



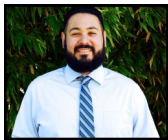
INDUSTRY MATTERS

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CUSTOMER SERVICE SURVEY RESULTS *HOW DID WE DO?*

By Fred Castano
Public Relations Officer



As part of the Commission's [2017-2018 Strategic Plan](#), one of our goals is to continue to provide exceptional customer service to our stakeholders. Key parts of this goal are to increase our understanding of our stakeholders' needs, and to provide accurate and timely responses to the inquiries we receive.

To measure these factors, we sent out a survey to our stakeholders, including the Bureau of Gambling Control, cardrooms, third-party providers, vendors, and tribal gaming agencies.

In reviewing the survey results, we are pleased to report that we routinely scored in the 73% - 80% range of respondents who either agreed or strongly agreed that the Commission performed important functions necessary for excellent customer service, such as facilitating prompt and accurate responses, and referring matters to the appropriate resource or contact.

The Commission would also like to remind our stakeholders that there is a [Staff Relations Survey](#) on the Commission's home page, which allows us to receive and evaluate feedback on a continuous basis. The information from the survey is used to ensure that the Commission is effectively and accurately communicating with applicants, licensees, and the public. By leveraging the information we receive from the Staff Relations Survey, we are able to identify our strengths and our opportunities for improvement in support of our strategic goal to provide exceptional customer service.

While the results we received indicate that our customer service is good, we are not going to be complacent with being just "good." It is important to us to see that number hit 100%. In order to reach that goal, we encourage our stakeholders to take advantage of these opportunities to submit feedback regarding our customer service so that we can best serve you.

Inside this issue:

CGIC Course Sign-Up	2
OPG Presentation	2
GCA Representation	3
Hail and Farewell	3
Electronic Evidence	4
Did You Know?	4
Hearing Results	4

CGCC Calendar

Upcoming Licensing Meetings

- April 12
- April 26
- May 10
- May 24
- June 7
- June 21

Gaming Policy Advisory Committee Meetings

April 12

Upcoming State Holidays (Office Closed)

May 28 (Memorial Day)

Who To Contact:

To receive a new 2018 Resource Guide, contact Lisa Ramirez at the Bureau of Gambling Control at lisa.ramirez@doj.ca.gov. The 2018 Resource Guide is also available online [on our website](#).

For licensing matters, such as a pending application, contact the Deputy Director of the Licensing Division, Adrianna Alcala-Beshara, at aalcalabeshara@cgcc.ca.gov.

For a pending evidentiary hearing before the Commission, contact the Presiding Officer identified in your Notice of Hearing, or the Administrative Hearings Coordinator, Pam Mathauser, at pmathauser@cgcc.ca.gov.

Please remember to not address any correspondence directly to the Commissioners. For additional information, please see the February 12, 2018 correspondence by Executive Director Stacey Luna Baxter, which can be found [on our website](#).

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REMINDER: SIGN UP FOR CALIFORNIA GAMBLING INVESTIGATORS COURSE BY MAY 4

The Bureau of Gambling Control is presenting the California Gambling Investigators Course on May 14-17 at the Hilton Garden Inn in Sacramento. The course is certified by the California Peace Officers Standards and Training, and is open to local, state, federal, and tribal law enforcement, as well as licensed California cardroom employees and Tribal Gaming Agencies. Topics covered include the history of California gaming, licensing, major investigations, case preparation for prosecution, internet cafes, and more. Registration is due by May 4, 2018, and class size is limited. Please direct inquiries to CGIC@doj.ca.gov.

OFFICE OF PROBLEM GAMBLING MAKES ANNUAL PRESENTATION TO THE COMMISSION FOR PROBLEM GAMBLING AWARENESS MONTH



“
I will not let
GAMBLING
control my life.
”

**PROBLEM GAMBLING
AWARENESS MONTH
— MARCH 2018 —**

**CHAT NOW
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No-cost, confidential help, 24/7



At the March 8 Commission Meeting, Terri Sue Canale-Dalman, Chief of the Office of Problem Gambling, made her annual presentation to the Commission, giving an update on the California Problem Gambling Treatment Services Program in light of March being Problem Gambling Awareness Month. Ms. Canale-Dalman highlighted several components of the program, including 24/7 telephone support in over 200 languages, as well as text and online chat support with trained counselors.

