

Missouri Consumer Operated Service Locations

Missouri Drop In-Centers:

- *The PEER Center
Kansas City, Mo
(816) 404-6384*
- *St. Louis Empowerment Center St.
Louis, Mo
(314) 652-6100*
- *The Hope Center Springfield, Mo
(417) 864-3027*
- *Peer Impact Center
Cape Girardeau, Mo
(573) 803-0322*

Missouri Warm Lines:

- *Compassionate Ear
Kansas City, Mo*

Toll Free 1-866-WARMEAR (927-6327)

- *The Friendship Line St. Louis, Mo*

Toll Free: 1-866-525-1442

- *The Hope Center Springfield, Mo*

Toll Free: 1-877-535-4357

- *TLC Warm Line
Cape Girardeau, Mo*

Toll Free: 1-877-626-0638

- *NAMI Missouri Jefferson City, Mo*

Toll Free: 1-800-374-2138

**Missouri Department
of
Mental Health
Division of Behavioral Health
1706 East Elm
P.O. Box 687
Jefferson City, MO. 65102
Phone: (573) 751-3446
E-mail: jesse.crum@dmh.mo.gov**

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) 751-3446**

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 and/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, provide support and 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 with lived experience. 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, 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.html>