

## **CONSUMER AFFAIRS PROGRAMS**

### **SELF-HELP**

Self Help efforts take many forms. Formal efforts at mutual assistance – often called “self-help”- involve participation in organized groups for individuals with similar problems. Our self-help centers offer both group and individual support.

**CONTACT** Karen Flink  
(408) 792-2140

### **CLINIC PEER SUPPORT**

Peer support enables consumers to better understand their mental health challenges, enjoy social activities with their peers, and empowers them to set and achieve meaningful recovery goals. As team members working with licensed staff, we offer individual and group support at six county clinics as a compliment to the clinical services they receive.

**CONTACT** Lorraine Zeller  
(408) 792-2132

### **NEWSLETTER**

Provides consumers' perspectives. Informs and educates consumers and the public. Publicizes Consumer Affairs and mental health activities.

**CONTACT** Lorraine Zeller  
(408) 792-2132

### **BOARD & CARE PEER SUPPORT CONTACTS**

Lorraine Zeller  
(408) 792-2132  
John Hardy  
(408) 792-2150  
Jennifer Jones  
(408) 792-3935

## **Consumer Affairs Self-Help Centers**

Operated by and for mental health consumers, these centers provide support for individuals who want to take control of their lives. Individuals who share a disability have something to offer each other which cannot always be provided by traditional services. For more information or a schedule of activities, please contact the Self-Help Center near you:

### **Zephyr**

1075 E. Santa Clara St.  
San Jose, CA 95116  
408-792-2140

### **South County**

1235 First St.  
Gilroy, CA 95020  
408-852-2460

## **Mental Health Crisis & Referral Numbers**

**Mental Health Call Center**  
1-800-704-0900

The Santa Clara County Call Center is the entry point for individuals who are seeking County mental health services.

**Suicide & Crisis Hotline**  
1-855-278-4204



### **Office of Consumer Affairs**

1075 E. Santa Clara St.  
San Jose, CA 95116

Jennifer Jones, Health Care Program  
Manager (408) 792-3935

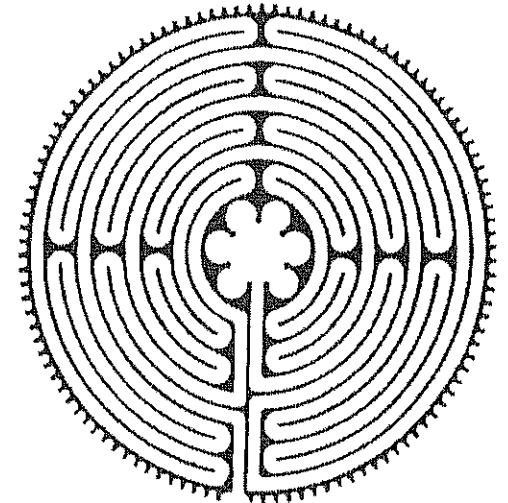
**Better Health for All**

## **OFFICE OF CONSUMER AFFAIRS**

*Advocacy*

*Self Help*

*Recovery*



**EMPOWERING THE  
RECOVERY  
OF CONSUMERS**

<http://www.sccmhd.org/portal/site/mhd/>

Scroll down on left of screen and click on  
"Office of Consumer Affairs"

## *Who are we?*

We are consumers who provide Wellness and Recovery services using our lived experience with mental health challenges. We have been there. We understand and want to help our peers.

## *We believe*

We have the personal responsibility to care for ourselves. We believe we can overcome many of the challenges presented by mental illness and thrive! Our lives can be meaningful. Being active members in our communities is important. We believe that recovery is to be expected.

## *Our roles*

Each consumer staff member has unique skills and interests. These are shared in the wellness & recovery based groups we offer. Individual support is available at clinics and Self-Help centers, and through peer advocate services and activities.

## *We serve as*

Catalysts to advance the recovery of our peers beyond mere stability empowering them to take full charge of their recovery and create their own life journeys.

# *Recovery*

Anthony (1993) identifies recovery as "a deeply personal, unique process of changing one's attitudes, values, feelings, goals, skills and/or roles. It is a way of living a satisfying, hopeful, and contributing life even with limitations caused by the illness."

Recovery is a personal and unique process, but here are common elements to recovery:

## **Hope**

- Even the smallest belief that we can get better can fuel the recovery process.

## **Medication/Treatment**

- Medication may be critical to your success (Sullivan, 1997).
- For many, the goal is not to be medication-free, but to take the least amount necessary.

## **Empowerment**

- Take responsibility for yourself.
- Advocate for yourself and others.

## **Self-Help**

- Self-help can take many forms including education, attending groups and developing a support system.

## **Education/Knowledge**

- It is important to learn as much as possible about your illness, medicine, best treatment practices and mental health recovery.

## **Support**

- It is especially beneficial to have support from peers, family, friends, mental health professionals and the greater community.

## **Spirituality**

- For many, spirituality provides hope, solace during their illness, peace, understanding and a source of social support.

## **Employment/Meaningful Activity**

- Work and meaningful activity, such as volunteering, gives many the opportunity to gain a positive identity with a sense of purpose and value.

Source: [www.mhrecovery.com/definition.htm](http://www.mhrecovery.com/definition.htm)