Ms. Canale-Dalman also provided an update on the direction and successes of the new ad campaign, which is more focused on the control problem gambling can exert on a person, and how the Office of Problem Gambling is encouraging that population to re-take control of their lives via the resources available through the program.

In the update on CalGETS (California Gambling Education and Treatment Services), Ms. Canale-Dalman mentioned that the program has served 12,500 unique clients since 2009 through 239 individual providers and six treatment programs throughout the state in 26 different languages. CalGETS providers have an average of five-and-a-half years treating gambling disorders, which indicates that providers are sticking with the program on a consistent basis.

The Commission would like to thank Ms. Canale-Dalman and the Office of Problem Gambling staff for their incredible efforts and services provided to the people of California. For more information about the Office of Problem Gambling and the great work that it does, [visit their website](#). There is a wealth of information, including legislative reports with statistics, to be found on their [Research and Reports page](#).

REPRESENTING YOURSELF AT A GCA HEARING? HERE'S WHAT YOU NEED TO KNOW:

By **Kate Patterson**
Staff Counsel

Many applicants are self-represented at GCA hearings, without the help of a Designated Agent or attorney. Here are some key tips you can share with your applicants/employees to help them prepare:



1. Make sure that the Commission and the Bureau have your most recent contact information.

The Commission will notify the applicant of the date and time of the prehearing conference and hearing by mail. The Commission may also need to contact an applicant with questions or scheduling issues.

2. Carefully review the Notice of Hearing and Conclusion of Prehearing Conference letters.

These notices contain helpful information, such as a general summary of what the applicant should expect and do to prepare. If an applicant does not understand the information contained in the Notice of Hearing, they can ask the Bureau or Commission's Presiding Officer for more information at the prehearing conference.

3. Understand the Burden of Proof and the Commission's Concerns.

The applicant always has the burden of proving suitability for licensure and should ALWAYS present evidence that they meet the general qualifications for holding a license, which are found in Business and Professions Code sections 19856 and 19857. Generally, an applicant needs to prove that they are a person of good character, honesty, and integrity and will not pose a threat to the regulation of controlled gambling. An applicant should also consider presenting evidence to rebut the Bureau's reasons for recommending denial of the application. Carefully review the Bureau's report and Statement of Reasons to understand the Bureau's position and what evidence is needed to counter it.

4. Be Prepared.

The applicant must have a general understanding of the Bureau's case and have a plan of action for proving their suitability. An applicant should determine the necessary information they need to convey to the Commission and obtain any evidence needed to prove those facts. An applicant can listen to a past hearing from the Commission's website to know what to expect. It would be very beneficial for the applicant to review the list of [frequently asked questions](#) on the Commission's website before the prehearing conference.

5. If You Request a Hearing, Stay Committed to Participating or Let the Commission Know if You Change Your Mind.

When an applicant returns a Notice of Defense form requesting a hearing, a series of events are set into motion, including the scheduling of a formal hearing. The hearing will go forward, even if the applicant does not participate in the pre-hearing conference or appear at the hearing. In the applicant's absence, the Bureau will still present evidence and then the Commissioners will decide on the application. When the applicant is not present, the Commission makes a decision on the application based only on the evidence presented by the Bureau, which means the application will almost certainly be denied.

The written decision and the audio of the hearing will be available to the public [on the Commission's website](#). An applicant should immediately notify the Commission and Bureau should they change their mind and no longer wish to pursue their application. This saves the Commission and Bureau a lot of work and usually results in a default denial that contains limited factual findings relating mostly to the procedural history of the application rather than a denial that discusses the specific evidence presented by the Bureau at the hearing.

