

National Problem Gambling Helpline

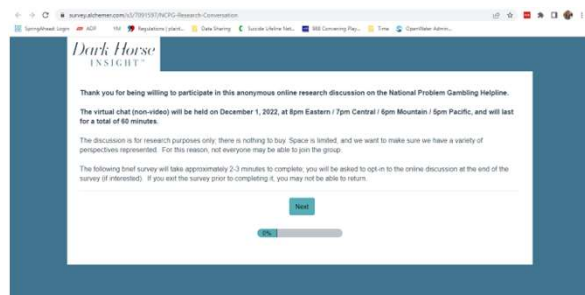
MODERNIZATION FORUM



1

Housekeeping

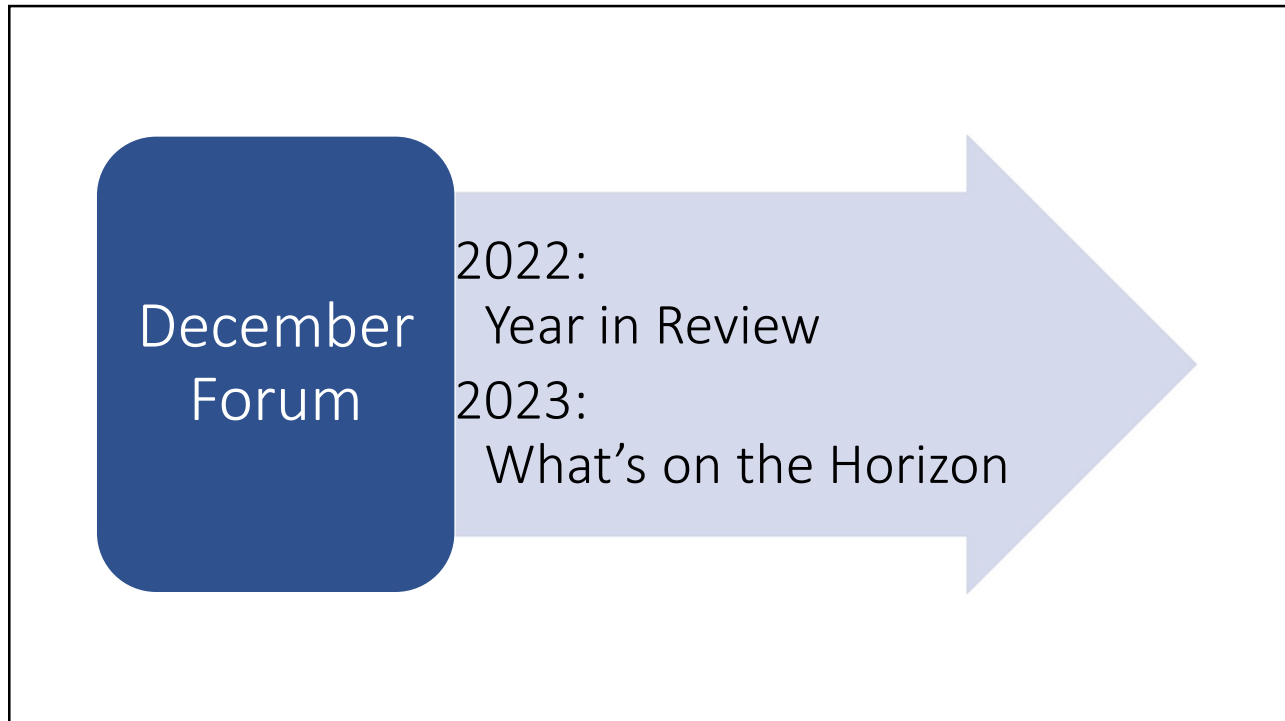
- Marketing REMESH Study Reminder
- No forum in January



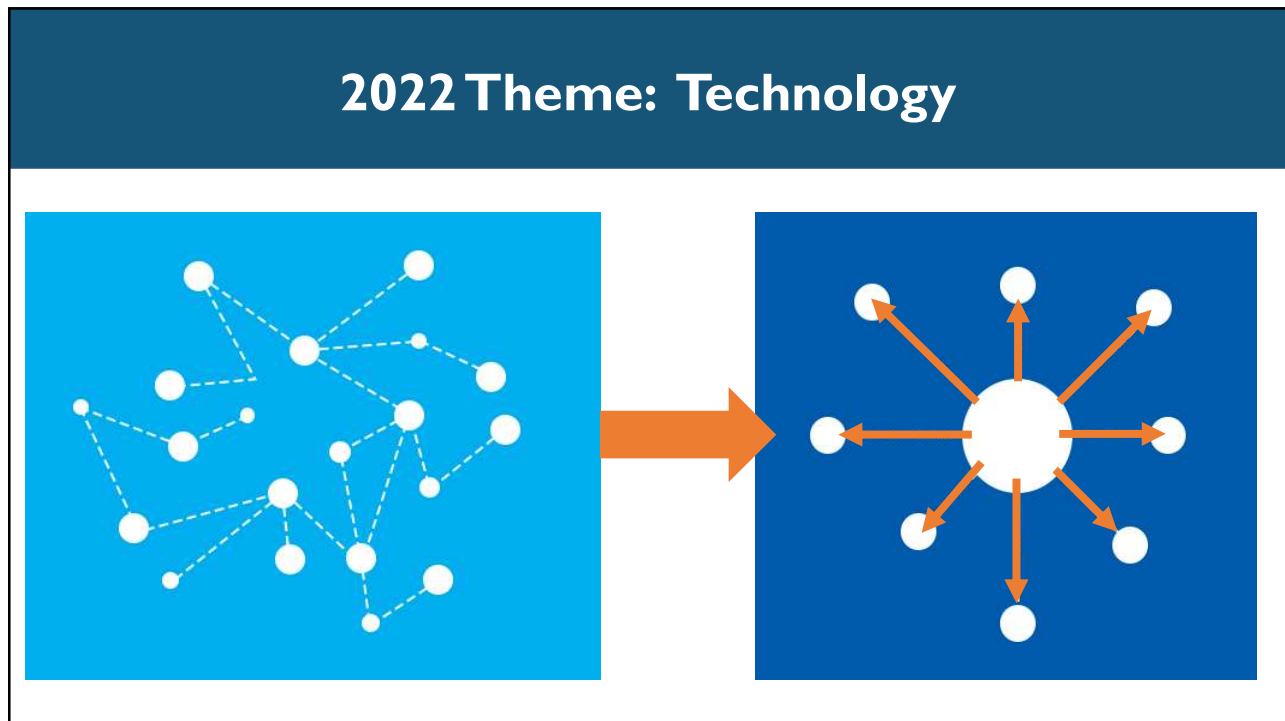
- 2023 Conference Call for Presentations

