

ANNUAL REPORT FY 2023

Effective and Efficient



NATIONAL INDIAN GAMING COMMISSION
Regulatory Compliance ★ Gaming Integrity

From the Commission



E. Sequoyah Simermeyer
Chairman



Jeannie Hovland
Vice Chair

By the 1970s, an increasing federal focus on self-determination policies toward tribal governments sought to improve the United States' approach to intergovernmental tribal relationships. This policy's support for tribal governmental and regulatory capacity helped to improve economic opportunity. Self-determination policies, along with lawmakers' calls for a newly designed multi-jurisdictional regulatory framework for Indian gaming were important backdrops leading to Congress pass the Indian Gaming Regulatory Act (IGRA) 35 years ago.

In the decades since, this year's historic \$40.9B Gross Gaming Revenue (GGR) reflects the resiliency of many tribal gaming operations, and how tribal gaming maintains its ability to rebound and remain strong as a governmental enterprise and an important community resource. More than ever before, tribal governments and the operations they license continue to explore new and innovative ways to expand and deliver world-class experiences to cultivate sustainable economies.

Across the Indian gaming industry, tribes pursue economic sustainability through gaming by relying on and cultivating the robust regulatory reputation for which Indian gaming is well known, and made better when supported by effective and efficient measures by Indian gaming's regulators. As we consider the past three-plus decades of GGR growth, change has been constant, as the National Indian Gaming Commission (NIGC) has worked alongside nearly 5,000 tribal regulators at the local tribal level to help Indian gaming thrive.

This year's annual report captures the Agency's effective and efficient regulatory approach through both summary and reflection on key operational metrics across NIGC's divisions and offices during FY 2023 (October 1, 2022 – September 30, 2023). In these pages readers will discover both the impact of the Agency's past investments and the stories of how NIGC's work across its strategic goals has provided the complementary effective and efficient regulatory environment to sustain industry growth for the next 35 years.

E. Sequoyah Simermeyer

Jeannie Hovland

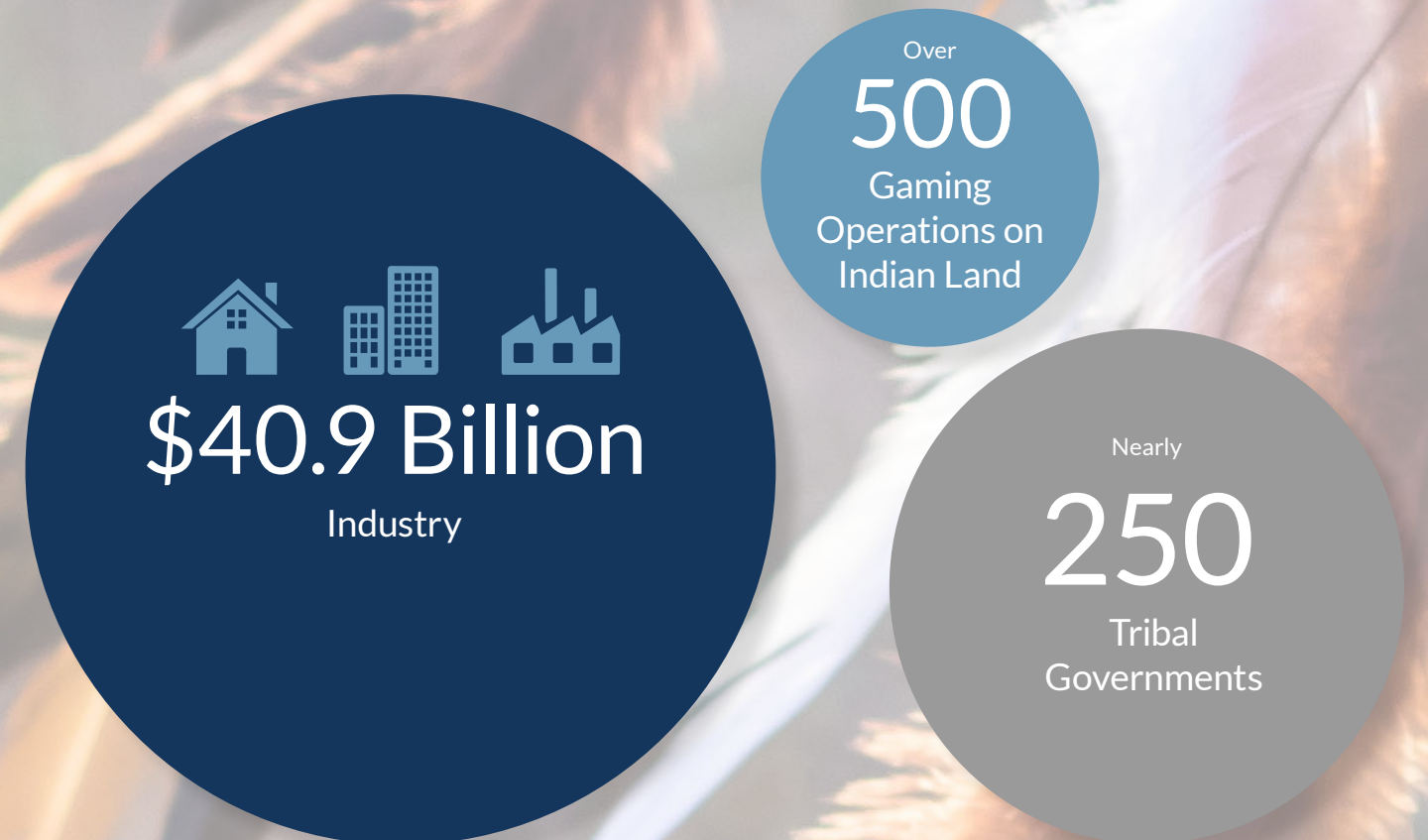


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Mission

Our **Mission** is to

1. Promote tribal economic development, self-sufficiency, and strong tribal governments.
2. Maintain the integrity of the Indian gaming industry.
3. Ensure that tribes are the primary beneficiaries of their gaming activities.

To fulfill its mission and achieve compliance, NIGC works within the framework created by IGRA by providing sound guidance, removing unnecessary roadblocks, and sensibly regulating gaming activities conducted by sovereign Indian tribes on Indian lands, without stymieing the economic development and entrepreneurial spirit of tribes.

Vision

The Commission's **Vision** is to utilize all of its regulatory tools, including training, technical assistance, public education, and enforcement to empower and partner with tribal governments to ensure regulatory compliance and gaming integrity that respects the capabilities and responsibilities of each sovereign tribe.

About NIGC

Effective and Efficient



FY 2023

Meet our Agency

The National Indian Gaming Commission was created in 1988 with the passage of the Indian Gaming Regulatory Act (IGRA), enacted to support and promote tribal economic development, self-sufficiency, and strong tribal governments through the operation of gaming on Indian lands. The Act provides a statutory basis for the federal regulation of Indian gaming. IGRA establishes the Commission to regulate and support tribal gaming as a means of generating revenue for tribal communities. See 25 U.S.C. § 2702 and 25 U.S.C. § 2704.

NIGC Commission

The Commission consists of three full-time members, including a Chair and two Associate Commissioners. The Chair is appointed by the President and confirmed by the Senate. The two Associate Commissioners are appointed by the Secretary of the Interior. The Commission selects a Vice Chair by a majority vote. At least two members of the Commission shall be enrolled members of any Indian Tribe, and only two may be of the same political party.

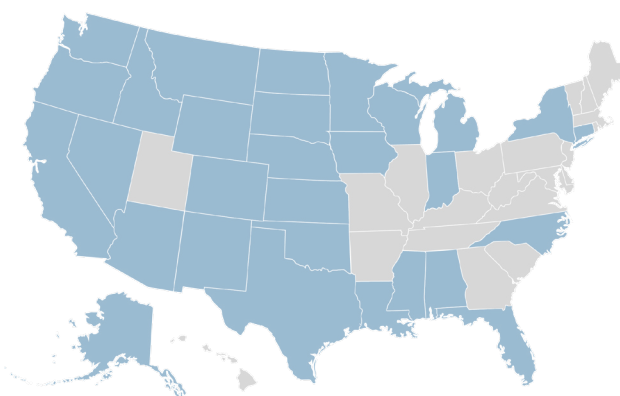
Our Responsibility

The National Indian Gaming Commission is committed to fulfilling its statutory responsibilities by:

- Regulating and monitoring certain aspects of Indian gaming.
- Coordinating its regulatory responsibilities with tribal, state and federal regulatory agencies.
- Providing training and technical assistance to tribal regulatory agencies and operations.
- Reviewing and either approving or disapproving gaming ordinances and management contracts.
- Reviewing the backgrounds of individuals and entities to ensure the suitability of those seeking to manage or invest in Indian gaming.
- Overseeing and reviewing the conduct and regulation of Indian gaming operations.
- Initiating enforcement action for violations against the IGRA and its regulations.
- Referring criminal matters to appropriate tribal, federal, and state entities.

As the NIGC fulfils these responsibilities, the Agency closely reviews any indications of corrupting influences that may jeopardize the integrity of tribal gaming.

In FY 2023, NIGC provided Federal oversight to tribally owned, operated, or licensed gaming establishments operating in twenty-nine states.



Tribally Owned,
Operated, or
Licensed
Gaming
Establishments

+500

Operating
in **29** States

About this Report | *Effective and Efficient*

This report was informed by trends observed over the past fiscal years with FY 2023 demonstrating the Indian gaming industry has innovated and grown. An influx of new technologies and gaming formats in recent years presents opportunities for both potential growth and an effective and efficient regulatory environment that matches the changing gaming industry.



As both NIGC and gaming tribes emerge from the pandemic together, FY 2023 has shown the effectiveness of the Agency to pivot from predominantly in-person outreach, site visits, and training sessions pre-pandemic, to almost exclusively virtual operations, to a hybrid model where both virtual and in-person engagements provide maximum flexibility for tribes to engage with the Agency to meet their operational posture.

Inside this report, readers will find this effective and efficient approach reflected in NIGC's major accomplishments over the past fiscal year. This report does not capture everything the Agency does on a daily basis, but provides highlights of significant activities in support of the NIGC FY 2022-2026 Strategic Plan that help tribes remain ready for unexpected challenges.

