

2020 Annual Report



ASSOCIATION OF PROBLEM GAMBLING
SERVICE ADMINISTRATORS

Linda Graves, PsyD, ICGC-II, Executive Director

ASSOCIATION OF PROBLEM GAMBLING SERVICE ADMINISTRATORS P.O. Box 572, Wheatland, CA 95692

From the Executive Director:

2020 is the 20th anniversary of the Association of Problem Gambling Service Administrators (APGSA). In that time, the organization has gone from 10 members to 40 member states represented. In that time, we have evolved into an association that has established standards of care, an educational and user-friendly website that offers resources to both our members and the public. We have completed five Surveys of Problem Gambling Services of the States, offering data and resources to myriad investigators, legislative aides, state regulators, problem gambling councils and the public regarding the services that are offered for problem gambling in each of the 50 states and the District of Columbia.

My first day as Executive Director was the day of the 2020 annual membership meeting in July 2019. Members used a large block of time to brainstorm a vision for APGSA. That was valuable work as it charted the course for the future of APGSA. That vision included standards of care and best practices, collection and dissemination of data, funding, resources and education, and a vision of universal leadership in the field of problem gambling. Each decision that we have made this year has contributed toward fulfilling that vision. At that meeting, members voted to adopt a strategic map, contained within this report, that outlines three tenets on which our work is based: to support membership, to disseminate information, and to adhere to professional standards. This work is done through work groups that are strategically linked by topic under these three tenets. Each of these workgroups has a specific focus with goals and objectives to work toward the common mission – to reduce the impact of problem gambling throughout the United States.

Even though APGSA is a mutual benefit association, its goal is to benefit all those that are affected by gambling disorder, both the gambler and affected individuals. All that APGSA does is focused on reducing the impact of problem gambling, not for its members, but for the estimated 6-8 million people* in the United States who have a gambling disorder and those loved ones impacted by that disorder. In 2016, APGSA members administered \$73 million in services for problem gambling. Our goal is to assist our members to be the best administrators of public funds to help problem gamblers and their families. Our goal is to offer the best tools, the best research, the best model programs, the best practices in the nation so that every administrator in every state has tools in his or her toolbox, at his or her fingertips, to help those who are being negatively impacted by problem gambling. APGSA accomplishes this in a variety of ways. We are open to new research and ideas, new training opportunities, as well as researching information to help our members as gambling expands into on-line gambling, sports betting, and exploring the blurred lines between gaming and gambling. We continue to explore and expand our educational opportunities related to equity and inclusion and advocacy to educate and offer useful cutting-edge resources to our members.

In March 2020 the coronavirus, COVID-19, hit the United States. No business or industry, school or organization went untouched by the effects of COVID-19. APGSA administration works remotely, so we were seemingly untouched at first, but not so. Like so many around the United States, our members moved from offices to working remotely from home, juggling parenting, schooling, and administering programs. They had to determine how to render all the same services, but in a COVID-19 world, with challenges around every corner. APGSA workgroups were on hold as our members pivoted to adapt to new work environments.

At the beginning of SFY2019, APGSA sent out a Request for Information in order to gain a broader scope of ideas for the next Survey of Problem Gambling Services of the States. That information informed the writing of a Request for Proposal, which was disseminated in early March 2020, just as the pandemic hit the United States. APGSA received only one response, but it was a viable proposal. However, because of the effects of COVID-19, awarding a contract for that research was postponed for one year, until July 2021. APGSA will assess resources at that time to determine the next course of action.

APGSA is a membership organization, with membership dues being a major source of funding for the organization. Even though problem gambling programs are state administered, the funding for most state programs comes directly or indirectly from gaming revenue. With state revenues cut and some totally

decimated due to lack of gaming revenue as a result of the pandemic, program budgets were affected. The Board of Directors determined that funding that had been set aside for the Survey of Problem Gambling Services of the States needed to be held in abeyance until funding for operational expenses were covered for SFY 2021. As we work into SFY2021, APGSA will see the outcomes of COVID-19 financially. At this writing, it is still a question. As with all challenges, we will work through this and face it with courage and grace.

As you will see by this annual report, APGSA offers its members and the public a resource that is not found elsewhere. We work alongside three other organizations, the National Council on Problem Gambling, EPIC Risk Management, and the International Center for Responsible Gaming, to work on behalf of those who are not only affected, but devastated, by gambling problems. Each of these four agencies have different emphases, but we all work together collaboratively to address problem gambling in the United States.

It is a privilege and an honor to be Executive Director of such an organization. Our members are passionate about what they do, and they do it with the utmost care and compassion. Within the scope of their resources, each member provides the best services possible in their respective states of service.