LINK: <https://www.ncpgambling.org/national-conference/2023-call-for-presentations/>

2



3



4

2022 Themes: Relationships



5

2022 Year in Review

- ✓ Hired Staff
- ✓ New Number!

1-800-GAMBLER
GET HELP 24/7/365

- ✓ Harmonization Complete
- ✓ Draft Minimum Data Set
- ✓ 4 Forums!

6

2022 Still in Progress

Marketing & Branding

Contact Center Survey

Data Project Kick-Off

Texting Short Code

NATIONAL PROBLEM GAMBLING HELPLINE

CALL
1-800-GAMBLER

TEXT*
800GAM

CHAT
1800gamblerchat.org

*Message and data rates may apply. Message frequency varies. Reply HELP for help or STOP to cancel. Terms of service & privacy statement available at ncpgambling.org/helpineterms

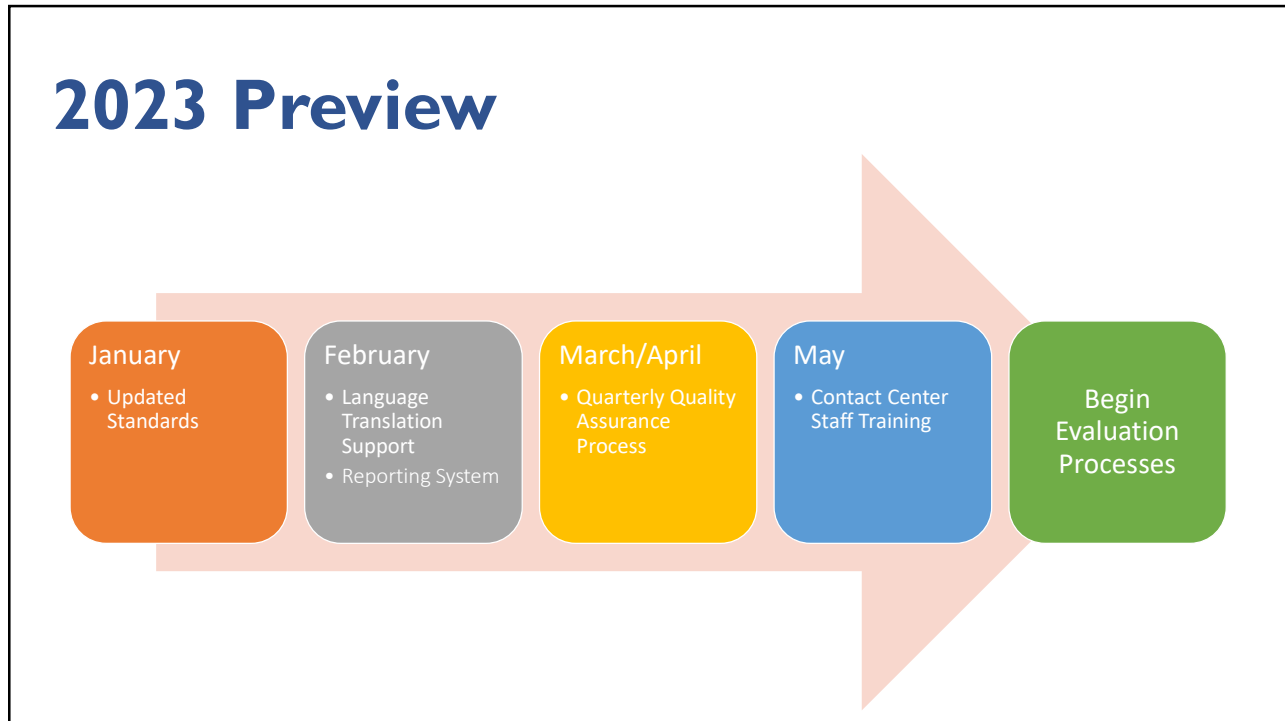
7

2023 Theme: Strengthening Our Network and System of Care

FOUNDATIONAL REQUIREMENTS FOR QUALITY INITIATIVES

Source: Foundational requirements and guiding principles informed by *Improving the quality of care for maternal, newborn and child health: Implementation guide for national, district and facility levels* (11).

8



9



10