

POPULAR ANNUAL FINANCIAL REPORT

FOR THE FISCAL YEAR ENDED JUNE 30, 2024



California Lottery is an Enterprise Fund of the State of California



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POPULAR ANNUAL FINANCIAL REPORT FISCAL YEAR 2024

A message from the Chief Financial Officer

I am pleased to present the Popular Annual Financial Report (PAFR) from the California State Lottery (Lottery) for the fiscal year ending June 30, 2024. The PAFR is designed to serve as the user-friendly companion to the Lottery's Annual Comprehensive Financial Report (ACFR). This report presents a general overview of the Lottery's financial position and provides information on sales, expenses, and the money given to our beneficiary, California public schools.



The financial data presented in this PAFR is derived from the Lottery's ACFR but is presented with additional explanation and description in order to be of more interest to the general public rather than to financial analysts. The ACFR contains more detailed financial information prepared in conformance with Generally Accepted Accounting Principles and audited by an independent accounting firm. The most recent ACFR and PAFR are both available on the Lottery's website at www.calottery.com/about-us.

The California Lottery has once again broken its all-time sales record during the fiscal year ending June 30, 2024. Lottery sales were more than \$9.27 billion in fiscal year 2023-24, breaking the previous sales record of \$9.24 billion set the prior year and surpassing the \$9 billion sales threshold for two consecutive years. The increase in sales led to a transfer of just under \$2.3 billion to the Lottery's beneficiary, California public schools. For the third year in a row, the Lottery transferred more than \$2 billion to its beneficiary during a single fiscal year, fulfilling its mission to earn supplemental funding for education in a spectacular way. Fiscal year 2023-24 marked the 24th consecutive year the Lottery transferred more than \$1 billion to its beneficiary.

Going forward, the Lottery will continue to balance long-term projects that will enable future sales growth with initiatives that address more immediate needs and focus on the Lottery's mission, vision, and values.

We hope this report showcases our mission, dedication, and commitment to support California public schools while returning a substantial amount of revenue to communities throughout the state.

Sincerely,

A handwritten signature in black ink, appearing to be 'N. Buchen', followed by a horizontal line.

Nicholas Buchen, Chief Financial Officer
Deputy Director, Finance Division
January 2025



The California Lottery stands out as one of the largest and most rapidly expanding lotteries in the United States. Initiated by a ballot measure in 1984, the Lottery focuses on responsibly marketing and selling lottery products to adults in California. The Lottery operates without state funding and is solely funded by the revenue generated through the sales of its games. The Lottery's sole objective is to provide supplementary funding for public education. During fiscal year 2023-24, the Lottery once again broke its all-time sales record with more than \$9.27 billion and transferred more than \$2 billion to support California's public schools for the third year in a row.

In the 2023-24 fiscal year, the Lottery introduced 53 new Scratchers® games to cater to the diverse entertainment preferences of players. In that period, the Lottery's retailer partners paid eligible prizes (less than \$600 each) directly to winners, totaling billions of dollars in prizes. During the fiscal year, the Lottery continued its program of issuing same-day checks for qualifying prizes of \$1,000 or less at all nine Lottery district offices across the state to streamline prize claim processing. This program enables prizewinners to receive a check on the spot for qualifying prizes on their winning ticket with an eligible claim and approved verification.



During fiscal year 2023-24, the Lottery launched a “You Play, Schools Win” advertising campaign to bolster efforts to educate California adults about the Lottery's important mission of providing extra funding for public schools throughout the state. The campaign features ads across digital, television, radio, and social media channels, and showcases the various ways schools use Lottery funds by featuring real students and educators. The Lottery understands not everyone realizes our sole purpose is to support education, which is why we are working diligently to help adults comprehend the meaningful and impactful ways in which the Lottery benefits California.



The Lottery achieved a remarkable \$9.27 billion in lottery sales during the 2023-24 fiscal year, surpassing the previous sales record of \$9.24 billion set in the prior fiscal year. Additionally, for the third consecutive year, the Lottery transferred more than \$2 billion to education in a single fiscal year, which is another record achievement. This milestone marks the 24th consecutive year that the Lottery transferred more than \$1 billion to its beneficiary.

