

Commissioner Changes



Detective Ed Troyer was appointed to the Gambling Commission by Governor Inslee in September 2014.

Commissioner Troyer has been with the Pierce County Sheriff's Department for over 30 years and is their media relations and public information officer. He is also Executive Director of Pierce County Crime Stoppers and Board Chair of TAPCO Credit Union. He graduated from Tacoma Community College and works with numerous nonprofit organizations and educational institutions.



Commissioner Mike Amos' last meeting was September 2014. During his six years on the Commission, he served as both Chair and Vice-Chair.

At the September meeting, Chair Amos was thanked by fellow Commissioners and stakeholders for his public service. Commissioner Stearns said he learned a lot from him. One licensee said he ranked Chair Amos right at the top, appreciated his humor, humanity, and said "you are always who you were." Chair Amos said he will miss everyone greatly and appreciated everyone's willingness to have conversations, even difficult ones.

Reminder of Cost Saving Changes to this Newsletter

For many years, this newsletter has been posted on our website and a paper copy mailed to you. In the June edition, we let you know this newsletter would no longer be published on paper and mailed.

Starting with this edition, the newsletter will continue to be posted on our website; however, a paper copy will no longer be mailed to you. These changes will save about \$14,000 each year in printing and mailing costs.

(Continued on page 5)

Strategic Issues Identified for the Future

The industry and economy are constantly changing. We must be watchful and change to meet new priorities and challenges. We have been meeting these challenges by:

- Reducing the 13-15 biennium budget by approximately \$4 million compared to the 09-11 biennium budget, and 23.5 staff positions were eliminated for the same time period.
- Creating My Account to help you more easily do business with us by providing services online, such as reporting activity. We continue adding new processes to My Account to help streamline your business interactions with us.

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Commissioners

Chris Stearns, Chair
Bud Sizemore, Vice Chair
Kelsey Gray
Julia Patterson
Ed Troyer

Ex Officio Members

Senator Steve Conway
Senator Mike Hewitt
Representative Chris Hurst
Representative Bruce Chandler

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Washington State Gambling Commission

Focus on Gambling

Administration

Executive Director - David Trujillo
Acting Executive Assistant -
Michelle Rancour
Deputy Director - vacant position

Human Resources

Administrator - Lisa Benavidez

Business Operations Division

Administrator - Judy Pittelkau

Information Technology Division

Administrator - Tom Means

Licensing Operations

Assistant Director - Tina Griffin

Communications and Legal Division

Administrator - Amy B. Hunter

Tribal Gaming Unit

Assistant Director - Julie Lies

Electronic Gambling Lab

Administrator - Paul Dasaro

Field Operations

Assistant Director - Mark Harris

Eastern Region - Spokane

Agent in Charge - Gary Drumheller

Northwest Region - Everett

Agent in Charge - Greg Thomas

Southwest Region - Tacoma

Agent in Charge - Jeannette Sugai



Newsletter Editor

If you have questions or would like to see a topic spotlighted in this newsletter, contact Susan Newer:

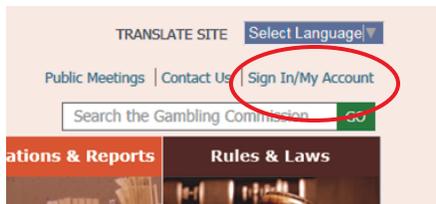
- susan.newer@wsgc.wa.gov
- (360) 486-3466

This quarterly newsletter is posted on our website and e-mailed to licensees. We also e-mail this newsletter to non-licensees, see page 4 for how to subscribe to e-mail notices.

It's Easy to Join the 77% Reporting Activity Online

By: Cameron Baker, Research Analyst, Financial Reporting Services

Online reporting makes it easier for you to report activity to us. It's available to all licensed organizations and about 77% are now reporting online.



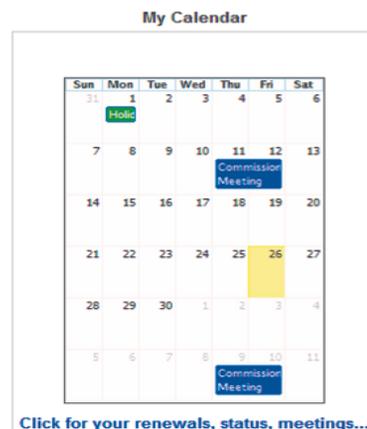
If you haven't already, give online reporting a try. It's easy! To report online, you will need to log into your license account by selecting "[Sign In/My Account](#)" in the top right corner of our website.

If you haven't used My Account or need help logging in, call or e-mail me and I can help you through the process (contact information below).

To help ensure your activity reports are submitted on time, your activity report due dates are posted on a calendar in your My Account (example below). This calendar also shows your license expiration dates, license renewal due dates, Commission meeting dates, and more.

It is your responsibility to submit activity reports on time. You can add multiple e-mail addresses to your My Account, to get courtesy e-mail reminders about upcoming activity report due dates **Remember to keep these e-mail addresses up-to-date!**

Whether or not you receive a courtesy reminder about your activity report being due soon, it is your responsibility to timely file your activity report.



