

***Report on the Response of the Department of Charitable Gaming
Impact of the Aging of Virginia's Population***

Submitted November 15, 2007

THE DEPARTMENT OF CHARITABLE GAMING

EXECUTIVE SUMMARY

IMPACT OF AGING POPULATION

HB 2624 (2007 Session) amended Va. Code § 2.2-5510 to require that each state agency include in its strategic plan "an analysis of the impact that the aging of the population will have on its ability to deliver services and a description of how the agency is responding to these changes." The bill provides further that "(b)ased on guidance from the Secretary of Health and Human Resources, each agency shall report by November 15 of each year to the Department of Aging the impact of the aging of the population in at least six specific actions."

The Department of Charitable Gaming (DCG) is a service organization that controls all charitable gaming in the Commonwealth through prescribed regulations. The agency is comprised of the four (4) Units; Audit, Enforcement, Inspection/Training, and Licensing.

DCG has addressed the issues based on guidance from Secretary Tavenner as required by HB 2624 and provide the following findings:

- DCG does not provide direct services to individuals and have no statistical information on services provided to any specific age groups.
- DCG does not provide services that are specifically utilized by senior citizens.
- DCG has no programs specifically designed to serve seniors.
- The agency's website is developed to provide accessibility as outlined by ADA and develops its forms in a "user friendly" environment.
- DCG's workforce could have retirement turnover of at least one position in each of the four units (outlined above) over the next two years. Cross-training, succession planning, and evaluation of current staffing needs is under way to plan for these events.
- DCG continues to be committed to ensure gaming regulations are enforced to a consistent standard and provide maximum assistance to all of our constituents throughout the Commonwealth for the purposes of enhancing their ability to raise funds by conducting bingo and raffles. As we continue this mission, we will be considering the effect of the aging population on our requirements and strategic planning as to being aware of the needs of senior citizens.

AGENCY DESCRIPTION- IMPACT OF AGING POPULATION

DEPARTMENT OF CHARITABLE GAMING

Mission Statement

The Department of Charitable Gaming (DCG) controls all charitable gaming in the Commonwealth through prescribed regulations that seek to ensure the integrity of charitable gaming, maintain the highest quality environment to eliminate fraud, and provide assistance to qualified organizations to maintain the integrity of their fund raising activities.

Statutory Authority

In 1973 the General Assembly first authorized charitable gaming as a legitimate source of fundraising for qualified organizations. However, the regulation and enforcement of charitable gaming was left to the local governments.

In 1995, the General Assembly created the Charitable Gaming Commission, moving oversight of bingo and other legal forms of charitable gaming from the supervision of local governments to the State. Effective July 1, 1996 the Charitable Gaming Commission assumed statewide control over gaming activities conducted by qualified charitable organizations. The Commission consisted of a seven member citizen supervisory board with the power to appoint the Executive Secretary, approve the rules and regulations governing charitable gaming and the agency's annual budget.

The 2003 General Assembly enacted legislation creating the Department of Charitable Gaming and abolishing the former Charitable Gaming Commission. This legislation created the position of Director as a gubernatorial appointee and created the Charitable Gaming Board as a policy board with nine members. The membership of the new Board now consist of the following: one from a charitable organization, one from a charitable gaming supplier registered with the Department, one owner, lessor or lessee of premises where charitable gaming is conducted, one who is or has been a law enforcement officer in Virginia, five citizens not affiliated with a charitable organization, supplier, or owner, lessor, or lessee of premises where charitable gaming is conducted.

DCG's statutory authority is provided in §18.2-340.15, et. Seq., Code of Virginia; §18.2-340.18 outlines the powers and duties of the Department while § 18.2-340.19 defines the Charitable Gaming Board as a policy board that provides advice and promulgates regulations and rules for the Department to administer the audit, enforcement, and license functions. The Department is further governed by the charitable gaming rules and regulations (11 VAC 15.22) and the supplier rules and regulations (11 VAC 15.31)

Roles

The Department's structure is four operation units; Audit, Enforcement, Licensing, Inspection and Training. Each unit is supervised by a manager who reports directly to the Assistant Director-Operations, who is responsible for overseeing all daily operation issues. The Assistant Director-administration is responsible for all administrative and office functions. The Department continues to maximize efficiency through the use of developed agreements with other state agencies to assist with the following administrative functions; Department of Accounts for payroll, Department of Human Resources Management for personnel issues, the Department of General Services for fiscal and procurement, and the Department of Health Professions for database maintenance and development.

DATA REQUESTED - IMPACT OF AGING POPULATION

DEPARTMENT OF CHARITABLE GAMING

I. Number of Persons Who Received Services By Age Ranges

The Department of Charitable Gaming (DCG) provides services to permitted organizations not directly to individuals. Therefore, we do not have statistical information on persons in specific age groups.

II. Agency Services Utilized by Senior Citizens

DCG does not offer services specifically for senior citizens. As a part of our mission statement, to provide assistance to qualified organizations to enhance their charitable fund raising activities, we provide services through our webpage, publications and training sessions that are in compliance with the Americans with Disabilities Act (ADA) and with sensitivity to senior citizens as well.

III. Description of Agency Programs Specifically Designed to Serve Seniors

DCG does not have programs specifically designed for senior citizens.

IV. Consumer-Oriented Publications & Websites Designed To Be “Senior-Friendly”

The agency’s website provides accessibility under the guidelines of the ADA. The site was redesigned in August 2007 to be in full compliance with Virginia Information Technologies Agency (VITA) web policies and standards.

The departmental forms that are required for permitted organizations to report their gaming information was developed with a “user friendly” environment for all and especially for the many organization “volunteers” who are probably senior citizens.

V. Effects of Aging of Agency’s Workforce

DCG relies on mostly salaried employees with a few wage employees to balance its workforce needs in remote regions of the Commonwealth. The agency will be facing human resource challenges as its current work force begins to retire over the next ten years. Approximately 30% of agency’s current workforce may elect to retire and need to be replaced. As this occurs, management will have to factor in the following components; better

cross-training, emphasize succession planning, evaluate current staffing needs when reviewing additional resources be invested in recruitment activities.

VI. Other Services or Programs Implemented or Plans for the Future

The agency's Strategic Plan was reviewed for any impact the aging population will have on our ability to deliver services and we found no direct impact. However, permitted organizations have told us, as well as our own observations during training sessions and game inspections, that they are noticing more older bingo game participants than previously. This trend is also prevalent with the many volunteers assisting their organizations with bingo and raffles.

DCG continues to be committed to ensure gaming regulations are enforced to a consistent standard and provide maximum assistance to all of our constituents throughout the Commonwealth for the purposes of enhancing their ability to raise funds by conducting bingo and raffles. As we continue this mission, we will be considering the effect of the aging population on our requirements and strategic planning as to being aware of the needs of senior citizens.