

National Problem Gambling Helpline

**MODERNIZATION  
FORUM**

May 2023



**NCPG**

National Council on Problem Gambling



May



Updates

Analytics Dashboard Demo

Next Steps

Q&A

# Updates

- ★ Monthly Office Hours
- ★ Bi-Monthly Meetings
- ★ Language Services Access
- ★ Safety Net Visit



# Updates

## LAUNCH!

The **1-800-GAMBLER Promotional Toolkit** can be accessed at [ncpgambling.org/helpline-toolkit](https://ncpgambling.org/helpline-toolkit).

The **National Problem Gambling Helpline Analytics Dashboard** can be accessed at [ncpgambling.org/helpline-dashboard](https://ncpgambling.org/helpline-dashboard).



## What is/isn't the Helpline Analytics Dashboard?



The volume of incoming traffic to the National Problem Gambling Helpline



Prevalence Outcomes

# **Analytics Dashboard DEMO**

# Next Steps: Analytics Dashboard

## Demographic and Outcome Data

- Network contact centers working through first round of call data reporting (Q1 2023)
- NCPG making updates to chat/text data collection form for data consistency

## Next Steps

- ✓ Staff Training Discovery Phase
- ✓ Brand Assets Phase 2

[ncpgambling.org/resource-suggestion/](https://ncpgambling.org/resource-suggestion/)

- ✓ 1-800-GAMBLER PSA





