

National Problem Gambling Helpline Modernization Forum

March 2024



March Forum

New Staff!
NCPG Updates
Phone Technology
Helpline Symposium
Q&A

NCPG Updates



2024 National Conference

SAVE THE DATE

Location: San Diego, California

Main Conference

- July 18-19, 2024

Pre-Conference Workshops

- July 17, 2024



Diversity In Leadership Conference Scholarship

These scholarships are designed to recognize individuals who are from underrepresented backgrounds and have demonstrated exemplary promise as future leaders in the problem gambling and responsible gambling fields.

**Deadline for Submission: Friday, March 29, 2024 at
11:59pm ET**

[Learn More and Apply](#)

Reinforcing Resilience Conference Scholarship

The Reinforcing Resilience Conference Scholarships are designed to recognize individuals who identify as Native American and have demonstrated exemplary promise as future leaders in the problem gambling and responsible gambling fields.

**Deadline for Submission: Tuesday, April 30, 2024 at
11:59pm ET**

[Learn More and Apply](#)

Link: <https://www.ncpgambling.org/training/national-conference/>



Problem Gambling Awareness Month

This month is set aside to increase public awareness of problem gambling and the availability of prevention, treatment, and recovery services.

#PGAM2024

2024 PGAM Theme

“Every Story Matters”



This year’s theme, “Every Story Matters,” is a reminder that every narrative, battle and triumph related to problem gambling is significant. Throughout the month, we aim to elevate these stories, fostering understanding and support within our communities.

Problem Gambling Awareness Month Promotional Toolkit

Tailored to make participation in Problem Gambling Awareness Month (PGAM) easy and extend the impact of the grassroots movement, this toolkit is intended as a guide to help promote PGAM in your community.

[Join PGAM 2024 Facebook Group](#)

[Request a New Promotional Asset](#)

About Problem Gambling Awareness Month

Problem Gambling Awareness Month is a nationwide grassroots campaign, held annually in March, that seeks to increase public awareness of problem gambling and promote prevention, treatment, and recovery services.



Problem Gambling Fact Sheet

This fact sheet on the basics of problem gambling can help new audiences gain a better understanding of what problem gambling is, its impact, and how to find support.



PGAM Toolkit

- Official Hashtag – #PGAM2024
- Problem Gambling Fact Sheet
- Press Release Template
- Proclamation Tips & Template
- Logos
- Events Calendar
- Gambling Disorder Screening Day 3/12
- Social Media Shareables

Problem Gambling Fact Sheet

This fact sheet on the basics of problem gambling can new audiences gain a better understanding of what problem gambling is, its impact, and how to find support.

[Download PDF](#)



PGAM Press Release Template

A template help to spread the word about Problem Gambling Awareness Month and encourage partner organizations, government agencies, and the media to participate in raising awareness about problem gambling in your community.

[Download Template \(doc\)](#)

Getting an Official PGAM Proclamation

A template to help facilitate the request of a proclamation from your elected officials acknowledging March as Problem Gambling Awareness Month. A proclamation is a public or official announcement with the goal to raise awareness.

[Download Template \(Doc\)](#)

[Download Proclamation Tips PDF](#)



Social Media Shareables

1-800 GAMBLER

PROBLEM GAMBLING HELP

If you or someone you know may have a gambling problem, contact the National Problem Gambling Helpline, which offers hope and help without stigma or shame.

#PGAM2024

For resources to help overcome a gambling problem, reach out to [1-800-GAMBLER](tel:1-800-GAMBLER) anytime. It's free, friendly, and 100% confidential.

Call: 1-800-GAMBLER

Text: 800GAM

Chat: www.1800gamblerchat.org

Calls, texts and chats to the National Problem Gambling Helpline have increased by 32% in the last year.

#PGAM2024

The 1-800-GAMBLER Helpline exists to efficiently connect people anywhere in the United States to problem gambling help, resources, and referrals via call, text, or chat 24/7/365.

For help with a gambling problem, call 1-800-GAMBLER, text 800GAM, or visit www.1800gamblerchat.org.

Problem gambling can affect anyone. Let's spread the word this month and share resources to help those struggling.

If you or someone you know may have a gambling problem, contact the National Problem Gambling Helpline, which offers hope and help without stigma or shame. Call [1-800-GAMBLER](tel:1-800-GAMBLER), text [800GAM](text:800GAM), or visit www.1800gamblerchat.org [OR LOCAL HELPLINE]. #PGAM2024

[Download Image \(1080px x 1080px\)](#)

[Download Image \(940px x 788px\)](#)

Social Media Shareables



The National Problem Gambling Helpline offers support, hope, and resources for change. 1-800-GAMBLER is completely free and 100% anonymous. Available 24/7.

Call: [1-800-GAMBLER](tel:1-800-GAMBLER)

Text: [800GAM](text:800GAM)

Chat: www.1800gamblerchat.org

Download Image (1080px x 1080px)

Download Image (940px x 788px)



No one succeeds alone. Call, text, or chat the National Problem Gambling Helpline to be connected with a friendly professional who can share practical resources.