Since its inception, the Lottery has awarded more than \$90.8 billion in prizes and has contributed more than \$46.1 billion to public education. Through the support of its retail partners and players, the Lottery has consistently returned more than 95 percent of its revenue to the community in the form of prizes, education funding, and retailer compensation and bonuses. This highlights the Lottery’s commitment to implementing cost-saving measures to maintain low administrative costs and maximize funding for California’s public schools.

During fiscal year 2023-24, the Lottery's extensive network of over 23,000 retail partners across the state amassed an impressive sum of approximately \$632.7 million in commissions and bonuses. Additionally, fortunate players were able to claim an astounding total of more than \$6 billion in prizes, which is another record for the Lottery.

	FY 2023-24	FY 2022-23	FY 2021-22
Lottery Sales	\$9,275,114,092	\$9,239,353,311	\$8,853,250,168
Revenue returned to the Public:			
Prizes	\$6,031,571,558	\$5,960,301,724	\$5,825,673,018
Allocation of Sales to Education ¹	2,158,168,786	2,231,053,935	2,015,049,317
Retailer Compensation	632,678,900	633,200,226	614,710,750
Total Revenue returned to the Community	\$8,822,419,244	\$8,824,555,885	\$8,455,433,085
Percentage of Revenue returned to the Community	95.12%	95.51%	95.51%

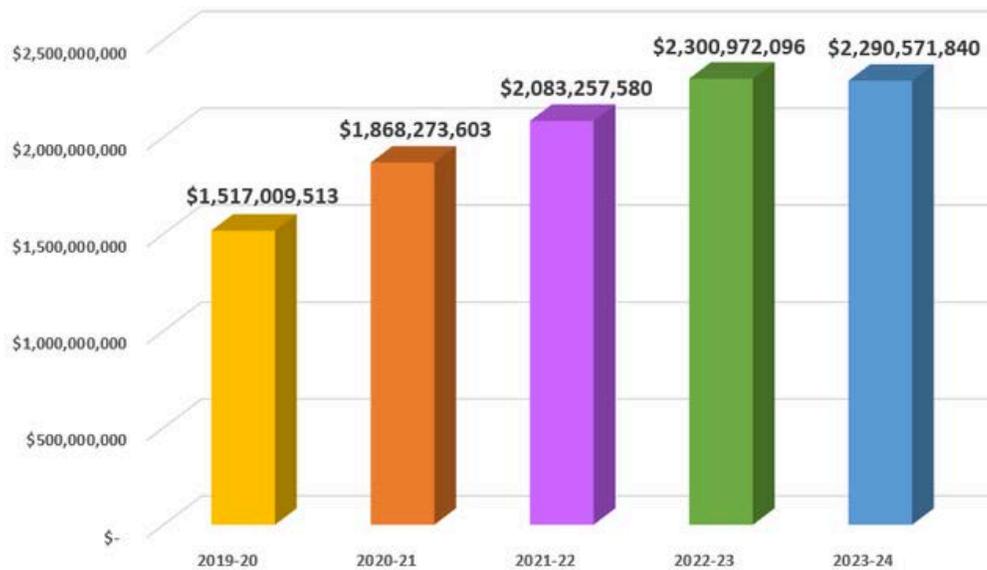
¹ Does not include unclaimed prizes, interest income, and other income.

**California State Lottery Education Allocations
For the Fiscal Year Ended June 30, 2024**

Recipient	Average Daily Attendance	Year to Date Total ¹	Percentage of YTD Funding	Cumulative Total (1985-Present)
K-12	5,634,370	\$1,799,383,314	78.56%	\$36,714,812,870
Community Colleges	1,121,361	351,266,909	15.33%	6,553,908,373
California State University System	383,160	78,407,119	3.42%	1,700,777,732
University of California	289,696	61,103,844	2.67%	1,093,171,078
Other Educational Entities	2,204	410,654	0.02%	51,219,963
GRAND TOTAL	7,430,791	\$2,290,571,840	100.00%	\$46,113,890,016

For the third consecutive year, the Lottery transferred more than \$2 billion in supplemental funding to California’s public schools. Local education administrators and elected school boards decide how the Lottery funds will be distributed and spent within their school districts. Some schools have used Lottery funds to retain more quality teachers, buy state-of-the art equipment, enhance learning environments, and keep critical programs running. And each year, schools are free to use the funds for entirely different purposes. A little goes a long way for supporting education and helping students.

