



# INDUSTRY MATTERS

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## Changes coming July 1 to Responsible Gambling Program Patrons may request removal from Lifetime Self-Exclusion list after 1 year waiting period

By Josh Rosenstein  
*Legislation and Regulatory Affairs Division*

The Office of Administrative Law has approved the Commission’s amendments to its regulations for the Program for Responsible Gambling. These regulations go into effect on July 1, 2016.



Programs related to the lists of self-restricted and self-excluded individuals have been modified to reflect the needs of the patrons, the Bureau of Gambling Control (Bureau), and gambling enterprises (cardrooms). The main changes are as follows:

- Repeals the 5-year term option for patrons who submit a Self-Restriction Request form or a Self-Exclusion Request form.
- Allows patrons who submit a Self-Exclusion Request form with a lifetime ban to request removal from the lifetime self-exclusion list at any time after one year from the effective date of the original request.

- Authorizes the Office of Problem Gambling to review a gambling enterprise’s Responsible Gambling Program.
- Increases the training requirements of gambling enterprise employees including requirements that food service employees receive training.
- Requires gambling enterprises to establish policies and procedures for verifying the identity of patrons and checking the list of self-excluded persons in certain situations.

Individuals who previously submitted a Self-Exclusion Request form and checked the lifetime ban box now have the option to request removal. To request removal, individuals must complete a Self-Exclusion Removal Request form which can be found on the Commission’s website at [www.cgcc.ca.gov](http://www.cgcc.ca.gov) under the tab titled Forms.

Once completed, the request form should be submitted to the **Bureau of Gambling Control** at the address indicated on the form. For questions regarding the processing of Self-Exclusion and Self-Restriction forms, please contact the Bureau of Gambling Control at (916) 227-2455.

### Calendar

**Upcoming Meetings**

- July 7
- July 26
- August 11
- August 25
- September 8
- September 22

**Gaming Policy Advisory Committee**  
August 25 at 1:30 p.m.

**Upcoming State Holidays (Office Closed)**  
July 4 - Independence Day  
September 5 - Labor Day

## Cardroom relocation doesn’t have to be burden

By Fred Castano  
*Licensing Division*

The relocation of a gambling establishment is often an exciting time for cardroom owners. The promise and the optimism of a new address gives the whole process the feeling of a fresh start.

The Commission and the Bureau would like to remind cardroom owners that to smooth the transition, always have the proper paperwork ready for submission.

In addition to the Notice of Relocation form, please have the following forms ready: a draft floor plan of the new facility; a fully

executed lease agreement or evidence of ownership of the building; a fire safety and evacuation plan; a security and surveillance plan; and all other required approvals, licenses, and permits by any applicable local, state, or federal agency.

Also as a special reminder: if the new location is within 1,000 feet of the boundary line of the local jurisdiction, the gambling establishment must obtain documentation from the neighboring jurisdiction showing that it does not have an objection to the move. Having this documentation readily available will allow all parties involved to facilitate a painless relocation.

## California Gambling Control Commission

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Courtesy photo

CGCC Commissioner Lauren Hammond (left) moderates a panel on California Cardrooms during the International Masters of Gaming Law Spring Conference April 22nd in San Francisco. Yolanda Morrow (middle), Assistant Bureau Chief of the Bureau of Gambling Control, and Todd Vlaanderen (right), CGCC Chief Counsel, contribute to the discussion alongside industry professionals. Commissioners and staff regularly participate in gaming industry events to bridge the gap between regulators and stakeholders.

## Commissioner hosts California Cardroom discussion at IMGL's Spring Conference

By **Lauren Hammond**  
Commissioner

In March, I participated in a webinar hosted by NAGRA (North American Gaming Regulators Association). The subject, Background Investigations, was divided into two parts. The first half was led by Yolanda Morrow, Assistant Chief of Licensing, and Kevin Kolbe, Special Agent in Charge at the Bureau of Gambling Control (BGC). They provided the government perspective and the steps used to complete background suitability checks for gaming industry professionals. Julie Hakman, President and CEO of American Checked Inc., also provided us



with her 25 years of experience completing background checks for tribal gaming entities. It was very informative and the largest attendance this year with approximately 100 members watching.

The following month I moderated the California Cardrooms Panel at the International Masters of Gaming Law Spring Conference in San Francisco. We were a lively group. The conversation moved from how much cardrooms contribute to local economies to what applicants can expect from the Gambling Control Commission and Bureau of Gambling Control. We also discussed the history of players and dealers. The industry members talked about better communication with California tribal entities.

### For the record...

Not sure what happened at a Commission meeting? There are audio recordings and (approved) minutes from previous meetings posted in the "Meetings" section of the Commission's Webpage at [www.cgcc.ca.gov](http://www.cgcc.ca.gov). You can search for specific information by using the custom Google search field in the upper right corner of the homepage. You can also sign up for an email subscription of upcoming agendas.

# PUNCTUAL SUBMISSION OF APPLICATIONS

## *Timely applications are great first step for state licensure*

By **Tiffany Conklin**  
*Commissioner*

Sometimes I feel like a broken record while on the dais during Commission meetings. I can't count the number of times I've made note of an applicant being untimely in submitting an application. I'm positive those who attend our meetings are tired of me mentioning it. I'm tired of mentioning it.



Yet, as I sit in my office today preparing for our next meeting, four of the five applicants for key employee licensure did not comply with this most basic requirement.

