National Problem Gambling Helpline

MODERNIZATION FORUM

September 2023



September

Updated Network Standards

Staff Training Updates

Communication

Next Steps Q&A

Q&A

Who do the standards apply to?

- → Participating Network Contact Centers must meet standards
- → NCPG will review standards annually and offer support and consistent communication to contact centers

*NOTE: Affiliates and state administrators should be aware of the standards given that they support routing decisions and fund services.

Key Points

- 14 key areas
- Roles and responsibilities outlined for both contact centers and NCPG
- Network contact centers who do not currently meet the standards will develop a plan to update technology, policies, etc.
- It is expected that all network contact centers will be working toward meeting standards in 2023 and will meet all standards before the end of 2024.



Ensuring individuals are connected efficiently

Ensuring individuals are provided options for care

 Providing data support and transparency to improve systems, programming and support

Ensuring effective technology with individual in mind



- Supporting helpline specialists to provide quality support for individuals
- Developing protocols to support individuals in crisis
- Partnering to financially support ongoing systems
- Strengthening capacity and system-wide infrastructure

Legal & Insurance

Accreditation

Communication

Language Services Administration of responsible practices

Building fidelity and confidence

 "Alone, we can do so little; together we can do so much." ~Helen Keller

 Ensuring accessibility to all individuals and communities in need regardless of primary language

In Progress: Staff Training

Format:

- Optional
- On-demand, self-paced
- Individual modules and micro-learning

Associated Costs:

- FREE to all Network Contact Center Helpline Specialists and Administrative Staff
- Reduced rates for partners of the National Problem Gambling Helpline Network

Benefits:

- Supports contact centers in meeting Updated Network Standards
- FREE training and professional development for participating contact centers

In Progress: Staff Training

Phased Release of Content:

Phase 1: Helpline Skills

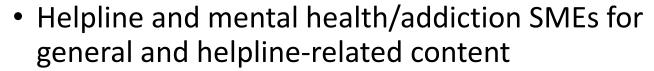
Phases 2-3: Gambling Specific Content

General Addiction & Mental Health Content

Under Discussion: Crisis-Related Content

Subject Matter Experts (SMEs): •





NCPG and additional SMEs for gambling-related content



Communication, Communication, Communication

Office Hours for Contact Center Support:

September 12, 2023 – 2:00PM Eastern

September 14, 2023 – 11:00AM Eastern

Quarterly Network Meeting:

September 27, 2023 – 10:00AM Eastern

September 28, 2023 – 2:00PM Eastern

^{*}A representative from Language Line will join us for any questions our contact centers may have*

^{*}We'll be reviewing the Updated Network Standards and answering Contact Center/state specific questions

Next Steps

✓ Call Technology Assessment/Review

✓ Ongoing Support

Standards Accreditation Stipends

✓ Looking toward 2024

