



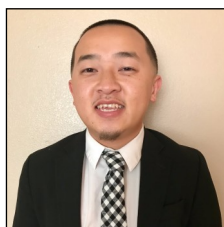
# INDUSTRY MATTERS

Volume 7, Issue 3

July 2020

## NEED AN INTERPRETER? WE'VE GOT YOU COVERED

By Sonny Xiong  
Licensing Analyst



When an application is being considered at a Commission meeting, the Commissioners may want to speak to an applicant or their designated agent. The Commissioners may have questions for the applicant, or want to ensure that the applicant understands and accepts the condition(s) that could be imposed on their transaction, license, work permit, or finding of suitability.

The Commission realizes that English may not be an applicant's first language, and that an applicant may be more comfortable answering the Commissioners' questions in their native language. In these instances, the Commission is proud to offer language interpreter services, at no additional cost to the applicant. Available languages include Mandarin, Cantonese, Vietnamese, Spanish, Tagalog, Russian, Cambodian, and over 230 other languages and dialects.

More often than not, these services will be telephonic, but in-person interpreter services may be provided upon request, with sufficient advance notice. However, due to the COVID-19 situation, in-person interpreter services are not available until the Commission resumes in-person Commission meetings.

During the Commission meeting, once the interpreter is on the telephone line, the Commission's Licensing Deputy Director or the Chairperson will ask the interpreter to identify themselves. The Chairperson or Commissioners will provide comments/questions, which are then interpreted for the applicant. Once the applicant responds to the interpreter, the interpreter will translate the response back to the Commissioners. This procedure ensures a smooth dialogue between all parties involved. The Commission works with the interpreter to ensure that every piece of critical information is communicated between the Commissioners and the applicant, including things such as understanding and consenting to licensing conditions.

If you should need interpreter services at a future Commission meeting, please notify the Commission's Licensing Division at 916-263-6292.

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### CGCC Calendar

#### Upcoming Licensing Meetings (Meeting Dates Tentative)

July 9

July 23

August 4

August 27

September 10

September 24

#### Upcoming State Holidays (Office Closed)

September 7 (Labor Day)

COVID-19  
CORONAVIRUS  
UPDATES



Click above for COVID-19 updates

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### Commissioner

*Paula LaBrie*

### Commissioner

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*Trang To*

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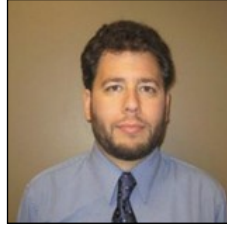
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## LICENSING REGULATIONS NOTICED, PUBLIC COMMENT NOW OPEN

By Josh Rosenstein

*Regulatory and Legislative Specialist*



In April, the Commission submitted a Notice of Proposed Action (Notice) to the Office of Administrative Law (OAL) to revise the Commission's licensing regulations. The Commission submitted the Notice in April to comply with the California State Auditor's recommendation that proposed regulations be submitted prior to May 2020.

The Commission recognizes the current hardships being experienced by the gaming industry. As such, the Commission posted the proposed text on its website and provided notice to all stakeholders on April 27, 2020. In addition, the Commission requested that the notice not be officially published in the California Regulatory Notice Register by the OAL until June 19, 2020. These efforts were designed to provide stakeholders with more than the required 45-day comment period, which commenced on June 19, 2020. The Commission must receive any written public comments on the proposed regulations by **August 5, 2020**.

The proposed regulations intend to simplify, clarify, and make consistent the Commission's current licensing procedures for work permits, key employees, cardroom owners, and all third-party provider of proposition player services (TPPPS) license types. This includes replacing the TPPPS registration process with a temporary licensure process, and consolidating all Commission forms from 61 to 27. Additionally, this regulatory package proposes to repeal the gambling business regulations, restructures all definitions and terms related to licensing, and provides standards of representation for designated agents.

The [Proposed Text](#) and [Initial Statement of Reasons](#) are posted on the Commission's Web site at [www.cgcc.ca.gov](http://www.cgcc.ca.gov) on the [Proposed Regulations](#) page.

### **DRAFT EMERGENCY SANITATION PLAN REGULATIONS RELEASED, PUBLIC HEARING IN LATE JULY**

The Commission has released the draft language for [Emergency Sanitation Plan](#) regulations, and intends to hold a public hearing in late July. These proposed regulations would implement sanitation requirements for cardrooms during the COVID-19 pandemic.

At this time, the Commission is assessing the economic and fiscal impact of these proposed regulations through the information received from our stakeholders.

Please check the [Proposed Regulations](#) page on our website to stay updated on the development of these emergency regulations.

## HOW TO HELP YOUR APPLICANT PREPARE FOR A GCA HEARING

By Kate Patterson  
*Staff Counsel*



Commonly, licensing applications are referred to a Gambling Control Act (GCA) hearing because the Commissioners need more information to make a decision. Referral to a hearing should not signal to an employer that they have made a poor hiring decision, or that the referral signals a cause for termination. Rather, referral to a hearing should ideally result in the employer offering their employee assistance with the process.

Assistance can be comprehensive, such as following all of the advice in this article, or it can be small, simple shows of support, such as allowing your employee to use the office printer, scanner, and other equipment to prepare their documents. There are many ways that an employer can assist and support their employee/applicant.

