



Incorporating Peer Support into your Responsible Gambling Program

Maryland Center of Excellence on Problem
Gambling's Peer Recovery Support Program

MEETING PEOPLE WHERE THEY ARE THROUGH LIVED EXPERIENCE



Learning Objectives

- Provide firsthand knowledge of how Peers serve as vital assets to Responsible Gaming/Gambling organizations
- How the Peer's lived experience proves invaluable in supporting the individual experiencing a gambling problem



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Carin Miller, CPRS, RPS:
Western Maryland



Kenneth (Kenny) Crawford, CPRS:
Eastern Maryland

Meet the Center's Certified Peer Recovery Specialists



James (Jim) Nowlin, CPRS:
Central Maryland



William (Will) Hinman, CPRS, RPS:
Southern Maryland



Kenneth (Ken) Wolfson, CPRS, RPS:
Northeast Maryland

The Maryland Center of
Excellence on Problem Gambling



Mission Statement

The Maryland Center of Excellence on Problem Gambling promotes **healthy and informed choices** regarding gambling and problem gambling through various key initiatives and partnerships.

The Center works closely with appropriate state stakeholders and brings together experts from a variety of disciplines including psychiatry, medicine, epidemiology, social work, and law.



Key Initiatives and Resources

- **Public Awareness:** Campaigns through social media, TV, radio, public service announcements, community outreach, public awareness materials and lending library
- **Prevention Programs:** Targeted to the full age continuum and to diverse populations and at-risk groups
- **Public Policy:** To provide information regarding strategies to address the impact of gambling on Public Health within Maryland
- **Research:** To provide evidence-based data on public health aspects of gambling disorders and evaluate and develop evidence-based strategies for prevention and intervention



Key Initiatives and Resources

- **Free Training:** On problem gambling awareness, prevention and intervention strategies with CEUs
- **Provider Referral Directory:** To provide technical assistance to the health care and behavioral health care providers in Maryland to enhance capacity to address the issue of problem gambling amongst Maryland residents at no cost
- **Peer Recovery Support:** To assist individuals dealing with at risk and problem gambling connect with recovery resources within Maryland and to remove any barriers to recovery
- **Helpline:** Maryland Problem Gambling Helpline **1-800-GAMBLER**
 - *Call/Text/Chat 24-7 and get connected to Peer Support*



READY... SET... GROW!!!

How to get there from here...

The Maryland Center of Excellence on Problem
Gambling's Peer Support Program:

A Brief History

Peer Initiatives



Community Outreach, connecting with those that may be affected by gambling related harms



Connect with persons seeking help to community resources like no cost treatment, credit counseling, self-help support meetings, and exclusion programs



Meet persons “where they are at” regarding their readiness to stop or limit their gambling



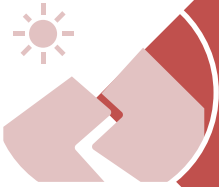
Gambling Awareness Presentations offered to persons currently in treatment for substance use or mental health



Warm Transferred to calls made into the Helpline [1-800-GAMBLER] who agreed to receive Peer Support

Peer Support for Gambling

In FY23
(July 2022-June 2023),
285 new clients were
actively served by the
Center's Peers



Offer guidance and support to limit, stop or control gambling



Connecting help seekers to no cost treatment, 12-step meetings, credit counseling, voluntary exclusion program, etc.



Inspire hope and optimism navigating recovery goals



Advocate that recovery is possible through lived experience

Peer Presentation Evaluation Comments

- “I would like to get the help, to start a better life for the long haul.”
- “I will also be recommending a friend to receive therapy”
- “Thank you so much for your insightful presentation and for the amazing work you do to help people every day. We need more people in the world like you!”
- “X Wants to speak with you in private about his gambling problems.”
- “Carin was amazing and kind!! The presentation was excellent and interactive. I really enjoyed it. I learned a lot about gambling addiction, it is something I struggle with.”



Peer Presentation Evaluation Comments

**"Very relatable,
even though I am
a drug and
alcohol addict."**

**"I realize I am
not alone!"**

**"The presentation
was so good, I
didn't even fall
asleep."**

**"I felt like he spoke directly to me,
because I am an avid gambler. And
I now realize I might seriously
have a problem. Ken was great
and very informative!"**

**"He was great at teaching
gambling info that I didn't
know. Great storyteller and
a strong example of
overcoming adversity, long
term sobriety."**

Peer Presentation Evaluation Comments

"I learned a lot of eye-opening information about gambling and of my issues with it"

"Outstanding explanation of problem gambling."

"I would like to become a Peer Counselor or learn more about it."

"Carin made me realize how addiction is everywhere in my family. This makes me so sad to think my children already are showing signs of addiction through video games and scratch offs being bought for them, didn't realize how bad it is."

