



NCPG and CCGNJ Enter License Agreement for 1-800-GAMBLER® to Improve Access to Problem Gambling Support

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Washington, DC – The National Council on Problem Gambling (NCPG) today announced that it has entered into a six-year license agreement with the Council on Compulsive Gambling of New Jersey, Inc. (CCGNJ) for the use of their 1-800-GAMBLER® federally registered service mark in all U.S. states outside of New Jersey, as well as all U.S. territories and the District of Columbia. The agreement marks a major milestone in NCPG’s effort to reduce barriers to essential resources for those affected by problem gambling.

“CCGNJ has always been at the forefront of providing support for people in communities affected by a gambling problem. 1-800-GAMBLER® serves as an essential tool for accessing this support,” said Felicia Grondin, CCGNJ Executive Director. “We look forward to working with NCPG to ensure that people from across the country can easily access problem gambling support and resources using this simple, memorable number.”

“This agreement is a vital step forward as we work to increase awareness and access services for individuals, families, and communities impacted by problem gambling,” said Maureen Greeley NCPG Board Press to high-quality ident. “With collaboration as one of our core values, we are grateful for this partnership with our NCPG Affiliate, CCGNJ, that will significantly advance our shared priorities of improving health and wellness by offering the most effective programs and services possible.”

“Our goal is simple, to continue to make sure 1-800-GAMBLER® provides aid to anyone who needs it as quickly and efficiently as possible,” said Fred W. Hogan CCGNJ Board President. “We look forward to sharing our strength and experience.”

Today’s announcement builds on NCPG’s multi-year National Problem Gambling Helpline Modernization Project. The project, supported by a grant received from the National Football League Foundation (NFLF) in 2021, will improve call center technology, data collection, and reporting, as well as upgrade criteria and offer standardized training and certification for call centers across the National Problem Gambling Helpline Network.

“Since its inception in 1995, the National Problem Gambling Helpline has seen exponential growth in calls, texts and chat messages for help from individuals across the country as gambling has continued to expand,” said Keith Whyte, NCPG

Executive Director. “The Modernization Project will allow us to make significant improvements to the operations, technology and infrastructure of the network to keep up with the ever-growing need for problem gambling resources.”

The current National Problem Gambling Helpline Network number (1-800-522-4700) and 1-800-GAMBLER® will continue to operate uninterrupted as will the current routing of helpline calls. In the coming months, NCPG will work closely with CCGNJ, state affiliates, and helpline call centers to ensure a smooth transition and prevent any gaps in services as adjustments are made in the National Helpline Number and Network.

NCPG and CCGNJ invite members of the media to attend a live virtual presentation on Helpline Modernization on Thursday, June 9, 2022, at 3:30 pm ET. This presentation will include a detailed look at the past, present and future of the National Problem Gambling Helpline and explain the roles of various stakeholders in improving access to high-quality problem gambling services across the country. Media credentials can be obtained by contacting Cait Huble, NCPG Director of Communications at CaitH@ncpgambling.org.

About the National Council on Problem Gambling

The National Council on Problem Gambling (NCPG) is neutral on legalized gambling. Based in Washington DC, NCPG is the only national nonprofit organization that seeks to minimize the economic and social costs associated with gambling addiction. 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 or text 1-800-522-4700 or visit www.ncpgambling.org/chat. Free and confidential help is available 24/7.

About the Council on Compulsive Gambling of New Jersey

The CCGNJ is located in Hamilton, New Jersey, near the state’s capital, and was established in 1982; the agency has been a resource for nearly 40 years for those who are dealing with a gambling disorder. One year later the 1-800-GAMBLER® helpline was established to assist individuals by providing treatment referrals and related resources, including Gamblers Anonymous meeting information, to foster recovery from gambling addiction. The CCGNJ is also charged with training professionals and advocating for increased services for problem and disordered gamblers and their families. Free and confidential help is available 24/7 by calling 1-800-GAMBLER® or visit <https://800gambler.org/>.

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