

National Problem Gambling Helpline

MODERNIZATION FORUM



1972-2022

NCPG

National Council on Problem Gambling

Celebrating 50 Years

October Forum

- Technology Update
- Helpline Schematics
- Next Steps

Technology Updates: 1-800-GAMBLER

Telephony routing updates complete

Texting routing complete!

Rebranding process started

Problem Gambling Helpline
Call 1-800-GAMBLER
Text HELP to 800GAM
Chat 800gamblerchat.org

How does the National Problem Gambling Helpline Work?

NCPG Affiliates have the authority and responsibility to designate a contact center to manage calls for their state.

NCPG provides a safety net through the NCPG Default Contact Center.



The following vary by state:

- Direct Answer vs Menu Options (calls)
- Training of Contact Center Staff
- Warm transfer vs. given info
- Type and availability of referrals/resources

National Problem Gambling Helpline SCHEMATICS

All schematics in the next section pertain ONLY to calls, texts and chats that are received through the National Problem Gambling Helpline. NOT contacts received through state-specific numbers/links.

Schematics - Calls

- NCPG Default Contact Center 9 states 3 territories (AK AR DC HI ID NH PR SC TX UT VI WY) *NOTE: VT calls go to Default Contact Center evenings, weekends and holidays*
- 29 other Contact Centers manage the remaining 41 states
 - Delaware Council manages DE and MT
 - First Choice Health Systems manages WV and VA
 - Life Works manages AZ CA IN MN MS NC
 - LACG manages CO LA MD NV PA WA *NOTE: Also manage NJ rollover, evening, weekend and holidays*

Schematics – Text and Chat

**All made possible by collaborations in iCarol systems*

- River Valley Behavioral Health – Kentucky
- First Choice Health Systems – West Virginia and Virginia
- Florida Council on Compulsive Gambling – Florida
- Heartline OK City 211 Service – Oklahoma
- LifeWorks - IN MS NC CT CA
- LACG - NJ MI LA PA

Schematics – Recent Updates

- Partnership developed with the Howard Center in Vermont to answer in-state calls between the hours of 8am – 5pm Monday through Friday.
- TAADAS in Tennessee is working with NCPG to take over in-state texts and chats.
- New Hampshire is exploring options to manage in-state calls.

Schematics – State Helpline Numbers

**by advertising, Google and affiliate usage*

1-800-522-4700	11* states and 3 territories	AK AR CO DC HI ID KS NV OK PR TX VI VT WY *NE has two state numbers one being 1-800-522-4700
1-800-GAMBLER	8 states	CA KY MD NJ PA UT WV IL
211	3 states	ME OH AL
Multiple Numbers Advertised	6* states	NM IL* GA MA AZ NE *IL uses both National numbers, in the process of transitioning to 1-800-GAMBLER
PG Specific Advertised Number --> 42 states and 3 territories		

Next Steps

- ✓ Branding and Materials
- ✓ **Contact Center Survey**
- ✓ **Streamlined National Data System**
- ✓ Updated Call Center Standards
- ✓ Accreditation
- ✓ Staff Training
- ✓ Quality Control Program/Process