The NIGC's strategic plan is an important tool to support the Agency's success in carrying out its statutory responsibilities and it serves as a tool for transparency as the Agency sets forth priorities and initiatives. The Strategic Plan for Fiscal Years 2022-2026 emphasizes four areas for the Agency's work - support for industry integrity; efforts around Agency accountability; the regulatory community's commitment to preparedness; and innovation in the Agency's outreach and collaboration. This report guides readers through each strategic goal. Additional information and detailed metrics from key performance areas referenced in each chapter are in the Annex.

Meet Our Team: Office of General Counsel



"One of the best parts of working for NIGC and Office of General Counsel is working with our partner tribes and regulators on the ground. Our office gives me a great opportunity to learn from both federal and tribal leaders about the issues that matter in the gaming industry and for tribal sovereignty nationwide.

These relationships help underscore the importance of my work and help connect me to why I enjoy this office. The work here also allows me to tackle new challenges that you don't always get to see in other offices!"

Logan Takao-Cooper |
Staff Attorney

SPOTLIGHT ON National Indian Gaming Commission's Strategic Plan

The [NIGC Strategic Plan](#) FY 2022–2026 includes four strategic goals:

- Goal 1

Industry Integrity

Protecting the valuable tool of Indian gaming, that in many communities creates jobs, is the lifeblood of tribal programs, and creates opportunities for tribes to explore and strengthen relationships with neighboring jurisdictions by ensuring the industry's integrity.
- Goal 2

Preparedness

Promoting tribes' capacity to plan for risks to tribal gaming assets, including man-made disaster threats, pandemics, natural disaster threats, the need to modernize and enhance regulatory and gaming operation workforces, or public health and safety emergencies.
- Goal 3

Outreach

Cultivating opportunities for outreach to ensure well-informed Indian gaming policy development through collaborative and diverse relationships, accessible resources, and government-to-government consultation.
- Goal 4

Agency Accountability

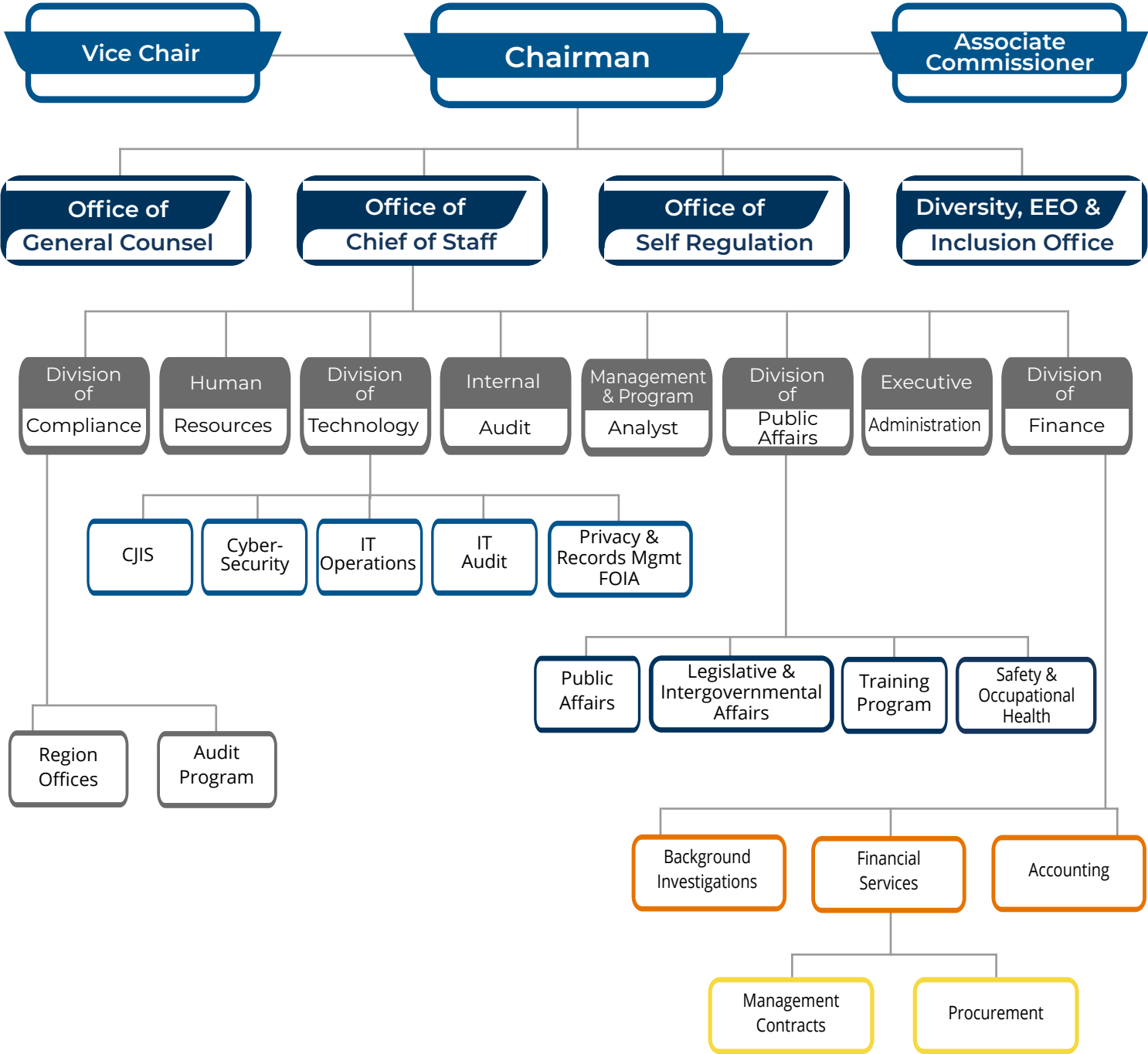
Meeting the tribes' and public's expectations for administrative processes that uphold good governance practices and support efficient and effective decision making to protect tribal assets.

NIGC staff attended and presented at Miccosukee for the National Training Conference. Pictured from left is William Thomas, Ericka Poteat, Chris Bragado, Dustin Thomas, Charlie Parker, and Gena Caviness.



NIGC Organizational Structure

The NIGC’s organizational structure is composed of two main branches, the Office of General Counsel which handles legal affairs, and the Office of the Chief of Staff, which manages day-to-day activities and includes the Division of Compliance, Division of Finance, Division of Public Affairs, and the Division of Technology.



Current as of 01/22/2024

FY 2023

Agency Leaders



Dustin Thomas
Chief of Staff

The Office of the Chief of Staff (OCOS) manages day-to-day operations, which include the Divisions of Compliance, Finance, Public Affairs, Technology, and Administrative support functions. The OCOS supports the Commission by coordinating all staff activities to work within the framework created by the Indian Gaming Regulatory Act (IGRA) for the regulation of gaming activities conducted by sovereign Indian tribes on Indian lands. OCOS also is responsible for NIGC’s daily administrative operations, including all aspects of human resource management, budgeting and procurement, physical infrastructure management and the health and safety of Agency employees.



Rea Cisneros
Acting General Counsel

The Office of General Counsel (OGC) serves as NIGC’s legal staff. It represents the Chair and the Commission in all Agency matters, including providing the Commission and its staff with legal advice on the Agency’s activities, coordinating litigation with the Department of Justice and other agencies, reviewing tribal ordinances and management contracts, and providing counsel on other matters that arise as the NIGC fulfills its regulatory mission. OGC also provides legal opinions to tribal gaming industry stakeholders on a variety of issues, including Indian lands, game classification and whether a particular agreement implicates management.



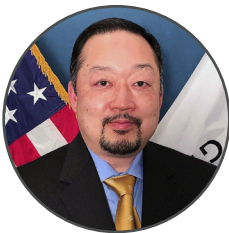
Thomas Cunningham
Chief Compliance Officer

The Division of Compliance monitors compliance of tribal gaming operations in accordance with IGRA by working closely with more than 5,000 tribal regulators. The Division includes eight regional offices comprised of compliance and audit staff. The Division monitors through tracking, training, audit, site visits, observation, and reporting in conjunction with established relationships with tribal regulatory agencies.



Yvonne Lee
Chief Financial Officer

The Division of Finance handles the Commission’s fiscal and budgetary matters and supports the Agency’s day-to-day accounting and financial activities. The Division performs the tasks as part of NIGC’s statutory and regulatory duties and is also responsible for the accounting and financial functions such as calculating fee rates, and collecting fees for Class II and Class III gaming, fingerprint, and background investigation payments; conducting management contract review and background investigation for third-party contractors; and preparing annual Gross Gaming Revenue information for public release.



Jun Kim
Chief Information Officer

The Division of Technology is responsible for providing agency managed Information Technology (IT) networks and communications infrastructure services, Criminal Justice Information Services (CJIS), and technical operations and support services to internal and external stakeholders. Tribal community support includes Information Technology Vulnerability Assessments, CJIS audit services, technical assistance and trainings. DoT also supports the agency through technology research on emerging technologies impacting gaming and support services. Finally, the Division processes Freedom of Information Act (FOIA) requests and enforces Privacy Act and Records Management compliance for the Agency.



Justin Platt
Chief of Public Affairs

The Division of Public Affairs provides tribes, tribal regulators, Congress, the public and other stakeholders with clear and accurate information about the National Indian Gaming Commission’s programs and activities. The Division is responsible for planning, coordinating and managing the Agency’s media relations, community engagement, legislative affairs, and training programs.

Industry Integrity

Protecting Indian Gaming



Effective and efficient regulation helps gaming tribes keep pace with innovation, as new technology uses create potential new opportunities for well-regulated play.

NIGC works closely each year with more than 5,000 regulators to help tribes prepare for these challenges and stands ready to provide technical assistance and regulatory tools necessary to prioritize compliance, and to protect the valuable resources gaming represents to many communities.