Please submit your reports on time! This saves time and money. When reports are late, we must send letters, make calls or on-site visits to follow-up with you to get them. This is time consuming and costly. Please report on time.

Activity Reporting Due Dates:

- Most licensees report their activity twice-a-year (1st & 2nd quarters are due July 30th; and 3rd & 4th quarters are due January 30th).
- Bingo Class D & above report four times a year.
- Some licensees report once a year (within 30 days after the end of the licensed period being reported).

If you report twice-a-year, you may also want to keep a wall calendar with your important dates noted on it. For example, you could write "Gambling Reports" in the first week of January and July, as a reminder to file your reports online or contact me if you have questions.

Once you report online and see the other useful features in My Account, I hope you will continue using this convenient method to do business with us.

For questions about reporting activity in *My Account*, please contact Cameron Baker at (360) 486-3476 or e-mail cameron.baker@wsgc.wa.gov. Thank you.

Helpful Tips for Selling or Transferring Ownership in Your Business

By: Special Agent Donna Khanhasa, Financial Investigations Unit

With several recent mergers and acquisitions, we thought it would be helpful to review what you need to do if you sell your business or have a change in ownership.

This article outlines which types of ownership changes are considered a transfer and which will void your gambling licenses. I'll explain how to report changes to us, what forms to use and our review process. I'll also cover what a commitment letter is and how it can help you and your buyer transition more smoothly during the sale of your business.



Ownership changes you need to report

You must report to us when a current substantial interest holder purchases any additional stock. You must also report when a person or organization becomes a substantial interest holder, when they were not a substantial interest holder immediately before the transaction.

We are often asked, what is a substantial interest holder? A substantial interest holder is someone who has actual or potential influence over the management or operation of your business. A substantial interest holder includes anyone who owns:

- 10% or more of any class of stock in a privately or closely held corporation; and
- 5% or more of any class of stock in a publicly traded corporation.

Report changes within 30 days

You must report ownership changes to us **within thirty days** after the transaction closes. You will need to pay a change fee, send us documents showing ownership changes and two forms. The forms are posted on our website under [Licensing, Commercial/Vendor Changes](#). Here's exactly what you need to send us:

- The change fee and [Ownership Disclosure form](#); and
- The second form and documents you submit depends if you are a Corporation or a LLC:
 - **Corporations** need to include the form titled [Notification of Stock Ownership Change](#) along with a copy of the meeting minutes detailing the change of ownership.
 - **Limited liability companies** need to include the form titled [Notification of LLC Ownership Change](#) along with an amended LLC agreement that includes the new member(s).

New owners must qualify for a license

New substantial interest holders must qualify for a license. Your gambling license(s) may be revoked if the new person does not qualify to hold a license.

Our review

We will review each ownership change to determine if new substantial interest holders qualify for a gambling license. As noted above, you must notify us within thirty days after the change has occurred. This notification is for agency staff only, not for formal approval by the Commissioners.

Ownership changes that void your license

Be careful. Some changes in ownership will void your license. This means gambling must stop and a new license obtained before gambling activities can be resumed.

All gambling licenses held by a business will become void and gambling must stop when any of the following changes in ownership occur:

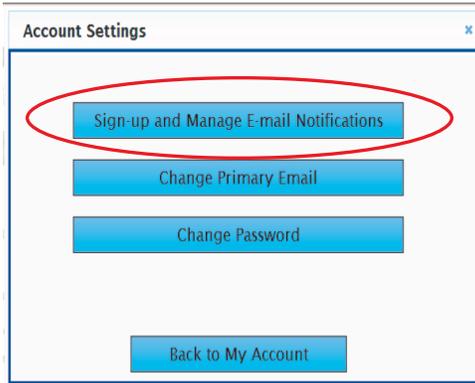
- If you sell your business to another person or entity.
- A sole proprietorship brings in a new person and forms a partnership, corporation, or LLC.
- A partnership adds another partner or changes partners.
- If you sell **more than 50%** of the shares in your company to another individual who is **not** already a substantial interest holder in your company.
- A person or business becomes the owner of more than 50% of corporate stock or limited liability membership shares/units, when the person or business did not have at least the following substantial interest in the business immediately before the transaction:
 - Ten or more percent ownership in a privately held corporation or limited liability company (LLC); or
 - Five or more percent ownership in a publicly traded corporation or LLC; or
- A change in a person's ownership, together with ownership of any members of their immediate family, who are under the age of eighteen years of age, results in the person having more than 50% interest in the business when the person did not have at least the following substantial interest in the business:
 - Ten or more percent ownership in a privately held corporation or LLC; or
 - Five or more percent ownership in a publicly traded corporation or LLC.

(Continued on page 6)

Stay Connected with Us by Signing Up for E-Mail Notices

It's easy to stay connected with us by subscribing to e-mail notices in My Account or through our subscription center.

My Account: We provide a My Account for all licensed organizations. Most organizations are using their My Account. However, some have not yet signed up for e-mail notices.



Here's how:
After you sign-in to your My Account, select Update Account Settings, then Sign-up and Manage E-mail Notifications.

