

INDUSTRY MATTERS

Volume 10, Issue 1
January 2023

GOT 30 SECONDS? WE ARE LISTENING, LEARNING, AND IMPLEMENTING, THANKS TO YOUR VOICES!

As part of the Commission’s 2020-2023 Strategic Planning efforts, one of our goals is to foster excellent stakeholder relationships. As we take this goal very seriously here at the Commission, we assembled a team to conduct stakeholder spot surveys in order to improve our services and policies and procedures.

Previously, the Commission used a comprehensive survey with several questions in order to collect feedback from its stakeholders. But for this Strategic Plan, the team reengineered the look and feel of our efforts, from one lengthy survey, which yielded minimal feedback in the past, to a series of shorter surveys distributed on a quarterly basis.

As a result, voilà! the “CGCC 30-Second Survey” came to fruition! The new surveys consist of 2-3 questions surrounding a specific topic and only take 30 seconds or less to complete.

To date, the team has released four 30-second surveys consisting of the following topics: Customer Service, the Commission’s FAQs, the “Licensee Info” tab of the Commission’s website, and our [newest one](#) which asks:

Did you know that you can look up pending and completed administrative hearings along with corresponding decisions and settlements on the CGCC website [here](#)?

The surveys both inform stakeholders of topics they might not be aware of, and provide a platform for their voice to be heard.

We’ve received increased, excellent feedback, which resulted in us taking action! We have made multiple updates to our website, such as updating the website’s navigational tabs, improving our license lookup tool, and utilizing Google Translate to translate our website in over 100 languages!

We would like to thank all of you who have participated in taking these surveys in the past, and encourage those who haven’t done so to please give it a shot. We are listening, learning, and making changes, all thanks to your feedback!

Inside this issue:

OPG Summit	2
Hail and Farewell	2
Excellence Awards	3
Regulations Update	4
CGCC Giving	5
Regulations Emails	5
Hearing Results	5

CGCC Calendar

Upcoming Licensing Meetings

January 12

January 26

February 9

February 23

March 9

March 23

Gaming Policy Advisory Committee (GPAC)

Q1 2023 – Date TBD

Upcoming State Holidays (Office Closed)

January 16

(Martin Luther King, Jr. Day)

February 20

(Presidents’ Day)

March 31

(Cesar Chavez Day)

California Gambling Control Commission

Chair

Paula LaBrie

Commissioners

Cathleen Galgiani

Eric Heins

William Liu

Edward Yee

Executive Director

Stacey Luna Baxter

Chief Counsel

Jason Pope

Deputy Director, Legislative & Regulatory Affairs

Rebecca Kirk

Deputy Director, Licensing Division

Dolores Olivarez

Deputy Director, Operations Services

Division

Vacant

Public Information Officer

Fred Castaño

The California Gambling Control Commission newsletter *Industry Matters* is produced by CGCC staff quarterly. Reference herein to any specific commercial products, process, or service by trade name, trademark, manufacturer, or otherwise, does not constitute or imply its endorsement, recommendation, or favoring by the Commission, and such reference shall not be used for advertising or product endorsement purposes.

Industry Matters may distribute content supplied by third parties. Any opinions, advice, statements, services, offers, or other information or content expressed or made available by third parties does not necessarily state or reflect those of the California Gambling Control Commission. Copyright material is only used with express permission from the copyright holder or in accordance with Fair Use provisions of copyright law.



2399 Gateway Oaks Drive #220
 Sacramento, CA 95833
 916-263-0700
cgcc.ca.gov
comments@cgcc.ca.gov

OFFICE OF PROBLEM GAMBLING “REFOCUSES” FOR 14TH ANNUAL TRAINING SUMMIT

In March, which is Problem Gambling Awareness Month, the California Department of Public Health's Office of Problem Gambling (OPG) will hold its 14th annual California Problem Gambling Training Summit, “Refocus.”

The summit will kick off on March 1st with five pre-recorded workshops about problem gambling topics. These workshops will remain available online throughout the month of March.

There will also be three live classes spaced throughout the year. A networking session or focus group will follow each class, to provide participants with a more direct forum in which to provide feedback to OPG and UCLA Gambling Studies Program staff.

CALIFORNIA PROBLEM GAMBLING TRAINING SUMMIT
MARCH 1-31, 2023

- No-cost training
- Engaging keynote speakers
- Industry experts
- Free CEUs available

Refocus.

CALIFORNIA OFFICE OF PROBLEM GAMBLING
 DEPARTMENT OF PUBLIC HEALTH

HAIL AND FAREWELL

The Commission welcomes Susie Ngo as the new Tribal Funds Administrator! Susie started with the Commission on October 24, and brings accounting experience from the State Controller’s Office and tribal audit experience from the Bureau of Gambling Control.