Education Allocations - Last 5 Fiscal Years



¹ The Year-to-Date Total is the amount allocated to education by the State Controller’s Office for the fiscal year ended June 30, 2024, and differs slightly from the total earned for the fiscal year primarily due to timing differences.



Lottery Retail Partners throughout the state enjoyed another record year, receiving more than \$632.7 million in commissions and bonuses. During fiscal year 2023-24, the Lottery’s network of retail partners consists of more than 23,000 stores throughout the state. The Lottery supports its retail partners by making its products more appealing, fun, and exciting for Lottery players.

Every Lottery retailer plays an important part in raising supplemental funding for public education. Their dedicated hard work and commitment are major reasons the Lottery continues to set records in sales and funds transferred to its beneficiary.

Lottery retailers earn sales commissions of up to 6 percent on every ticket sold. In addition, retailers earn a cashing bonus when they “cash” winning tickets with prizes of under \$600 to pay lucky winners. Additionally, retailers who sell a ticket that wins a jackpot prize or a prize over \$1 million earn an additional bonus of one half of one percent of the prize amount up to a maximum bonus of \$1 million. For many retailers, they use this additional income to support their families, invest in their stores or their employees, and give back to their communities.

	FY 2023-24	FY 2022-23	FY 2021-22
Retailer Sales Commissions	\$579,887,665	\$581,026,445	\$561,032,558
Retailer Cashing Bonus	46,100,101	46,594,911	48,350,766
Retailer Sales Incentive Bonus	6,691,134	5,578,870	5,327,426
TOTAL	\$632,678,900	\$633,200,226	\$614,710,750

SCRATCHERS®

Scratchers games continue to be the biggest driver of Lottery sales with nearly \$6.6 billion accounting for 70.7 percent of total sales during fiscal year 2023-24. The Lottery introduced more than 50 new Scratchers games during the fiscal year and continues to offer a variety of price points and experiences designed to maximize contributions to its beneficiary.



Scratchers are played by removing a special coating to reveal symbols and “instantly” learn whether the ticket is a winner. Additionally, some Scratchers offer an extra play experience with additional game play - and more chances to win - on the back of the ticket. During the 2023-24 fiscal year, the Lottery offered Scratchers tickets ranging from \$1 to \$30 and games featuring prizes up to \$20 million.

During fiscal year 2023-24, crossword-themed games as a category continued to be best-selling as compared to other Scratchers-themed games. Player favorite *MEGA CROSSWORD* relaunched for the 19th time after it’s first launch in 2011. The Lottery’s \$20 price point games continued to perform remarkably well generating nearly \$2 billion in revenues and the Lottery’s highest price point \$30 games surpassed \$1.3 billion in sales for the first time in Lottery history. The Lottery featured several fun and unique games throughout the fiscal year such as the *Universal Monsters Scratchers®*, *Ms. PAC-MAN®*, and *The Big Spin®*.



Players can also enter non-winning tickets for another chance to win in the Lottery’s 2nd Chance Program. *The Big Spin* Scratchers 2nd Chance Bonus offers a digital engagement with players using a mobile device. *The Big Spin Digital Extension* serves as a play-for-fun experience modeled after the original *California Lottery Big Spin®* program and wheel, all aiming to incentivize players to purchase *The Big Spin* Scratchers and increase 2nd Chance submissions. The digital extension gives players a fun way to reveal their predetermined entries when they submit their non-winning *Big Spin* Scratchers into 2nd Chance via the California Lottery website and mobile app.





DRAW GAMES

Draw Games refers to the category of games for which numbers are drawn at random to determine the winning tickets. Draws are securely conducted either mechanically or electronically, depending on the game. The Lottery currently offers eight draw games, including the multi-state jackpot games *Mega Millions*® and *Powerball*®. *Powerball* draws three times per week, while *Mega Millions* and California's own jackpot game, *SuperLotto Plus*®, draw twice a week.

Powerball had the largest percentage increase in sales from the prior fiscal of 18.7 percent, an increase of more than \$140 million. This sales increase was fueled by nine separate draws for which the advertised jackpot was \$1 billion or more during fiscal year 2023-24. *Mega Millions* also performed well, with sales of nearly \$705 million and had four separate draws with jackpots of more than \$1 billion during the fiscal year.