This year's \$40.9B record success directly reflects how tribal regulatory professionals execute their duties day-in and day-out in such an environment. It also reflects the positive impact the Agency's collaboration with tribes through efficient and effective regulatory support and comprehensive training. - E. Sequoyah Simermeyer, Chairman

FY 2023

Central to our Mission

A core part of NIGC's mission is to promote industry integrity. The Agency accomplishes this goal through its compliance, IT, and financial regulatory policies and enforcement actions that protects the valuable resource that Indian gaming represents for many tribal communities.

In FY 2023 NIGC delivered services, systems and oversight across the industry.

These efforts ensured an effective and efficient regulatory framework that provided tribes the opportunity to build and sustain resilient and strong gaming operations. In many communities, this promotes economic sustainability and workforce development opportunities that help tribes maintain self-sufficiency and strengthen tribal sovereignty.

SPOTLIGHT ON Regulatory Compliance

NIGC's Compliance Division is responsible for ensuring gaming operations comply with IGRA. On a daily basis, the Agency's eight [Region Offices](#) (see map) conduct site visits, implement background and licensing requirements, provide training and technical assistance (TA), perform audits and investigations and recommend necessary enforcement actions to the Chairman. In addition to assisting the Region Offices with investigations and special assignments, the division's Audit Program audits, assesses, reviews, and compiles annual audited financial statements and agreed upon procedure (AUP) reports from all gaming operations.

In FY 2023, to help tribal regulators ensure they can provide sustainable gaming activities, NIGC Compliance Division provided formal regulatory compliance training at 79 events (in-person and virtual). These training events reached 12,071 attendees totaling 284 training hours.

Separate from formal scheduled trainings documented in the Training Program's annual report, collectively, the Region Office staff provided TA to tribes, operation staff and Tribal Gaming Regulatory Authorities (TGRAs) through in-person discussions, email correspondence and phone calls nearly 4,000 times -- contributing to short of 2,000 hours of technical TA provided.

Letters of Concern (LOC)

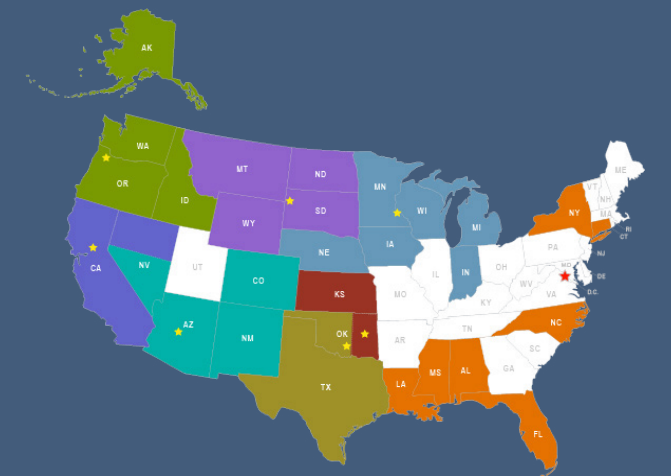
Letters of Concern address serious compliance issues that can potentially result in violations of the Indian Gaming Regulatory Act (IGRA), and through technical assistance and training allowing tribes to remediate issues through voluntary compliance before escalation.



FY 2023 Division of Compliance issued 12 LOCs. From these, five were a result of Financial Statements and AUP Reviews. Seven were a result of Compliance site visits.

Providing opportunities to build and sustain **Effective and Efficient** gaming operations.

NIGC's Regional Map



Detailed Regional Map available in the Annex.

NIGC Compliance Program

The Division of Compliance issued 12 LOCs in FY 2023 to address serious compliance issues through voluntary compliance and technical assistance.

The Agency also closed (resolved) 11 LOCs. Two (2) FY 2023 LOCs were resolved and closed within the fiscal year, two (2) outstanding from FY 2020 and seven (7) from FY 2022. To ensure further industry integrity and a ready tribal gaming industry, NIGC's Audit Program worked on and/or completed 30 reviews and evaluations for FY 2023, representing nearly 7,054 hours invested.

The Division conducted three (3) new investigations and eight (8) preliminary investigations in FY 2023.



From the investigations conducted, four matters were referred to the Chairman for consideration of enforcement, resulting in four [enforcement actions](#):

- Notice of Violation (NOV) issued to the Apache Tribe of Oklahoma for failure to submit audited financial statements, to maintain accounting records, and to correct internal control deficiencies reported during an internal control assessment (ICA).
- NOV issued to the Turtle Mountain Band of Chippewa Indians for failure to comply with part 559 facility licensing requirements for two of its gaming operations.
- NOV issued to the Catawba Indian Nation along with Respondents including: Catawba Nation Gaming Authority, Catawba Nation Gaming Commission, Kings Mountain Sky Boat Partners, LLC, Sky Boat Development, LLC, KML Investors, LLC, AHG Group, LLC, AHG Group Holdings, LLC, and CSV Investors, LLC for failure to submit an executed management contract for review and approval, and for managing a portion of gaming operation without an approved management contract.
- NOV issued to the Alturas Indian Rancheria for failure to timely submit audited financial statements, failure to timely submit agreed upon procedures reports, and failure to pay fees due to the NIGC

In an effort to ensure that tribes have strong internal controls where technology continues to evolve, the NIGC Chair approved submissions from three tribes related to alternate technical standards from those required by part 547 (25 C.F.R § 547.17(b)). These alternate standards were provided to achieve a level of security and integrity sufficient to accomplish the purpose of the standards they are to replace.

Located in the **Annex** is a complete list of the Agency's compliance activities for FY 2023.

Information Technology Support

During FY 2023, The Division of Technology (IT) cyber security and IT audit programs elevated campaigns that promoted cyber awareness for Agency staff and external stakeholders through IT assessments and audits, hosting training and events, phishing exercises, and distribution of technology announcements, alerts, and bulletins.

Communication/Training	FY 2023 Total
NIGC Tech Alerts & Warnings	5
Internal IT Bulletins	4
Training Events (In-Person / Virtual)	26
Technical Assistance to Tribes	54

Assessments/Audits	FY 2023 Totals
IT Vulnerability Assessments*	20
Internal Controls Assessments (ICA)	2

**8 external and 12 internal - 2,333 critical vulnerabilities identified*

The Criminal Justice Information Services (CJIS) Audit Unit (CAU) Program continues to implement new external and internal compliance strategies to achieve and demonstrate compliance with CJIS Security Policy (CJISSECPOL) Modernization. CAU staff continue to develop and revise resource materials in response to the modernization and changes to the FBI Next Generation Identification fingerprint process.

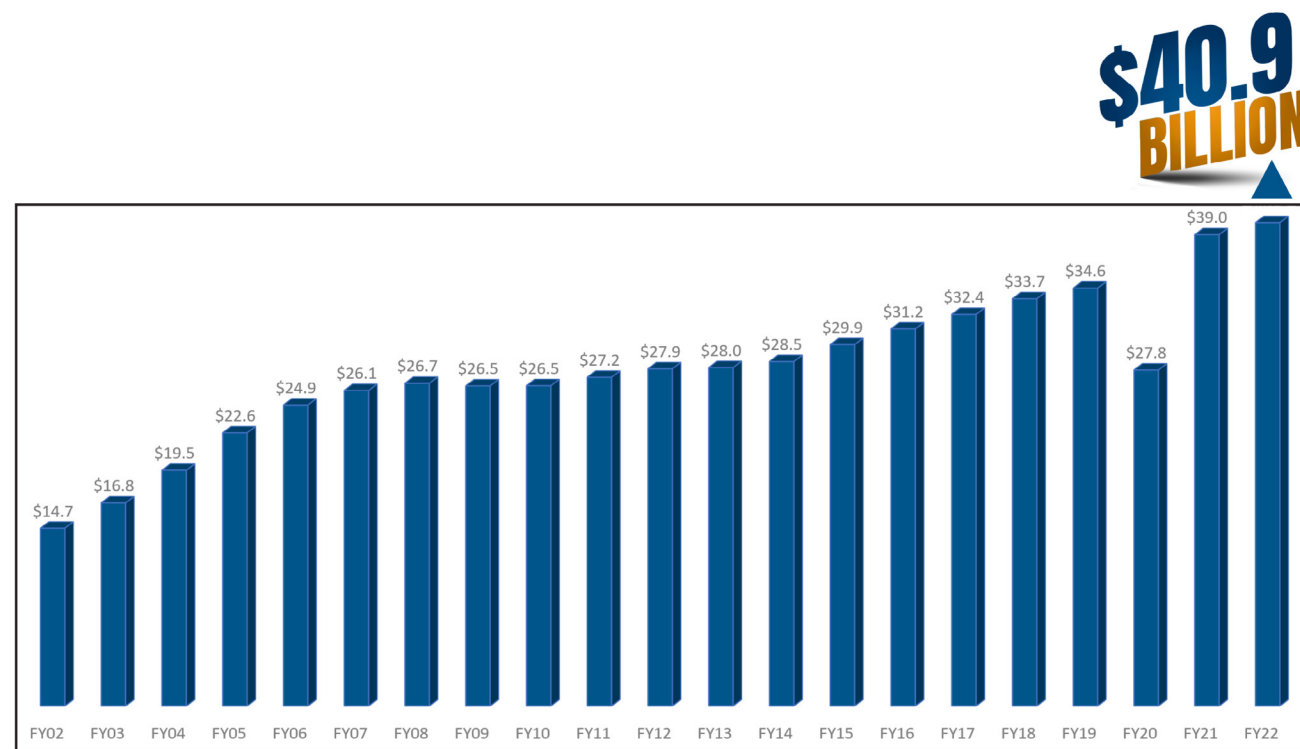
Communication/Training	FY 2023 Totals
CAU Written Processes	11
CAU Security Assessments	7
Technical Assistance to Tribes	834
CJIS Training Events	6
Revised/New NIGC CJIS Resources	10
Local Agency Security Officer (LASO) Notifications	28

The IT Division also provided support for internal controls to include modernizing technology and systems to efficiently facilitate fingerprint services to tribes, retire outdated equipment and operating systems, and implementation of a new Tribal Management Services (TMS) portal for secure access to Criminal History Record Information (CHRI).