If you have not yet accessed your My Account, give it a try. Select "[Sign In/My Account](#)" in the top right corner of our website. If you need help, call (360) 486-3440, extension 2332 and we'll talk you through the process.

Subscription Center: Non-licensees can subscribe to our e-mail notices by selecting [E-Mail Signup](#) in the lower right corner of our website, under [Stay Connected](#).

You will be taken to our Subscription Center, where you can enter your e-mail address and choose the e-mail notices you wish to receive. See below for what the Subscription Center webpage looks like.



E-mail notices are an easy way to get information without having to visit our website to see if new information has been posted.

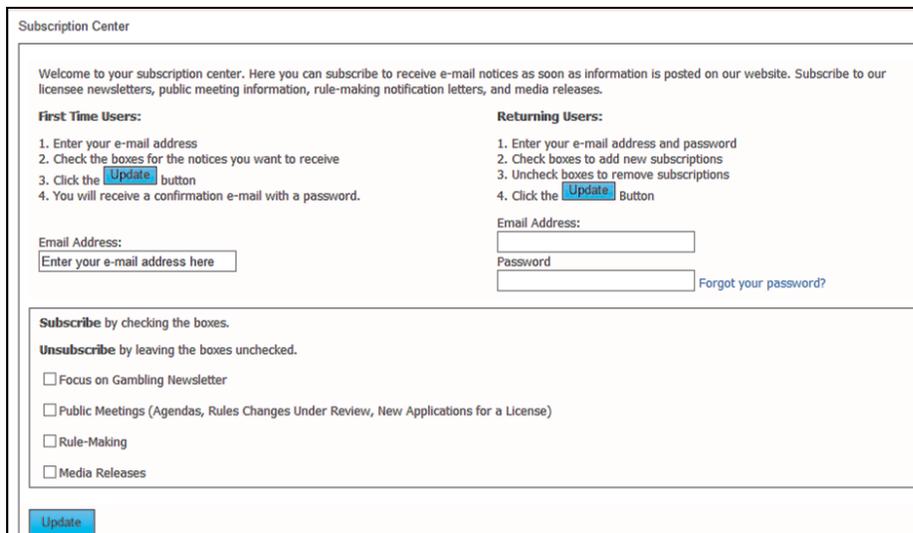
E-mail notices now available:

- Focus on Gambling Newsletter (this newsletter)
- Public Meetings
- Rule-Making
- Media Releases

- **Focus on Gambling Newsletter:** This quarterly newsletter is sent to all e-mail addresses in My Account and non-licensees who subscribed under Stay Connected, E-Mail Signup.
- **Public Meetings:** Commission meeting agendas are available about 10 days before each meeting. Sign-up for *Public Meetings* and we will e-mail you agendas as soon as they are posted on our website. See page 12 for a schedule of Commission meeting dates and locations.
- **Rule-Making & Media Releases:** Sign-up for e-mailed notification letters of rule changes under review and recently approved rule changes. You may also sign-up for *Media Releases*.

As we continue to streamline how we get information to you, watch for new items to be added to the Subscription Center. If you would like to see something added to the Subscription Center, contact Susan Newer, Editor, at (360) 486-3466 or e-mail susan.newer@wsgc.wa.gov.

You can also Stay Connected with us several other ways. You can follow us on Twitter, sign-up for RSS feed, watch training and problem gambling videos on YouTube, find answers to frequently asked questions and e-mail questions to us. These tools are on our website under Stay Connected, in the lower right corner.

A screenshot of the "Subscription Center" webpage. It includes a welcome message, instructions for "First Time Users" and "Returning Users", input fields for "Email Address" and "Password", and a list of subscription options with checkboxes: "Focus on Gambling Newsletter", "Public Meetings (Agendas, Rules Changes Under Review, New Applications for a License)", "Rule-Making", and "Media Releases". An "Update" button is at the bottom.

Reminder of Changes to this Newsletter

(Continued from page 1)

We will be sending this newsletter to all e-mail addresses licensed organizations have listed in My Account and folks who have signed up for it in our subscription center. If you haven't signed up already, see page 4 for how to subscribe to this newsletter and other notices.

In the last newsletter, we also let you know that the full text of recently adopted rule changes would no longer be included in the back of this newsletter. See page 7 for how you can print the rules you want directly from our website. You can also sign-up to have them e-mailed to you.

We are working hard to find ways to modernize and reduce costs. Most of you have an e-mail account and we will be trying to connect with you more through e-mail. See page 4 for how you can stay connected to us through e-mail.

Tips for Members-Only Raffles

By: Jeannette Sugai, Program Manager, Southwest Region

Members-only raffles are a great way for charitable and nonprofit organizations to raise money. In this type of raffle, only members and their guests can purchase tickets and all aspects of the raffle must take place during a single event at the same location. Guests participating in the raffle may not exceed 25% of total attendance of a meeting.



This article explains what triggers the need for a raffle license, records you need to keep and where to find detailed information for operating your raffle.