"My twin brother has a gambling problem, and this presentation clearly helped me understand what he is dealing with and how to be a better twin sister to him."



Certification Boards and Examination for Peers in Maryland:

Maryland Addiction and Behavioral-Health
Professionals Certification Board (MABPCB)

and

The International Certification and Reciprocity
Consortium (IC&RC)

Maryland Addiction and Behavioral-Health Professionals Certification Board (MABPCB)

- The Certified Peer Recovery Specialist (CPRS) became an approved credential in November 2013.
- Must self-identify as a person in long-term recovery from the effects of a behavioral health disorder (*i.e. mental health, gambling, and/or substance use disorder*) for a period of two years or more.

www.mabpcb.com/certifications

Maryland Addiction and Behavioral-Health Professionals Certification Board

Some Requirements:

- 46 total hours of Peer specific CEU's that are MABPCB approved within the following four (4) Domains:
 - i. Advocacy Domain – 10 hours*
 - ii. Ethical Responsibility Domain – 16 hours*
 - iii. Mentoring/Education Domain – 10 hours*
 - iv. Recovery/Wellness Domain – 10 hours*
- 25 hours of direct supervision
- Final examination *via ICRC* consisting of 75 questions, is required to qualify for CPRS credential

<https://internationalcredentialing.org/>

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Building a Successful Peer Team:

What to Look For in a Peer

- Minimum of 2 years of recovery
 - Active in their own recovery
- Driven to help others find their own path to recovery
 - Help seeker centered
- Compassion and empathy from having “been there”
- Knows the legal limits of confidentiality
- Comfortable with public speaking
 - Sharing their own story of recovery



Why Include Peers in your RG Program?

Peers can...

- ✓ Provide gambling addiction education to community members
- ✓ Increase awareness and help the prevention of gambling harms
- ✓ Share responsible gambling services & resources for exclusion
- ✓ Offer comprehensive support through personal lived experience
- ✓ Outreach to potential healthcare providers & organizations to integrate gambling conversations into their treatment practice



Peer Ethics

Peer Recovery professionals shall maintain high standards of personal conduct and conduct themselves in a manner that supports their own recovery. Peer Recovery professionals shall serve as advocates for the people they serve.

A code of ethics is a guide of principles designed to help professionals conduct business honestly and with integrity.



Peer Ethics



- *Stay in Our Lane* – we are advocates, not counselors
- Uphold trust & respect of the person seeking help
- Maintain professional boundaries and limits of confidentiality