SPOTLIGHT ON

Indian Gaming Revenue | FY 2022 - \$40.9B

FY 2022 [Gross Gaming Revenues \(GGR\)](#) totaled a record \$40.9B, an increase of 4.9% over FY 2021. Seven out of eight NIGC regions showed an increase over FY 2021 as operations emerged from the pandemic.



\$40.9B
GGR
FY 2022

+ 4.9%
from
FY 2021



Meet Our Team: Compliance



"Working for NIGC and tribes has truly been a blessing. For the last five years, I have had a tremendous amount of job satisfaction, as I value the support the Agency provides tribes as they regulate gaming on Indian lands. The Agency's mission also captures my personal values, as I am deep rooted in wanting to serve tribal communities. I enjoy the interactions and relationships established with tribal leadership and regulators, and casino personnel. I look forward to working with tribes everyday through their inquiries, requests for resources, or providing assistance through training. Not only does working with tribes bring value, but so does working with my team, the St. Paul Region, the Division of Compliance, and other internal divisions."

Armando Zaragoza |
Compliance Officer

Management Contracts

An essential part of NIGC's mission to help tribes remain resilient and ready is the coordination of management contract submissions and a review process, which includes receiving, distributing, reviewing/processing, and finalizing submissions.



In FY 2023, tribes submitted six new contract/amendment submissions.

NIGC's Division of Finance works closely with the Agency's Office of the General Counsel to make recommendations to the Chairman regarding the approval or disapproval of management contracts and modifications submitted by tribes and management.

During FY 2023, the Chairman approved four management contracts. Eleven were in varying stages of review.

Background Investigations

NIGC's background investigations team investigates individuals and entities with a financial interest in, or management responsibility for, management contracts entered into between tribal governments and prospective management companies. The team summarizes investigation findings and makes suitability recommendations of management contractors to the Chairman for decision. In FY 2023, the agency implemented the regulation change to require background investigations only for persons who have 10 percent or more direct or indirect financial interest in a management contract.

44

Applications

The Agency received forty-four applications for background investigations (25 individuals and 19 entities).

27

Investigations

Additionally, the team completed 27 investigations (12 individual and 15 entities).

28

Withdrawn

Twenty-eight applications were withdrawn during the investigation process.

Meet Our Team: Compliance



"I enjoy my work at NIGC because I have seen the positive effect that tribal gaming has had for so many across the nation. In my lifetime, I have witnessed hospitals, schools, and housing be built that would never have existed if it were not for tribal gaming."

My favorite part of my job is providing technical assistance and training. Whether it is at a formal training or an informal phone call, I enjoy interacting with everyone involved in tribal gaming and being able to help in any way I can."

Charlie Parker | Audit
Program Specialist

Preparedness

Promoting Resilience and Safety



Effective and efficient regulation accounts for the shared interest held by governments, consumers, and industry stakeholders to protect gaming assets and provide a safe environment for both patrons and the surrounding community.

This past year the Agency's dedication to preparedness in the full ecosystem of gaming operations extends from the ability to confront and counter cyber threats to a tribe's responsibility to uphold its environmental, health and public safety standards.

Preparedness also acknowledges tribes' sovereign authority, while recognizing the cross-jurisdictional effects of gaming regulation that support responsible industry innovation, and promote Indian gaming's continued potential for a positive and sustainable impact on regional economies and tribal governments' self-sufficiency. - E. Sequoyah Simermeyer, Chairman

FY 2023

Tribal Assistance

In FY 2023, NIGC's Environment, Public Health, and Safety (EPHS) program showcased its commitment through various engagements. The EPHS Program collaborated with numerous TGRA's and local tribal community programs and first responders for virtual and onsite trainings.

Further, the program conducted four EPHS site visits, investing a total of 40 hours in on-site assessments. These visits allowed for a hands-on evaluation of the operational readiness of different tribal casino sites, contributing to the overall enhancement of emergency preparedness measures. The combination of TA, presentations, and site visits underscores the program's dedication to ensuring the safety and resilience of tribal casino communities.

Environmental Public Health and Safety

The mission of the EPHS program is to ensure the health and well-being of tribal gaming staff and patrons from natural and human-caused emergencies on and off tribal gaming facilities. NIGC has helped arm tribes with the tools to build effective and efficient emergency preparedness plans and prepare for risks to tribal gaming assets to include natural disasters, cyber security threats, and public health emergencies. NIGC has also provided preparedness training, technical assistance, and support resources to encourage modernization of gaming operations for continuity of operations and a sustainable workforce.

NIGC's EPHS functions and services to tribes include:

- In-person and virtual EPHS training.
- Technical assistance, on-site safety and security threat assessments, and facility inspections.
- Access to emergency preparedness and response plan templates.
- Evaluation of gaming operations' EPHS plans.
- EPHS assessment and reporting.
- EPHS recommendations and best practices consultations.

EPHS Tribal Engagements



38 Technical Assistance Engagements

38 EPHS Presentations reaching



701 External/Internal Stakeholders



4 EPHS Site Visits equating to

40 HOURS

Preparing and assisting tribes for emergencies. Helping to mitigate risks.

Commitment to Preparedness

Looking ahead into FY 2024, the ongoing commitment to preparedness persists within the Environmental Public Health and Safety division. In the upcoming fiscal year, the National Indian Gaming Commission remains dedicated to advancing its initiatives, notably the development and enhancement of the model emergency preparedness plan template. As we move forward, our focus is on continuously supporting tribal casinos in their proactive approach to emergency planning. The aim is to strengthen the resilience of these entities, ensuring a steadfast and effective response to unforeseen challenges in the ever-changing landscape of emergencies and disasters.

SPOTLIGHT ON Environment Public Health and Safety - Blackfeet Nation

In working with tribes to support the NIGC's strategic goal of preparedness, the Agency held a Blackfeet Nation Site Specific Training at Glacier Peak Casino. Over 100 attendees from several regional Tribal Gaming Regulatory Authorities, gaming operations and tribal government employees participated in the training. This event provided both honest discussion on EPHS challenges given the remoteness of the Blackfeet Reservation and discussed resources needed to make a difference and support a robust EPHS program. The EPHS team held sessions on Emergency Preparedness, Facility License Review and EPHS Checklist, Combating Human Trafficking and Active Threat. NIGC also brought together local law enforcement and first responders to help address these issues.



Above pictured is Robert Holden: LSU NCBRT Tribal Liason, Isiah Webber: Blackfeet Law Enforcement (BLES), Brendan Kiefer: LSU NCBRT, Sgt. Coley Potts: BLES, Matt Connelly: Glacier County Deputy, and Eddie Ilko: NIGC Safety and Occupational Health Manager



“During EPHS Site Specific Training events, it’s important to bring local first responders together with TGRA, gaming operation and tribal government leaders to discuss and coordinate emergency preparedness and response efforts”

- Eddie Ilko, NIGC Safety and Occupational Health Manager

Regulatory Preparedness

To promote preparedness in the regulatory community's workforce, NIGC continues the [3 for 35 Project](#).

Establishing an effective and efficient regulatory environment includes promoting preparedness in the regulatory community's workforce. The NIGC launched the 3 for 35 campaign in FY 2022, referencing the 35th anniversary of the Cabazon decision, when the Supreme Court affirmed tribal governments' distinct authority over gaming on Indian land, and ushered it into FY 2023. The campaign underscored the importance of assessing and planning for the next generation of regulators by encouraging all Indian gaming regulatory bodies to identify risks and anticipate opportunities for Indian gaming's continued successful regulation in the future. The campaign's three components seek to establish an efficient regulatory environment by using social media to provide resources, encourage dialogue and sharing stories of gaming tribes who have worked to future-proof their workforce.

The campaign's three components focus on **Strategic Recruitment**, **Knowledge Retention**, and **Skills Planning**.



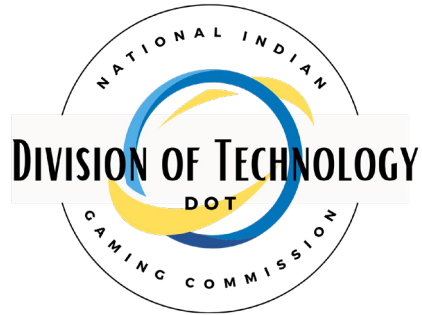
Supporting NIGC's 3 for 35



21.2K
Internal and/or
External
Attendees

SPOTLIGHT ON

Preparedness: Cyber Security Awareness & CJIS Compliance - Security is Everyone's Responsibility



Strengthening user knowledge and awareness is key to increasing the security posture of any organization. Vigilance through continuous exercises and training will mitigate risks exposed through the human element. The NIGC Division of Technology released six [Tech Alerts](#) in FY 2023.

Each tech alert provides information to raise awareness and keep stakeholders informed of the latest information technology updates on advisories regarding critical vulnerabilities, resources, IT threats and new threat-actors affecting tribal gaming.

Cyber Preparedness

To keep pace effectively and efficiently with technological advancements made in the industry and to further improve the security and stability of mission-critical IT services for the Agency, the DoT progressed and completed several modernization projects for the Agency. Significant accomplishments for FY 2023 include the following:

- Completion of phases 1 and 2 of the Fingerprint Modernization project which included the implementation and deployment of the Tribal Management Services (TMS) portal delivering secure access to CJI/CHRI results for the tribes and the successful transition of the legacy fingerprint system to the new fingerprint system hosted in the Agency managed Microsoft Azure Cloud.
- Completion of the Agency-wide IT hardware refresh for all end user laptops deployed with a new standardized image providing enterprise-level mobile device management and encryption services for data at rest protection.
- Consolidation of external cloud web hosting services with the migration of the NIGC.gov public website delivering more robust operating capabilities and implementing additional security monitoring enhancements to improve overall Agency compliance with Federal Information Security Management Act (FISMA) and federal mandates issued by Cybersecurity and Infrastructure Security Agency (CISA) and Office of Management and Budget (OMB) binding operational directives.
- Continued planning and oversight of circuit provisioning tasks to facilitate General Services Administration (GSA) Networkx transition to Enterprise Infrastructure Solutions for agency-wide telecom services.

Cyber Security Symposium



1,624 Internal
and External
Attendees

Meet Our Team: Administration



"As the administrative specialist, I have worked with NIGC for more than 20 years.

