

## The BHI Office of Consumer and Family Affairs

Behavioral HealthCare, Inc. (BHI) Office of Consumer and Family Affairs (OCFA) is a department within BHI. This department works to ensure the consumers and family members have a voice in the services and decisions of BHI. The OCFA does this in a number of different ways.

**ADVOCACY:** The BHI Office of Consumer and Family Affairs works to ensure that BHI is a place where consumers and family members are respected and empowered. This happens at several levels including the grievance process, facilitation of the Consumer Advisory Board, conducting focus groups, providing educational opportunities to consumers and family members, and providing information to consumers and families about important issues in the local and state mental health community. If you would like more information about advocacy in the BHI Office of Consumer and Family Affairs or have a concern or information you would like to share, please call the OCFA Director at (720) 490-4403. [Click here](#) for a list of Consumer/Family Representatives.

**CONSUMER RUN SERVICES:** The BHI Office of Consumer and Family Affairs works to make consumer ideas come to life through consumer run services. In these services, consumers and family members are the leaders and decision makers. BHI has several consumer-run programs in operation listed below, and is always looking for new ideas. [Click here](#) for more information.

**DROP-IN and EMPOWERMENT CENTERS:** These centers offer a place to come and join others who share your experiences. Come find recreation, support, friendship, and purpose at one of our drop-in centers. Please contact one of the centers listed below for more information.

- Community Connections in Aurora  
10004 E. Colfax Ave  
Call us at 303-739-9631
- The Rainbow Center in Thornton  
2140 E. 88<sup>th</sup> Ave  
Call us at 303-287-2902
- Friends Helping Friends in Littleton  
6509 S. Santa Fe Drive  
Call us at 303-941-4924

PEER SPECIALIST PROGRAM: The Peer Specialist Program trains adult and young adult consumers to act as peer counselors in various programs across the BHI area. You can take the training yourself or talk to a peer counselor who understands your point of view. For more information call (303) 739-2557 or see the Peer Specialist website at [www.peertraining.com](http://www.peertraining.com).

MAILINGS: Join our mailing list and receive information regarding our Consumer Advisory Board, our consumer and family newsletter, community happenings and recreation events. Call (720) 490-4401 to join our list or [click here](#) to send us an e-mail with your mailing information. *Please indicate "Join mailing list" in the regarding line and include your full mailing address in the message, including apartment number, city and zip code.*