Sales of California's own lotto-style game, *SuperLotto Plus*, are also largely driven by jackpot levels. Sales of *SuperLotto Plus* enjoyed an eight month, seventy-five roll run with an \$82 million jackpot win for one lucky winner. Although sixty-five of those rolls occurred during the prior fiscal year, sales of *SuperLotto Plus* were nearly \$266 million during fiscal year 2023-24, a slight decrease of 3.7 percent from the prior fiscal year.

The Lottery's four daily games - *Daily 3*, *Daily 4*, *Fantasy 5* and *Daily Derby*® - draw every day and totaled more than \$427 million in combined sales, which represents a slight decrease from the prior fiscal year. *Hot Spot*® sales increased \$13.8 million or 3.4 percent from the prior fiscal year.

Total Games Sales for the Fiscal Year Ended June 30, 2024

	Games	Total Sales	Percentage of Sales
	Scratchers	\$6,561,264,485	70.74%
	Powerball	890,738,823	9.60%
	Mega Millions	704,978,307	7.60%
	SuperLotto Plus	265,954,595	2.87%
	Hot Spot	424,739,564	4.58%
	Fantasy 5	182,224,061	1.97%
	Daily 3	179,138,736	1.93%
	Daily 4	35,689,339	0.38%
	Daily Derby	30,386,182	0.33%
	Total	\$9,275,114,092	100.00%

LOTTERY FINANCIAL SUMMARY

REVENUES	FY 2023-24	FY 2022-23	FY 2021-22
Operating Revenues:			
Scratchers	\$6,561,264,485	\$6,574,494,639	\$6,830,109,188
Lotto Games ¹	1,861,671,725	1,819,304,484	1,185,499,008
Hot Spot	424,739,564	410,942,023	401,837,336
Daily Games ²	427,438,318	434,612,165	435,804,636
Total Operating Revenues:	\$9,275,114,092	\$9,239,353,311	\$8,853,250,168
Non-Operating Revenues: ³			
Unrealized Gains (Losses) on Investments	\$(15,444,317)	\$(39,929,206)	\$(98,716,480)
Interest Earned/Accreted on Investments	23,053,950	25,319,457	26,390,107
Interest on Funds held by State Treasurer	62,441,489	25,776,709	4,021,399
Other Income	194,418	6,897	611,692
Total Non-Operating Revenues	\$70,245,540	\$11,173,857	\$(67,693,282)
TOTAL REVENUES	\$9,345,359,632	\$9,250,527,168	\$8,785,556,886

¹ Lotto Games are *SuperLotto Plus*, *Powerball*, and *Mega Millions*.

² Daily Games are *Daily 3*, *Daily 4*, *Daily Derby*, and *Fantasy 5*.

³ The Lottery purchases high quality government bonds to fund annuitized grand prize winners.

