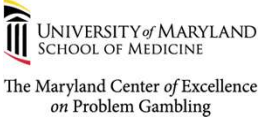



Navigating the Recovery Journey:

Building Connections and Sharing Successes



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1



Carin Miller, CPRS, RPS:
Western Maryland

Kenneth (Kenny) Crawford, CPRS:
Eastern Maryland

Maryland Center of Excellence on Problem Gambling's Certified Peer Recovery Specialists

James (Jim) Nowlin, CPRS:
Baltimore City

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

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

2

Who is a Peer Recovery Specialist?

Peer Recovery Specialists are persons who use their own lived experience to assist others on their own recovery journey.

Maryland Peer Certification validates the person in long-term recovery (2 years+) has obtained formal training and education.

Training areas include Advocacy, Mentoring and Education, Wellness and Recovery, and Ethics.

Recertification is required every 2 years with 20 hours of training, of which 6 hours must be in ethics.

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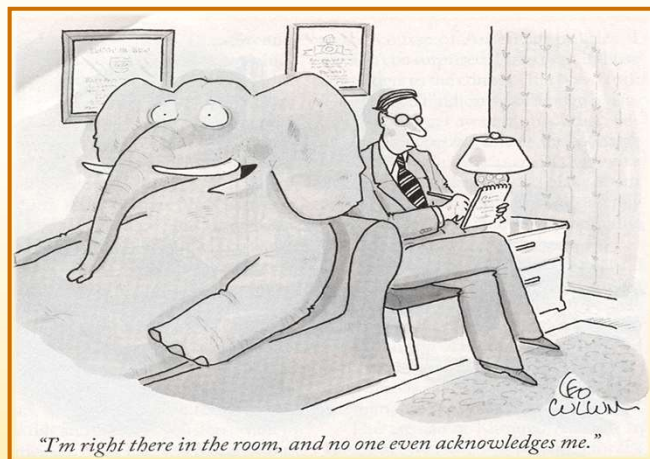
3

Common Theme: Gambling is the Hidden Addiction

The Center's mission is to promote healthy and informed choices regarding gambling and gambling related harms through various key initiatives and partnerships.

The Center partners with various providers and organizations to further increase prevention programs and treatment availability for individuals and families impacted by gambling related harm.

The Center works to raise public awareness regarding the relationship to gambling disorder and other health conditions, encouraging screening and assessment.



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4



5

How does attending events facilitate relationships with community partners and persons who may need help?

- In FY23 The Peers participated in 120 community events interacting with over 10,000 Maryland residents.
- Community Events such as:
 - Back of the House (all 6 Casinos)
 - Money Power Day
 - B'More Healthy Expo
 - Women for Positive Change
 - Recovery Walk with the Atlantic Club
 - Tuerk Conference
 - Senior Expo
 - National Night Out
 - Monthly outreach tables at Community Colleges, Recovery Centers, etc.




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6



Helpline to Help

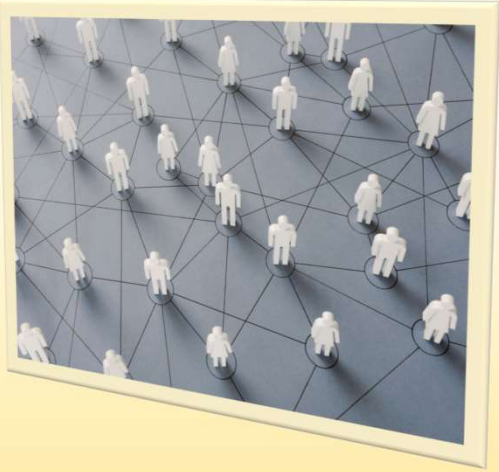
Help seekers call 1-800-GAMBLER and are warm transferred to a Certified Peer Recovery Specialist for support in their region

Given local resources such as exclusion programs, counseling, and self-help meetings

7

Can you give an example of a warm transfer call from the Helpline?

- In FY23, 57% of callers were referred to a Center Certified Peer Recovery Specialist, with 47.4% being warm transferred (*real-time transfer with callers on the line*) for immediate Peer support.
- Male callers continue to exceed female callers in FY23 (59.5% vs 40.5%).
- In FY23, 10.2% of callers were aged 18-24 years compared to 9% in FY22.
- Casino gambling continues to be the primary gambling activity reported by Helpline callers (50.6%) in FY23, with slots being the most common casino game (38.9%).



8

Can you describe your work with families who are in desperation for a solution?

