

# Consumer Operated Services Programs

What people are saying about the COSP:

“It felt like home and that I was accepted for who I was and not stigmatized for my mental illness.” - Jessie

“Had my mother had the support I myself have received through the Hope Center, my mother would have been able to lead a life of recovery and to stay with her children.” - Juanita

For additional information regarding COSP including location and contact information please visit:

<https://dmh.mo.gov/mentalillness/cosps.html>

Consumer Operated Services Programs (COSP) are peer-run service programs that are administratively controlled and operated by individuals with lived experience with mental health and emphasize self-help as their operational approach. COSP are an evidence-based practice that have consistently demonstrated effectiveness in helping individuals with mental illness and co-occurring problems achieve their desired goals. Missouri currently has nine COSP in the form of four Drop-In Centers and five Warm Lines.

Drop-In Centers are a safe place where people can go to find recovery services provided by their peers. The centers offer a wide variety of free services including recovery focused support groups, life enhancement skills, goal setting, and socialization with others in recovery.

The Warm Lines offer safe, confidential telephone support provided by peers. Peer responders are available to assist individuals with non-crisis mental health issues.

## COSP Facts

Since July, 2014, Drop-In Centers have:

- held **9,651** groups
- been open and providing peer support for **35,172** hours
- had **143,744** face-to-face contacts with peers
- utilized Certified Missouri Peers Specialists (CMPS) to provide **41,281** face-to-face contacts with peers
- In the 2017 fiscal year alone, **3,939** peers utilized Drop-In Center services.

Since July, 2014 Warm Lines have:

- answered **53,820** calls
- been available **51,055** hours to take calls from peers

