

National Problem Gambling Helpline

**MODERNIZATION
FORUM**

September 2023



NCPG

National Council on Problem Gambling

September

Updated Network Standards
Staff Training Updates
Communication
Next Steps Q&A
Q&A

Released: Updated Network Standards

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.

Released: Updated Network Standards

Routing

- Ensuring individuals are connected efficiently

Referral Policies

- Ensuring individuals are provided options for care

Reporting

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

Technology

- Ensuring effective technology with individual in mind

Released: Updated Network Standards

Staff Training

- Supporting helpline specialists to provide quality support for individuals

Crisis Policies

- Developing protocols to support individuals in crisis

Costs

- Partnering to financially support ongoing systems

Stipends*

- Strengthening capacity and system-wide infrastructure

Released: Updated Network Standards

Legal &
Insurance

- Administration of responsible practices

Accreditation

- Building fidelity and confidence

Communication

- “Alone, we can do so little; together we can do so much.” ~Helen Keller

Language
Services

- 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):

- Helpline and mental health/addiction SMEs for general and helpline-related content
- NCPG and additional SMEs for gambling-related content

Who
comes to
mind?

Communication, Communication, Communication

Office Hours for **Contact Center Support**:

September 12, 2023 – 2:00PM Eastern

September 14, 2023 – 11:00AM Eastern

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

Quarterly **Network Meeting**:

September 27, 2023 – 10:00AM Eastern

September 28, 2023 – 2:00PM Eastern

**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

