

**From:** [Michelle Hadden](#)  
**To:** [Hapeman, Carolyn \(GAMING\)](#); [Zuber-Wilson, Patricia \(OASAS\)](#); [Hartman-DeCenzo, Brigitte \(OASAS\)](#); [jmaney@nyproblemgambling.org](mailto:jmaney@nyproblemgambling.org)  
**Subject:** Re: NCPG and CCGNJ Enter License Agreement for 1-800-GAMBLER  
**Date:** Thursday, June 9, 2022 1:03:29 PM

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Yes Carolyn we have shared our thoughts with Keith  
We continue to support NY specific resources in NY  
Calling a national number and being transferred to a state number then being transferred to us is just too many steps for a client  
Seems in the best interest of people in need of help for the industry to create NY specific ads to be broadcast in NYS

**Michelle Hadden, MSW**  
**Assistant Executive Director, Program**  
**New York Council on Problem Gambling**  
**O: 518-867-4084**  
**C:** [REDACTED]

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**From:** Hapeman, Carolyn (GAMING) <Carolyn.Hapeman@gaming.ny.gov>  
**Sent:** Thursday, June 9, 2022 12:37 PM  
**To:** Zuber-Wilson, Patricia (OASAS) <Patricia.Zuber-Wilson@oasas.ny.gov>; Hartman-DeCenzo, Brigitte (OASAS) <Brigitte.Hartman-DeCenzo@oasas.ny.gov>; Jim Maney <jmaney@nyproblemgambling.org>; Michelle Hadden <mhadden@nyproblemgambling.org>  
**Subject:** FW: NCPG and CCGNJ Enter License Agreement for 1-800-GAMBLER

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I think the steady progress being made by the National Council to expand this national helpline number in lieu of individual state-sponsored referral lines may be something we want to address as a group given its potential impact on our collective investments in the HOPELINE. Thoughts? Has OASAS or the NY Council been approached by the National Council to discuss?

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**From:** Keith Whyte [NCPG] <keithw+ncpgambling.org@ccsend.com>  
**Sent:** Thursday, June 9, 2022 11:30 AM  
**To:** Hapeman, Carolyn (GAMING) <Carolyn.Hapeman@gaming.ny.gov>  
**Subject:** NCPG and CCGNJ Enter License Agreement for 1-800-GAMBLER

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

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 to high-quality services for individuals, families, and communities impacted by problem gambling,”** said Maureen Greeley **NCPG Board President.** “With collaboration as one of our core values, we are grateful for this

### **Helpline Modernization Project Live Stream**

June 9, 2022  
3:30 pm ET

The National Council on Problem Gambling and the Council on Compulsive Gambling of New Jersey invite members of the public to attend a live virtual presentation on Helpline Modernization on Thursday, June 9, 2022, at 3:30 pm ET.

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.”

[Join the Live Stream](#)

“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](tel: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.



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