It is a pleasure to continue assisting the NIGC team as the Agency continues excellent services to Indian Tribes.

My personal motto is "When something seems difficult, dare to do it anyway!"

Dorothy Weems |
Administrative Specialist



From left: Tim Cotton, Chairman, Sequoyah Simermeyer, Jun Kim, and Eddie Hall pause for a quick photo during the IGA 2023 Conference in San Diego

Meet Our Team: Technology

"It has been a great honor working for NIGC these past 30 years. The service we provide the tribes is very gratifying. I started working as a receptionist at our first location at 1850 M Street. Then moved into the Tribal Background Investigation Section (TBIS) of the Compliance Division and worked there for most of my tenure.

I now, am truly excited to be a part of the newly formed division of the CJIS Audit Unit (CAU). NIGC has allowed me to continue to grow and stretch my abilities.

It has helped me find strengths in myself I didn't know I had. Over the years, I've met and worked with many wonderful TGRAs and look forward to a continued great working relationship with our wonderful team of colleagues."



Beverly Carter | Program Support
Specialist

Outreach

Connecting with Stakeholders



Collaboration through outreach remains a central focus of the Agency and the cornerstone of its ability to deliver relevant regulatory guidance that creates the framework for gaming operations to thrive.

Cultivating this regulatory role requires collaboration and support for the tools and training the Agency offers, and in this past year NIGC has worked hand-in-hand with tribes to deliver both major final rules on a variety of topics brought forward through consultation, and the training programs to support their understanding and implementation.

Through an effective and efficient regulatory approach which includes well informed and thoroughly consulted stakeholders, NIGC has provided gaming tribes the regulatory flexibility and tools necessary for success. - *E. Sequoyah Simermeyer, Chairman*

FY 2023

Delivering Services

Throughout FY 2023, NIGC protectively announced opportunities for both virtual and in-person support, aiming to ensure a well-prepared, adaptable, and efficient tribal regulatory workforce. By collaborating with tribal and federal entities, engaging on social media, and conducting consultations, the Agency showcased its dedication to informed Indian gaming policy, laying the groundwork for future industry success.

Video Training Library

In FY 2023, the Training Program continued to **increase** NIGC's video training library consisting of **117** recordings, **up from 96**, to ensure stakeholders had many opportunities to attend training. The video library **continues to grow** through recorded virtual training courses accessible on the [NIGC YouTube Channel](#).

Meet Our Team: Public Affairs



Shawn Pensoneau |
Intergovernmental
and Legislative
Affairs Specialist

"As NIGC's Intergovernmental and Legislative Affairs Specialist, I'm honored for the opportunity to return to NIGC and reconnect with former colleagues and build new relationships. In my current role, I'm responsible for cultivating and maintaining connections with tribal governments, federal agencies, and Congress. Serving as the primary liaison between these entities, providing information and expertise on Indian gaming matters and supporting the interest of tribal governments and NIGC has been a career highlight.

This has provided me with the ability to collaborate with diverse entities in formulating solutions to complicated matters. I look forward to continued service with NIGC."

Training Connection

Below illustrates the total percentage of gaming tribes across all regions connected with NIGC training.



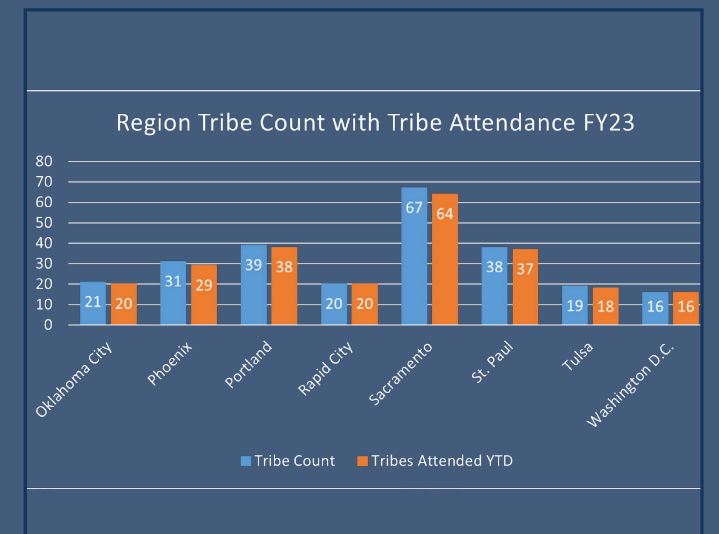
TRAINING CONNECTION
to all tribes
in the regions

This further demonstrates both in-person and virtual formats continue to be in demand.

NIGC provides Training Solutions that work.

Training Program Overview

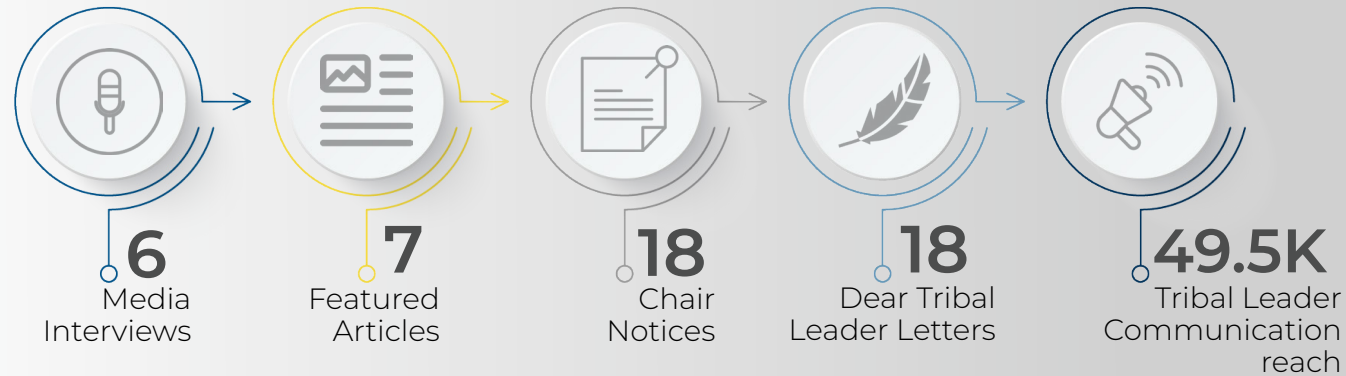
Again in FY 2023, tribal attendance across NIGC regions remained strong. Of the 574 federally recognized tribes within the United States, 251 tribes currently conduct gaming operations. Of those tribes, 242 attended some form of NIGC training, accounting for 96.4% attendance by gaming tribes.



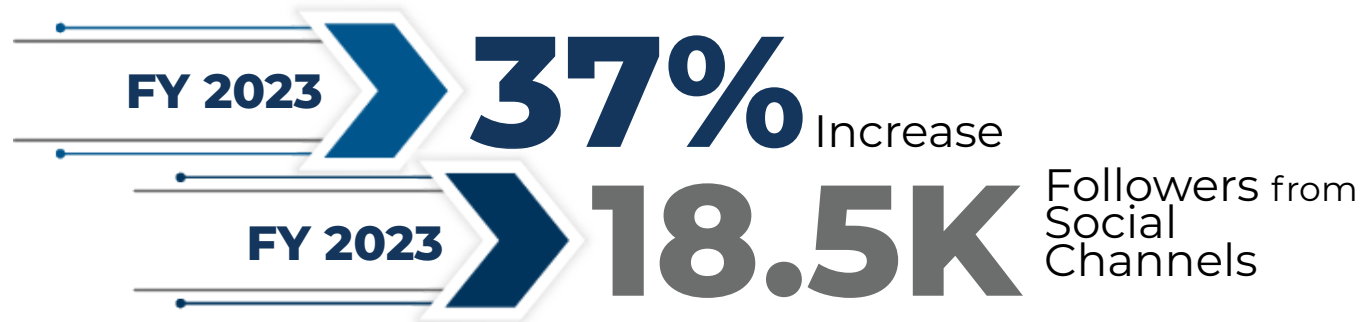
Public Affairs

Strategic Communications

In 2023, NIGC introduced fresh communications strategies, launched an internship program, and sustained its support for various core causes. The Public Affairs team supported NIGC's effective and efficient regulatory outreach through public communications projects highlighting special emphasis causes, including Zoom events featuring subject matter experts discussing Human Trafficking awareness and prevention, and Missing and Murdered Indigenous Persons (MMIP).



Social media channels experienced further growth in FY 2023.



NIGC Chairman E. Sequoyah Simermeyer presents at TribalNet Online conference and Trade show.

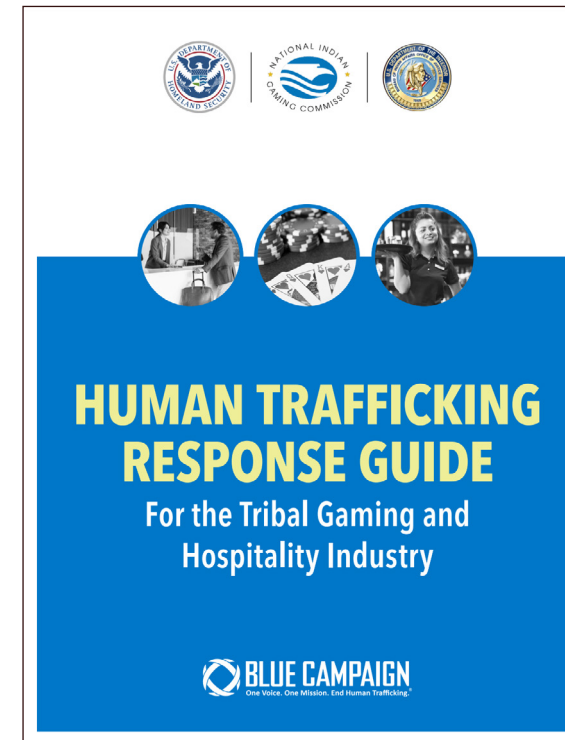
Chairman's Notice Documents

The Public Affairs team continued producing Chair's Notice documents, highlighting pertinent topics and meetings for stakeholders. These documents serve as a gateway to stakeholders to access essential elements of the Chairman's message and stay informed about outreach activities, allowing them to actively engage and be informed. During FY 2023, 18 Chairman's Notice documents were issued, including a wide range of topics and can be viewed by clicking on the Chairman's Notice.