Unlicensed vs. Licensed

You may offer an unlimited number of members-only raffles without a license, as long as the combined gross receipts from all the raffles does not exceed \$5,000 in a calendar year. Gross receipts is the amount of money taken in from raffle tickets sales. There is no reduction for prizes awarded. If you go over \$5,000 in ticket sales in a calendar year, you will need a raffle license.

For example, if you plan to sell 5,100 tickets for \$1 each, you will need a raffle license because the gross receipts from ticket sales will go over \$5,000. It does not matter how much prize money is awarded in each raffle. The \$5,000 limit is based on gross receipts (ticket sales) only.

Underage Gambling Inspections

These house-banked card rooms successfully passed inspections during January - March 2014.

Buzz Inn Steakhouse	East Wenatchee
Casino Caribbean	Yakima
Coyote Bob's Casino	Kennewick
Crazy Moose Casino	Pasco
Golden Nugget Casino	Tukwila
Great American Casino	Tukwila
Joker's Casino	Richland
Lucky Bridge Casino	Kennewick
Nob Hill Casino	Yakima
Papa's Casino	Moses Lake
RC's Casino	Sunnyside
Silver Dollar Casino	Renton
Wild Goose Casino	Ellensburg
Wizard's Casino	Burien

The gross receipts from all raffles held during your license year, both public and members-only raffles, will be used to determine the type (class) of raffle license you will need. See [WAC 230-05-020\(6\)](#) for the different raffle license classes and license fee amounts.

Recordkeeping

You must keep records for each raffle, whether it is a members-only raffle or a public raffle. Recordkeeping requirements are outlined in the following rules:

- [WAC 230-11-095](#): Unlicensed and Class A - D raffles.
- [WAC 230-11-100](#): Class E - F raffles and raffles using alternative drawing formats.

Operating Your Raffle

You will find details for selling, purchasing and drawing raffle tickets, disclosing rules to participants, recordkeeping packets, applications for a license, answers to frequently asked questions and more under [Gambling Activities, Raffles](#) on our website. In particular, I think you will find the [raffle brochure](#) and [raffle rules \(WAC 230-11\)](#) helpful.

If you're not sure you need a raffle license or need help with recordkeeping, please contact your local gambling agent. Contact information is on the back page.

Rule Changes Under Review at the November 2014 Commission Meeting

Up For Final Action

Please see page 12 for a schedule of Commission meeting dates and locations.

Positive Cash Flow Requirements for Bingo and Pull-Tab Games.

WAC 230-10-375 Failing to maintain a positive cash flow.

WAC 230-10-370 Adjusted cash flow limits for bingo.

WAC 230-10-380 Relief reduction for minimum annual adjusted cash flow.

A Petition for Rule Change was submitted by Ric Newgard (Seattle Junior Hockey) and Clyde Bock (Leon Sullivan Health Care Center) charitable/nonprofit bingo and pull-tab licensees. The proposed changes would streamline regulations and help nonprofit licensees with the cyclical nature of bingo operations.

With these rule changes, bingo licensees with annual gross gambling receipts over \$1.5 million dollars would no longer have to meet quarterly and yearly “cash flow” requirements, which is calculated based on the quarterly activity reports they submit. Instead, licensees would need to show a positive cash flow when they submit their annual financial statements to the Commission. These financial statements would continue to be prepared in accordance with WAC 230-07-150. Associated rules allowing a reduction for taxes paid and an automatic 25% reduction of the cash flow requirements would be repealed.

There are currently 8 licensees who would be impacted by this petition because they have annual gross gambling receipts from bingo and punch board/pull-tab activities over \$1.5 million.

Re-codification of WAC 230-14-047.

WAC 230-14-047 Standards for electronic video pull-tab dispensers.

This rule proposal is to re-codify the current version of WAC 230-14-047. Because this rule relates to the regulation of licensing, a May 2014 Court of Appeals decision held it would require an affirmative vote of at least three Commission members for final approval (RCW 9.46.050(2)). When the rule was passed in 2008, only two of the three Commissioners present voted to approve the rule.

Up for Possible Filing

Pilot Study for the Authorization and Operation of Electronic Raffle Systems.

Staff will ask the Commissioners to file a new rule authorizing a pilot study to test the regulatory impacts on the Commission and benefits to charitable/nonprofit licensees of authorizing and operating Electronic Raffle Systems. The Electronic Raffle Systems are used in other states.

Tips for Selling or Transferring Ownership

(Continued from page 3)

Here’s how you can transition smoothly during a sale

If you do not want to stop gambling operations during the sale of your business, your Purchase and Sales Agreement should include a **contingency clause** stating, “Closing will be contingent upon approval of the gambling license(s).”

This does not mean the buyer can operate the business under your license.



The buyer must apply for a new license and we will complete our review of their new application to see if they qualify for a license, before the sale closes.

Once we complete our review, we will let the buyer know if they qualify for a license or not. If they qualify, we will send them a **commitment letter** letting them know they are qualified. We will ask them to send us the final signed and dated closing documents. If we find the closing documents are in order, the license will be approved by us. In the commitment letter, the buyer is asked to contact our Customer Service Specialist at least 48 hours before closing, so we can prepare a license. After we review and approve the closing documents, the new owners may pick up their license at our Lacey headquarters office or we will mail it to them. The previous owner’s gambling license becomes invalid when the sale closes.