HAIL AND FAREWELL

On March 1, former Commissioner and Chairperson **Stephanie Shimazu** was appointed as the new Director of the Bureau of Gambling Control. From 2007 through 2012, Director Shimazu served as Commissioner and then Chair of the Commission. Director Shimazu received her Juris Doctor from the University of San Francisco School of Law and her undergraduate degree from the University of California, Davis. The Commission welcomes Director Shimazu and looks forward to working with her once again.

Also on March 1, **Alexander (Alex) Hunter** joined the Commission as a Regulatory and Legislative Specialist within the Legislation and Regulatory Affairs Division. Alex has spent the last four years working as an analyst for the Department of General Services (DGS), Building Standards Commission. In this position, Alex was responsible for tracking and analyzing legislation, developing regulations, developing Budget Change Proposals and serving as the Lead Web Author. Alex was the recipient of the 2017 DGS Values Award. Alex earned his B.S. degree in Music Industry from the University of Southern California.

Our own **Fredrick (Fred) Castano** joined the Executive Division, and is responsible for a broad range of responsibilities, including acting as the Commission's Public Relations Officer. Fred has spent the past four years as a Licensing Analyst within the Commission's Licensing Division and has a B.A. degree in Journalism from San Diego State University.



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SUBMITTING ELECTRONIC EVIDENCE: EASY, SECURE, AND ECO-FRIENDLY

By Jason Pope
 Staff Counsel



The Commission regularly conducts evidentiary hearings where applicants and the Bureau are able to provide documentary evidence so that the Commissioners can review it, make findings of fact, and ultimately issue a decision on an applicant’s suitability.

In the past, the Commission would require parties to prepare and provide multiple copies of paper documents so that the Commissioners, decision writers, and others would be able to review the evidence. Oftentimes, this would require the transportation of voluminous stacks of paper documents, which was inconvenient and risked potential exposure of confidential information. Recently, the Commission has

begun the transition to digital tablets for the review of documentary evidence. These tablets are a wonderful convenience to the Commissioners and parties who no longer have to prepare and provide as many paper copies.

Using these tablets requires minimal additional effort from the parties. First and foremost, parties must submit their evidentiary documents to the Commission’s administrative hearings coordinator seven days in advance of an evidentiary hearing with an identifying index. Second, these documents should be digitally scanned, labeled with exhibit letters or numbers, bates numbered, and sent via email in a PDF document. If the parties are unable to prepare the documents as described, they can provide a hard copy to the administrative hearings coordinator, who will prepare the documents and provide digital copies to the applicant and the Bureau. Third, and most importantly, parties should know that any documents provided to the Commission in advance of the hearing will not be shared with Commissioners or their advisors until they are admitted into evidence at the hearing, or otherwise instructed by the appointed Presiding Officer.

If you should have any questions about this process, please feel free to contact Administrative Hearings Coordinator Pam Mathauser at pmathauser@cgcc.ca.gov.

DID YOU KNOW?

With the 2018 midterm elections approaching, the Commission would like to remind applicants, registrants, and licensees of the provisions of Business and Professions Code section 19982:

A license may be denied, suspended, or revoked if the applicant or licensee, within three years prior to the submission of the license or renewal application, or any time thereafter, violates any law or ordinance with respect to campaign finance disclosure or contribution limitations applicable to an election that is conducted pursuant to Section 19960, former Section 19950, or pursuant to former Section 19819, as that section read immediately prior to its repeal by the act that enacted this chapter.

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 fcastano@cgcc.ca.gov.

HEARING RESULTS

(January 1—March 31)

Cardroom Owner-Licensee:

- Michael Whiteley, Mike’s Card Room, revoked January 25
- Juan Carrillo, Ven-a-Mexico, denied February 8

Key Employee License:

- Patricia Hernandez, denied March 8
- Rommel Naraval, denied March 8
- Callaye Strauss, denied March 21

Third-Party Player License:

- Joshua Betancur, denied January 11
- Monita Chan, denied March 8

Work Permit:

- Daniel Thomas, denied January 11
- Farm Saechao, denied February 8

Tribal Key Employee Finding of Suitability:

- Tony Corkhill, approved January 23