SPOTLIGHT ON Human Trafficking Awareness and Prevention



The Department of Homeland Security (DHS) Blue Campaign stands as a nationwide public awareness initiative developed to educate the public, law enforcement agencies, and industry partners on identifying indicators of human trafficking and responding effectively to potential cases. In a significant development during June of 2023, DHS introduced a fresh [human trafficking response guide](#) specifically tailored to tribal gaming and hospitality professionals. Notable, the National Indian Gaming Commission (NIGC) played a pivotal role in conceptualizing and launching the toolkit. This collaboration involved participation and input of the Bureau of Indian Affairs and the Department of Treasury, tribal leaders, tribal gaming personnel, and tribal communities, ensuring the toolkit's content includes culturally relevant and relevant guidance spanning the entirety of the Indian gaming industry. The primary objective remains the prevention of human trafficking by emphasizing early detection and the importance of reporting incidents.



In conjunction with this initiative, NIGC engaged in a total of 16 events focused on combating human trafficking. These events included numerous activities, ranging from comprehensive training sessions to panel discussions and extensive outreach initiatives throughout Indian country.

These efforts underscore a commitment to fostering awareness, collaboration, and concerted action against human trafficking within tribal communities and the broader gaming industry. Going forward, the Agency remains engaged with its federal agency partners to help spread the word about preventing human trafficking and connecting gaming tribes and their communities with resources and training.

From left NIGC Vice Chair, Jeannie Hovland is with Laurel Iron Cloud: Director of Tribal Affairs DHS, R. Glen Melville: Deputy Bureau Director of BIA, Office of Justice Services, and Eddie Ilko: NIGC Safety and Occupational Health Manager held panel presentations for *Combating Human Trafficking: A Federal Discussion on Collaboration* at the G2E Conference in Las Vegas, Nevada.



Tribal Consultations

Since its inception in 1988 through the Indian Gaming Regulatory Act (IGRA), NIGC has continuously adapted to the evolving landscape of the Indian gaming industry. The process of regularly updating and revising regulations serves as an opportunity to engage tribal leaders and gaming officials in refining and simplifying these regulations. Starting in June 2021, the Commission initiated a series of government-to-government consultations, focusing on diverse topics to enhance the tools necessary for executing its mission. Between July 2022 and September 2023, NIGC published eight regulatory revisions in the Federal Register, five in FY 2023 alone.

Categories	Final Rule Link
Audit Standards for Small and Charitable Operations and Disclaimed/Adverse Opinions – 25 C.F.R. § 571	Final Rule published 9/21/22
Self-Regulation of Class II Gaming – 25 C.F.R. § 518	Updated and published in 10/18/22
Reducing the Number of Background Investigations – 25 C.F.R. § 537.1	Final rule published in 11/14/22
Appeals to the Commission – 25 C.F.R. § 585	Final Rule published 12/16/22
Key Employee/Primary Management Official (KE/PMO) – 25 C.F.R. §§ 502,556, 558	Final Rule published 8/15/23

Self-Regulation

Tribal leaders proposed IGRA’s self-regulation provisions during the initial development of the law. Under IGRA 25 C.F.R. Part 518, was created allowing any Indian tribe that operates class II gaming activity to petition the NIGC Commission for a certificate of self-regulation. In FY23 Chairman Simermeyer appointed Dustin Thomas as the Director of NIGC’s [Office of Self-Regulation](#) and Christinia Thomas as the Deputy Director. They replaced the NIGC Vice Chair Jeannie Hovland who directed the office since October, 2021.

Legislative and Intergovernmental Affairs

Throughout FY 2023, the NIGC Legislative and Intergovernmental Affairs Program, operating within the Division of Public Affairs, prioritized the refinement of communication processes and the augmentation of engagement with tribal leadership. Guided by the expertise of the Legislative and Intergovernmental Affairs Specialist, the program concentrated its efforts on enhancing the effectiveness and efficiency of NIGC’s communication channels. This strategic initiative included meticulous coordination of NIGC’s congressional, legislative, and intergovernmental endeavors, fostering collaborative relationships with congress, state, and tribal governments. Furthermore, the program actively contributed to tribal leadership engagement, consultations, and outreach activities, reflecting its commitment to robust and effective intergovernmental relations.

Vice Chair, Jeannie Hovland pictured with NIGC staff at the TGPN Women’s Symposium. Front row from left is Tonya Nayman, Vida Tavera, Vice Chair, Jeannie Hovland, Ileana Larios, Lora Taylor. Middle row from left is Traci Reiner, Kimberly Revilla, and Tamitra McClain. Back row from left is Gena Caviness, Emily Molina, and Delores Thomas.



Office of General Counsel Recruitment and Retention

The Office of General Counsel’s best asset is its talented staff. When the former General Counsel departed from federal service last year, the Office of General Counsel underwent a major transition. During this transition, the Associate General Counsels, Senior Attorneys, Staff Attorneys and Legal Staff Assistants came together to demonstrate great resiliency and adaptability. Of particular note, the Office of General Counsel welcomed three new talented Staff Attorneys to the team, Rachel Hill, Adam Candler, and Femila “Mila” Ervin. Additionally, the Office of General celebrated Jo-Ann Shyloski and Shakira Ferguson for achieving the extraordinary milestones of twenty years in federal service. The Office of General Counsel’s incredible staff worked collectively to accomplish the duties of the Office of General Counsel during a major transition.

Matter Type	# Reviewed
Declination letters	32
Gaming ordinances	30
Indian Lands opinions	0
Management contracts	1
Game classification opinions	2



OGC staff pictured together during a staff retreat this year.

FY 2023

HIGHLIGHTS



Focused on building rapport with other federal agencies to facilitate uniform implementation of the IGRA.



Development of new trainings to enhance understanding of various subject matter areas (Secretarial Procedures and Audit Standards, 87 Fed. Reg. 57595 (Sept. 21, 2022)).



Coordinated with U.S. Department of Justice attorneys to answer litigation related questions on a number of matters.



Dedicated two attorneys to staff the Office of Self-Regulation to address a number of questions related to the Commission’s investigative authority as it relates to the Office of Self-Regulation including a number of issues of first impression related to self-regulated tribes.

Agency Accountability

Maintaining Efficiency and Trust



As a steward of tribal resources in the execution of its duties under IGRA, NIGC establishes and follows the tenants of responsible governance, fiscal accountability and meaningful performance assessment – actions expected, and indeed demanded, by tribal stakeholders who also follow similar principles. Implementing an effective and efficient approach to regulation starts with creating a decision-making environment that instills confidence in both employees and the public.

To do so effectively also means addressing challenges head-on that may potentially threaten the Agency’s abilities to execute its statutory responsibilities. Over the past year the Agency continued to modernize its technology infrastructure, including implementing cloud-based record systems, investments in critical information protection, and acquiring tools and systems to promote national Agency workforce integration. - *E. Sequoyah Simermeyer, Chairman*

Effective and Efficient Decisions

For NIGC, accountability means meeting the tribes’ and the public’s expectation for administrative processes that uphold good governance practices and support sound decision-making to protect tribal assets.

As both a resilient and ready Agency, NIGC continues to manage effectively and efficiently its financial resources.

Improving effectiveness and efficiency of financial and project management are essential to delivering mission-critical activities and services on time and within budget, and a core focus of the Agency.

NIGC also maintains public trust and accountability through a diligent privacy, records, and [Freedom of Information Act \(FOIA\)](#) programs.

Employee Satisfaction

This year, the Agency’s dedication to employee satisfaction was recognized by [FEDweek](#), one of the leading resources for the latest government news for federal and military employees and retirees. The reporting was based on the results of the 2023 OPM Federal Employee Viewpoint Survey (FEVS). The article named NIGC as a “Top Agency” among small agencies.

The boost in this year’s results can be attributed to the Agency’s focus on maintaining a consistent communication flow between members of the Commission, Division leads, and their staff on NIGC goals, priorities, and changes in policies and procedures.

Also, teams met regularly to assess not only workflow progress, but also to receive feedback and reinforce the needs of the Agency and the public being served. Lastly, supervisors and managers performed regular check-ins with subordinates to ensure they are setting healthy work-life balance practices.

SPOTLIGHT ON NIGC FY 2023 Federal Employee Viewpoint Survey (FEVS)

The 2023 Federal Employee Viewpoint Survey (FEVS) was administered to full-time Federal employees who have been with the Agency for at least one year.