Rules relating to ownership changes: WAC 230-06-107, WAC 230-06-108, and WAC 230-03-045.

If you have questions or would like forms mailed to you, contact Special Agent Donna Khanhasa in the Financial Investigations Unit at donna.khanhasa@wsgc.wa.gov or (360) 486-3565.

Recently Adopted Rule Changes

In the [last edition of this newsletter](#), we let you know that the full text of recently adopted rule changes would no longer be included in the back of this newsletter. All approved rule changes are posted on our website under Rules and Laws, [Recent Rule Revisions](#). Please print the rules you need from the [Recent Rule Revisions webpage](#). You can sign-up to have recent rule revisions e-mailed to you. See page 4 for how to sign-up for this e-mail notice and others.

Manufacturer's Special Sales Permits.

Administrative Order: 701

Effective Date: January 1, 2015

[WAC 230-03-025](#) Applying for a manufacturer's special sales permit.

The Commissioners approved adding language to this rule to answer questions we frequently receive from applicants.

Nonhouse-Banked Card Games.

Administrative Order: 702

Effective Date: September 15, 2014

[WAC 230-15-030](#) Authorized nonhouse-banked card games.

The Commissioners approved a Petition for Rule Change submitted by Omega Gaming USA, a licensed distributor, to allow nonhouse-banked card games to be approved by the director or the director's designee. This rule change streamlines the new game approval process for licensees.

Members-Only Progressive Raffles.

Administrative Order: 703

Effective Date: September 15, 2014

[WAC 230-06-030](#) Restrictions and conditions for gambling promotions.

[WAC 230-11-070](#) Defining "members-only" raffles.

[WAC 230-11-091](#) Members-only progressive raffles.

The Commissioners approved a Petition for Rule Change submitted by the Rocky Mountain Elk Foundation, a raffle licensee, to authorize progressive raffles as part of members-only raffles.

License and I.D. Stamp Fee Increase.

Administrative Order: 704

Effective Date: November 1, 2014

[WAC 230-05-020](#) Charitable or nonprofit organization fees.

[WAC 230-05-025](#) Commercial stimulant fees.

[WAC 230-05-030](#) Fees for other businesses.

[WAC 230-05-035](#) Individual license fees.

The Commissioners approved a license and I.D. Stamp fee increase of approximately 6%.

Appointing a Resident Agent.

Administrative Order: 705

Effective Date: January 1, 2015

[WAC 230-03-052](#) Resident agent to be appointed by out-of-state applicants and licensees.

The Commissioners approved a Petition for Rule Change submitted by Nathan Schreiner, representing the Little Creek Casino. Out-of-state licensees who do not have a business office or licensed premise in the state will be able to use registered agent services with locations in the state.

Financial Statement for House-Banked Card Rooms.

Administrative Order: 706

Effective Date: November 13, 2014

[WAC 230-15-740](#) Preparing required financial statements.

The Commissioners approved allowing house-banked card rooms with gross receipts less than \$6 million, for the business year, to submit a reviewed financial statement, rather than audited, which is less expensive. This saves card rooms money, while still ensuring we have the information we need. This will reduce costs for about 20 card rooms reporting at the end of this year.

Raffles - Housekeeping Changes.

Administrative Order: 707

Effective Date: January 1, 2015

[WAC 230-06-045](#) Conducting gambling activities on licensed business premises only.

[WAC 230-11-105](#) Retain and store raffle records.

The Commissioners approved changes to allow all aspects of a raffle to be conducted off the licensed premises and to clarify requirements for raffle records custodians.

House-Banked and Class F Card Room Surveillance.

Administrative Order: 708

Effective Date: January 1, 2015

[WAC 230-15-295](#) Digital video recording equipment requirements.

The Commissioners approved changes establishing safeguards for surveillance video recordings by ensuring equipment has sufficient resolution to pursue investigations. These changes will help protect card rooms against cheating and theft.



Notice of Violation and Settlement

The Notice of Violation and Settlement (NOVAS) is a way to resolve some gambling rule violations without going through the full administrative process. A NOVAS is issued by a field agent at the time of the violation. The written notice outlines the violation and how to correct it. Fines range between \$200 and \$500. The violation must be corrected and the fine paid within 15 days, or administrative action will be taken against the gambling license.

