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Prosumer Action Center
 (COS Grant)
 Quarterly Report – September, October, November, 2009

Prosumers International was awarded the Consumer Operated Services grant by the Center for Health Care Services on September 22, 2009. For the remainder of September start up efforts resulted in naming the location at 1921 Burnet the “Prosumer Action Center.”

Advocacy on behalf of consumers:

Empowered two (2) Prosumer Action Center Volunteers to advocate on their behalf in various health care setting ensuring access and appropriate health care.

Assist consumers in obtaining employment:

Applications went out for volunteers wishing to be in the year long journeyman program at the Recovery Action Center. Fifteen applications were received in October. Seven (7) people were interviewed for the Journeyman positions.

Provide consumers information and referral to services needed:

Developed referral forms and procedure for developing rich referral list

Disseminate information relating to acquiring mental health services needed to reside within their community:

Distributed 100 flyers about the Prosumer Action Center to CHCS clinics
 Newsletter provided to a circulation of 2430
 Met with contact at Sarabia Clinic to inform them of the Prosumer Program and look at the possibility of a collaborative project using peer specialists.

Outreach to consumers and families:

Outreach in October included speaking at San Antonio State Hospital on October 18, 2009, with 6 consumers in attendance.
 Held Halloween Party at the Prosumer Action Center and 16 people participated.

Peer support groups or drop-in centers:

Mondays – 2:00 p.m. to 3:00 p.m.	Laughing Qigong – Come see how laughing can improve your physical health at the same time relieve some stress and release the negative energy in your body	0 attendees
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Tuesdays – 1:00 p.m. to 2:00 p.m.	Recovering Your Mental Health – A self-help guide booklet series “Building Self-esteem”	3 attendees
Wednesdays – 1:00 p.m. to 3:00 p.m.	Social Time – Come spend some time with our peers, every week will be a different activity	24 attendees
Thursdays – 11:00 a.m. to 12:00 p.m.	Arts N’ Crafts – Show off your creative side	4 attendees
Fridays – 11:00 a.m. to 12:00 p.m.	Journaling – Discover yourself through writing	2 attendees

Technical assistance and training to assist consumers to develop skills necessary to reside within their community:

Established the Prosumer Action Center as location for training and skills development.

Access to basic human shelter, food and clothing:

Began developing referral resources for rich referral list

Empower consumers to become self-sufficient within their community:

Six (6) volunteers provided 200 hours

Day time Prosumer Meeting October 9, 2009

Evening Prosumer Meeting October 20, 2009

Public education and increased awareness of mental illness:

On October 7, 2009, Janet Paleo spoke to Dr. Maria Felix-Ortiz’s class at the University of the Incarnate Word. There were approximately 24 students in attendance.

Prosumers provided volunteers to assist at the Texas Homeless Conference increasing awareness that Recovery is Possible

Protection of consumer rights and self-help, or peer support:

All services provided in October were provided through peer support and mentoring.

October, 2009 was the first full month of operations at the Prosumer Action Center. For the month people participated in our programs 30 times. Of those 22 were unduplicated people served.

November 2009 was the second full month of operations for the Prosumer Action Center. The following services were provided:

Advocacy on behalf of consumers:

Presented the Consumer view at Special meeting between DARS and CHCS

Met with Chief Operating Officer for CHCS advocating for more space and expanded programming for Prosumer Action Center

Assist consumers in obtaining employment:

Eight (8) additional application for the Prosumer Action Center Journeyman program were received in November, for a total of 23.

Seven (7) people were interviewed for the journeyman positions for a total of 14 people interviewed, everyone who applied was offered and interview, 9 declined the interview. Nine (9) of the applicants interviewed chosen as journeymen.

Provide consumers information and referral to services needed:

One (1) referral for housing assistance was made in November

Disseminate information relating to acquiring mental health services needed to reside within their community:

Newsletter provided to a circulation of 2430

Outreach to consumers and families:

Presented at SASH Consumer and Family Education Program, 13 people in attendance

Peer support groups or drop-in centers:

Mondays – 2:00 p.m. to 3:00 p.m.	Laughing Qigong – Come see how laughing can improve your physical health at the same time relieve some stress and release the negative energy in your body	4 attendees
Tuesdays – 1:00 p.m. to 2:00 p.m.	Recovering Your Mental Health – A self-help guide booklet series “Building Self-esteem”	8 attendees
Wednesdays – 1:00 p.m. to 3:00 p.m.	Social Time – Come spend some time with our peers, every week will be a different activity	11 attendees
Thursdays – 11:00 a.m. to 12:00 p.m.	Arts N’ Crafts – Show off your creative side	5 attendees
Fridays – 11:00 a.m. to 12:00 p.m.	Journaling – Discover yourself through writing	6 attendees

Technical assistance and training to assist consumers to develop skills necessary to reside within their community:

Developed meeting place and ongoing event planning for Focus for Life training in December.

Access to basic human shelter, food and clothing:

Referral for 3 people for food to resources in the community

Referral for 3 people for clothing to resources in the community

Empower consumers to become self-sufficient within their community:

Nine (9) volunteers provided 219.5 hours

Day time Prosumer Meeting November 13, 2009

Evening Prosumer Meeting November 17, 2009

Public education and increased awareness of mental illness:

Presented to Dr. Janna Lesser's Psych clinical rotation class at the UTHSCSON-SA 40 in attendance

Protection of consumer rights and self-help, or peer support:

All services provided in November were provided through peer support and mentoring.

A total of 57 services were provided over the month of November. Of those 32 were unduplicated people served to date.