Office of Personnel Management  **Federal Employee Viewpoint Survey**

NIGC saw improvements in the following measured categories represented in the following point increases:

+17

Collaborative Decision Making

+17

Performance Feedback

+18

Goal Clarity

+18

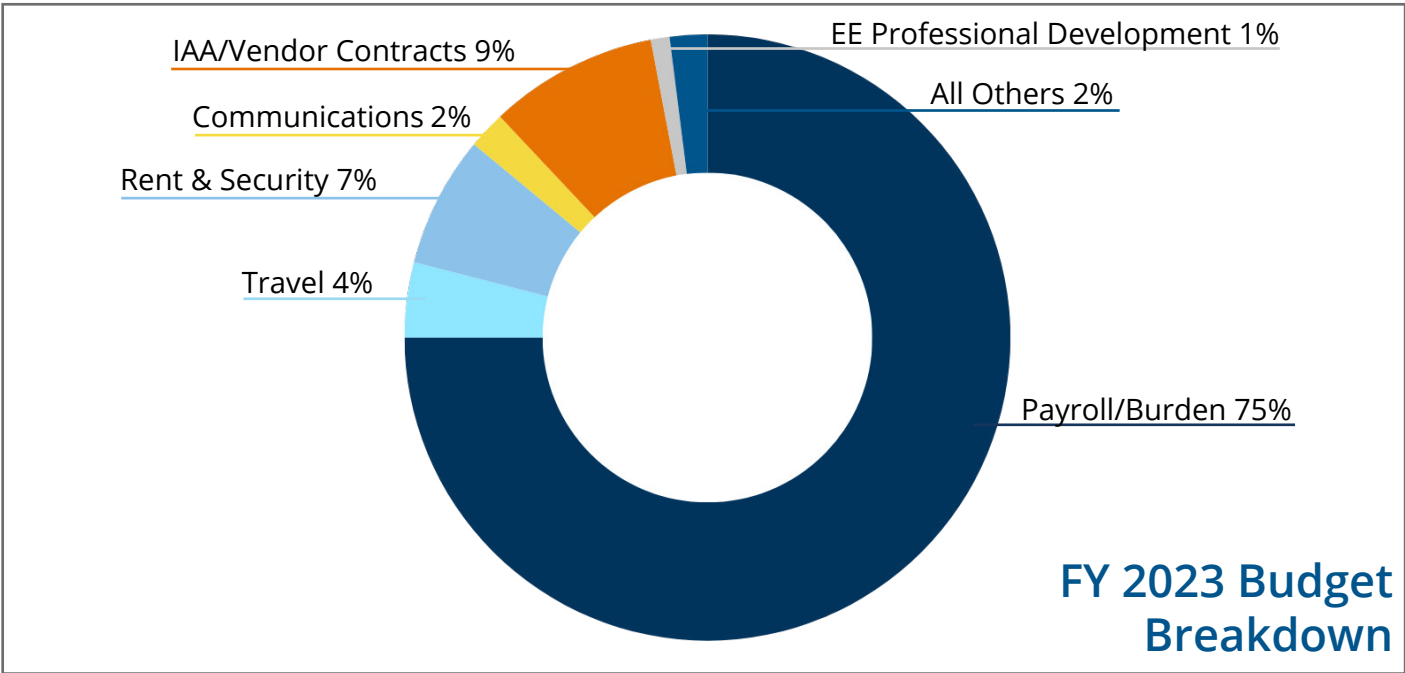
Organizational Communication

+31

Confidence Survey Results will Affect Change


Financial Management

The Commission projected its Gaming Activity Fees receipt for FY 2023 at \$25 million based on FY 2021's Gross Gaming Revenue (GGR).




NIGC’s Accounting Services team partnered with offices in the Departments of Interior and Treasury to provide daily accounting support to the Agency, including financial reconciliation and audits, tribal fee payments and invoicing, travel reimbursement, and internal/external financial reporting.

In FY 2023, NIGC’s Accounting Services team continued to manage the electronic fee payment system through Pay.gov to help the Agency improve its collaborative relationship with tribes and to promote efficiency of online payments. **Note: The Division of Finance has both "Accounting Services" and "Financial Services" teams which are responsible for different tasks.**

 **1607**
Fee Payments

Fee payments received and processed during FY 2023
(858 checks plus 749 Pay.gov payments).

 **1508**
Fingerprint Payments

Fingerprint payment checks received and processed during FY 2023
(1,354 checks plus 154 Pay.gov payments).

Meet Our Team: Compliance

“As a member of a Tribe, it is a rewarding and a wonderful opportunity to assist both NIGC in fulfilling its mission and tribes with achieving regulatory compliance.”

Kimberly Revilla | Compliance Officer



SPOTLIGHT ON Financial Reporting



In FY 2023, our Accounting Services team excelled in meeting DOI/OMB Data Calls, ensuring accurate and timely submissions.

Key highlights include successful completion of critical reports such as Non-GAAP Analysis, Budget Execution, Apportionment, Carryover, Actual Budget Accounts, Outlay & Receipts Exercises, and more.

The Agency’s commitment to financial excellence remains unwavering as a key part of maintaining NIGC’s efficient and effective regulatory environment.

Looking ahead, NIGC plans to elevate its financial reporting by redesigning its account structure, incorporating division, region, and project distinctions.

Fee Rate

The Agency is funded through quarterly payments from the tribes to ensure sufficient funding to meet statutory and regulatory responsibilities. Fees are based on a percentage of the tribal gaming operation’s assessable gross revenues.

In FY 2023, the Commission set the annual fee rate for tribal gaming operations to 0.08%, with fee receipt totaled at \$27.8 million.

The rate was calculated based on the FY 2021 GGR, the Agency’s FY 2023 budget, and the existing carryover balance as of the end of FY 2022.

Meet Our Team: Finance



“Prior to starting work 27 years ago in the gaming industry I have always been intrigued by how it worked and insuring how is operated honestly and fairly.

As a NIGC Background Investigator for the last 18 years, I have personally learned and been rewarded knowing that we protect the tribes from undue and outside influences.”

Thomas Leahy | Background Investigator

ANNEX



NIGC Division of Compliance Fiscal Year 2023 Performance

Overall summary report from FY 2022 and 2023 indicating quantity of change.

Overall Summary	FY 2023	FY 2022	Difference
Site Visits	644	556	+ 88
Internal Audit Checklists	84	82	+2
Licensing Reviews	234	240	-6
CJIS Audits	38	96	-58
Total Licensing Submissions	244,476	266,646	-22,170
Open Investigations	13	9	+4
Preliminary Investigations	8	16	-8
Closed Investigations	4	10	-6
Enforcement Actions	4	1	+3
Criminal Referrals	0	1	-1
Letters of Concern Issued	12	22	-10
Letters of Concerned Closed	11	12	-1
New Settlement Agreements	2	0	+2
Settlement Agreements Monitored	9	8	+1
Technical Assistance Events	3,854	3,987	-133
Technical Assistance Hours	1,982	1,778	+204
AUP Received and Reviewed	408	444	-36
AFS Received and Reviewed	519	514	+5
Internal Control Assessment (ICA) Follow Ups	2	7	-5
Internal Audit Review (IAR)	2	0	+2
Investigative Audit (IVA)	2	7	-5
GAAP Audit Review (GAR)	0	0	0
Internal Audit Review (IAR) Follow up	0	0	0
GAAP Audit Review (GAR) Follow up	0	1	-1

NIGC Division of Compliance Fiscal Year 2023 Performance

Letters of Concern (LOC)

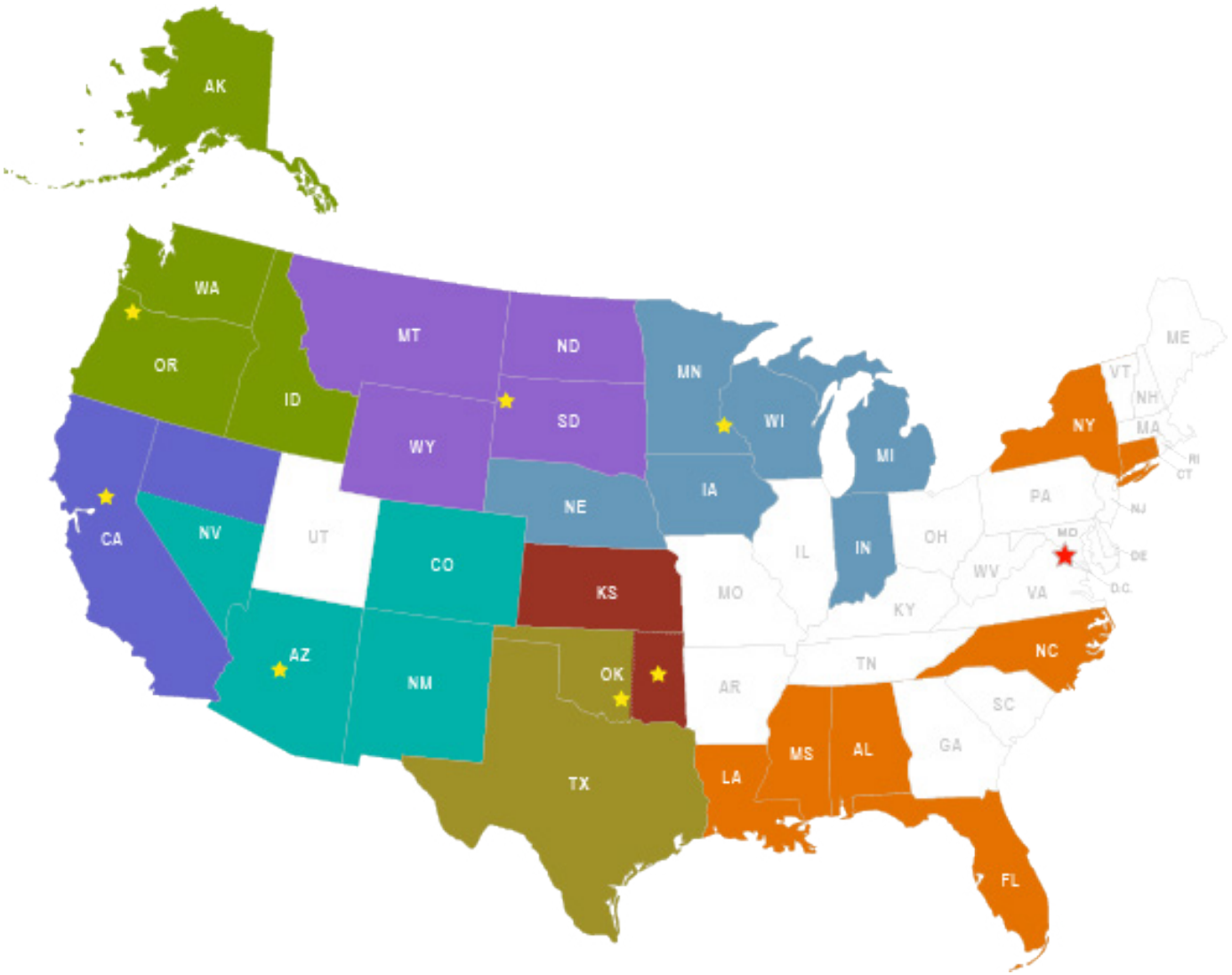
The Chief Compliance Officer continued to collaborate with Region staff and OGC on development and issuance of 12 Letters of Concern to address serious compliance issues through voluntary compliance and technical assistance. Two (2) FY 2023 Letters of Concern were fully resolved and closed within the fiscal year. Two (2) outstanding 2020 Letters of Concern were resolved and closed as well as seven (7) 2022 Letters of Concern. The table below outlines the number of LOCs issued by type.


