



SECURITY/LAW ENFORCEMENT DIVISION

CONSUMER PROTECTION

2010

Mission Statement

The mission of the Division is to protect the assets of the California Lottery, both human and fiscal, while ensuring that the highest level of operational integrity, honesty and fairness is achieved.



SLED's Objectives

- Investigating lottery-related violations of law.
- Conducting internal and external criminal, civil, and administrative investigations.
- Creating a secure physical and logical work environment.
- Establishing security systems for game operations.
- Determining ownership of questionable tickets.
- Investigating all internal security violations.
- Providing a loss prevention program for retailers.
- Conducting background investigations of all Lottery employees, retailers and contractors.
- Establishing and maintaining law enforcement liaisons.



Consumer Protection Education

- Provide training on lottery-related fraud to law enforcement agencies.
- Represent the California Lottery at law enforcement trade shows.
- Provide web-based resources for both the player and the law enforcement community.
- Senior Fraud - public outreach efforts include fraud information on the Dept. of Consumer Affairs senior fraud web page
- Investigating complaints from consumers on suspected fraud from the 1-800-LOTTERY line.
- Press releases-media outreach



Complaint Processing

- 1-800-LOTTERY
- Letters to the Director
- E-mail correspondence
- Calls for assistance from local law enforcement
- Complaints made by retailers
- Partnership with Sales/Marketing Division staff (District Sales Representatives)
- Information sharing efforts – Critical Reach



Enforcement

- Crimes against retailers
 - Robbery/Burglary
- Crimes against players
 - Stolen tickets
 - Altered tickets
- Fraud by pinning
- Suspicious activities by retailers
 - Claims paid out to retailers
- Retailer Redemption Compliance Program



SLED's Future Vision

- Comprehensive review of all internal policies and procedures
- Implementation of performance based measurements
What gets measured gets done
- Comprehensive training program with strategic leadership development
- Succession planning



Questions/Comments