The Following NOVAS Were Issued During April, May and June 2014

House-Banked Card Rooms		Card Rooms Employees (Cont.)	
Allowed a minor to gamble		Allowed a minor to gamble	
Lucky Dragonz Casino	Seattle	Erik Iwata	Macau Casino, Tukwila
Macau Casino	Tukwila	James Voigt	Diamond Lil's, Renton
Riverside Casino	Tukwila	Jason Martin	Lucky Dragonz Casino, Seattle
Roman Casino	Seattle	Lien Luu	Roman Casino, Seattle
Allowed an intoxicated person to gamble		Marites Sianquita	Diamond Lil's, Renton
Chip's Casino	Lakewood	Sophanith Khun	Roxy's Casino, Seattle
Failed to maintain proper video recordings of the gaming tables		Steve Barnes	Roxy's Casino, Seattle
Red Dragon Casino	Mountlake Terrace	Vu Pham	Riverside Casino, Tukwila
Individuals		Watsana Panasiuk	Lucky Dragonz Casino, Seattle
Failed to renew license in a timely manner		Failed to accurately report tips	
Jeffrey Barlow	Spokane Youth Sports Organization, Spokane	Albert Patriarca	Red Dragon Casino, Mountlake Terrace
Card Rooms Employees		Christopher Clark	Great American Casino, Kent
Allowed intoxicated persons to gamble		Darlene Burton	Hawk's Prairie Casino, Lacey
Hourt Taing	Chip's Casino, Lakewood	Kelly Ng	Royal Casino, Everett
Extended credit for the purpose of gambling		Langsith Phimviengkham	Lucky Bridge Casino, Kennewick
Jonel Cordero	Crazy Moose Casino, Mountlake Terrace	Samoeun Muy	Hawk's Prairie Casino, Lacey
Failed to follow internal controls		Sovonn Muy	Hawk's Prairie Casino, Lacey
Triantafillos Tram	Club Hollywood Casino, Shoreline	Triem Cai	Hawk's Prairie Casino, Lacey
Failed to follow poker promotion requirements		Wayne Chung	Hawk's Prairie Casino, Lacey
Jesus Garfias-soto	Casino Caribbean, Yakima		
Orlando Gallegos	Casino Caribbean, Yakima		
Steven Donkelaar	Casino Caribbean, Yakima		
Zachary Sisneros	Casino Caribbean, Yakima		

Administrative Case Update

Administrative Charges were issued to the following licensees and their cases were settled/finalized in August 2014.

Name	Violation	Case Outcome
Eric O’Neal, of Edmonds, Card Room Employee (CRE)	<ul style="list-style-type: none"> ● Criminal History 	<ul style="list-style-type: none"> ● Prior to hearing, the licensee agreed to surrender his license.
Taliau T. Tgilau, Jr., of Maple Falls, Class III Employee (Nooksack Indian Tribe took action against the certified employee’s tribal license)	<ul style="list-style-type: none"> ● Criminal History 	<ul style="list-style-type: none"> ● The certified employee did not respond to the charges, and a Default Order revoking Mr. Tgilau’s certification was entered at the July Commission meeting.
Mathew D. Bryant, of Spokane, CRE and Class III Employee with Kalispel Tribe	<ul style="list-style-type: none"> ● Criminal History 	<ul style="list-style-type: none"> ● A hearing was held. ● An Initial Order was issued revoking Mr. Bryant’s license and certification.
Thien D. Nguyen, of Bellingham, Class III Employee with Nooksack Indian Tribe	<ul style="list-style-type: none"> ● Criminal History 	<ul style="list-style-type: none"> ● A hearing was held. ● An Initial Order was issued revoking Mr. Nguyen’s certification.
Fraternal Order of Eagles 04122 , Seattle	<ul style="list-style-type: none"> ● Failure to maintain gambling records. 	<ul style="list-style-type: none"> ● Prior to hearing, the licensee agreed to a 20-day suspension with five days deferred for one year, and 15 days served.
Christopher J. Smith, of Everett, CRE	<ul style="list-style-type: none"> ● Theft/Fraud 	<ul style="list-style-type: none"> ● The licensed employee did not respond to the charges, and a Default Order revoking Mr. Smith’s license was entered at the July Commission meeting.
Leroy R. Burrowes, of Spokane Valley, Class III Employee (Kalispel Indian Tribe revoked the certified employee’s tribal license)	<ul style="list-style-type: none"> ● Theft/Fraud 	<ul style="list-style-type: none"> ● Prior to hearing, the certified employee agreed to a Settlement Order for a suspension between December 2, 2013, and June 20, 2014.
Hector Gonzalez, of Grandview, Class III Employee (Yakama Nation Tribal Gaming Commission revoked the certified employee’s tribal license)	<ul style="list-style-type: none"> ● Unqualified for licensure. 	<ul style="list-style-type: none"> ● The certified employee did not respond to the charges, and a Default Order revoking Mr. Gonzalez’s certification was entered at the July Commission meeting.

Strategic Issues Identified for the Future

(Continued from page 1)

During public meetings in October 2013 and January 2014, the Commissioners, ex officio legislators, staff, and stakeholders identified several strategic issues that will influence discussions in 2014 and beyond. Below are the topics identified and what we have done so far for each:



1. Technology and Internet Gambling

Technology is rapidly developing and we will be examining where technology is going and what we may expect to see in the future.

At the November 2014 Commission meeting, we will give an update on:

- The three states that have authorized Internet gambling within their borders (New Jersey, Nevada, and Delaware) to identify the pros and problems encountered, and enforcement and regulatory issues.
- The October 2014 Global Gaming Expo (G2E).