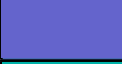
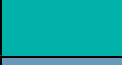





LOC Violation	# Issued
514, 556, 558, and 571	1
556.6(b)(2); 558.3(b) Missing and Late NOR/IOL	1
559 Late Facility License Notice	1
571.13 Late 2021 Reviewed Financial Statements	1
571.13 Late 2022 AFS/AUP	4
533 MWAC, 522.4 SPI	4



NIGC's Division of Finance staff join NIGC's Chief of Staff during their finance retreat. Back row from left is Josh Benefield, Dustin Thomas, and Jon Duran. Front row from left is Changudra Smith, Thomas Leahy, Lee Pisiewski, Yvonne Lee, and Seana Poitra

NIGC Regional Map



Regional Offices		Areas Served
	Portland	Alaska, Washington, Oregon, and Idaho
	Sacramento	California and Northern Nevada
	Phoenix	Arizona, New Mexico, Colorado, and Southern Nevada
	St. Paul	Nebraska, Minnesota, Iowa, Wisconsin, Michigan, and Indiana
	Rapid City	Montana, Wyoming, North Dakota, and South Dakota
	Tulsa	Kansas and Eastern Oklahoma
	Oklahoma City	Texas and Western Oklahoma
	Washington, D.C.	Louisiana, Mississippi, Alabama, Florida, North Carolina, New York, and Connecticut

NIGC Division of Finance Fiscal Year 2023 Performance

NIGC Financial Statistics

- FY 2023 approved budget = \$28.8M with 134 full-time employees and 4 fellows/interns.
- FY 2023 actual expenses = \$27.5M (before GM/GX transfer) with 129 actual head count.
- FY 2024 approved budget = \$33.8M with 138 full-time employees and 5 fellows/interns.
- FY 2023 fee rate = 0.08% with total fee receipt = \$27.8M.
- FY 2023 fingerprint processing fee = \$45 per card.
- FY 2024 fee rate = 0.08%, same as FY 2023.
- FY 2024 fingerprint processing fee = \$53 per card.
- FY 2022 GGR = \$40.9B.
- 519 gaming operations submitted their FY 2022 Audited Financial Statement.
- 1,607 fee payments were received and processed during FY 2023 (858 checks plus 749 Pay.gov payments).
- 1,508 fingerprint payment checks were received and processed during FY 2023 (1,354 checks plus 154 Pay.gov payments).
- Received six (6) new management contract/amendment submissions.
- Four (4) management contract were approved by the Chair during FY 2023.
- Received 44 background investigation applications (25 individuals plus 19 entities) in FY 2023.
- Completed 27 background investigations (12 individual and 19 entities) in FY 2023.
- Overall Financial Background Investigators' utilization rate was 55.5% in FY 2023.



NIGC Chief Officers along with our Commission announced the NIGC Gross Gaming Revenue for FY 2022 at the Winstar Casino.

First row from left, Christinia Thomas, Yvonne Lee, Vice Chair, Jeannie Hovland, Justin Platt, Josh Benefield.

Back row from left, Dustin Thomas, Matthew Morgan, Chairman OIGA, Tom Cunningham, Scott Emerson: Secretary of Operations for the Chickasaw Nation Department of Commerce, and Chairman Sequoyah Simermeyer

NIGC Division of Public Affairs Fiscal Year 2023 Performance

Training Program

Highlights for the fiscal year include completing 83 training events, as detailed in the table below. Overall, the FY 2023 training plan resulted in 21,282 internal/external stakeholders having attended some form of training through the year.

Event Type	Number of Events	Number of Training Courses	Total Attendance
National Training Topic of the Month (NTTM)	10	10	4,043
Site Specific Training (SST)	55	115	1,623
Professional Organizations	11	53	1,817
National Training Conference/National Virtual Training Conference	2	40	3,837
Cyber Security Symposium	1	7	1,624
BSA/AML Symposium	1	6	3,434
Advanced Internal Audit Workshop	1	5	701
CJIS Symposium	1	3	1,060
Special Emphasis	1	1	234
Video Library*	n/a	117	2,909
Totals	83	357	21,282

*Recorded trainings that reside on a secured YouTube platform

Region Tribe Count and Event Attendance

Region	Tribe Count	Tribe Attendance
Oklahoma City	21	20
Phoenix	31	29
Portland	39	38
Rapid City	20	20
Sacramento	67	64
St. Paul	38	37
Tulsa	19	18
Washington, D.C.	16	16

NIGC Division of Public Affairs Fiscal Year 2023 Performance

Public Affairs Program Communications

Email Correspondence Data

- The Agency triaged more than 20.5K+ email correspondence and processed almost 150 (149) emails for action and/or response.
- The Agency's email distribution strategy has resulted in an average open rate of 40%.
- The Agency strengthened its commitment to transparency with distribution of 49.5K communication correspondence to tribal leaders, gaming regulators and commissioners, and all other audiences that have an invested interest in tribal gaming.

Media Inquiries

The Agency responded to 18 media inquiries that contributed to timely news reporting of the organization's regulatory actions.

- Contributed 15 hours of media relations support towards preparation and coordination of media outreach for 2023 G2E.
- The Agency appeared in almost 140 (138) news articles in national, local, and trade publications which increased the organization's media footprint and helped build credibility as a strong regulatory governing body.
- The Commission, along with NIGC staff, contributed to a total of four opinion pieces for gaming publications.

Website (NIGC.gov)

The Agency's website garnered 372K+ page views and 112K+ unique visitors.

- The Agency performed 5 updates to the organization's website to enhance its functionality and the audience's navigating experience.
- The website and digital services team worked closely with various NIGC department heads to release 45 communication materials to inform and educate the public on the Agency's activities.
- In FY 2023, the NIGC.gov website subscription increased by 16 % compared to last year.

Press Releases

- Nine press releases reaching more than 6K verified users, with +700K impressions (via PR Newswire).

NIGC Division of Public Affairs Fiscal Year 2023 Performance

Internal Communications

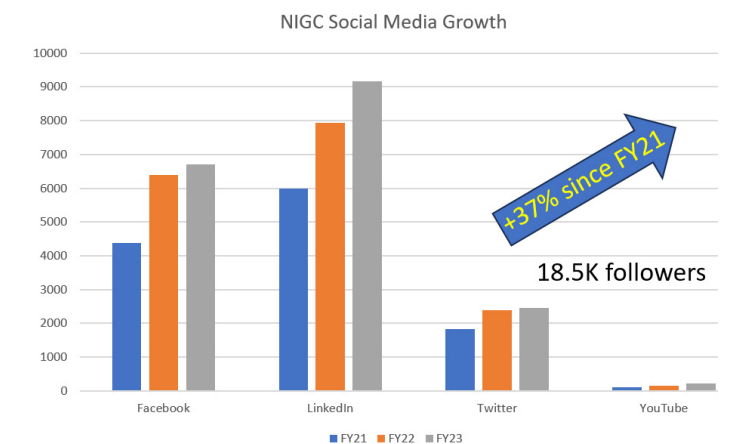
Internal Intranet Growth

The Public Affairs program manages and administrates the Agency's internal intranet platform. During FY 2023, a noteworthy contribution was made to the enhancement of the Agency's digital knowledge repository. Ten new pages were created, accompanied by the integration of over 600 pertinent documents onto the intranet platform. As well as the continued upkeep and management of the content.

Social Media Growth

In support of NIGC's strategic goals, the Public Affairs program leverages social media to place agency messaging in front of the targeted audiences. This year NIGC increased its social media followers 11% to a total verified audience 18,548 subscribers. This is an increase of 37% since FY 2021.

For NIGC's primary social channels, the top three performing posts in FY 2023 from Facebook, LinkedIn, (Twitter - no data available) reached 38,885 users:



Facebook

- 10,325 views - NIGC is seeking qualified applicants for three CO positions.
- 7,695 views - FY 2022 Indian Gaming Revenue Breaks Records.
- 6,002 views - FY 2022 Indian Gaming Revenue Breaks Records (Story Post).
- 5,302 views - NIGC Welcomes Autumn Benedict as the PA Intern.
- 3,800 views - NIGC is seeking qualified applicants for an Auditor position.

LinkedIn

- 2,654 views - Great week at IGA.
- 2,386 views - During the holidays do you plan to discuss with your friends' and families' their academic or career goals?.
- 2,315 views - Congrats to Raymond Campbell on his promotion to the Deputy Chief Compliance Officer.

X (Formerly Twitter)

- 992 views - Content is now only available with a paid subscription. Note: We will assess the efficacy of this platform in FY 2024 as part of the Agency's social outreach tactics. NIGC Issues New Guidance.
- 562 views - Thank you to Sherman Indian School Director.

NIGC Division of Public Affairs Fiscal Year 2023 Performance

Social Media – Video

YouTube

NIGC videos continue to reach more viewers and provide a wider variety of content. FY 2023 was the fourth full year of video production, and viewership increased 4.6%, with a 105% increase in NIGC channel subscribers since FY 2021 and a nearly 40% increase over last fiscal year. Significantly, watch time has increased by nearly 80% - a testament to the timeliness of posting, quality, and marketing of videos to stakeholders.

YouTube	FY 2021	FY 2022	FY 2023
Total Views	4,653	5,153	5,390 (+ 237)
Total Watch Time (Hours)	858	1,078	1,938 (+ 860)
Subscribers	103	151	211 (+ 60)

Top 5 NIGC Videos

- 191 views - BSA & Anti-Money Laundering Symposium Session 1.
- 150 views - BSA & Anti-Money Laundering Session 3.
- 144 views - BSA & Anti-Money Laundering Session 2.
- 170 views - NIGC NTTM Surveillance Beyond the MICS.
- 83 views - NIGC CFC 2022 Content Results.



NIGC Chairman, E. Sequoyah Simermeyer pictured with a media representative, Jessica Welman of SBC Media at the G2E Conference in Las Vegas, Nevada.



NATIONAL INDIAN GAMING COMMISSION
Regulatory Compliance ★ Gaming Integrity