Call: [1-800-GAMBLER](tel:1-800-GAMBLER)

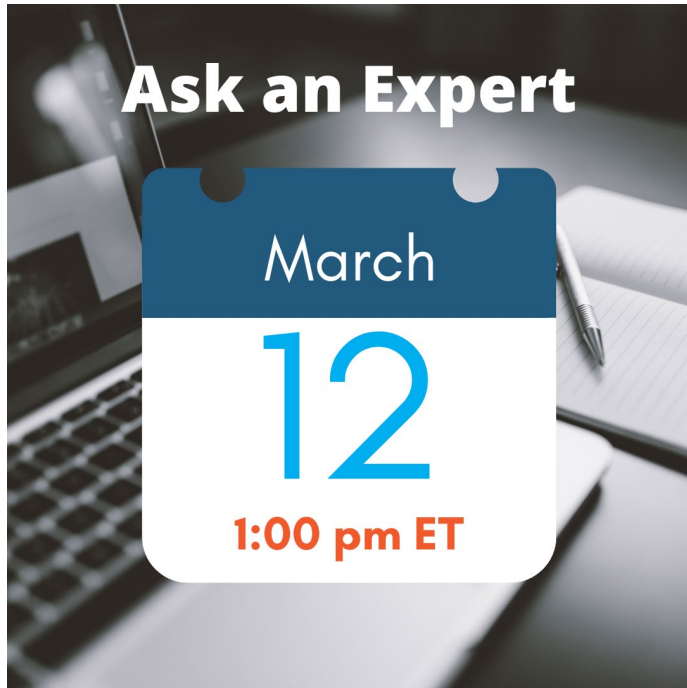
Text: [800GAM](text:800GAM)

Chat: www.1800gamblerchat.org

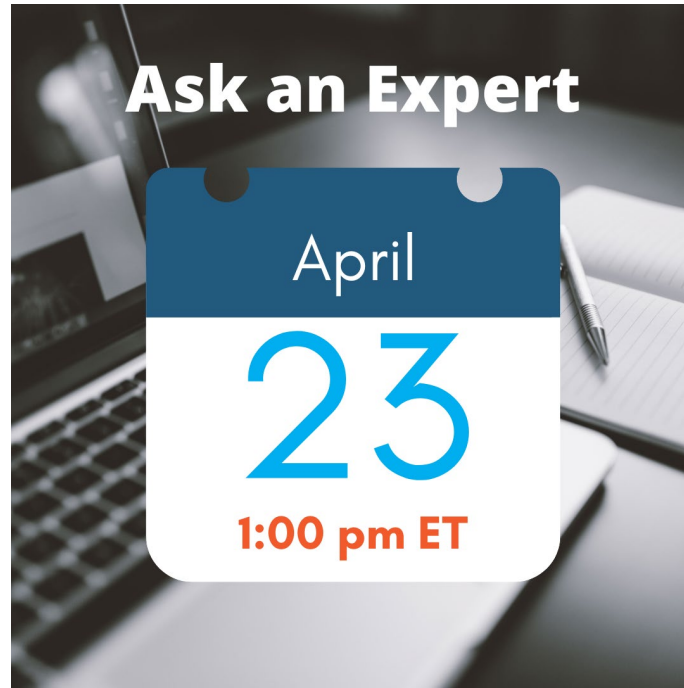
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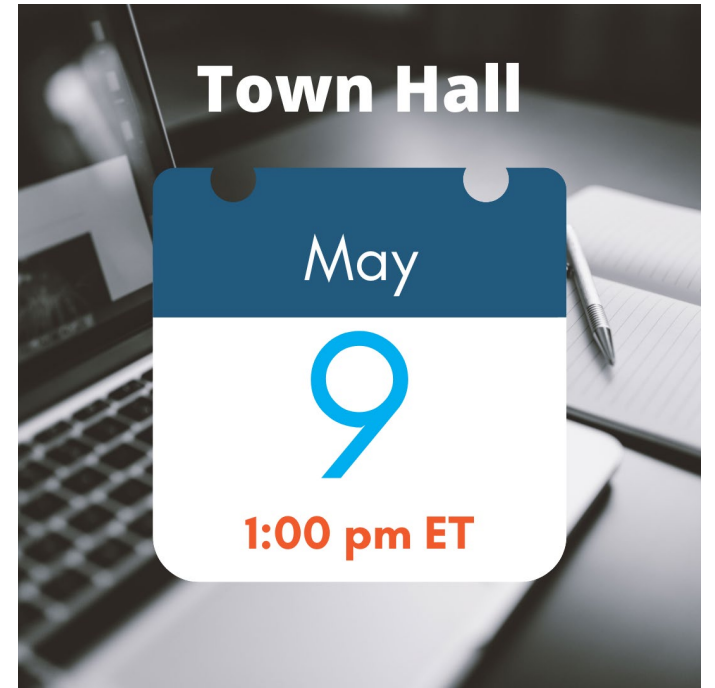
Upcoming Events



Ask an Expert: How the Problem Gambling Network of Ohio Celebrates PGAM



Ask an Expert: Making the Most of Your NCPG Membership



Town Hall with NCPG Board Candidates

NCPGambling.org/webinars

Phone Technology Updates

Phone Technology Updates

- Transferred phone number management to RouteTrust
- Faster Response Time
- Additional Call Data for QA and QI Purposes
- *Note: Updated menus for some states*

Please test and report back to NCPG

**Tell the contact center it was a stakeholder-initiated test call.*

For concerns, send the following info to JaimeC@NCPGambling.org

- Number called into and number called from
- Date and time of call
- Explanation of process and concern

Helpline Symposium