- Most Helpline calls continue to be individuals impacted by gambling related harms, in FY23, 78.8% were identified gamblers.
- Family members, either a spouse or other family member comprised 11.5% of all Helpline callers in FY23.
- In FY23, 5.9% of Helpline callers were referred to Family Peer support at the Maryland Coalition of Families (MCF).



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9

How do Peers build connections with providers in the community?

- At the end of FY23, 129 Behavioral Health providers offering no cost treatment to individuals and their families were listed on the Maryland Problem Gambling Provider Referral Directory covering 20 jurisdictions.
- In FY23 37.2% of Helpline callers were referred to a treatment provider offering no cost treatment.
- In FY23 the Peers Referred
 - ✓ 240 help seekers to no cost treatment
 - ✓ 86 made appointments with providers



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10

Describe a Peer led Gambling Awareness Presentation in a treatment setting.

In Fiscal Year 2023:

- The Peers conducted 189 presentations to recovery and community groups.
- The Center's staff outreached and collaborated with 646 agencies, organizations, and private practitioners to provide effective assistance for addressing and integrating gambling awareness, prevention, and treatment strategies into existing protocols.
- The Peers outreached 142 *new* agencies and organizations across Maryland.



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11

In what ways are Case Consultation Calls supportive of your work as Peers?

- The Center offers Case Consultation Calls four times a month, 10 months a year, via Zoom to enhance the skills and competence of treatment providers in addressing the needs of their clients and provide additional support for gambling certification requirements.
- In FY23, 34 case consultation calls were held with 253 total participants.



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12

Maryland Alliance for Responsible Gaming

MARG partner organizations include:

- The Maryland Lottery and Gaming Control Agency (MLGCA)
- The Maryland Department of Health, Behavioral Health Administration
- **The University of Maryland Center of Excellence on Problem Gambling**
- The Maryland Department of Public Safety and Correctional Services
- The Maryland State Senate
- The Maryland Council on Problem Gambling

As well as *all* Maryland Casinos:

- Hollywood Casino Perryville
- The Casino at Ocean Downs
- Maryland Live!
- MGM National Harbor
- Rocky Gap Casino Resort
- Horseshoe Casino Baltimore



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13

Maryland's Voluntary Exclusion Program

- Total of 181 persons enrolled in **Sports Betting** exclusion:
 - 89 are Maryland residents
 - 131 are male and 50 are female (self-identified)
- Total of 647 persons enrolled in **Lottery** exclusion:
 - 337 are Maryland residents
 - 198 are aged between 35-44
 - 115 new enrollees in 2023
- Total of 2,926 persons enrolled in **Casino** exclusion:
 - 389 new enrollees in 2023
 - 269 violations in 2023



*As of October 31, 2023
Maryland Lottery and Gaming Control Agency

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14

Can you describe your interactions with persons seeking removal from the Voluntary Exclusion Program?

- In FY23, a total of 201 referrals from Maryland Lottery and Gaming Control Agency (MLGCA) were received by the Center.
- Of these referrals, 89.7% were Maryland residents who were referred to a Behavioral Health provider for the VEP Healthy Lifestyle Choices workbook review session at no cost.



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15

Can you describe your role and how you might collaborate when working with help seekers?

- In FY23, a total of 631 individuals were classified as actively receiving Peer Support.
- In FY23, the Peers assisted 285 *new* clients.



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16

Resources used to assist individuals experiencing gambling related harm

- In FY23 the Peers connected help seekers to Gamblers Anonymous (GA) (84%), the Maryland Lottery Voluntary Exclusion Program (VEP) (66%), Maryland Coalition of Families (MCF) (16%), financial services (40%), and legal services (10%).

Examples:

- Maryland's No Cost Treatment
- SMART Recovery
- Maryland Legal Aid
- Maryland Volunteer Lawyer Services
- CASH (*Creating, Assets, Savings and Hope*) Campaign of Maryland
- Voluntary Exclusion Programs
(*mobile and in-person*)



17

Thank You!



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18



www.youtube.com/watch?v=fZGjeFayy1I

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Voices of Gambling Recovery

Recovery is a personal journey of hope, purpose and growth. It is a process of setting your own directions in life.

It is never too late to begin the journey – and we can help!

19



References

The Maryland Center of Excellence on Problem Gambling; Fiscal Year 2023 Annual Report – *Building on Past Successes as We Face New Challenges*

Maryland Alliance for Responsible Gambling:
<https://www.mdgamblinghelp.org>

Maryland Lottery and Gaming Control Agency and Commission:
<https://www.mdgaming.com/commission>

20