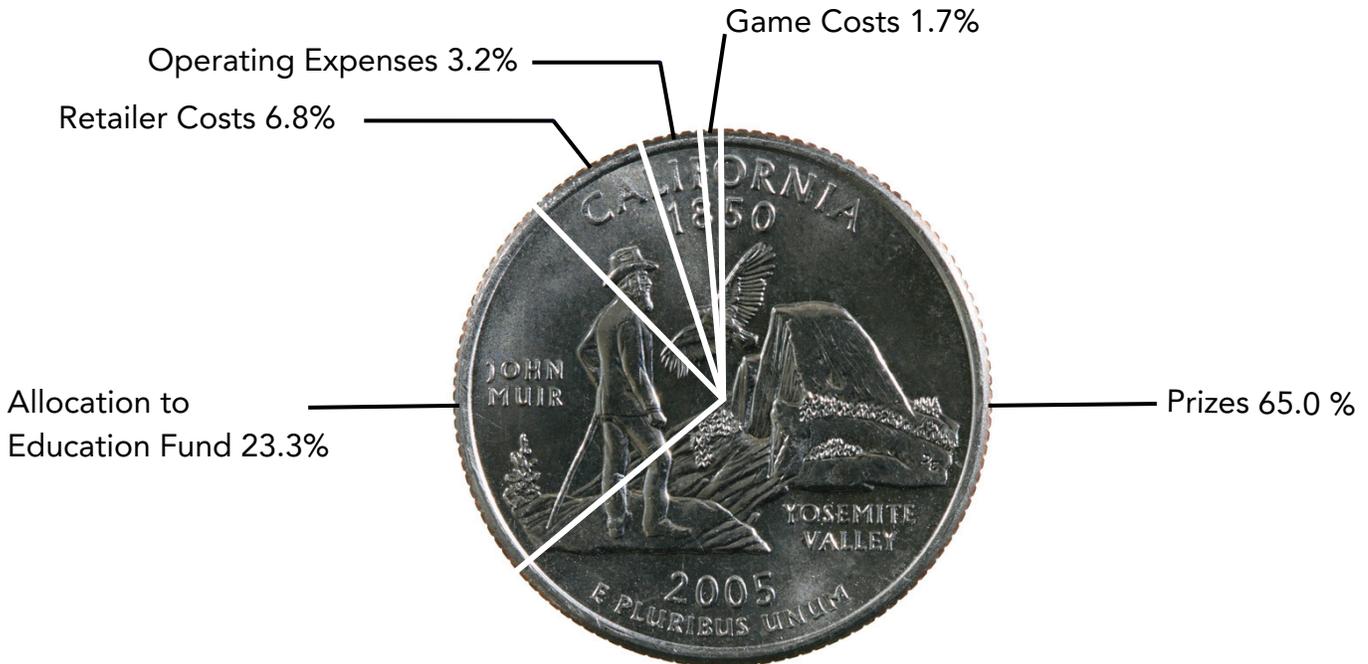
Interest earned on investments, unrealized gains/losses on investments, and other income are considered non-operating revenues - activities that are not directly associated with the sale of lottery tickets. Investment earnings come from interest payments and capital gains collected upon a sale or maturity of a security. All Lottery investments are held to maturity to meet the required prize payouts. An unrealized gain is a profit that exists on paper, resulting from an investment. It is an increase in a security that has yet to be sold or matured. An unrealized loss is the opposite. All Lottery cash is held on deposit with the California State Treasurer and is invested by that office in the Surplus Money Investment Fund. Interest earned on these funds are distributed quarterly by the State Treasurer and transferred to Education. Other income consists of gains or losses on sale of Lottery assets.

Revenues to Education for the Fiscal Year 2023-24	Amount
Allocation of Sales to Education	\$2,158,168,786
Unclaimed Prizes directly to the Education Fund	67,128,165
Interest Income	62,441,489
Other Income	194,418
Total Funds Transferred to the Education Community	\$2,287,932,858

LOTTERY FINANCIAL SUMMARY

EXPENSES	FY 2023-24	FY 2022-23	FY 2021-22
Prizes:			
Scratchers Game Prizes	\$4,648,251,345	\$4,615,620,978	\$4,771,553,752
Draw Game Prizes	1,383,320,213	1,344,680,746	1,054,119,266
Total Prizes	\$6,031,571,558	\$5,960,301,724	\$5,825,673,018
Game Costs:			
Retailer Costs	\$632,678,900	\$633,200,226	\$614,710,750
Draw/Scratchers Game Costs	152,535,702	160,149,145	144,157,214
Total Game Costs	\$785,214,602	\$793,349,371	\$758,867,964
Operating Expenses	\$300,159,146	\$254,648,281	\$253,659,869
Non-Operating Expenses ¹	\$24,138,252	\$26,216,067	\$27,486,748
Allocation to Education Fund ²	\$2,220,804,693	\$2,256,837,541	\$2,019,682,408
TOTAL EXPENSES	\$9,361,888,251	\$9,291,352,984	\$8,885,370,007

Distribution of Revenues for FY 2023-24



¹ Includes interest imputed on the liability for grand prizes won and not yet paid. Imputed interest is interest assumed to have been collected even if the interest was not paid to the Lottery from the purchases of zero-coupon Treasury bonds.

² Includes interest income and other income; does not include unclaimed prizes, which are transferred to the Education Fund directly.

