

National Problem Gambling Helpline

MODERNIZATION FORUM



1972-2022

NCPG

National Council on Problem Gambling

Celebrating 50 Years

September Forum

- Updates
- Discussion
- Q&A

Updates: 1-800-GAMBLER

Telephony routing updates complete

Texting in process

Rebranding process started

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

Updates: Data

Setting priorities in partnership with Helpline Committee

- Priority 1: Contact Information
- Priority 2: Individual Information and Demographics
- Priority 3: Gambling Information
- Priority 4: Helpline Information

**What Helpline data
do YOU want/need?**

Updates: Data

Priority 1: Contact Information

- Time of Day
- Type of Contact
- Method of Contact
- Call Outcome
- Translation Services

Updates: Data

Priority 2: Individual Information and Demographics

- Caller Type
- Age
- Gender
- Language
- Ethnicity
- Service Status
- Household Income

Updates: Data

Priority 3: Gambling Information

- Motivation
- Most Problematic form of Gambling
- Age of Gambling Behavior Onset
- Age of Gambling Problem Onset

Priority 4: Helpline Information

- How did you hear about the helpline?

Challenges

- ✓ Technology
- ✓ Communication



How can NCPG
improve
communication with
stakeholders?

Next Steps

- ✓ Branding and Materials
- ✓ Streamlined National Data System
- ✓ Updated Call Center Requirements and Accreditation
- ✓ Quality Control Program/Process

Q&A!

A stylized logo consisting of the characters 'Q', '&', and 'A' followed by an exclamation point. The 'Q' is orange with a purple question mark inside its white center. The '&' is blue. The 'A' is green with a dark green shadow behind it. The exclamation point is orange.



How To Get Gambling Addiction Help



CALL 800.522.4700



TEXT 800.522.4700



CHAT www.ncpgambling.org/chat



How does the National Problem Gambling Helpline Work?

NCPG Affiliates have the authority and responsibility to designate a call center to manage calls for their state.
NCPG fills the gaps as needed.



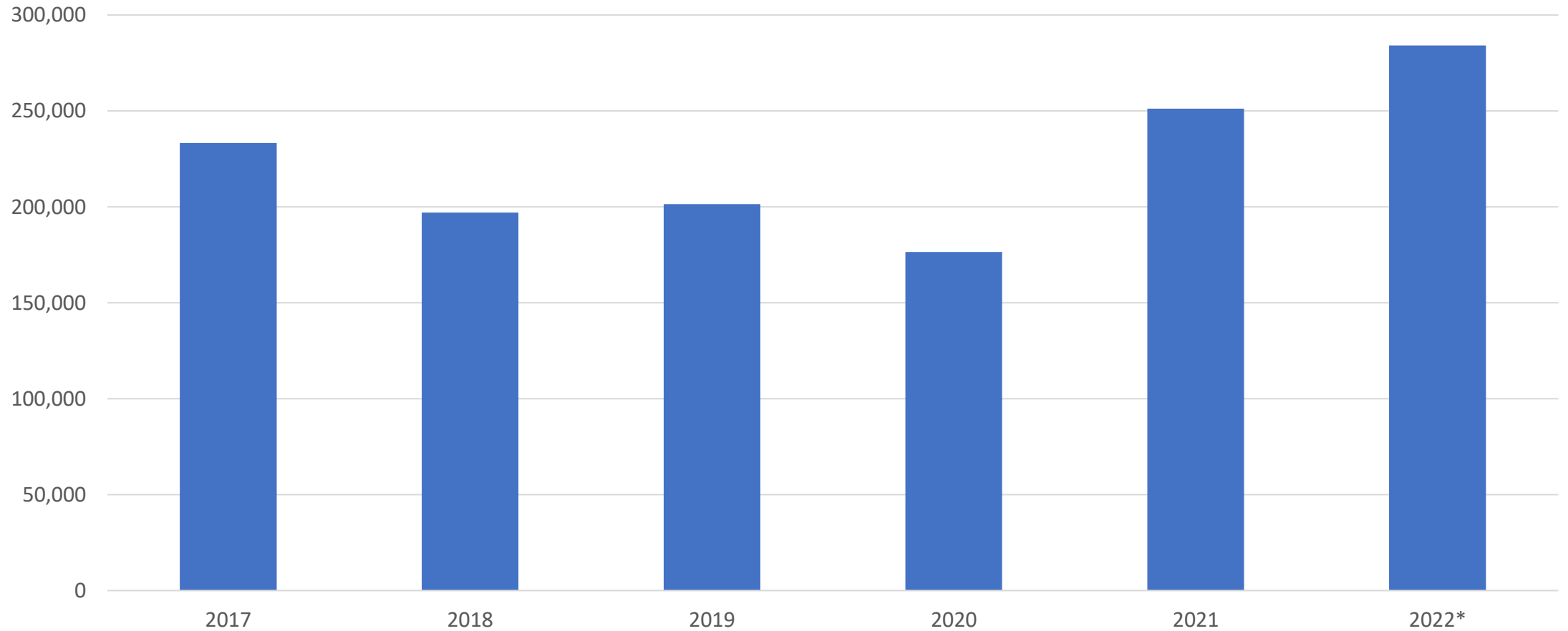
The following vary by state:

