

Charitable Gaming Review – Survey Results

What We Heard

In early 2019, Alberta Gaming, Liquor & Cannabis (AGLC) enlisted Grant Thornton to administer a survey for the Charitable Gaming Model Review (Review) on its behalf. The survey gathered input from licensed charitable organizations about how the Charitable Gaming Model (Model) could be updated and strengthened to ensure Albertans and their communities continue to benefit from the proceeds generated through conducting charitable gaming events (casino, raffle, bingo and pull ticket).

The survey was sent to over 6,700 charitable organizations that are eligible to hold a licence for a charitable gaming event in Alberta.

Summary

Regional Disparity

A significant number of organizations reported that there are regional disparities in these three areas:

- wait times for casino events;
- the amount of the proceeds earned from those events; and
- the benefits of being in one regional pool versus another.

Some groups, typically outside larger cities, receive much lower proceeds per casino event and wait longer between casino events than groups in larger cities. You can see the difference in wait times by region and annualized revenue here: aglc.ca/gaming/charitablegaming/who-benefits.

The sense of disparity felt by some groups extends beyond the direct financial proceeds. Various forms of greater 'cost' were identified: rural groups have greater cost of transportation, and the requirements to spend all funds in two years, when there might be three years between casino events.

Use of Proceeds

After regional disparity, concerns about use of proceeds policies generated the greatest number of responses. Many organizations identified that they would like to be able to use more of their proceeds to pay for administration and operating costs.

Volunteers

Twenty-five per cent of respondents identified the issue of finding volunteers for charitable gaming events as an area for improvement and 54 per cent of all respondents indicated they 'often' or 'sometimes' had difficulty finding enough volunteers.

Cultural or Language Barriers

Most respondents did not report an issue with cultural or language barriers to access. Ninety-seven per cent reported that they experienced no cultural barriers to obtaining a desired licence or approvals for how they used the proceeds earned from charitable gaming activities.

Eligibility Reviews

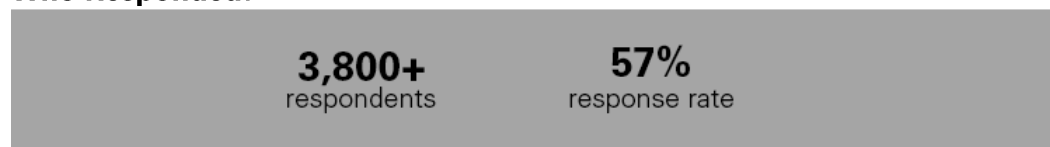
Almost 70 per cent of respondents indicated that eligibility should be reviewed every two to five years. This is supported by comments that AGLC maintain or increase its standards for eligibility.

Survey Results

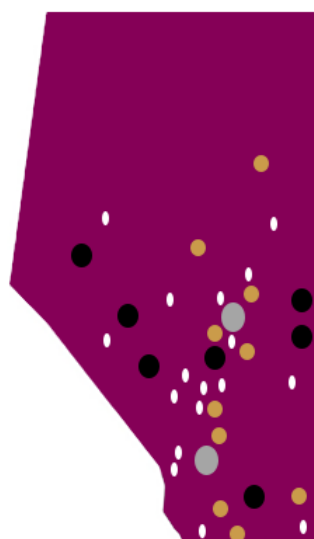
Response Rate

Fifty-seven per cent of all organizations that received the survey completed it. This result demonstrates the importance that Alberta's charitable organizations place in providing feedback and improving the Model.

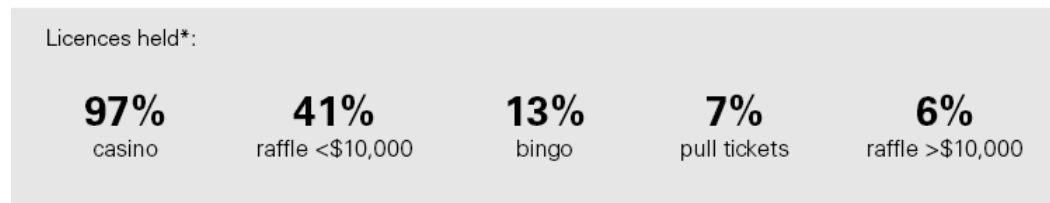
Who Responded?



- 36% Board member
- 36% Executive member
- 20% Paid staff
- 8% Volunteer



- < 20 organizations
- 20-100 organizations
- 101-500 organizations
- 501-1,000 organizations



*Respondents can hold more than one licence.

Regional Responses (Number of Organizations)

Edmonton	784	St. Albert / Sturgeon	77	Camrose	22	Drayton Valley	12
Calgary	768	Cypress County	65	Leduc	22	Ponoka	12
Grande Prairie	247	Lesser Slave Lake	48	Cochrane	20	Beaumont	10
Vermillion River	187	Sherwood Park	48	Olds	20	Chestemere	10
Clear Water County	152	Parkland County	42	Athabasca	19	Peace River	10
Wetaskiwin County	148	Fort McMurray	41	Canmore	18	Sylvan Lake	9
Bonnyville	144	Airdrie	31	Strathmore	17	Wainwright	9
Vulcan County	129	Brooks	30	Westlock	17	Whitecourt	9
Taber	129	High River	26	Innisfail	16	Cold Lake	7
Yellowhead County	120	Okotoks	25	Vegreville	14	Banff	5
Lethbridge	88	Barrhead	24	Hinton	13	Blackfalds	2
Red Deer	78	Lacombe	23				

Responses

Eligibility, Access and Barriers

97%

of all respondents reported that:

- They had no difficulty getting a licence for charitable gaming activities.
- There are no cultural barriers that prevent organizations from accessing licensed charitable gaming events.
- There are no cultural barriers that prevent organizations from spending their proceeds to meet their goals.

