



Crisis Intervention and Helpline Services

Crisis Intervention

- Why have crisis intervention services?
 - Minimize/prevent harm
 - More efficient and effective
 - For gamblers
 - Impulse disorder
 - Hidden disorder
 - Suicide can be seen as viable solution



Crisis Intervention



- Examples of crisis intervention services
 - Suicide/Drug Hotlines
 - Stress/Trauma Assistance Teams (STAT)
 - Mobile Crisis Units
 - 23:59 services



Crisis Intervention

- Need to consider what services to provide within the context of the broader behavioral health service system
- Options to consider:
 - Distinct problem gambling CI services
 - Train and develop protocols for existing systems and services
 - Allow as a service for outpatient providers

Helpline Services



- What are helpline services?
 - 24/7 access to crisis intervention, referral and information on problem gambling
 - Some states include case management, follow up, and brief or minimal counseling services

Helpline Services

- Every state has at least one helpline for problem gambling
 - National Council on Problem Gambling
 - Council operated
 - State funded
 - New Jersey Council





Helpline Services

- Options to consider:
 - Stand alone problem gambling line vs. incorporate into existing helplines
 - Provide literature
 - Provide brief counseling
 - Provide supportive follow up/case management services
 - Use of existing “national” numbers; vanity number is beneficial