Building a Confidential Referral Pathway: Connecting Employees to Help

WORKPLACE WELLBEING

When an employee comes forward, the next ten minutes matter. A clear referral pathway is the difference between 'I'll get back to you' and a warm handoff to someone trained in gambling-specific care.

Quick-Reference Contact Card for Managers

RESOURCE	HOW TO REACH	WHAT IT OFFERS
Missouri 888-BETS-OFF	**888-238-7633**, 24/7	**Free, confidential helpline, referrals**
National Helpline	**1-800-MY-RESET**	**Routes to local state resources**
MO DBH Gambling Providers	**dmh.mo.gov/behavioral-health**	**Outpatient treatment services**
Gamblers Anonymous	**gamblersanonymous.org**	**Peer-led recovery community**
988 Behavioral Crisis Line	**Call, text, chat, video (for deaf hard of hearing) 988**	**24/7, confidential crisis services**

Source: Sports Betting in Missouri; Missouri DMH; National Council on Problem Gambling

THE SUPPORT PATHWAY

- Private conversation with a manager or HR, including a confidentiality reminder.
- Referral to support services, such as an EAP or specialized treatment programs.
- Ongoing support, including helplines, follow-up check-ins, and workplace accommodations.

Source: NCPG & New York Council on Problem Gambling; The Better Institute. Gambling and Gaming in the Workplace; Sports Betting in Missouri; Missouri DMH

MISSOURI-SPECIFIC RESOURCES

- **Missouri Problem Gambling Helpline: 888-BETS-OFF (888-238-7633)**, available 24 hours a day, 7 days a week.
- Missouri DBH contracted gambling counselors, **offered free of charge to Missouri residents** through specially trained providers.
- Missouri Gaming Commission Voluntary Exclusion Program for riverboat casinos.
- **Gamblers Anonymous:** a free, member-led recovery community.

Source: Missouri DMH

CONFIDENTIALITY FIRST, CHOICE SECOND, ACTION THIRD

Employees who feel safe disclosing are far more likely to follow through on support. Lead with confidentiality, present options rather than mandates, and confirm next steps before the conversation ends.

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