88%

Believe that AGLC's charitable gaming proceeds policies enable their organization to use proceeds from charitable gaming in the best interest of their organization and community.

Almost **70%** believe that eligibility should be reviewed within five years.

Use of Proceeds

93%

Do not **have any** concerns about the policies used to determine whether or not a group should be eligible to conduct a charitable gaming activity.

Volunteers

54%

of all organizations have difficulty finding volunteers often or sometimes.

Areas for Improvement

Participants were asked to identify the top areas in the Model they felt would benefit from improvement.

Top Five Areas For Improvement	Total Respondents	Outside of E&C	Edmonton	Calgary
The amount of time your organization has to wait for a casino event.	56%	67%	37%	46%
The way in which your organization is able to use the proceeds earned from casino, bingo, pull ticket or raffle.	44%	39%	55%	57%
The way that casino proceeds are pooled across different regions.	32%	46%	14%	11%
The amount of proceeds your organization earns by conducting a casino event.	26%	33%	16%	17%
Obtaining volunteers for charitable gaming events.	25%	19%	36%	34%

*The numbers do not add up to 100% as each percentage is based on the amount of respondents for each category (outside Edmonton and Calgary, and located in Edmonton and Calgary).

Fifty-six per cent of all respondents believe that the amount of time organizations have to wait for a casino event is an area that could be improved. Sixty-seven per cent of respondents outside of Edmonton and Calgary reported that this is an area for improvement, while those living in Edmonton or Calgary reported much lower.

The way in which organizations are able to use proceeds earned from casino, bingo, pull ticket or raffle was the second highest area for improvement from all respondents (44%); however, 55% of those organizations in Edmonton and 57% of those organizations in Calgary reported this as an area for improvement more frequently than organizations outside Edmonton and Calgary (39%).

Organizations outside Edmonton and Calgary also reported that the way casino proceeds are pooled across different regions is an area for improvement much more frequently (46%) than those organizations located in Edmonton (14%) and Calgary (11%).

While 25% of total respondents reported that obtaining volunteers for casino events is an area for improvement, organizations located in Edmonton (36%) and Calgary (34%) reported this much more frequently than organizations outside Edmonton and Calgary (19%).

Written Comments

Participants contributed a total of 8,693 comments.

The table below is a collection of the eight themes that received enough comment responses to aggregate. The primary and secondary comments are not direct quotes, but summaries.

Dominant Concerns by Theme

Theme	Primary Comment	Secondary Comments
Regional disparity	The disparity between casino events and proceeds earned in Edmonton and Calgary compared to all other regions is unfair or inequitable.	<ul style="list-style-type: none"> • The regional pooling system should be reviewed. • To reduce wait times between casino events, rural charities should have access to urban casinos.
Use of proceeds (UOP)	UOP policies do not reflect the actual needs of the groups they are intended to support.	<ul style="list-style-type: none"> • Using proceeds for staffing, wages and professional fees (e.g. legal and accounting) should be allowed. • Using proceeds for operating costs should be allowed. • Policies regarding out-of-province travel for different kinds of groups, are inequitable (e.g. dance groups vs sports teams). • The requirement to use proceeds within two years conflicts with the reality that some rural charities must wait more than two years between casino events.
Volunteers	Finding volunteers for charitable gaming events can be a challenge, but the negative experience of volunteers due to policy and regional disparity issues, is a bigger issue.	<ul style="list-style-type: none"> • Rural charity volunteers are required to commit more time and cost to casino events due to distance to casinos and overnight stays. • The new, later, casino hours have made it that much more difficult to create a positive experience for volunteers. • Some casinos make volunteers feel unwelcome. • Would like to see a regional pool of volunteers to access for casino events.

Theme	Primary Comment	Secondary Comments
Financial reporting	The financial reporting requirements are excessively onerous, especially in the volume of paperwork and the length and complexity of the forms.	<ul style="list-style-type: none"> • The reporting periods are too short and frequent. • More reporting should be done online. • Reporting expectations do not reflect the reality that most of the organizations are run entirely by volunteers.
Licensing	The complexity and length of time required to get a licence are excessive.	<ul style="list-style-type: none"> • More of the application process, including status updates, should be possible to do online.
Communication with AGLC	There is room for improvement in AGLC communication with charitable organizations.	<ul style="list-style-type: none"> • The website / online communication is not as helpful as it could be.
Eligibility / not restrictive enough / too restrictive	Too many groups that receive benefits from charitable gaming do not serve their communities accordingly.	<ul style="list-style-type: none"> • Stricter licensing requirements and monitoring may reduce the number of groups eligible for casinos, reducing wait times for 'legitimate' groups.
Audit procedures	The audit procedures are too complex and lack transparency, especially for volunteer-run organizations.	<ul style="list-style-type: none"> • Reduce the frequency of audits. • Make the paperwork simpler.

Next Steps

Continue to monitor aglc.ca/charitablegaming for updates.