

THE COUNCIL ON COMPULSIVE GAMBLING OF NJ **800-GAMBLER®**

FOR IMMEDIATE RELEASE

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CCGNJ Control of 1-800 GAMBLER® Ensures Uninterrupted, High-Quality Support For Problem Gamblers

Hamilton, NJ ... October 3, 2025 - The 1-800-GAMBLER® helpline, now under control of the New Jersey Council of Compulsive Gambling (CCGNJ) after a recent court ruling, is well-positioned to further help those in need. For more than 40 years, 1-800-GAMBLER® has been a vital national resource. CCGNJ launched the pioneering helpline in 1983 to provide hope for people struggling with disordered gambling, and it has never lost sight of its mission.

In addition, CCGNJ has been a partner with the National Council on Problem Gambling (NCPG). As part of that relationship, the National Council operated the helpline under a three-year licensing agreement that expired in May 2025. CCGNJ offered a new agreement that the National Council did not sign. CCGNJ also received reports of calls being rerouted away from local affiliates and long waits for live operators. This led to the New Jersey Court's decision that returned control to CCGNJ.

"By maintaining control, we can ensure our helpline continues to operate under the same principles and standards that have made it successful," CCGNJ Board President Fred Hogan said. "Our push for excellence remains unchanged. We're ready to deliver with the same passion and precision our community deserves."

CCGNJ Executive Director Luis Del Orbe explained why this matters. "We believe in the importance of safeguarding the helpline, not just for today, but for the future. The helpline is more than a phone number. It is a lifeline for people in crisis. It's a symbol of hope, support, and recovery."

What's Next

CCGNJ is dedicated to providing the highest quality support and treatment to individuals affected by disordered gambling. CCGNJ will ensure the helpline is:

- Easy to access and completely confidential
- Localized, so help is close to home
- Always staffed by trained, compassionate professionals
- Innovative, with better data collection and multilingual support

CCGNJ will require all authorized users to sign a Memorandum of Understanding (MOU) affirming their commitment to comply with the established standards and guidelines.

Ongoing performance monitoring and data collection will be in place, with access provided to support continuous improvement while respecting privacy and confidentiality standards. We welcome all our partners in this space to join us in this project.

“By maintaining control, we can ensure that the helpline adheres to the rigorous standards and guidelines that have been established over the years,” CCGNJ Executive Director Luis Del Orbe said. “Our team has prepared and conducted a seamless transition.”

FAQs for News Media

General Questions:

Why is CCGNJ resuming control of the 1-800-GAMBLER® helpline?

CCGNJ is resuming control to ensure the helpline continues to operate under the same high standards and principles that have made it successful since its launch in 1983. This includes maintaining quality, integrity, and localized support.

What was the reason behind the legal battle over the helpline?

The legal battle arose due to NCPG failing to comply with legal requirements of the license agreement that had been in place since 2022. Under those circumstances, CCGNJ exercised its right not to renew the original license agreement.

How will this transition affect callers to the helpline?

There will be no disruption in service for callers. The helpline will continue to operate with the same level of support and confidentiality, routing calls to local and state-based call centers.

Operational Questions

Will the helpline number change?

No, the helpline number, 1-800-GAMBLER®, will remain the same. Callers will continue to use this number to access support.

What standards and guidelines will be in place for the helpline?

The helpline will adhere to the "1-800-GAMBLER® Helpline Usage Standards," which emphasizes trained staffing, confidentiality, accurate referrals, and compassionate messaging.

How will CCGNJ ensure the quality of the helpline?

CCGNJ will require all authorized users to sign a Memorandum of Understanding (MOU) affirming their commitment to comply with the established standards and guidelines. Ongoing performance monitoring and data collection will also be in place.

Stakeholder and Partner Questions

What should affiliates and partners do now?

We invite all affiliates and partners to continue promoting and supporting the 1-800-GAMBLER® helpline, just as you have in the past. Your ongoing support helps ensure that individuals affected by problem gambling receive the most competent, comprehensive information and treatment available.

All partners will be required to sign a Memorandum of Understanding (MOU). This commitment will help us work together to provide responsible, compassionate, and consistent support.

Your dedication is the heartbeat of this community, and by working together with even greater enthusiasm, we can make a profound difference, ensuring those in need are supported with the highest quality care.

How will messaging and communication be handled?

CCGNJ will collaborate closely with affiliates and partners to develop consistent, clear messaging across all outreach and communication platforms. The goal is to keep the messaging accurate, compassionate, and timely.

Will there be any changes in data and call center operations?

The call routing system will continue to direct calls to local and state-based call centers.

Ongoing performance monitoring and data collection will be in place, with access provided to support continuous improvement while respecting privacy and confidentiality standards.

Plans

What are CCGNJ's plans for the helpline?

CCGNJ's plan for the 1-800-GAMBLER® helpline is to build a modern, accessible, and culturally competent support system. Our goal is to create a nationwide lifeline that provides Support, Treatment, and Hope, delivering high-quality, responsive services through a sustainable, independent infrastructure.

We are committed to securing ongoing funding through public and private partnerships, grants, and community support. With your backing, we can ensure this vital resource continues to serve those in need, now and into the future.

How will CCGNJ work with the NCPG moving forward?

CCGNJ is committed to transparency, open communication, and mutual feedback to promote the success of the helpline. CCGNJ welcomes partnerships with all organizations dedicated to supporting problem gamblers and their families. We are committed to collaborating with NCPG or any entity whose mission aligns with the best interests of those affected by problematic gambling behaviors. Our focus remains on working together to provide compassionate, effective, and accessible support, because when it comes to helping those in need, collaboration is our greatest strength.

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