Thank you for taking an interest in what APGSA is about. You are invited to contact me should you have any questions or comments.

Best regards,

Linda

Linda Graves, PsyD, ICGG-II
Executive Director
916-663-8714

*<https://www.ncpgambling.org/help-treatment/faq/>



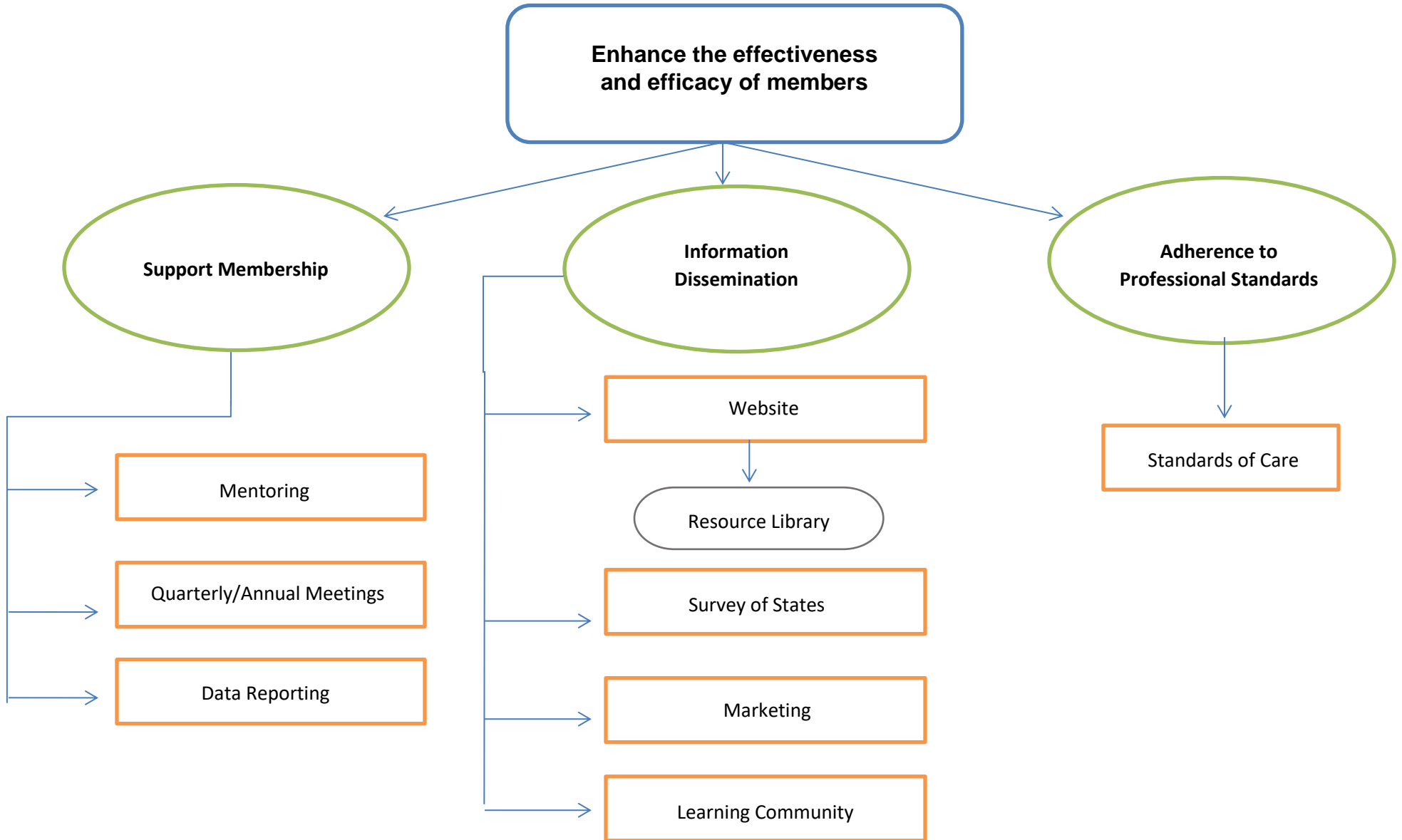
Over 7 million people in the U.S. affected by gambling problems



APGSA Officers and Board of Directors SFY2020

| | |
|--------------------|---|
| President | Stacey Frohnafel-Hasson, Ohio |
| Vice President | Jeremy Wampler, Connecticut |
| Secretary | Greta Coe, Oregon |
| Treasurer | Eric Preuss, Iowa |
| Board Member | Elizabeth Lanza, Pennsylvania |
| Board Member | Nancy Murray, Rhode Island |
| Board Member | Jennifer Berg, New York (partial year) |
| Board Member | Jennifer Davis-Walton, West Virginia (replaced Helen Ghebre, Minnesota, partial year) |
| Executive Director | Linda Graves, California |

