

National Problem Gambling Helpline

**MODERNIZATION  
FORUM**

October 2023



**NCPG**

National Council on Problem Gambling



October



General Updates

Analytics Dashboard Demo

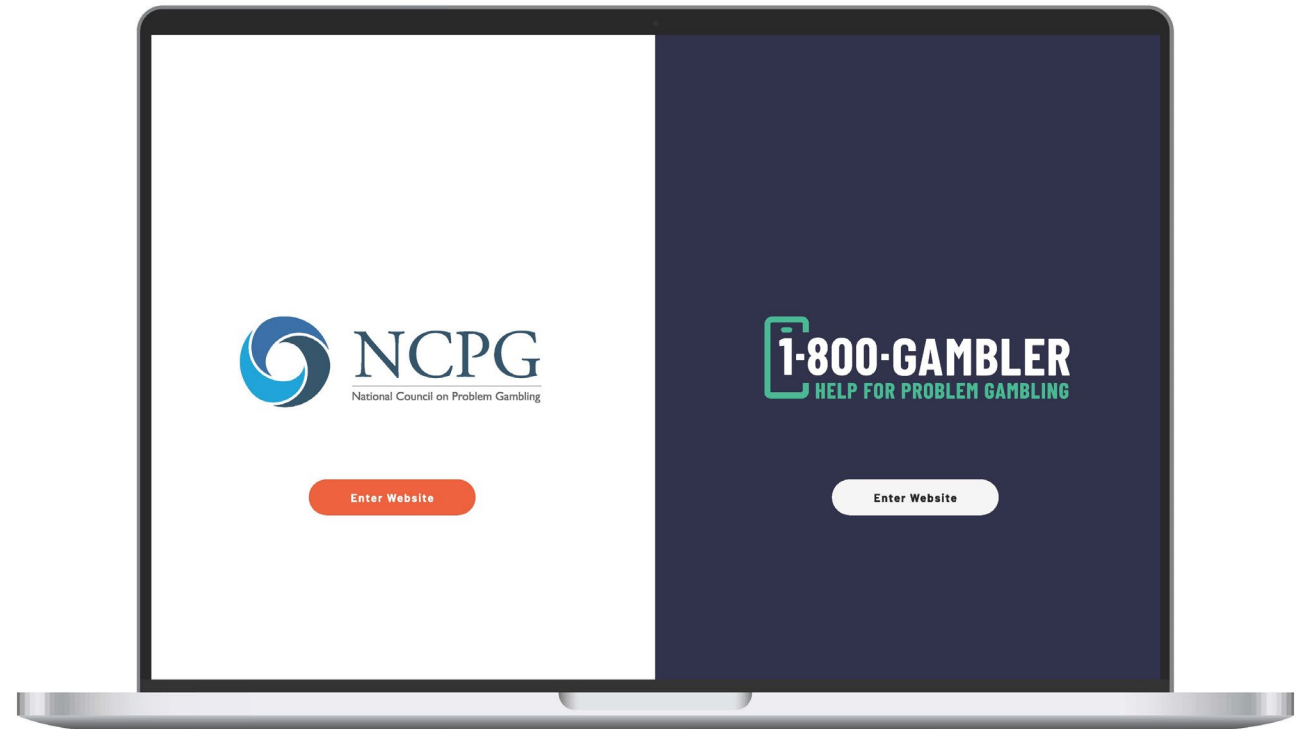
Helpline Specialist Training Updates

Next Steps

Q&A

# Updates

- Network standards updated and released
  - 1:1 review and support (November)
- Phone tech review ongoing
  - Chat/text 2024
- New NCPG website will be divided by audience (PREVIEW)
- Routing list available upon request



# **Analytics Dashboard DEMO**

# In Progress: Helpline Specialist Training

Phased Release of Content:

**Introduction to National Problem Gambling Helpline**

Phase 1: Helpline Skills

Phases 2-3: Gambling Specific Content

General Addiction & Mental Health Content

Under Discussion: Crisis-Related Content



What would  
you say?



Looking toward 2024

