

National Problem Gambling Helpline Modernization Forum

February 2024

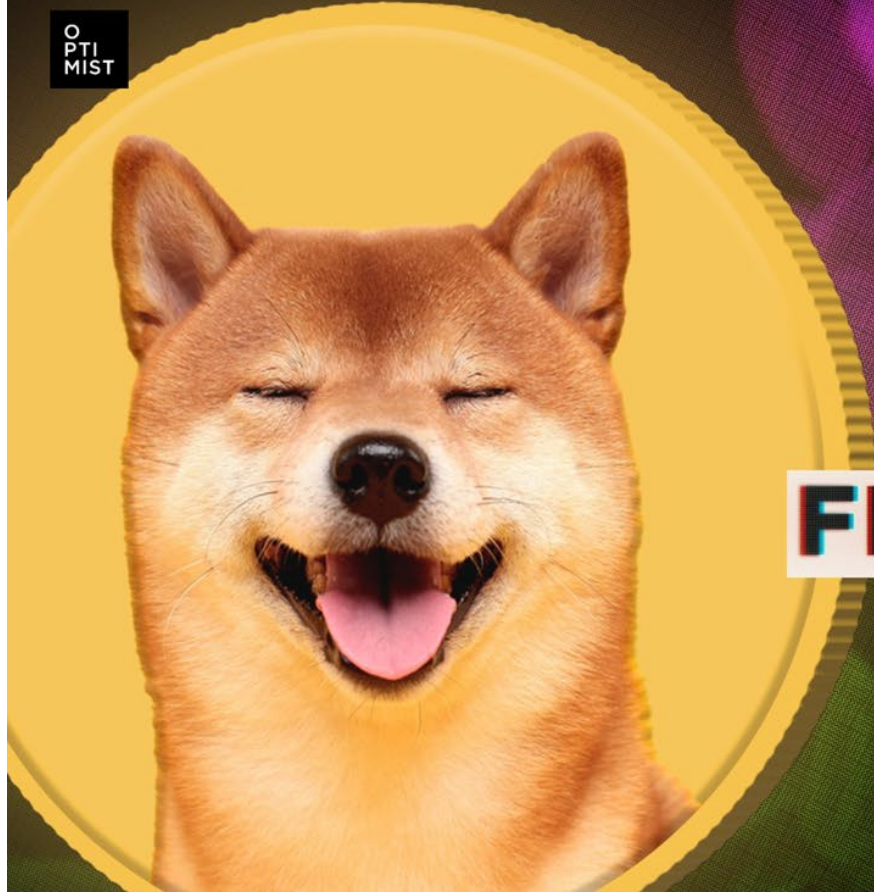


January Forum

TINFA Event
Website Updates
2024 Preview
Happening Now
Happening Soon
Announcement
Q&A

2024 Theme: Support and Partnership





**THIS IS NOT
FINANCIAL ADVICE**



**HELP FOR
PROBLEM
GAMBLING**

CALL 1-800-GAMBLER

TEXT 800-GAM

CHAT 1800GAMBLERchat.org



OPTI MIST



Portrait
Creative Network

GAMBLER
HELP FOR
PROBLEM
GAMBLING

XTR Fuse

Fuse XTR

OPTI MIST

Portrait
Creative Network

1-800
GAMBLER

If you or someone you know is struggling
with a gambling problem, help is available.

1-800-GAMBLER
HELP FOR PROBLEM GAMBLING

EXIT

EXIT

EXIT

Reach

Sold out premiere!