Attributes of a Successful Peer



Patient



Empathetic



Dedicated



Skilled Listener



Outgoing



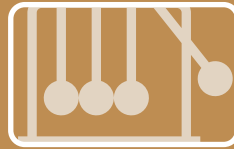
Professional



Supportive



Observant



Enthusiastic



Optimistic



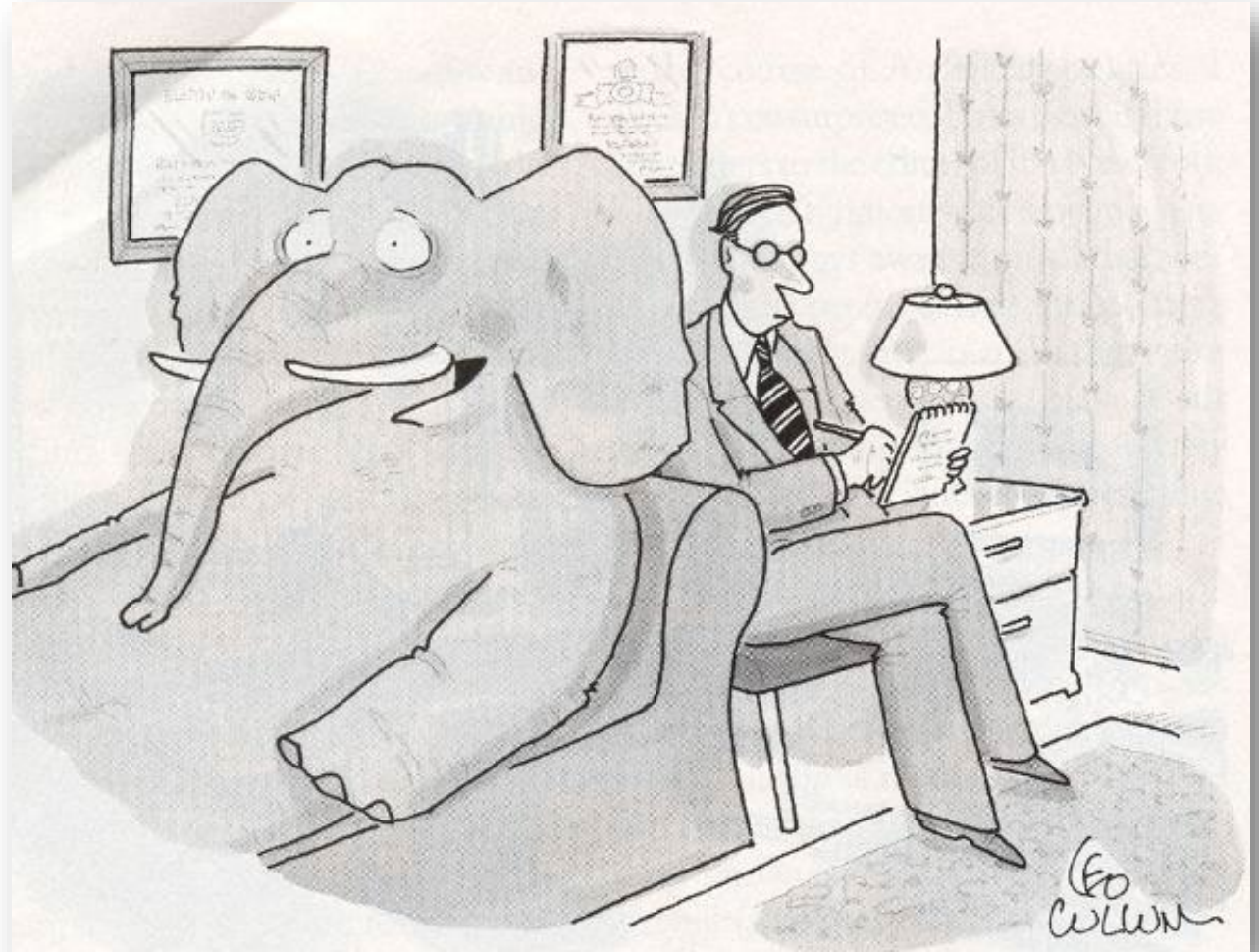
Recovery Driven



Team Player

Peers at the Center know exactly how to recognize and support someone who feels alone.

We've been there, we understand, through compassion and empathy!



"I'm right there in the room, and no one even acknowledges me."



**Peer Support is
the key to
Growing your
RG Program**



Helpful Resources Are Key

- 24/7 Helpline and on-call Peer Support
- Support Groups
- No Cost Treatment
- Voluntary Exclusion Programs
- Bet Blocking Technology
- Legal help
- Credit and financial counseling
- Debt relief and money management
- Housing resources
- Family support services



MCPG

Maryland Council on Problem Gambling

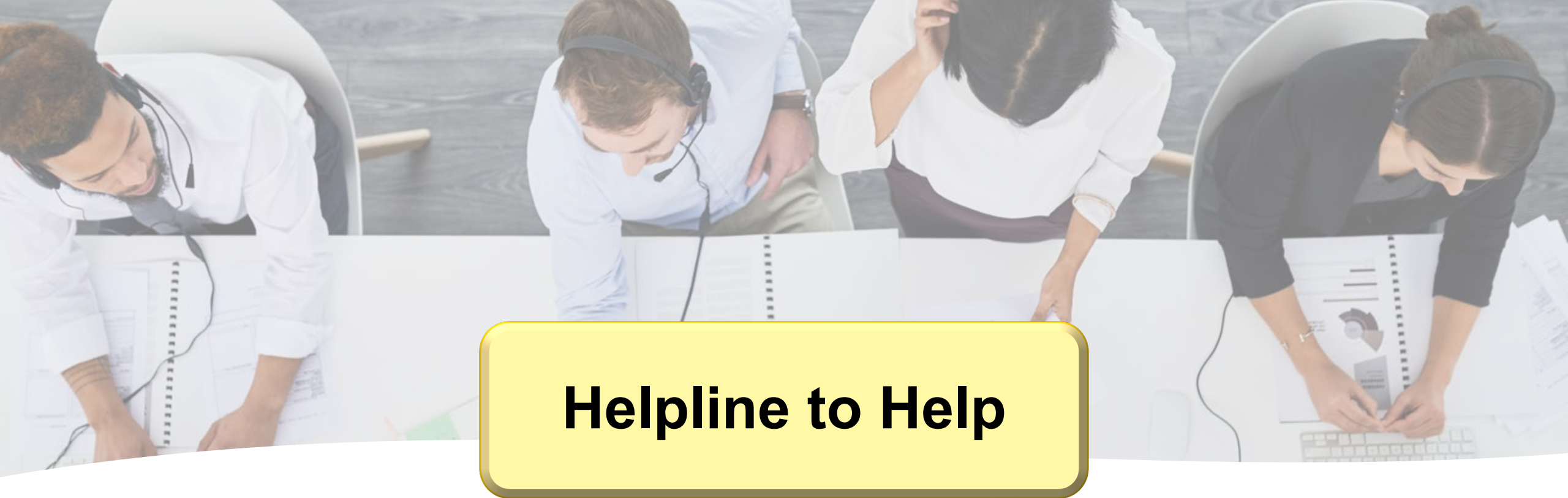
Affiliate of the National Council on Problem Gambling

Our key partner in Maryland advocating for support to reduce the harms associated with problematic gambling and serves Maryland's faith-based communities.