Staff have reported on the following:

- Money laundering in the digital age (October 2014 Commission meeting).
- Current and future technology (September 2014 Commission meeting).
- Summary of the North American Gaming Regulators Association Conference where several technology topics were addressed including Internet gambling and electronic raffle systems (August 2014 Commission meeting).

In addition, digital surveillance requirements were updated to help protect card rooms from cheating and theft (Rule revision approved at the September 2014 Commission meeting, see page 6).

2. Problem Gambling

- **The public** is concerned with problem gambling. This is evident through the 2006 and 2011 public opinion surveys the Commission conducted and by the recent addition of problem gambling to the “DSM-5”, which is the diagnostic and statistical manual of mental disorders for the mental health community.
- **The Gambling Commission** is also concerned with the social and economic impacts of problem gambling and will continue to strengthen our relationships with the Evergreen Council on Problem Gambling.



The Evergreen Council on Problem Gambling gave a presentation on current issues and future impacts with problem gambling at the October 2014 Commission meeting. The Commissioners would like to have a Round Table discussion in the future.

3. Conducting the Business of the Gambling Commission

My Account is our online service center and about 77% of licensees are using it. The Department of Licensing is updating their Business License Services systems in 2017 and we may consider merging our online services with them.

(Continued on page 11)

Strategic Issues Identified for the Future

(Continued from page 10)

4. Public and Client Opinion

We want to hear from our customers and the public on how we are doing. Are we seen as being prepared? Do we respond efficiently and effectively? We will be looking for the best ways to get this feedback.

The agency's current online survey was shared with the Commissioners at several meetings. Commissioner Patterson asked to see the results from the survey, which were presented at the September 2014 Commission meeting. The image to the right shows where you can find this survey on our website homepage (wsgc.wa.gov).



Other possible options for getting input were discussed:

- A pop-up survey when people visit our website; and
- Sending a survey to people who appear before the Commissioners, for example, petitioners for rule changes or administrative reviews.

5. Educating Commission Members

The Commissioners would like to learn more about:

- Gambling through educational trips to gambling establishments and learning new games.
- Gambling trends.
- How much time is spent on enforcement, licensing, tribal affairs, card rooms, etc.
- The costs of regulatory and criminal enforcement.

The Commissioners also proposed taking educational tours, in conjunction with regularly scheduled Commission meetings:

- Individually, Commissioners toured a house-banked card room and a bingo operation while in Spokane for their October 2014 Commission meeting.
- In November 2014, they plan to visit a Tribal Casino and a house-banked card room.
- We are working on scheduling tours to correspond with the 2015 Commission meeting schedule.

We have contacted several stakeholder groups to give them the opportunity to present to the Commissioners how the industry is doing from their viewpoint (trends, economic changes, challenges, what's working, etc). So far, the Recreational Gaming Association is scheduled to present at the January 2015 Commission meeting.

6. Technical Assistance and Training

We want to know what licensees and other stakeholders expect from us and how we can meet their needs. Gambling agents currently provide training to:

- Tribal, local, state, and federal agency staff on Internet and Cyber crimes, cheating, money laundering, etc.
- Licensees for the specific gambling activities they are operating.



We will be looking to see if the training we are now providing should be reduced, expanded or changed.

At the August 2014 Commission meeting, a list of training we provide was discussed. The Commissioners asked for the number of hours staff spent on training; these numbers will be presented at the November 2014 Commission meeting.

Washington State Gambling Commission 2014 Public Meeting Schedule

November 13 & 14	Comfort Inn Conference Center 1620 74th Avenue SW Tumwater, WA 98504 - (360) 352 - 0691
December	No Meeting

Washington State Gambling Commission *Tentative* 2015 Public Meeting Schedule

This 2015 public meeting schedule is tentative. We anticipate condensing most of these meetings to one-day to reduce costs associated with meetings. More up-to-date schedules will be available on our website under Public Meetings, as we confirm meeting dates. Monthly meeting agendas are posted about 10 days before each meeting. See page 4 to learn how you can get meeting agendas e-mailed to you as soon as they are posted on our website.

January 8 & 9	Olympia Area
February 12 & 13	Olympia Area
March 12 & 13	Red Lion Hotel Seattle Airport (<i>Tentative</i>) 18220 International Blvd. Seattle, WA 98188 - (206) 246-5535
April 9 & 10	Olympia Area
May 7 & 8	Vancouver Heathman Lodge (<i>Tentative</i>) 7801 NE Greenwood Drive Vancouver, WA 98662 - (360) 254-3100
June 11 & 12	Grand Mound Great Wolf Lodge (<i>Tentative</i>) 20500 Old Highway 99 SW Grand Mound, WA 98531 - (360) 273-7718
July 9 & 10	Seattle Area
August 13 & 14	No Meeting
September 10 & 11	Eastern Region
October 8 & 9	Olympia Area
November 12 & 13	Olympia Area
December	No Meeting

Problem Gambling Training Available in November 2014

By: Maureen Greeley, Executive Director, Evergreen Council on Problem Gambling

The annual *Four Directions* Problem Gambling Conference will be held at the Tulalip Resort Casino in Marysville, Washington. *Four Directions* focuses not only on health, but includes cultural components and takes a holistic approach to treatment, recovery, and community.