✓ 270 attendees

Emails with 1-800-Gambler
logo and shout-out x3

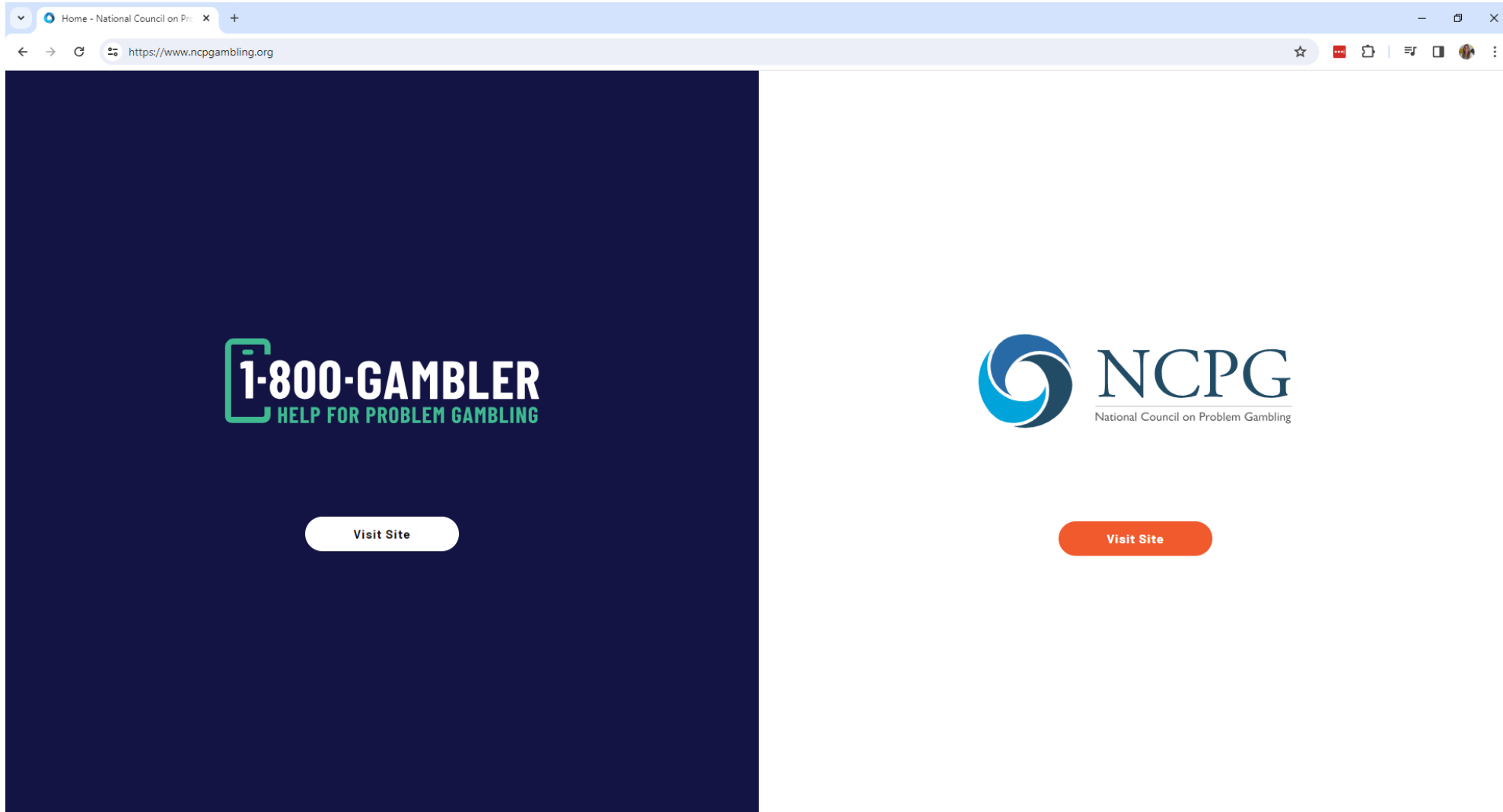
✓ 21,164+

Mentions of 1-800-Gambler
on X/Twitter x4

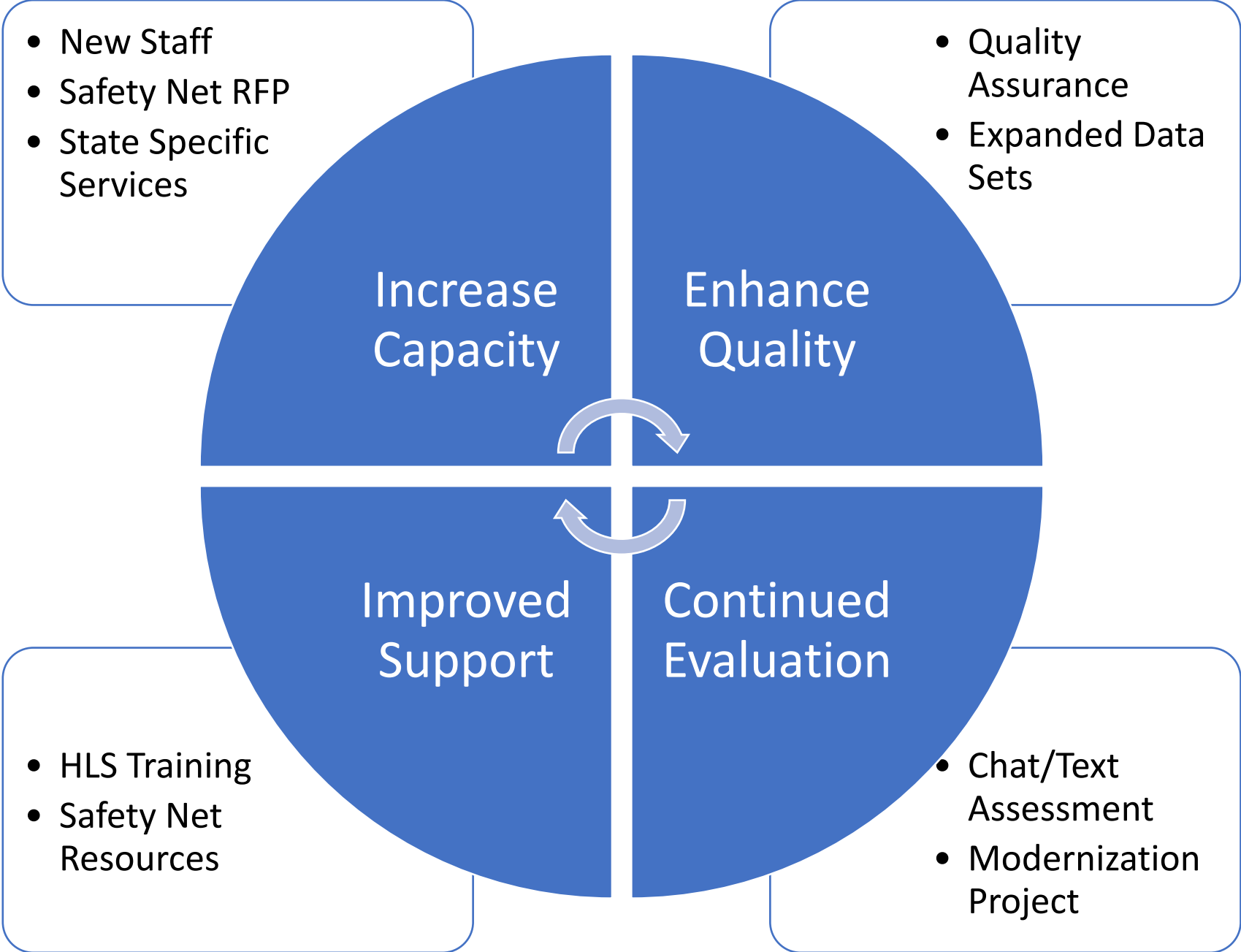
✓ 45,000+



Exciting NCPG Website Updates



2024 Preview



Happening Now

Expanded Data Sets

- Working through permissions
- Hope to have demo/result data public before end of 2024
- Introduced stipends to help offset cost of reporting and data cleaning

Technology Assessment

- Phone tech assessment complete
- Transition underway – complete before the big game

Happening Now

Standards Reviews & MOUs

- Step 1: 1:1 meetings w/each contact center to review updated standards
- Step 2: MOUs to formalize partnerships with each contact center

ONGOING SUPPORT

Accreditation

- Contact Centers working through accreditation w/ICH, AAS, and InformUSA

Happening Soon

Contact Center
Staff Training
Launch

Expansion of
Referral Resources
Contact Centers

New staff starting February 12th!



Q&A!

A stylized logo consisting of the letters 'Q', '&', and 'A' followed by an exclamation point. The 'Q' is orange with a purple question mark inside its white center. The '&' is blue. The 'A' is green with a dark green shadow effect. The exclamation point is orange.