



Referral Protocol for Peer Support for those with Lived Experience with Gambling

Professional peer services allow individuals to draw from their personal experiences to provide help and support to those who are affected by gambling harms. The Problem Gambling Resource Centers (PGRC) can assist with connecting anyone who is experiencing harms relating to their gambling behaviors to someone who is a Certified Recovery Peer Advocate (CRPG) or Certified Recovery Peer Advocate-Provisional (CRPG-P) and has lived experience with problem gambling. The person does not have to be in treatment to receive services. For more information on OASAS Professional Peer Services, please visit

<https://oasas.ny.gov/system/files/documents/2023/05/peer-support-services.pdf>.

How to Access Professional Peer Services

- Contact your local PGRC <https://nyproblemgamblinghelp.org/>
- PGRC staff will gather basic information and will provide a connection to a Peer Professional via warm transfer or having the Peer Professional directly contact the individual seeking services
- If you are calling on behalf of someone else, please make sure you have a signed release that is sent to the regional PGRC
- It is strongly encouraged that the individual seeking support reaches out directly for assistance

Additional Information about Professional Peer Services

- Services are currently available via video chat on a 1:1 basis
- Participants should have access to video chat
- Hours of availability are generally 3:00pm-8:00pm Mon-Fri and on weekends as available
- If services are needed in a language other than English, translation services can be provided upon request
- The person does not need to currently be in treatment to receive support