The Commission also welcomes Andrew Cooper as a Staff Services Manager in the Licensing Division! Andrew comes to us from the California Victim Compensation Board, and starts with the Commission on January 4.

The Commission would like to congratulate Quinn Hedges on his new role at the Commission as an Information Technology Associate! A longtime staple in the Commission’s Licensing Division, most recently as Staff Services Manager, Quinn moved into his exciting new role on our tech team on December 1.

EXCELLENCE, STABILITY, KNOWLEDGE, AND A STRONG WORK CULTURE: COMMISSION STAFF CONTINUES TO DELIVER FOR ITS STAKEHOLDERS

By Stacey Luna Baxter
Executive Director

2022 proved to be a very busy year for the Commission. During the past 12 months, the Commission conducted a total of 87 public meetings: 41 evidentiary hearing days, 21 licensing meetings, seven regulatory meetings, three combination regulatory/licensing meetings, five Gaming Policy Advisory Committee meetings, and assisted with ten Tribal Nation Grant Fund meetings.

Although facilitating the public meetings is a lot of work, it's definitely not the biggest part of our workload. Behind the scenes is where most of staff's time and effort is spent, including analyzing and prepping all the documents in advance of the meetings; proposing, tracking and analyzing legislation; proposing regulations and reviewing and responding to feedback; analyzing background reports and preparing recommendations; maintaining contracts, budgets, purchase agreements, facilities; all things human resources; responding to media and public inquiries; analyzing and interpreting laws; balancing several schedules all at once; meetings, meetings, and more meetings, and so much more. Every single one of our Commission staff keeps the Commission operating efficiently, professionally, and successfully.

As I've commented in years past, since starting the end-of-the-year awards tradition in 2016, each year it becomes more of a challenge to narrow it down to who the recipients of the "Director's" and "Awesome" Awards will be. The challenge is simply because the Commission has less than 30 staff members and EACH AND EVERY ONE OF THEM IS AMAZING! It is truly my honor to work alongside each of them.

This year, Legal Division's Senior Legal Analyst **Pam Mathauser** received the "Awesome Award" in recognition of her dedication, exceptional support, patience, and constant professionalism. Ms. Mathauser does not have an easy job, but you would never know it as she constantly has a smile on her face and a positive attitude to match.



Legislative and Regulatory Affairs Specialists **Josh Rosenstein** and **Alex Hunter** both received the 2022 Director's Award in recognition of their extraordinary efforts, dedication, and continued professionalism throughout a grueling regulations year. Mr. Rosenstein and Mr. Hunter worked as a team to develop some very complex regulatory packages. They never lost sight of the purposes and goals set for each package and ensured we stayed on track achieving each one, despite several challenges outside of their control.

The Commission takes pride in the fact that over half of its staff members, excluding Commissioners and Exempt positions, have been with the Commission for ten years or more! This stability and continuity is a testament to the Commission's strong work culture and strengthens the Commission's institutional knowledge.

In August 2022, **Josh Rosenstein** added to those numbers celebrating his 10th year with the Commission. In addition, **Pam Mathauser**, **Alaina Lutz**, and **Jacob Muscan** are all celebrating over 20 years with the Commission!

Thank you to each Commission team member for your dedication and hard work in 2022!

** Please note that no State funds were used for the purchasing of the awards presented.

HAVE A PROPOSAL FOR THE ANNUAL FEE METHODOLOGY? TELL US!

On December 28, the Commission sent out a [letter](#) inviting our stakeholders to develop alternative methodologies for calculating annual fees. If you are interested in this project, please review the [information](#) on the Commission's website and submit your alternative methodology to the Commission no later than March 1, 2023. If you have any questions, please email comments@cgcc.ca.gov.

REGULATIONS UPDATE: TRANSACTIONS WORKSHOP HELD; SEVERAL WRITTEN COMMENT PERIODS CURRENTLY UNDERWAY

By Rebecca Kirk, Josh Rosenstein, and Alex Hunter
Legislative and Regulatory Affairs Division

Commission Fees Modernization Project

The Office of Administrative Law (OAL) approved the Commission Fees Modernization Project II Certificate of Compliance rulemaking file on December 7, 2022. These [regulations](#) define the term “gross revenue” and amend the annual fees for Third-Party Providers of Proposition Player Services. The regulations were previously in effect on an emergency basis via the related Commission Fees Modernization Project III regulations package. With the OAL’s approval of the Certificate of Compliance, they are now effective on a permanent basis.

