Ronna Russell and Sunnie Dorsey, Chickasaw Nation

All processes involved with developing/revising and testing TICS/SICS will be discussed. How the Chickasaw Nation uses collaboration between gaming compliance, standards development, and gaming commission teams to develop and revise TICS/SICS to meet the needs of regulators and gaming operations.

LICENSING & INVESTIGATION – VICTOR GRIFFIN

- **2:45 pm Vendor Licensing**

Jalene Wells-ESTOO

- **4:00 pm LASO Handbook**

Amber McDonald-NIGC CJIS Auditor. Steve Steiner-NIGC Deputy CJIS Systems Officer

This course includes discussion and review of the Local Agency Security Officer (LASO) Handbook. Attendees will get an overview of the NIGC LASO Handbook and how to utilize it as a tool for developing their own policy and procedures.

THURSDAY, APRIL 18, 2024

BREAKOUT SESSIONS:

COMMISSION TRACK – BUFFALO GRILL

- **9:00 am Obtaining Legal Opinions**

Mandy Cisneros-NIGC

This course will cover what a legal opinion is, how to request one, the review process, and everything in between. Attendees will learn which parties typically request legal opinions and why they are requested. This course will also cover the most commonly requested legal opinions: declination letters, Indian lands opinions, and game classification opinions.

THURSDAY, APRIL 18, 2024, con't

- **10:30 am Mastering the Craft of Effective Policies and Procedures**

Doug Parker-Finley & Cook

This training is tailored for Tribal gaming regulators, aiming to enhance their proficiency in drafting high-quality policies and procedures. Participants will delve into best practices, gaining insights into the specific nuances of the gaming industry. Through interactive sessions, they will learn to create comprehensive and effective documentation, ensuring regulatory compliance, and fostering a transparent and fair gaming environment.

- **11:30 am Round Table**

Ashley Burnside-OTGRA Chair, ESTOO

AUDIT & INVESTIGATIONS TRACK – BLACK HAWK

- **9:00 am Gaming Promotions and Player Tracking System**

Gena Caviness-NIGC Supervisor Auditor

Participants will discuss 543.12 Minimum Internal Control Standards (MICS) specific to Gaming Promotions and Player Tracking Systems. Topics will include, but not limited to supervision, gaming promotions, rules of play requirements, awards, prizes, rules of the promotions, variances, and items to enhance understanding of controls specific to tribal gaming operations.

- **10:30 am Value of Internal Control System**

Gena Caviness-NIGC Supervisor Auditor

The course discusses why the implementation of effective internal control systems are necessary to protect gaming operations. Demonstration through examples of how deficient internal control systems contribute to errors, omissions, malfunctions, and how the misappropriation of assets occurs without detection. Participants will gain an understanding of how internal controls can assure the effectiveness and efficiency of organizational operations.

- **11:30 am Round Table**

Crystal Houston-OTGRA Vice Chair, Chickasaw

COMPLIANCE, TECHNOLOGY – SACRED ELK

- **9:00 am Regulatory Roadmap Navigating Compliance in Tribal State Gaming**

Doug Parker-Finley & Cook

This training provides a focused examination of regulatory compliance and enforcement within the Oklahoma Model Gaming Compact. Participants will explore the collaborative regulatory framework between tribal and state authorities, delve into compliance requirements and enforcement mechanisms, and learn about effective dispute resolution processes. Through case studies and discussions, attendees will gain practical insights into maintaining integrity and transparency in gaming operations. By the end, participants will be equipped with the knowledge and tools necessary to ensure regulatory compliance and contribute to the success of tribal-state gaming in Oklahoma.

- **10:30 am Understanding the IGRA, 25 CFR and the Oklahoma Compacts**

James Acres-Acres Bonusing, President

The IGRA established the TGRAs as the "boots on the ground" regulator for Indian Gaming. My presentation will explain the general structure of the IGRA, the 25 CFR regulations, and the Oklahoma State compacts. We'll then discuss how those three interact to give TGRAs their powers and responsibilities. My goal is to help the audience better understand the broad legal frameworks under which they regulate gaming operations.

- **11:30 am Round Table**

Terry Hale-OTGRA Sergeant at Arms, Seminole

SURVEILLANCE – VICTOR GRIFFIN

- **9:00 am Is Slot Free Play Really Free...?**
George Joseph-Worldwide Casino Consulting
Slot Free Play Fraud & Player Club Schemes are epidemic throughout the gaming industry. "How were two kids able to amass \$250,000.00 in a Free Play Scheme...?" "How Did a Trusted Slot Manager stole over \$860,000.00 in a Free Play Scam."
How did a VP of Slot Marketing turn \$475,000 in Free Play into \$418,000.00 Cash?
Dozens of Free Play & Player Club Scams will be exposed and explained. More importantly, what audit and reports should be conducted by various departments to uncover fraud in Slot Player Clubs. "If Slot Free Play Fraud is happening at so many casinos...Could it be happening at yours...?"
- **10:30 am Active Shooter for Surveillance**
Jeffrey Kinney-Chickasaw, Senior Surveillance Instructor
Surveillance best practices during active shooter events. We share techniques and practices that allow for surveillance to continue operating and assisting law enforcement/security during crisis situations.

LICENSING & INVESTIGATION – VICTOR GRIFFIN

- **11:30 am Round Table**
Rene Smith-OTGRA Secretary, Citizen Potawatomi Nation

GENERAL SESSION – PAVILLION

- **1:00 pm Sports Betting Lexicon**
Mark Robertson-GLI, Senior Gaming Technology Advisor
An overview on the types of wagers typical of North American sports wagering and the associated terminology. This will break down the typical wagers offered, the format of the odds and determining expected winnings and payouts. While including the unique terms and language that has developed around sports wagering. Desired Outcome: The goal is to give a basic understanding of the wagers and terms.
- **2:15 pm Fraud in Sports Wagering**
Mark Robertson-GLI, Senior Gaming Technology Advisor
An hour long look at pass cases of fraud in sports betting. Discussing how they occurred and what lead to them being discovered. Desired outcome: The goal is to give an understanding of areas where fraud can occur.
- **3:15 pm Closing Comments, Door Prizes & Drawings**

*Thank you for attending this Conference and for your support of OTGRA.
See you at Grand Casino in October!*

