

Consumer-Operated Services



Consumer-Operated Services Works!



*Recovery is real.
 Claim it for yourself.*

What are Consumer-Operated Services?

A consumer-operated service 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 Services is an evidence-based practice (EBP) that has consistently demonstrated effectiveness in helping people with mental illness achieve their desired goals.

How do Consumer-Operated Services Help People?

Consumer-operated services support participants in many ways. They provide opportunities for people to learn about recovery, take on new responsibilities or new roles, make discoveries about themselves, and make new friends. When people feel accepted for who they are, they begin to think about themselves differently, learn new ways to handle problems, and make positive changes. Consumer-operated services generate hope, open new doors, and increase members' sense of well-being.

What Makes Consumer-Operated Services Unique?

Consumer-operated services are run by people 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. Consumer-operated leaders and members are living proof that people can and do recover.

Consumer-operated services have a different approach to "helping" than traditional mental health services. They emphasize growth and well-being, self-help, and personal choice and responsibility. Members 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
- Peer counseling
- Self-help and peer support groups
- Crisis response and respite
- 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
- Information and resources

Recovery is real. Claim it for yourself. Support or join a local consumer-operated service.