Association of Problem Gambling Service Administrators (APGSA) Strategic Map FY2019-20



WORKGROUPS

Workgroups supporting Membership:

- ✓ Data Reporting
- ✓ Membership
- ✓ Mentoring

Workgroups supporting Information Dissemination:

- ✓ Learning Community
- ✓ Marketing
- ✓ Website/Resource Library
- ✓ Survey of the States

Workgroups supporting Adherence to Professional Standards:

- ✓ Standards of Care

At the 2020 Members' Meeting, Standards of Care workgroup presented their comprehensive work products regarding standards of care for screening, assessment and counselor qualifications as elements of treatment standards.

Marketing has worked on developing a new name for APGSA over the course of SFY2020 and will lead us in adoption of a new name as we enter fiscal 2021. Marketing is combined with communications, and this work group reviews the monthly APGSA newsletter that was started in March 2020 and was published four times in FY 2020.

Website and the resource library team have contributed and continue to vet materials and resources to be added to the APGSA website. With the new website, the capabilities for posting resources has increased, and members continue to contribute valuable resources to assist in the mission of reducing the impact of problem gambling.

With the complications of working remotely and coordinating services remotely, some work groups were inactive. The Survey of the States workgroup initiated a Request for Information (RFI), received, and reviewed the incoming information, which informed a Request for Proposal (RFP). Those results were reviewed and scored, and then the respondents were notified as the survey was put on hold for one year due to budget considerations and the impacts of COVID-19.

APGSA Meetings

Meeting minutes are posted to the website following review and ratification at the next regularly scheduled meeting. The members meet quarterly in July, October, January, and April. The Board of Directors meet August, September, November, December, February, and March, and any specially called meetings.

Members Forum

The Members' Forum of the website is widely used, and it can only be accessed by the members. This forum offers an opportunity to ask questions and make comments with responses from other members, as well as have online discussions. Sharing knowledge is one of the benefits of membership. The forum allows for the transfer of information and expertise. One administrator "teaches" another, directs them to a resource, an expert or a research article, shares experiences, both positive and not-so-positive, so that those affected by problem gambling can benefit from the experience and knowledge gained from an administrator in another state. Some of the topics that have been discussed this past fiscal year include:

- ✓ Motivational messaging
- ✓ Youth problem gambling treatment
- ✓ Prevention for both adults and teens
- ✓ Effects of COVID-19 on Helpline calls
- ✓ On-line sports gambling pause screens
- ✓ Policies on tele-counseling
- ✓ Federal funding and use of Medicaid funding

As noted here, these are topics meaningful to the administration of states' problem gambling programs and inform services for those who are impacted by problem gambling.

The forum is also used to post meeting minutes, by-laws, discuss the vision and mission statement, and values of the association and other topics.

Learning Communities

Learning Communities are an opportunity for members and stakeholders to learn via webinar-type seminars about subjects that are pertinent to problem gambling services offered in each member's respective state. No Learning Communities were held in FY 2020 due to a variety of unforeseen circumstances, but plans are already being made for the first one of FY 2021 to address the subject of equity and inclusion.

Financial report

As mentioned in the Executive Director's message, COVID-19 has had an impact on the finances of APGSA. Even prior to COVID-19 hitting in the early spring of 2020, some states were struggling to pay their APGSA dues, and then the pandemic hit. Revenue fell short for SFY 2020 by \$19,200, about a 19 percent drop in revenue.

APGSA had two large, unexpected expenses in FY2020. The website had to be completely rebuilt as the theme and platform on which it was built was antiquated and had become unsupported technically. This rebuild of the website took hours of technical time and effort, and we now have an up-to-date, user-friendly website that can be expanded with resources, conversations in the member forum, survey information and other assistance to our members and stakeholders. It can be accessed at www.apgsa.org.

The Board of Directors voted to purchase a software and training program as a tool to secure foundation funding called Foundation Search. In order to reach many of the objectives that were delineated in our 5-year plan at the 2020 members meeting, additional funding is needed for the agency. Purchasing a service and training program from Foundation Search was a step toward increasing capacity and capability to secure funding.

APGSA applied for and received a Paycheck Protection Plan loan in the amount of \$6,693 in April 2020. Paperwork will be submitted to have all of that loan forgiven as it becomes available in SFY 2021 through APGSA's bank/lending agent.