The excuses vary, but most are of the, "I didn't know," variety, laying blame at the feet of either a designated agent or cardroom human resources personnel.

It may seem like a small and petty complaint, especially given that the state doesn't always meet its own statutory and regulatory deadlines. The fact remains, however, that a license issued by the Commission is a privilege not everyone who applies for will receive.

It requires the applicant to demonstrate a certain level of character and personal responsibility that is frankly called into question when a person begins the process by failing to properly understand and comply with the requirements of the license.

That being said, I am confident if cardroom employees aren't reading up on their responsibilities as it relates to licensure, they almost certainly are not reading this newsletter.

I would encourage the owners, designated agents and HR personnel who are reading to impress upon employees the importance of adhering to and meeting these basic timelines...if for no other reason than to get me to stop harping on the issue.

## DEADLINES

### Interim Key Employee License

*CCR 12354(a)*

Applicants must have a valid work permit. Applications must be received within 10 days of assuming Key Employee duties at a cardroom.

### Initial Key Employee License

*B&P 19883(a)*

Applications must be received within 30 days of assuming Key Employee duties at a cardroom.

### Renewal Key Employee License

*CCR 12351(c)(1)*

Applications must be received 120 days prior to the current Key Employee License expiration date.

### Renewal Work Permit

Applications must be received 90 days prior to current Work Permit expiration date.

## CGCC staff continue spirit of giving in summer food drive

By **Eric Petosky**  
*Public Information Officer*

The California Gambling Control Commission staff completed a food drive June 4 supporting the Sacramento Bar Association's fight to end childhood hunger during the summer months.



Kate Jeffries, CGCC attorney, led the effort that resulted in more than 50 pounds of canned and dry goods, totaling about 1.5 pounds donated per staff member. All

donations are given directly to the Sacramento Food Bank.

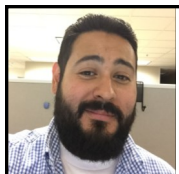
Jeffries' most recent contribution comes on the heels of a very successful annual State Employee Food Drive. By the Jan. 15 conclusion of that effort, CGCC raised 450 pounds of food through individual donations or fundraising efforts during the Run to Feed the Hungry.

According to Julie Fisher, Deputy Director of the Administrative Division, the Commission surpassed its goal by 150%. This effort contributed to more than half a million pounds of nutrition given to families in need.

## Conditional license approval not uncommon, term compliance mandatory

By **Fred Castano**  
*Licensing Division*

When considering applications at Commission Meetings, the Commissioners may condition the initial approval or renewal of a license, work permit, or finding of suitability. For example, gambling establishments may have a condition on their State Gambling License requiring the submission of a written agreement with a consultant that



was originally only in oral form.

Many Key Employees and work permittees have conditions on their licensure that require them to submit proof of a payment plan and proof of monthly payments made to satisfy fines or liens from government agencies.

Commission staff recommends that if applicants have any outstanding fines to a local, state, or federal agency, be sure to set up a payment plan with that agency and keep a copy of the plan and bank statements showing that payments are being

made. Applicants who show they are proactive in addressing the fines usually avoid having their licensure conditioned.

Condition compliance is an important factor in evaluating an applicant's suitability for licensure as well. Individual compliance demonstrates responsibility and a willingness to work with the state's regulatory bodies responsible for the integrity of gambling in California.

Failure to comply with license conditions reflects poorly on an applicant and could lead to further conditions or to the referral of an application to an evidentiary hearing.



## CALIFORNIA GAMBLING CONTROL COMMISSION

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Comments, suggestions, questions or ideas for future articles or newsletter topics are always accepted and can be submitted directly to the Commission at the address above or by emailing them to [epetosky@cgcc.ca.gov](mailto:epetosky@cgcc.ca.gov).

## From the Chairman:

*Evans shares philosophies on leadership after year on dais*

By Jim Evans  
Chairman

It's been about a year since I was appointed Chair of the Gambling Control Commission by Gov. Jerry Brown, so it feels like the right time to reflect on "experience" — both as a concept and on my own experience as chair.



I was appointed as the "public member at large" — a true public member in the sense that I have little experience in gambling. This lack of experience — to some — is a liability. To be sure, experience is almost always a good thing.

In reality, however, it's only one positive attribute. Having experience

doesn't always prevent someone from making critical errors in judgment — how many experienced economic analysts didn't see the housing foreclosure crisis coming?

In any field, gambling regulation included, a set of guiding principles is developed through time and experience, almost by inertia. And that's OK — it's how people organize and make sense of the duties entrusted to them. But you can run into trouble when those guiding principles turn into dogma — a point of view that cannot be questioned or doubted.

Organizations are prone to dogma, and so are people. Every person has a unique set of ideals, based on culture and experience, that they bring to the party. When those ideals turn into a kind of

personal dogma, whatever experience you have is wasted because it comes without humility and openness to other ideas.

There are important things to know as a gambling regulator in California. — Title 31 procedures, Tribal Compacts, licensee definitions, prohibited Interests, etc. These are only a few important aspects of the industry and gambling regulation.

But for me, the most interesting part of working at the commission is the statutory discretion afforded to us to apply our professional and personal experience to making decisions in the public interest and within the boundaries of law.

It's important that we fulfill this mission thoughtfully and with humility. This is an awesome responsibility, and one that can't be taken lightly.