

Missouri Consumer Operated Service Locations

Missouri Drop In-Centers:

- *Recovery Empowerment Center
Kansas City, Mo*
- *Prime Time
Kansas City, Mo*
- *Self-Help Center
St. Louis, Mo*
- *St. Louis Empowerment Center
St. Louis, Mo*
- *The Hope Center
Springfield, Mo*

Missouri Warm Lines:

- *Compassionate Ear
Kansas City, Mo*
- *The Friendship Line
St. Louis, Mo*
- *The Hope Center
Springfield, Mo*
- *TLC Warm Line
Cape Girardeau, Mo*
- *NAMI Missouri
Jefferson City, Mo*

**Missouri Department
of
Mental Health
Division of Behavioral Health**
1706 East Elm
P.O. Box 687
Jefferson City, MO. 65102
Phone: (573) 526-2999
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Consumer Operated Service Programs



“They help individuals see what is possible for themselves and for others. People see that recovery is real and possible. They can see it in people surrounding them.”

State Mental Health Policy Maker

*Missouri Department
of
Mental Health*
Telephone: (573) 526-2999

What Are Consumer Operated-Service Programs?

A Consumer-Operated Service Program (COSP) is an independent organization that is owned, administratively controlled, and operated by mental health consumers. It may offer a range of services, but it emphasizes self-help and recovery.

Consumer-Operated Service Programs are evidence-based practices (EBP) that have consistently demonstrated effectiveness in helping individuals with mental illness achieve their desired goals.



How Do Consumer-Operated Services Help People?

A COSP provides support and offers opportunities for peers to learn about recovery, take on new responsibilities or new roles, make discoveries about themselves, and make new friends. When someone feels accepted for who they are, they begin to think about themselves differently, learn new ways to handle problems, and make positive

changes. Consumer-Operated Service Programs generate hope, open new doors, increase members' sense of well-being, and provides support & encouragement to take personal responsibility for their lives, resulting in greater personal empowerment.

What Makes Consumer Operated Service Programs Unique?



Consumer-Operated Service Programs are run by peers who have personal experience living with a psychiatric diagnosis. They understand how it can affect every aspect of living, including one's hopes for the future. A COSP provides peers with a chance to develop leadership skills and, as a result, demonstrate living proof that individuals can and do recover from mental illness.

Consumer-Operated Service Programs have a different approach to "helping" than traditional mental health services. They emphasize growth and well-being, self-help, and personal choice and responsibility. Peers discover that helping others is often a way of helping oneself.

What Services Are Offered?

Different programs offer different kinds of services. These may include the following:

- Drop-in centers
- Warm Lines
- Peer Specialist Services
- Self-help and peer support groups
- Goal setting and problem solving
- Assistance with basic needs
- Help with housing, employment, and education
- Links to human services or resources
- Social and recreational opportunities
- Advocacy services
- Arts and expression

For More Information on Missouri Consumer Operated Service Programs Visit:
<http://dmh.mo.gov/mentalillness/COSPS.htm>

For information on Missouri Drop-In Centers Visit: <http://dmh.mo.gov/docs/mentalillness/DropinCenters2.1.13.pdf>

For information on Missouri Warm-Lines Visit: <http://dmh.mo.gov/docs/mentalillness/WarmLines2.1.13.pdf>