**2020 Profit & Loss
Budget vs. Actual**

| | <u>Jul '19 - Jun 20</u> | <u>Budget</u> | <u>\$ Over Budget</u> | <u>% of Budget</u> |
|--|-----------------------------|------------------|---------------------------|------------------------|
| Ordinary Income/Expense | | | | |
| Income | | | | |
| Income | | | | |
| Membership Dues | 48,500.00 | 67,700.00 | -19,200.00 | 71.64% |
| Donations | 1,000.00 | 1,000.00 | 0.00 | 100.0% |
| Donations - Website | 0.00 | 0.00 | 0.00 | 0.0% |
| Reimbursable Expenses | 0.00 | 0.00 | 0.00 | 0.0% |
| Gifts in Kind - Goods | 0.00 | 0.00 | 0.00 | 0.0% |
| Interest - TD Bank MM | 736.47 | 1,000.00 | -263.53 | 73.65% |
| Total Income | <u>50,236.47</u> | <u>69,700.00</u> | <u>-19,463.53</u> | <u>72.08%</u> |
| Total Income | 50,236.47 | 69,700.00 | -19,463.53 | 72.08% |
| Expense | | | | |
| State Registrations/Reports | | | | |
| CA | 70.00 | 70.00 | 0.00 | 100.0% |
| MA (AG form PC) | 35.00 | 35.00 | 0.00 | 100.0% |
| MA (Sec of State) | 110.00 | 109.00 | 1.00 | 100.92% |
| CT | 50.00 | 50.00 | 0.00 | 100.0% |
| Total State Registrations/Reports | <u>265.00</u> | <u>264.00</u> | <u>1.00</u> | <u>100.38%</u> |
| Payroll Expenses | | | | |
| Salary | 28,323.25 | 32,500.00 | -4,176.75 | 87.15% |
| Taxes - Employee w/h | 4,104.54 | 0.00 | 4,104.54 | 100.0% |
| Taxes - Employer liability | 3,876.22 | 5,878.00 | -2,001.78 | 65.95% |
| Salary - KMS (net) BONUS | 0.00 | 0.00 | 0.00 | 0.0% |
| Bonus Taxes | 0.00 | 0.00 | 0.00 | 0.0% |
| Admin Fees | 1,310.62 | 1,450.00 | -139.38 | 90.39% |
| Total Payroll Expenses | <u>37,614.63</u> | <u>39,828.00</u> | <u>-2,213.37</u> | <u>94.44%</u> |
| Annual Meeting/Conference | | | | |
| Scholarship | 2,303.22 | 2,400.00 | -96.78 | 95.97% |
| NCPG Conference | 0.00 | 3,125.00 | -3,125.00 | 0.0% |
| Board Meeting (Annual & Feb) | 2,858.84 | 2,600.00 | 258.84 | 109.96% |
| Total Annual Meeting/Conference | <u>5,162.06</u> | <u>8,125.00</u> | <u>-2,962.94</u> | <u>63.53%</u> |
| Continuing Education | 406.00 | 600.00 | -194.00 | 67.67% |
| Survey of the States | 0.00 | 0.00 | 0.00 | 0.0% |

| | | | | |
|--------------------------------|------------------|------------------|------------------|----------------|
| Meeting Expenses | | | | |
| Quarterly/Committee | 0.00 | 50.00 | -50.00 | 0.0% |
| Meeting Expenses - Other | <u>0.00</u> | <u>0.00</u> | <u>0.00</u> | <u>0.0%</u> |
| Total Meeting Expenses | 0.00 | 50.00 | -50.00 | 0.0% |
| Operations | | | | |
| D&O Insurance | 656.00 | 656.00 | 0.00 | 100.0% |
| Postage, Mailing Service | 202.05 | 275.00 | -72.95 | 73.47% |
| P.O. Box | 56.00 | 106.00 | -50.00 | 52.83% |
| Printing and Copying | 0.00 | 50.00 | -50.00 | 0.0% |
| Supplies | 118.12 | 100.00 | 18.12 | 118.12% |
| Miscellaneous | <u>220.56</u> | <u>100.00</u> | <u>120.56</u> | <u>220.56%</u> |
| Total Operations | 1,252.73 | 1,287.00 | -34.27 | 97.34% |
| Website | | | | |
| Maintenance | 2,730.00 | 1,500.00 | 1,230.00 | 182.0% |
| Hosting | 425.75 | 600.00 | -174.25 | 70.96% |
| Rebuild / New | <u>7,800.00</u> | <u>7,859.00</u> | <u>-59.00</u> | <u>99.25%</u> |
| Total Website | 10,955.75 | 9,959.00 | 996.75 | 110.01% |
| Contract Services | | | | |
| Tech | 6,801.63 | 500.00 | 6,301.63 | 1,360.33% |
| Accounting | 1,975.00 | 2,000.00 | -25.00 | 98.75% |
| Administrative Support | <u>2,887.50</u> | <u>4,500.00</u> | <u>-1,612.50</u> | <u>64.17%</u> |
| Total Contract Services | 11,664.13 | 7,000.00 | 4,664.13 | 166.63% |
| Travel | 3,390.99 | 2,500.00 | 890.99 | 135.64% |
| Miscellaneous | 139.98 | | | |
| Bank Service Charge | <u>0.00</u> | <u>15.00</u> | <u>-15.00</u> | <u>0.0%</u> |
| Total Expense | <u>70,851.27</u> | <u>69,628.00</u> | <u>1,223.27</u> | <u>101.76%</u> |
| Net Ordinary Income | -20,614.80 | 72.00 | -20,686.80 | 28,631.67% |
| Other Income/Expense | | | | |
| Other Income | | | | |

