CONSUMER OPERATED SERVICES

Past Present and Future

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Foundations A Place for Education & Recovery
WHAT EXACTLY IS A CONSUMER OPERATED SERVICE OR A COS?

WHAT IS THIS COS PEOPLE SPEAK OF?

CONSUMER OPERATED SERVICE

- Peer Run Self Help organization or group.
- Administratively and financially controlled by peers.
- Independent or stand alone
- They offer mutual support, community building, and advocacy.
- Board of Directors is made up of 51% consumers.
WHAT DOES A COS FOCUS ON

Offering Hope → Giving choices → Empowerment

Symptom management
COS DELIVERY MODELS

Models
- Independent Agency
- Drop in center
- Warm Lines
- Respites
- Club Houses
- Consumer Provided Services
- Employment Services

What may be offered at a COS
- Self Help
- Peer Support and Mentoring
- Education
- Advocacy
- Technical Assistance
- Anti Stigma Groups
- Life Skills
THE BENEFITS OF BEING A PART OF A COS...

CONSUMER OPERATED SERVICES OFFER MANY THINGS TO INDIVIDUALS BELOW ARE JUST A FEW

• HOPE
• THE OPPORTUNITY TO LEARN EVEN IF IT MEANS LEARNING FROM YOUR MISTAKES
• ENCOURAGEMENT
• BELIEF THAT RECOVERY IS POSSIBLE
• INCREASED SELF ESTEEM
• SELF AWARENESS
• SUPPORT
CONSUMER OPERATED SERVICES

- **Typically follow a recovery based model instead of a medical model.**
- **However some COS’ do follow a medical model.**
WHAT ARE SOME OF THE DIFFERENCES IN THE MODELS?

**Medical Model**
- Restraint methods may be harsh
- Long term hospitalization
- Mandated medication
- Staff directed treatment

**Recovery Model**
- Consumer and family education
- Consumer run initiatives
- Community based care
- Medications to suit the individuals
- Participation in treatment
- Self help groups
THOSE WHO DO NOT REMEMBER THE PAST ARE CONDEMNED TO REPEAT IT.

George Santayana
Spanish Philosopher
1863-1952

QuoteHD.com

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A BRIEF HISTORY...

- 1868 Elizabeth Packard wrote of her experience in an asylum when her husband had her committed.
- 1908 Clifford Beers wrote about his plight in mental hospitals. Knowing that the public was not ready he got concerned citizens involved.
- 1940's WANA We are Not Alone was founded. (Ground work for the club house model was created)
- 1950's widespread use of psychotropic meds. Offered release of some long term hospitalized.
- 1960's Civil rights movements began to form
- 1970's organized groups to support patients rights were forming and peer run services were being offered as an alternative.
- 1980's Mental Health Consumers began to organize and create peer run services
- 1990's Peer run services increased
- 2000's Consumer operated services were becoming certified in the 90's and 00's
THE 2003 PRESIDENTS NEW FREEDOM COMMISSION

THE FORMAL INTEGRATION OF PEER SUPPORT PROGRAMS INTO THE CONTINUUM OF COMMUNITY MENTAL HEALTH SERVICES.

- CONSUMERS AND FAMILIES A KEY ROLE IN EXPANDING MENTAL HEALTH CARE DELIVERY WORKFORCE/ APPROPRIATE SERVICE AND SUPPORT SETTINGS. INCLUDING CONSUMER OPERATED SERVICE.
Consumer Operated Services are deciding to stick with the traditional model or if they should be billing Medicaid or managed care.

Funding comes from a variety of places such as local Recovery Boards, Grants, state, and federal. Each entity has their own requirements.
OBSTACLES FOR COS’

- Funding
- Board leadership/development
- Staff is your director the right fit for the organization?
- Creation of policies and procedures
- Stay as a traditional provider or to bill for peer support.
- Lack of consumer voice
THANKFULLY
OACBHA

HAS BEEN HELPING TO ASSIST WITH SOME OF THE OBSTACLES CONSUMER OPERATED SERVICES ARE CURRENTLY FACING.
OHIO DEPARTMENT OF MENTAL HEALTH AND ADDICTION SERVICES

Sharon Fitzpatrick has been a wonderful ally for consumer operated services. Monthly TA calls have been very informative and helpful.
CONSUMER OPERATED SERVICES AND THE COMMUNITY

- Building strong positive relationships in the community is vital for a consumer operated service.
- Allows for leadership development
- Allows for education and stigma reduction
- Gets your message and mission statement out in the public.
- Can lead to additional funding streams, and opportunities.
DON'T LET THEM TELL YOU IT CAN'T BE DONE

THANK YOU FOR YOUR TIME!
ADDITIONAL INFORMATION

• SAMHSA
• WWW.MHSELFHELP.ORG
• WWW.DBSAALLIANCE.ORG
• WWW.POWER2U.ORG
STOP THE STIGMA OF MENTAL ILLNESS