

National Problem Gambling Helpline

MODERNIZATION FORUM

June 2023



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June

Accreditation Updates
Staff Training Updates
Conference Updates
July & August
Next Steps
Q&A

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Accreditation

- **Purpose** → Professionalize and standardize the National Problem Gambling Helpline Network
- **Requirement:** Network contact centers must be accredited, or in the process of becoming accredited, before the end of 2023.



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Accreditation

- **Scenarios:**
 - Already accredited by an approved body. Pre-Approved Accrediting Bodies – AAS, AIRS, ICH
 - Start the accreditation process before the end of 2023, accreditation final in 2024.

**NCPG will support contact centers through accreditation process.*

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In Progress: Staff Training

★ Exploring partnerships and collaborations to develop and host Contact Center Specialist Training specific to problem gambling services. LIVE by the end of 2023

★ General Content Areas:

- ★ Gambling Specific Content
- ★ General Addiction & Mental Health Content
- ★ Crisis-Related Content
- ★ Helpline Skills, etc.

★ Subject Matter Experts (SMEs)

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

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Updates: I-800-GAMBLER Branding

- Brand Assets Phase 2
- 1-800-GAMBLER PSA

Specific target audiences?

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Conference Updates

Helpline Symposium

- Learning Objectives for Panel Presentations:
 - Explain the diversity of existing problem gambling helpline resources across the country.
 - Describe how state-specified contact centers work within the network to ensure individuals, families and communities get the support they need.
- Possible: Get to know your contact center mini poster session



Ideas?

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Conference Updates

Helpline Modernization Poster

- Past year accomplishments
- Data dashboard previews
- Next steps in Modernization Project
- Network highlights



Ideas?

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Next Steps

- ✓ Call Technology Assessment/Review
- ✓ Quality Assurance Process



National Conference
on Gambling Addiction &
Responsible Gambling 2023

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