| | | | | |
|-----------------------|--------------------------|---------------------|--------------------------|---|
| PPP Loan - NOT INCOME | <u>6,693.00</u> | | | |
| Total Other Income | <u>6,693.00</u> | | | |
| Net Other Income | <u>6,693.00</u> | | | |
| Net Income | <u><u>-13,921.80</u></u> | <u><u>72.00</u></u> | <u><u>-13,993.80</u></u> | <u><u>-</u></u> <u><u>19,335.83%</u></u> |

In 2021. . .

With the effects of COVID-19 still looming into FY 2021 and no end in sight for the necessity of social distancing and precautions in face-to-face meetings, the prospects of in-person meetings and travel seem elusive. The likelihood of participation in a live in-person conference or travel by APGSA members seems improbable at the time of this writing. Our members continue to be impacted with the challenges of administering their programs from their homes and juggling schooling and parenting responsibilities with work responsibilities, regardless of where they live in the nation.

Because APGSA is an organization that has members across the country, we hold all meetings: Board of Directors' meetings, Members' meetings, workgroup meetings, and ad hoc meetings via teleconferencing. Because this is our norm, we can carry on with the business of the association throughout this COVID-19 period with assurance that we will progress toward our goals and objectives for FY 2021.

Objectives for FY 2021 include the following:

Organization:

- ✓ Establish a new name for the organization that will be easily remembered and describe what the organization does no later than June 30, 2021.
- ✓ Review and/or update the by-laws to reflect the work of the organization by June 30, 2021.
- ✓ Develop an associational vision statement, mission statement, and values statement that is ratified by the membership no later than June 30, 2021.

Membership:

- ✓ Increase membership by three new state or territorial gambling administrators by June 30, 2021.

Communications:

- ✓ Produce an APGSA newsletter 10 times in FY 2021.
- ✓ Generate and disseminate at least 2 press releases by June 30, 2021.

Website:

- ✓ Maintain current contact information for state problem gambling programs.
- ✓ Post at least 8 new resources to the Resource Library.
- ✓ Update website as necessary to reflect new name and logo.
- ✓ Maintain members forum availability for member community discussion and networking for 12 months of FY 2021.

Fundraising:

- ✓ Write at least two successfully funded grant proposals with acceptance before June 30, 2021.
- ✓ Increase membership by three new members by June 30, 2021 which increases revenue through membership dues.
- ✓ Develop and engage a Fundraising Advisory Committee to raise funding for purposes as determined by the committee.
- ✓ Secure funding for next Survey of Problem Gambling Services of the States from a foundation or business entity before December 31, 2020.
- ✓ Secure funding to update website to reflect new association name and logo no later than March 31, 2021.

Partnerships and Collaboration:

- ✓ Collaborate/partner with at least one other national organization that works toward mitigating the harm caused by problem gambling to educate legislators and others regarding the need for funding to address the effects of problem gambling.

Learning Communities:

- ✓ Offer at least three Learning Community opportunities for members and stakeholders in FY2021.

Equity and Inclusion:

- ✓ Facilitate one Learning Community webinar for members and stakeholders on the subject of equity and inclusion.
- ✓ Ratify an agency policy statement regarding equity and inclusion.
- ✓ Convene a workgroup that will build a “toolbox” for members and stakeholders with tools to encourage and support equity and inclusion.

Thank you for having an interest in the Association of Problem Gambling Service Administrators and the valuable and important work that we do. We look forward to working with you in whatever manner seems fitting as we all work to reduce the harm caused by gambling problems. For more information about APGSA and it’s efforts, or to inquire about membership, email Linda Graves, Linda@apgsa.org.