STATEMENT OF NET POSITION

Statement of Net Position represents the Lottery's financial position. It reports the Lottery's assets and liabilities at the close of the fiscal year. The Lottery is structured as a single enterprise fund and its financial statements are prepared on the accrual basis in accordance with accounting principles generally accepted in the United States of America. Accrual basis means that revenues and expenses are recognized when incurred, not when received or paid. The Lottery's fiscal year runs from July 1 through June 30. The Lottery's net position for fiscal years ending June 30, 2022-2024 is shown below.

	FY 2023-24	FY 2022-23	FY 2021-22
Assets:			
Current and Other Assets	\$1,954,607,489	\$2,129,719,594	\$2,147,099,622
Capital Assets	171,072,647	179,671,839	191,966,405
Total Assets	\$2,125,680,136	\$2,309,391,433	\$2,339,066,027
Deferred Outflows of Resources	164,347,479	108,493,934	72,378,689
Total Assets and Deferred Outflows	\$2,290,027,615	\$2,417,885,367	\$2,411,444,716
Liabilities:			
Current Liabilities	\$1,519,287,232	\$1,619,285,652	\$1,559,391,219
Non-Current Liabilities	974,001,950	975,230,633	1,002,042,212
Total Liabilities	\$2,493,289,182	\$2,594,516,285	\$2,561,433,431
Deferred Inflows of Resources	92,338,832	102,440,862	88,257,250
Total Liabilities and Deferred Inflows	\$2,585,628,014	\$2,696,957,147	\$2,649,690,681
Net Investment in Capital Assets	\$171,072,647	\$179,671,839	\$191,966,405
Restricted by Legislation	\$(50,237,987)	\$(33,709,368)	\$7,116,447
Unrestricted Deficit	\$(416,435,059)	\$(425,034,251)	\$(437,328,817)
TOTAL NET POSITION	\$(295,600,399)	\$(279,071,780)	\$(238,245,965)

The Lottery's negative net position is due to changes in accounting for pensions and retiree health benefits. The State of California's pension and retiree healthcare benefit plans are not fully funded, meaning that the plans have more liabilities than they do assets to cover them. Previously, the liabilities for these plans appeared on the State of California's financial statements, but accounting changes require state agencies and funds to show the liabilities on their own financial statements. Through employer and employee contributions and returns on investments, the plans are working to reduce the liabilities and fully fund the plans in future years. During fiscal year 2023-24, the Lottery's net position decreased \$16.5 million due primarily to a decrease in the fair value of investments held to pay annuitized prizes. Readers wanting more detailed financial information should refer to the Lottery's 2024 Annual Comprehensive Financial Report available on the Lottery's website at www.calottery.com/about-us.

STATEMENT OF ACTIVITIES

Statement of Activities reports information on the Lottery's revenues and expenses during the fiscal year and changes in net position. The Lottery's fiscal year runs from July 1 through June 30.

CHANGES IN NET POSITION	FY 2023-24	FY 2022-23	FY 2021-22
Operating Revenues:	\$9,275,114,092	\$9,239,353,311	\$8,853,250,168
Less Prizes	6,031,571,558	5,960,301,724	5,825,673,018
<i>Sales After Prizes</i>	\$3,243,542,534	\$3,279,051,587	\$3,027,577,150
Less Game Costs:			
Retailer Costs	\$632,678,900	\$633,200,226	\$614,710,750
Gaming System Costs	110,124,193	109,720,587	102,320,421
Scratchers Game Costs	42,411,509	50,428,558	41,836,793
Total Game Costs	\$785,214,602	\$793,349,371	\$758,867,964
<i>Income Before Operating Expenses</i>	\$2,458,327,932	\$2,485,702,216	\$2,268,709,186
Operating Expenses:			
Salaries, Wages, and Benefits	\$123,281,104	\$100,871,997	\$101,243,980
Advertising	101,755,246	89,181,811	92,849,859
Promotions, Public Relations, and Point of Sale	12,229,984	11,095,793	8,529,662
Other Professional Services	21,662,247	18,072,617	18,129,419
Depreciation and Amortization	14,518,446	14,961,644	15,982,732
Other General/Administrative Expenses	26,712,119	20,464,419	16,924,217
Total Operating Expenses	\$300,159,146	\$254,648,281	\$253,659,869
<i>Operating Income</i>	\$2,158,168,786	\$2,231,053,935	\$2,015,049,317
Non-Operating Revenues (Expenses):			
Investment Earnings	\$70,051,122	\$11,166,960	\$(68,304,974)
Interest Expense Imputed on Annuitized Prize Liability	(24,138,252)	(26,216,066)	(27,486,748)
Other Income	194,418	6,897	611,692
Allocation to Education Fund	(2,220,804,693)	(2,256,837,541)	(2,019,682,408)
Total Non-Operating Revenue (Expense)	\$(2,174,697,405)	\$(2,271,879,750)	\$(2,114,862,438)
<i>Change in Net Position (Deficit)</i>	\$(16,528,619)	\$(40,825,815)	\$(99,813,121)
<i>Total Net Position - Beginning Balance</i>	\$(279,071,780)	\$(238,245,965)	\$(138,432,844)
<i>Total Net Position - Ending Balance</i>	\$(295,600,399)	\$(279,071,780)	\$(238,245,965)



