

National Problem Gambling Helpline Modernization Forum

April 2024



March Forum

NCPG Updates

Helpline Summit

Helpline Data

Overall Project Updates

Q&A

NCPG Updates

The National Conference on Gambling Addiction & Responsible Gambling 2024

July 17-19, 2024
San Diego, CA

Registration Now Open for NCPG Members

www.NCPGConference.org

Reinforcing Resilience Conference Scholarship

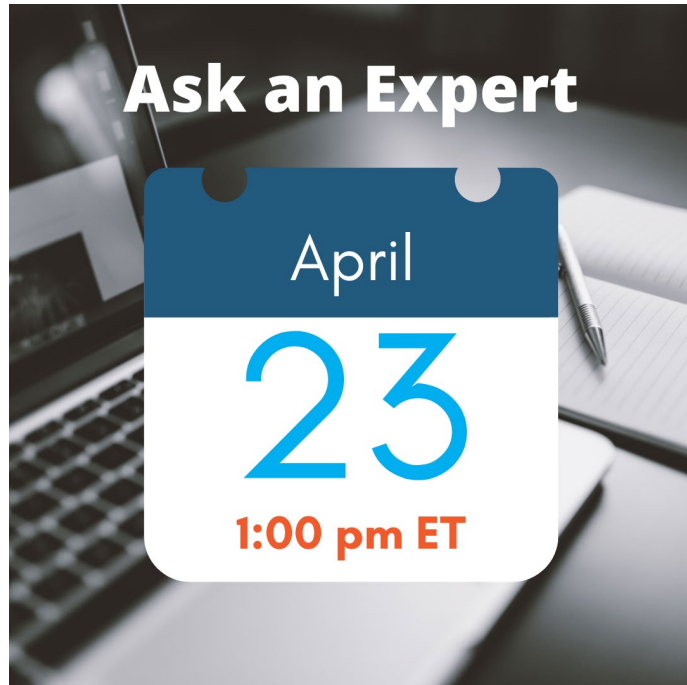
The Reinforcing Resilience Conference Scholarships are designed to recognize individuals who identify as Native American and have demonstrated exemplary promise as future leaders in the problem gambling and responsible gambling fields.

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

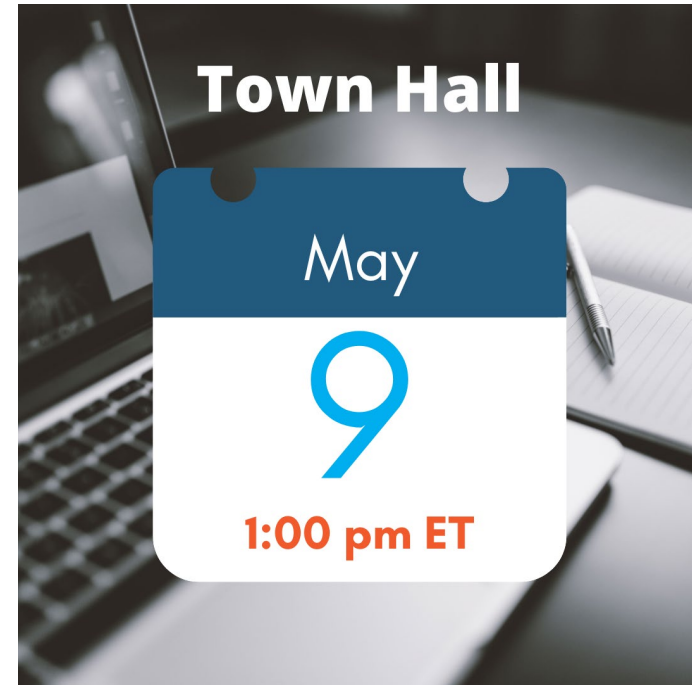
[Learn More and Apply](#)

www.NCPGConference.org

Upcoming Events



Ask an Expert: Making the Most of Your NCPG Membership



Town Hall with NCPG Board Candidates

NCPGambling.org/webinars

Helpline Symposium

Advancing Support Systems and Innovations

WEDNESDAY July 19 @ 1-4pm Pacific in person

AGENDA

- **Education** National Helpline basics, modernization updates, new data/research
- **Features** contact centers/state helpline innovation
- **Break**
- **Roundtable Discussions** Challenges and Solutions
 - Managing increased calls due to sports betting
 - Data sharing – barriers and collaboration
 - Marketing – how to market the helpline separate from customer service
- **Wrap-Up**



Helpline Data

Helpline Data

- Currently – Incoming Traffic Data
 - Filters include call/text/chat, state of origin, date range, length
- In Progress – Demographic Data
 - Contact Information
 - Individual Information and Demographics
 - Gambling Information
 - Helpline Information

NO PII

*NOTES: Permissions required.

Helpline Data

QUESTIONS

- How would you use the data?
- What pieces would be most helpful to you?
- What format would you like to see – visual, chart, download, etc.?



Overall Project Updates

Overall Project Updates

- Data Stipends for 2023 Data – Submission Process Open
- Technology Improvements – State-Specific Menu Updates
- Network Communication – Phase 1 Contact Center 1:1 meetings just about wrapped, Quarterly Meeting TBD end of April
- Helpline Specialist Support Training – SME partnerships underway
- Evaluation of System – Chat/Text review on the docket for the next two months
- Coverage – Safety Net RFP scheduled to go out before end of July