The conference runs from November 3-6. Additionally, basic training will overlap the conference from November 5-8. This basic training is the four-day, 30-hour course required to become a certified problem gambling counselor. Attendees have many options:

- Two days of the conference and basic training;
- Two days of just the conference;
- The entire conference; or
- Just the basic training.

Registration details: fourdirections.evergreencpg.org



Conference scholarships are available, with preference to those qualified for and pursuing problem gambling counselor certification.

Four Directions is packed with amazing speakers, cultural activities including a talking circle, a tour of the Hibulb Cultural Center, and afternoon meditation to unwind. You may earn up to 30 CEU's, approved by many organizations including the National Association for Alcoholism and Drug Abuse Counselors.

Early Bird registration has been extended through October 20th! Consider becoming a member of Evergreen Council on Problem Gambling. Your membership qualifies you for discounted registration and helps support our 24-hour problem gambling helpline and other programs.

Questions? Contact us via phone at (360) 352-6133 or e-mail at info@evergreencpg.org.

Problem Gambling Questionnaire Posters, Brochures and More

Do you or someone you know have a gambling problem? [Gambler's Anonymous](#) has a list of 20 questions that they ask. Here are the questions. Just answer "yes" or "no" to each one.

1. Did you ever lose time from work or school due to gambling?
2. Has gambling ever made your home life unhappy?
3. Did gambling affect your reputation?
4. Have you ever felt remorse after gambling?
5. Did you ever gamble to get money with which to pay debts or otherwise solve financial difficulties?
6. Did gambling cause a decrease in your ambition or efficiency?
7. After losing did you feel you must return as soon as possible and win back your losses?
8. After a win did you have a strong urge to return and win more?
9. Did you often gamble until your last dollar was gone?
10. Did you ever borrow to finance your gambling?
11. Have you ever sold anything to finance gambling?
12. Were you reluctant to use "gambling money" for normal expenditures?
13. Did gambling make you careless of the welfare of yourself or your family?
14. Did you ever gamble longer than you had planned?
15. Have you ever gambled to escape worry or trouble?
16. Have you ever committed, or considered committing, an illegal act to finance gambling?
17. Did gambling cause you to have difficulty in sleeping?
18. Do arguments, disappointments or frustrations create within you an urge to gamble?
19. Did you ever have an urge to celebrate any good fortune by a few hours of gambling?
20. Have you ever considered self destruction or suicide as a result of your gambling?

**Just because you're sixteen
doesn't mean you can't be
up to your eyeballs in debt.**



If the answer is "yes" to at least seven of these questions, [Gambler's Anonymous](#) would consider the person answering a compulsive gambler. To determine if you are living with someone who might be a compulsive gambler take the [assessment questionnaire](#).

Visit the Gambling Commission's [problem gambling webpage](#) for convenient links to problem gambling [videos](#), [brochures](#), [posters](#), and other resource websites.

Coming Soon To My Account!

Watch for these new online processes to be added to My Account, by the end of this year:

- Charitable and nonprofit organizations will be able to renew their gambling licenses online.
- All employers will be able to submit new applications for employees online. Currently, employers can renew employee licenses online. Soon, they will be able to submit applications for new employees online.

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Our Mission: Protect the Public By Ensuring that Gambling is Legal and Honest.

Lacey Headquarters Office
Website: www.wsgc.wa.gov
(360) 486-3440 Toll-free in-state (800) 345-2529
TDD: (360) 486-3637

**For Operational and Regulatory Questions,
Contact the Gambling Field Agent Nearest You.**

For Questions Regarding:	Extension
Activity Reports	3476
Administration	3447
Administrative Charges/Hearings	3465
Commission Meeting Agenda	3447
Electronic Gambling Equipment Review	3505
Human Resources (Personnel)	3456
I.D. Stamps (Business Office)	3489
License Application Requests & Status	3440
Licensing Investigations	3571
Mandatory Training Schedule	3440
Media	3466 or 3463
Focus on Gambling Newsletter	3466
Problem Gambling	3468
Public Disclosure Requests	3529
Record Keeping Forms	3440
Rule Changes	3466
Tribal Negotiations	3468
Tribal Regulation / Implementation	3586

Northwest Region Field Office: Everett (425) 304-6300
E-mail: EverettFO@wsgc.wa.gov

◇ Renton (425) 277-7022

Southwest Region Field Office: Tacoma (253) 671-6280
E-mail: TacomaFO@wsgc.wa.gov

◇ Port Orchard (360) 769-9113

◇ Vancouver (360) 576-6012

Eastern Region Field Office: Spokane (509) 325-7900
E-mail: SpokaneFO@wsgc.wa.gov

◇ Kennewick (509) 521-8070

◇ Wenatchee (509) 663-9660

◇ Yakima (509) 728-2087

IF YOU
OR SOMEONE
YOU KNOW HAS A
GAMBLING PROBLEM
HELP IS AVAILABLE

1-800-547-6133