Accounting Terminology

Accumulated Depreciation is the total amount of depreciation that has been allocated to an asset since it was first put into use and reduces the value of the asset over time.

Capital Assets are assets that the Lottery uses to run its day-to-day operation, such as land, buildings, vehicles, and various gaming equipment.

Change in Net Position is the difference between the Lottery's Net Position at the beginning of the period and the end of the period.

Current and Other Assets are resources the Lottery owns, which includes cash and investments, receivables, ticket inventory, and amounts due from other agencies.

Deferred Inflows of Resources are an acquisition of net position that is applicable to a future reporting period.

Deferred Outflows of Resources are a consumption of net position that is applicable to a future reporting period.

Game Costs consist of Lottery retailer sales commissions and bonuses, ticket production and delivery expenses, and gaming vendor charges.

Liabilities are obligations the Lottery owes, which includes payables, prize and pension liability, unearned revenue, and amounts due to other agencies.

Net Investment in Capital Assets is the difference between the Lottery's value of capital assets and the accumulated depreciation of the assets.

Net Position is the difference between the Lottery's assets and liabilities, plus deferred outflows of resources and deferred inflows of resources.

Non-Operating Expenses mostly consist of transfers of net revenues and unclaimed prizes to the State Controller's Office to be allocated to California public education.

Non-Operating Revenues mainly consist of investment earnings from the Surplus Money Investment Fund held at the State Treasurer's Office and interest earned on the Lottery's bond investments purchased to fund annuitized prizes.

Operating Expenses are expenses the Lottery incurs as a result of its normal business operations. These expenses are required to run the Lottery while maximizing the generation of supplemental funding for education.

Operating Revenue is income derived from the Lottery's everyday activities consisting of ticket sales.

Restricted by Legislation is the amount of assets limited for a specific purposes, such as paying Lottery's annuitized prizes.

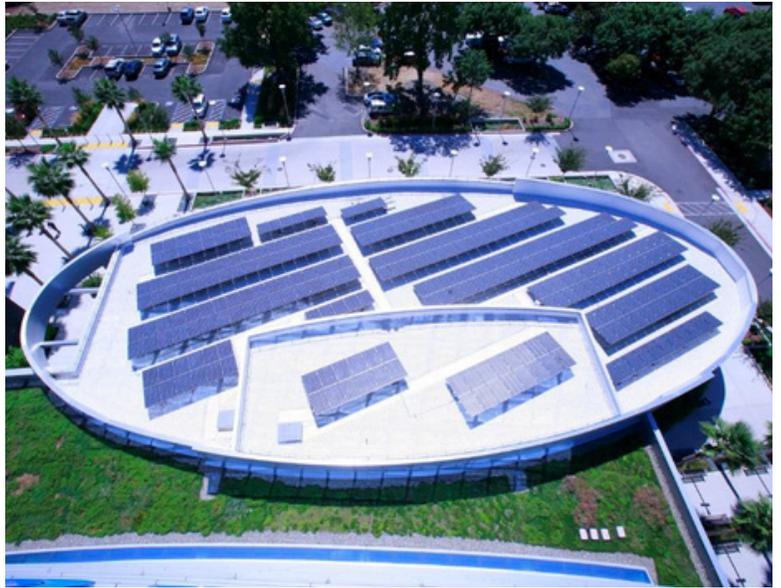
Unrestricted Deficit is the difference between Lottery's assets and liabilities not already included in the net investment in capital assets and restricted by legislation.