A logical first step is for the employer to designate a manager or co-worker to assist the applicant. The designated helper does not have to be an attorney or a designated agent. A suitable designated helper could be a Human Resources manager or someone who directly worked with or supervised the applicant. The designated helper should also be proficient at reading English if the applicant's first language is not English, have excellent organizational skills, and have strong attention to detail.

The designated helper should review the Commission's Notice of Hearing and Prehearing Conference letter and attachments to help the applicant understand why their application was referred to a hearing, and what evidence might be available to alleviate the Commission's concerns. The Notice of Hearing will also identify the date and time of the prehearing phone conference and the GCA hearing. The designated helper should help the applicant navigate the logistics of attending the prehearing conference and the GCA hearing, such as arranging a quiet room and landline to use for the prehearing conference and transportation and time off for the GCA hearing.

The Commission's letter following the prehearing conference contains useful information about what to expect and how to prepare for the hearing, but it is a long document and can be overwhelming for an applicant without the assistance of a designated helper. The aforementioned letter always includes information about upcoming hearings that the applicant can watch live on the Commission's website. Allowing the applicant to take a break during a shift to watch one of these hearings would be extremely beneficial.

The letter following the prehearing conference will also explain when and how the applicant's documents and witnesses must be disclosed to the Bureau and submitted to the Commission. Submission of the required documents may require the use of a copy machine, scanner, envelope, and postage and/or email.

The designated helper should also assist the applicant with requesting and reviewing their personnel file for documents that evidence good character, positive work history, or other relevant issues. Examples may include, but are not limited to, positive performance evaluations, awards, or the employment application (if there are allegations of non-disclosure).

The most crucial way that an employer can support their employee/applicant is to testify at the hearing, or arrange for other co-workers or managers to testify. The ultimate inquiry at every GCA hearing is the applicant's character and suitability to work in the industry. Testimony from a supervisor or co-worker can be extremely persuasive on these points. Letters of reference are also an option, although they are typically less persuasive than live testimony. The letters should be dated and signed by hand (even if typed), and the author should explain how long and in what capacity they know the applicant. It is also helpful if the author explains whether or not they are aware of the allegations against the applicant and include any insight or information relevant to the allegations. Overall, employer assistance can make a huge difference for an applicant at a GCA hearing.

For more information, please visit the Commission's [Administrative Hearings FAQ](#) page, which has a wealth of information on navigating the GCA hearing process.



2399 Gateway Oaks Drive, Suite 220  
 Sacramento, CA 95833  
 Phone: 916-263-0700  
[cgcc.ca.gov](http://cgcc.ca.gov)  
[comments@cgcc.ca.gov](mailto:comments@cgcc.ca.gov)

## INTEGRITY, JUSTICE, AND THE PUBLIC TRUST — THE COMMISSION’S STRATEGIC PLAN FOR 2020-2023

By Stacey Luna Baxter  
 Executive Director

The Commission’s staff has been hard at work planning our goals for the next few years, and I’m pleased to present to you our [2020-2023 Strategic Plan](#).



California’s gambling industry is constantly evolving, driven by expanding competition and technological advances.

As the market landscape changes, the Commission must evolve as well. This strategic plan provides a focused framework to adapt and improve our services, all while staying true to our core values of integrity, accountability, excellence, teamwork, and transparency.

By managing toward this plan over the next three years, the Commission will align our daily activities toward improving operations, cultivating relationships with our stakeholders, providing financial stewardship, and promoting a culture of innovating and learning within our organization.

As part of our strategic plan, the Commission presents a new mission statement:

*“We are committed to protecting the public by ensuring integrity and justice in the controlled gambling industry through effective regulations and fair application of law.”*

In addition, we developed a new vision statement:

*“To advance California as a national leader in gambling regulation while achieving strong public trust.”*

As public servants, we are committed to performing our duties at the highest possible level in the name of the public good. This strategic plan will guide our efforts over the next few years to develop programs and policies that will allow us to better serve our stakeholders and the public at large, and we are excited to put these projects into practice for a safer California.



### HEARING RESULTS

*(Decisions Effective April 1 – June 30)*

#### Owner-Licensee State Gambling License

Rancho’s Club Casino, Inc. dba Magnolia House Casino, suspended via stipulated settlement  
 May 8

PRCCC, Inc. dba Paso Robles Central Coast Casino, revoked via stipulated settlement  
 May 28

#### Key Employee License

David Jocis, denied  
 April 30

#### Third-Party Player License

Christopher Palacios, denied  
 April 30

### FOR COVID-19 UPDATES, PLEASE CHECK OUR WEBSITE

The Commission maintains pages on our website to keep our stakeholders informed about the effects of COVID-19 on our industry. Our [COVID-19 FAQ page](#) has information on Commission operations, public meetings, industry relief, loan approvals, and licensure. In addition, we have a [COVID-19 page](#) with links to Commission correspondence, the Governor’s Executive Orders that directly impact the Commission or our stakeholders, and links to additional resources.

Please take a minute to visit these pages if you have any questions, and feel free to call us at 916-263-0700 or email us at [comments@cgcc.ca.gov](mailto:comments@cgcc.ca.gov).