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Prosumer Action Center
(COS Grant)
Fourth Quarterly Report Fiscal 2010 – June, July, August, 2010

Advocacy on behalf of consumers:

- Participated in the Texas Consumer Movement Seed Group planning call, representing the Prosumer Action Center and consumers in Bexar County and South Texas.
- Represented Bexar County and consumers at the two day Supported Employment Learning Community project meeting in Austin. Ensured a strong consumer voice and networked with other representatives. We are now looking into becoming and Employment Network to expand our job readiness program.
- Represented consumers at meeting of the LANAC
- Met with the Charlie about holding groups for CHCS
- Represented the consumer voice in the current service redesign at the Center for Health Care RDM Services
- Presented the Consumer Legislative Agenda at the Legislative Symposium sponsored by the Center for Health Care Services

Assist consumers in obtaining employment:

- Six (6) Journeymen continued their development as Peer Specialists
- We continued to collect clothing for the Business Dress closet
- Nine (9) Prosumer volunteers worked on developing time management skills and communication skills, while providing invaluable services to the running of the Prosumer Action Center
- Three (3) volunteers (all teenagers) helped with activities at the Action Center and learning new skills
- Two (2) Journeymen entered into negotiations for employment with DebLin as Peer Specialists. Both were given an offer and one accepted it
- One (1) Journeyman found employment and is working towards permanent housing
- Met with Employment Counselor from DARS to see how we can best serve people using DARS services to get back to work. She stated that what we do works and she continues to be impressed about the programming. Has encouraged us to apply to be a vendor under DARS.

Provide consumers information and referral to services needed:

- Eleven (11) referrals for clothing were made in the 4th quarter
- One (1) referrals for housing were made in the 4th quarter
- One (1) referral made for services in the community to access independent living skill services

- Three (3) referrals for utility assistance
- Five (5) referrals for obtaining food assistance
- One (1) referral for finding employment
- One (1) referral for childcare
- One (1) referral for dental assistance
- One (1) referral for medical type assistance
- One (1) referral for Ticket to Work
- Two (2) referrals for ID Cards
- One (1) referral for information on services for families
- One (1) referral for person to access diabetic shoes
- One (1) referral for GED class
- One Hundred and Twenty-one (121) new visitors were given information about the Prosumer Action Center

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

- 6760 copies of the Prosumer News were distributed during the fourth quarter
- Registered One Hundred & Three (103) for Bexar County Consumer/Family Support Conference
- Provided education on the Action Center services at SAILS on June 24, 2010 with twenty six (26) in attendance

Outreach to consumers and families:

- Outreach resulted in 121 new visitors to the Prosumer Action Center
- Eight (8) Journeymen presented at the Bexar County Consumer/Family Conference with 188 people attending across all presentations
- Five (5) Prosumers assisted CHCS staff in stuffing conference bags for the Conference
- Presentations were done by the Journeymen at Southwest General Hospital, La Pax, and SAILS ADA Celebration—184 people were told about the Prosumer Action Center and the services provided
- Hosted the Grand Opening with about 150 people attending including Senator Carlos Uresti, Charlie Boone, Chief Operating Officer CHCS, Gilbert Gonzales, Executive Director for the National Center for Behavioral Health Solutions: Issac Cardenas who performed a Native American Blessing on our building and Patrick McCurdy who provided our invocation
- Presentation given at the Silver Stars game with 60 people in attendance
- Consumer Legislative Agenda presented to 50 people at the legislative Symposium
- Prosumer Action Center Facebook group now has forty nine (49) members with 1 from Japan, 1 from Poland & 1 from Taiwan
- Eleven (11) people are following Prosumers on Twitter
- Numerous hours have gone into planning and preparing our Grand Opening, with all hands on deck and everyone making contact in the community to invite stakeholders and solicit community resources

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	71 attendees
Mondays – 1:00 p.m. to 2:00 p.m.	Creative Writing—Fulfill on writing the stories you have always wanted to	2 attendees
Tuesdays – 1:00 p.m. to 2:00 p.m.	Recovering Your Mental Health – A self-help guide booklet series “Building Self-esteem”	73 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	72 attendees
Thursdays – 11:00 a.m. to 12:00 p.m.	Arts N’ Crafts – Show off your creative side	94 attendees
Fridays – 11:00 a.m. to 12:00 p.m.	Journaling – Discover yourself through writing	33 attendees

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

- Registered one hundred and three (103) people for the Bexar County Consumer/Family Support Conference
- One (1) Journeyman completed Focus for Life® Training
- One (1) Journeyman and the Prosumer Action Center Chief Executive Administrator continued training as trainers for Focus for Life®
- Two (2) Journeymen; the Executive Administrative Assistant and Project Coordinator became Deputy Registrars
- Two (2) journeymen received the Certified Peer Specialists training provided by ViaHope
- Five (5) Journeymen attended the National Association for Peer Specialists Conference in Chicago
- Numerous Prosumers attended the 10th Annual Bexar County Consumer and Family Support Conference, eight (8) of which did presentations

Access to basic human shelter, food and clothing:

- Referral for 17 people for clothing in the community
- Referral for 7 person for food resources in the community
- Referral for 3 people for rental/housing in the community
- Referral for two (2) people to get their ID card
- Referral for one (1) person to access diabetic shoes

Empower consumers to become self-sufficient within their community:

- Eighteen (18) volunteers provided 2570.25 hours of volunteer work over the quarter
- 52 Prosumers in attendance at the day time Prosumer Meeting

- 30 Prosumers in attendance at the evening Prosumer Meeting
- All Journeymen, Apprentices and Volunteers researched, designed and worked in our new community garden, preparing the soil for planting
- Four (4) Journeymen became Deputy Registrars
- All Journeymen, Apprentices and Volunteers, designed and worked on outreach possibilities
- Three (3) Program participants furthers their training as training leaders
- Two (2) program participants found gainful employment

Public education and increased awareness of mental illness:

- Provided meeting space for CHCS clinic staff meeting
- Provided meeting space for Prosumer Action Center orientation
- Provided meeting space for the Texas Catalyst for Empowerment Group with thirteen (13) in attendance for two (2) days
- Hosted the Grand Opening for the Prosumer Action Center with approximately One Hundred and Fifty (150) in attendance with Eighty eight (88) signing in
- Three presentations given at the 10th Annual Bexar County Consumer/Family Support Conference building awareness that recovery is possible

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

- All services provided in for the quarter were provided through peer support and mentoring.
- Nine (9) Journeymen became members of the National Association of Peer Specialists
- Five (5) Journeymen attended the National Association of Peer Specialist Conference

A total of 829 services were provided over the quarter, of those, 121 were unduplicated services for FY'10.