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

I-800-522-4700 Today

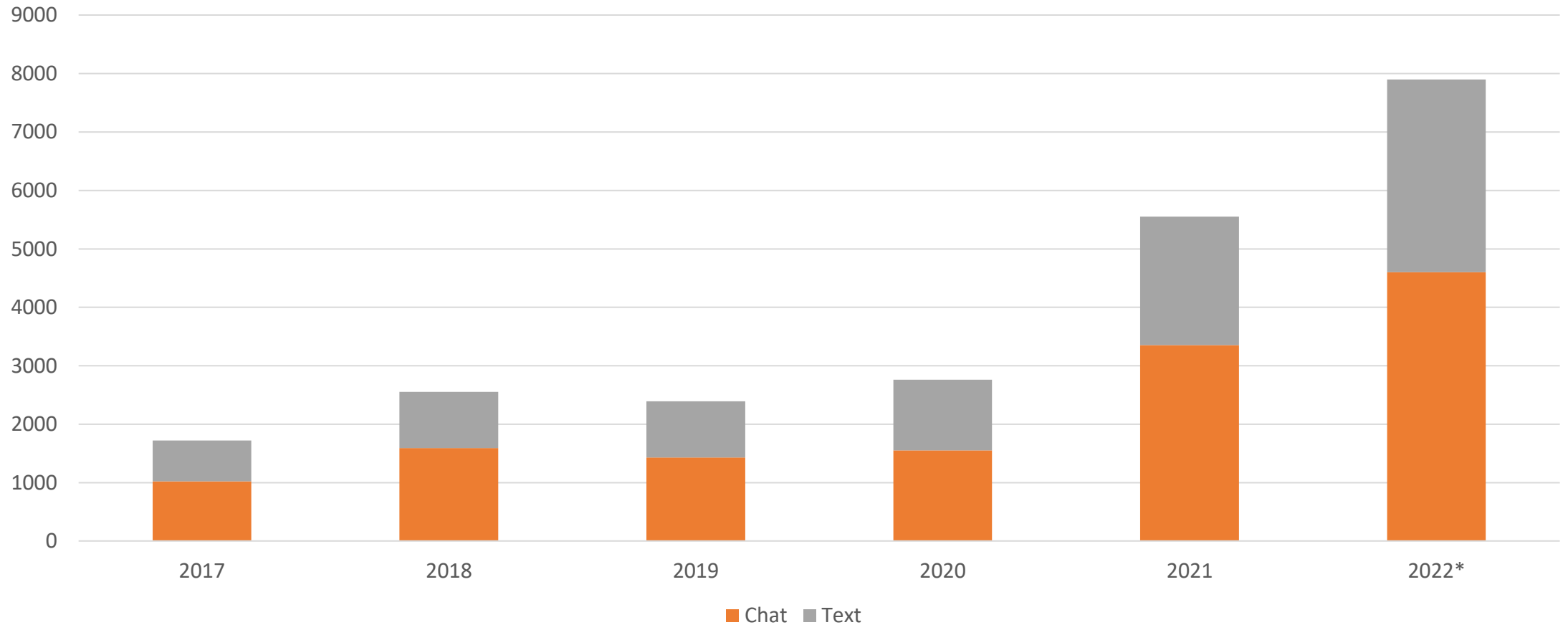
- Received calls from every state last year—an average of one call every 2 minutes 24/7/365. Since 2000 it has received approximately 5 million calls.
- Largest problem gambling helpline in the world by:
 - call volume
 - population served
 - geographic area covered

Call Volume History and Prediction*



*Projected based on Q1 2022 data

Chat & Text Volume History and Prediction*



*Projected based on Q1 2022 data

Brainstorm

- Role of helplines in...
- National helpline structures
- Types of helplines (centralized vs. distributed) pros and cons of each
- Needs/Common Barriers
- Describe the history of the National Problem Gambling Helpline. Name two challenges faced by national helplines functioning in the current environment. List two benefits of the National Problem Gambling Helpline Modernization Project.

Best practice - "direct and safe access of a hospital ED with the recovery-oriented approach"

How 988 works

- Funding:
 - Funding for administration of network – SAMHSA
 - Funding for local crisis centers – local, state governments (plus stipend)

988 Crisis Center Locations

