

NATIONAL PROBLEM GAMBLING HELPLINE NETWORK FACT SHEET



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.

About

Founded in 1985, the 1-800-GAMBLER Helpline is operated by the National Council on Problem Gambling (NCPG). The helpline network consists of 27 contact centers that provide resources and referrals for all 50 states and US territories.

The helpline is:

Available Where You Need It

- Available 24/7/365
- Free of charge
- Via call, text, and chat

A Proven Model

Modeled after other nationwide crisis & health helplines.

Part of a Vast Network

1-800-GAMBLER is the largest problem gambling helpline in the world by call volume, population served, and geographic area covered.

A Tool Serving Many

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Since 2000, the helpline has received more than **5 million contacts**.

The Need for a National Problem Gambling Helpline

An estimated **2 million US adults (1%)** meet the criteria for severe gambling problems in a given year.

Another **4-6 million (2-3%)** meet one or more of the criteria for gambling disorder and are experiencing problems due to their gambling behavior.

NCPG estimates that the annual national social cost of problem gambling is **\$7 billion**. These costs include job loss, bankruptcy, gambling-related healthcare spending and more.

FAQ's

**HELP FOR
PROBLEM
GAMBLING**

CALL 1-800-GAMBLER
TEXT 800-GAM
CHAT 1800GAMBLERchat.org

What is problem gambling?

Problem gambling includes all gambling behavior patterns that have negative effects on an individual. Gambling disorder, which involves repeated, problematic gambling behavior, is a recognized mental health diagnosis.

Here are some signs of a gambling problem:

- Thinking about gambling all the time.
- After losing, returning to try to win money back ("chasing losses").
- Gambling despite negative consequences.
- Feeling the need to bet more money, more often.
- Feeling restless or irritable when trying to stop or cut down.

What is the 1-800-GAMBLER Helpline?

1-800-GAMBLER connects people and families impacted by problem gambling with professional support and local referrals and resources.

How can I contact the 1-800-GAMBLER Helpline?

You can reach the helpline by calling **1-800-GAMBLER**, texting **800GAM** or visiting www.1800gamblerchat.org. Whether you need support for your own gambling behavior or you're concerned for a loved one, our free and confidential helpline is available 24/7.

Is the Helpline Free to Contact?

Yes! The **1-800-GAMBLER** Helpline provides resources and referrals at no charge. Standard data rates may apply to those who text **800GAM**.

Who answers 1-800-GAMBLER?

1-800-GAMBLER is a network of 27 contact centers in the US equipped to provide local resources and support for anyone struggling with gambling-related problems. Contact center specialists are trained to address the challenges associated with gambling addiction with empathy and professionalism.

**National Council on Problem Gambling
Non-Crisis Contact Information:**

National Council on Problem Gambling
730 11th St, NW, Ste 601
Washington, DC 20001

NCPG@NCPGambling.org