Website: <https://www.marylandproblemgambling.org>

Email: MarylandCouncilPG@yahoo.com

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Helpline to Help

Help seekers call **1-800-GAMBLER** and are warm transferred to a **Certified Peer Recovery Specialist** for support in their region and provide local resources such as exclusion programs, counseling, and self-help meetings



GAMBLING RESOURCES

GAMBLING HELPLINE: 1-800-GAMBLER

Gam-Ban

<https://gamban.com/>

Bet Blocker:

<https://betblocker.org/>

True Link:

<https://www.truelinkfinancial.com/>

National Suicide Prevention Lifeline:

<https://988lifeline.org/>

1-800-273-8255 or **988**

National Council on Problem Gambling

<https://www.ncpgambling.org/>

Gamblers Anonymous

<https://www.gamblersanonymous.org/ga/locations>

Gam-Anon

<https://gam-anon.org/>

SMART Recovery

<https://www.smartrecovery.org/gambling-addiction/>

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GAMBLING RESOURCES

GAMBLING HELPLINE: 1-800-GAMBLER

Gamblers in Recovery:

<https://gamblersinrecovery.com>

Recovery Road:

<https://recoveryroadonline.com>

Local GA Meetings:

<http://dmvgamblinghelp.org>



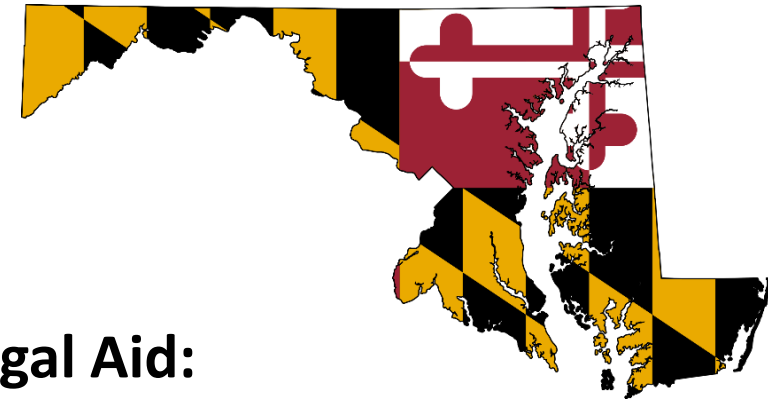
Resources for Problematic *Gaming*

- Online **Gamers** Anonymous:
<https://www.olganon.org/home>
- Game Quitters:
<https://gamequitters.com/video-game-addiction/>
- Delaware's Gaming Website:
www.dangerouslevels.org
- Entertainment Software Rating Board (ESRB):
<https://www.esrb.org/tools-for-parents>



MARYLAND RESOURCES

Gambling Helpline: 1-800-GAMBLER



Maryland Center of Excellence on Problem Gambling:

- mdproblemgambling.com
- helpmygamblingproblem.org

Maryland Coalition of Families:

<https://www.mdcoalition.org/who-we-help/problem-gambling>

MD Voluntary Exclusion Info:

<https://www.mdgamblinghelp.org/voluntary-exclusion-program>

Faith-based Advocacy & Assistance via the MD Council on Problem Gambling:

<https://www.marylandproblemgambling.org>

Maryland Legal Aid:

<https://www.mdlab.org>

Maryland Volunteer Lawyers Service

<https://mvlslaw.org>

Consumer Credit Counseling Services of Maryland:

www.cccsmd.org

CASH Campaign of Maryland (*Creating Assets, Savings and Hope*):

<https://cashmd.org>

Ways Your Organization Can Provide Support



Free!

- Free Gambling Related Trainings with CEUs
- Free Case Consultation Calls 4xs a month on Zoom
- Free Peer Support: *1:1 and Group Presentations*
- Free Treatment for Maryland Residents
- Free Awareness Materials for your lobby or offices
- **Free Helpline 1-800-GAMBLER**
 - call, text, or chat confidentially with a professional 24/7



UNIVERSITY of MARYLAND
SCHOOL OF MEDICINE

A Poem by Ken Wolfson

“WHEN LUCK RUNS OUT”

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Questions
or
Comments