For more detailed financial information, readers should refer to the Lottery's 2024 Annual Comprehensive Financial Report available at www.calottery.com/about-us.



Environmental Sustainability

The Lottery owns its headquarters building in Sacramento, nine district offices throughout the state, and two distribution centers, one each in Northern California and Southern California. The Lottery continues its commitment to environmental sustainability. During fiscal year 2023-24, eight Lottery properties, including the Lottery headquarters building, received the distinguished ENERGY STAR certification from the United States Environmental Protection Agency (EPA) in recognition of meeting stringent performance standards. In fact, a majority of Lottery properties are also classified as Zero Net Energy (ZNE) facilities.



ZNE means the building is designed to produce as much or more on-site energy in a year as it consumes. The EPA refers to buildings like ours as “America’s Energy All-Stars!” The energy-efficient buildings allow the Lottery to lower operating costs, which in turn helps provide additional dollars to California public education.

Government Finance Officers Association

The Lottery was awarded the Outstanding Achievement in Popular Annual Financial Reporting by the Government Finance Officers Association (GFOA) for its Popular Annual Financial Report (PAFR) for four fiscal years.

This award for outstanding achievement is a prestigious national award recognizing conformance with the highest standards for preparation of state and local government popular reports. In order to receive the award, the contents of the PAFR must conform to GFOA program standards of creativity, presentation, understandability, distribution, and reader appeal. An Award for Outstanding Achievement in Popular Annual Financial Reporting is valid for a period of one year only. We believe our current report continues to conform to the Popular Annual Financial Reporting requirements and are submitting to the GFOA for consideration for this award.

SUPPORTING PUBLIC SCHOOLS IN MORE WAYS THAN ONE

The Lottery sponsors a public television program called Inside California Education specifically designed to put public education in the spotlight! The Lottery’s mission goes hand-in-hand with the program offering informative and compelling stories about California public education. The Inside California Education program is produced by the public television station KVIE in Sacramento and airs all over the state. For more information about the program, please visit <https://www.insidecaled.org/>

The Lottery recognizes it has responsibilities beyond selling entertaining products. In February 2015, the California State Lottery became the first Lottery in the nation to receive a World Lottery Association (WLA) Responsible Gaming Level Four Certification. This is the highest level of internationally recognized certification for responsible gaming. In 2021, we were honored to receive a level four recertification.

WLA, the global authority on the lottery business, consists of state-authorized lotteries and gaming organizations from more than 80 countries on six continents. Its Responsible Gaming Principles and Framework Certification Program outlines lotteries' level of commitment to corporate social responsibility and responsible gaming. Its aim is to protect lottery players and assure that revenues are used for public good.

The Lottery offers its retail partners and their employees free training on responsible gaming through its online Retailer Portal. The training video is tailored for retailers so that staff can navigate through sensitive situations involving responsible gaming.

The training provides strategies on how to respond to common workplace situations involving responsible play, increasing awareness on gambling disorders, and helping prevent underage gaming. The video also equips retailers with information about no-cost problem gambling treatment services provided by the California Office of Problem Gambling. Becoming knowledgeable about responsible gaming is aligned with the Lottery's strategic goals, is good for business, and provides positive customer service.

The new retailer training is part of the Lottery's continued commitment to minimize problem gambling disorders in California and enhance its responsible gaming program that holds the highest global certification from the WLA. The Lottery's responsible gaming program is comprehensive - it impacts our games, employees, business partners, and players.

The Lottery wants players to enjoy lottery games, and that means playing them responsibly. Borrowing money to play, spending above one's budget, or using money allocated for other purposes can lead to significant problems for players and their families. If you or someone you know has a gambling problem, the first step toward recovery is getting help by contacting the California Problem Gambling Helpline at 1-800-GAMBLER (1-800-426-2537).



The California Lottery's mission is to generate supplemental funding for public education from elementary schools to universities. With honesty and integrity, the Lottery builds a better tomorrow for students and our communities through the responsible sale of entertaining lottery products.

CALIFORNIA LOTTERY HEADQUARTERS

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Sacramento, CA 95811
www.calottery.com

1-800-LOTTERY | TDD 1-855-591-5776

DISTRICT OFFICES

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