In addition, the 45-day written comment period for the Commission Fees Modernization Project III Certificate of Compliance rulemaking file is currently underway, and will conclude on January 17, 2023. These [regulations](#), which amend cardroom annual fees, are currently in effect on an emergency basis until April 3, 2023, following approval of the second emergency reoption on December 30, 2022.

Spousal Form Update

On October 19, 2022, the Commission authorized the final approval of the Spousal Form Update regulations. The Commission will provide an update once these regulations are approved by the OAL and an effective date is established. The [proposed regulations](#) update the Spousal Information form and Supplemental Information Schedules, in part to clarify when the form and schedules are required to be submitted. The proposed regulations also add a new category to the form for when an applicant is an owner category licensee but does not actually own or control a business, but is instead an officer, director, or other employee who is required to be licensed as an endorsee.

At the October 19, 2022 meeting, the Commission also directed staff to consider promulgating regulations to limit the circumstances under which an owner category licensee’s spouse with a community property interest is required to apply for licensure. Commission staff continue to research this issue and will provide an update in the near future.

Subpoenas

The 45-day written comment period for the proposed regulations is currently underway and ends January 3, 2023. The [proposed regulations](#) clarify procedures associated with the service and enforcement of subpoenas, and clarify discovery procedures for Gambling Control Act hearings.

Advertising

The 45-day written comment period for the proposed regulations is currently underway and ends February 13, 2023. The [proposed regulations](#) establish new definitions for gambling-related advertisements, a regulatory framework for the Bureau to evaluate advertisements, and an enforcement mechanism for non-compliance.

Transactions

The Commission held a workshop on draft Transactions regulations on December 13, 2022. The Commission directed staff to make additional revisions to the [proposed modifications](#) to the draft text and to bring this matter back before the Commission for consideration at a later date. Additionally, the Commission directed staff to conduct a forthcoming survey to gather data on the volume of transactions that would be reported under the draft regulations.

COMMISSION STAFF HITS 7-YEAR HIGH IN HOLIDAY GIVING TO SACRAMENTO CHILDREN’S HOME

For the past seven years, Commission staff member Alaina Lutz has coordinated the Commission’s charitable efforts during the holiday season to support the [Sacramento Children’s Home](#), from buying gift cards to fulfilling Wish Stars granting children’s holiday wish lists.

This year, we are proud to report that 17 staff members collectively donated a new Commission record, \$900, which Alaina smartly turned into \$950 worth of gift cards!

The Commission is proud to support the Sacramento Children’s Home, which provides crisis support for families with infants and toddlers, as well as short-term residential care to foster youth who have suffered trauma. Sacramento Children’s Home’s services focus on child abuse prevention, intervention, and mental health treatment for the Sacramento area’s most at-risk children and families. Their programs promote child safety, positive parenting, education, and mental health, and improve the healthy functioning of families. Through their portfolio of programs, they provide services to over 7,000 children and 4,300 families each year.

You can find more information on the Sacramento Children’s Home’s mission and programs on their [website](#).

Hearing Results

(Decisions Effective October 1 — December 31)

Third-Party Player License

Vincent Sanchez, denied November 19

Anthony Green, denied December 5

Samay Nhey, denied December 19

Khanh Trinh, denied December 19

YOUR NEW YEAR’S RESOLUTION: TO RENEW YOUR RULEMAKING EMAIL SUBSCRIPTION

On November 30, the Commission sent a notice to all rulemaking list subscribers, informing them that they need to renew their subscription to continue receiving notifications.

If you have not already renewed your subscription, please visit the Commission’s website [here](#) and fill out all the required information in order to ensure receipt of all future rulemaking notifications. For greatest efficiency and the timeliest notifications, we encourage you to consider subscribing to receive information by electronic mail, as opposed to subscribing to the hard copy mailing list.

The Commission is required to update its rulemaking mailing lists annually [[Govt. Code § 14911](#)]. The Commission utilizes these lists primarily to mail informational roundtable discussion and workshop invitations, regulatory hearing notices, and other rulemaking information.

What is the updated COVID-19 booster?

- ✓ A booster dose that helps fight both the original strain and newer Omicron strains of COVID-19.

Find a booster at [MyTurn.ca.gov](#)

Why should I get the updated booster?

- ✓ Increases immunity against COVID-19 and its variants.
- ✓ Provides the greatest protection from severe illness, hospitalization, long COVID, and death

Find a booster at [MyTurn.ca.gov](#)

Are you staying up-to-date with your COVID-19 vaccines?

You are most protected when you’ve received your primary series vaccination & **updated booster!**

Find a booster at [MyTurn.ca.gov](#)