



PENNSYLVANIA GAMING CONTROL BOARD
HARRISBURG, PENNSYLVANIA

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Sent via Electronic Mail

**Casino General Managers,
Human Resources Directors,
and Compliance Directors**

Re: Important Licensing Updates

First, I would like to wish you all a Happy New Year. With the new year upon us, the Bureau of Licensing would like to take this opportunity to update you on some important licensing modifications that follow-up on the discussions held at the industry meeting in November of 2022. The updates include: a new gaming employee temporary credential process, revisions to the licensing levels within the security department and a modification to the gaming credential. Provided below is a brief summary of each modification. The Bureau of Licensing will be setting up meetings with each casino in mid-January to discuss these changes.

Gaming Employee—Temporary Credential Process

Prior to and during the industry meeting, the casinos requested a way to get new gaming employees through the permitting process faster. The biggest obstacle in accomplishing this has been the requirement for applicants to provide tax transcripts from the IRS with their application filing. Although most tax filers are able to retrieve their tax transcript from the IRS website, some are unable for various reasons. A temporary credential process has been created for gaming employee applicants, whose only filing issue is the inability to get their tax transcript, a 9-month temporary credential while they work to obtain their tax transcript. This process will be similar to a key employee or a gaming level 2 position where our Bureau of Investigations and Enforcement would perform a preliminary investigation of the applicant to determine if they can be approved for a temporary credential. A process has been developed within SlotsLink for both the Board's staff, and your HR Department to track the status of those working under a temporary credential. This temporary credential process will only be available for those with a transcript issue and a temporary credential will not be reissued after the 9-month period expires. If the applicant has not provided the appropriate tax transcript within the 9-month period, the employee's temporary credential will expire, and the employee will not be permitted to work in a gaming employee position. Your HR Department should collect the expired credential and not schedule the employee for work in a "credential-required" position. SlotsLink will be updated with this capability in early to mid-January and the Bureau of Licensing will be contacting your HR Department to setup training within the next week.

Security Department Reclassifications

The PGCB will now allow the casino to amend their casino's security compendium to include non-gaming positions for security department personnel whose duties are limited to entrances and non-gaming floor areas to handle patron access duties, such as verifying a patron's age. This position title can be changed to an entrance ambassador. Please note, these positions would not be permitted to handle gaming floor security officer duties which require a gaming employee permit. Areas outside the casino, such as the parking lot or a concert venue can be staffed with unlicensed security staff. A summary of the licensing classifications for security department roles is provided on the attached document

Credential Change

Beginning with the first mailing of credentials sent to casinos in 2023, the last name of the employee will not display on the front of the credential. The full name will be provided on the back of the credential. Please note, updating all the credentials will take years. New applicants, temp credential holders, and those that are going through the renewal process will receive the new credential, we will not go back and update existing credentials prior to their expiration date. I ask that you not request a replacement credential unless the previous credential has actually been lost or stolen.

I ask for your assistance and patience as we work to train your staff over the next few weeks. We will provide some proposed training dates very shortly. Please feel free to reach out to me or my staff with any questions you have. I can be reached at (717) 346-8313 or shannon@pa.gov.

Sincerely,



Sean Hannon
Director of Licensing

Attachment

cc: Kevin O'Toole, Executive Director
Steve Cook, Chief Counsel, PGCB
Cyrus Pitre, Chief Enforcement Counsel, PGCB
Claire Yantis, Administrative Director, PGCB
Christopher Schroeder, Bureau of Casino Compliance
Paul Mauro, Director, Bureau of Investigation and Enforcement
Paul Resch, Director, Bureau of Gaming Operations, PGCB