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Prosumer Action Center
(COS Grant)
Second Quarter Report
FY 2010

Advocacy on behalf of consumers:

- Seven (7) consumers represented San Antonio consumers at the Texas AdHoc Committee Meeting on December 10, 2010 in Austin regarding the development of a Peer Certification Process in Texas
- Two (2) consumers represented San Antonio consumers at the USPRA Texas Conference which resulted in a meeting on January 7-9, 2010 in Austin regarding the development of a new consumer mental health organization in Texas
- Presented the consumer point of view on conference calls to plan The 2nd Annual Psychiatric Rehabilitation Meeting in San Antonio to bring diverse providers together for the benefit 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.

Assist consumers in obtaining employment:

- Seven (7) consumers at the Texas AdHoc Committee Meeting on December 10, 2010 in Austin regarding the development of a Peer Certification Process in Texas that will make them more employable
- Five (5) Journeymen continued their development as Peer Specialists
- One (1) Journeyman was supported in pursuing her career goals and is now working for a research firm out of Houston, doing research in her field of study in San Antonio
- Set up the Dress for Success closet with business clothes
- One of our volunteers is scheduling a make-up class for those consumers looking to go back to work
- Raised money (Bowl-a-thon) for purchase of three (3) computers for Prosumer Action Center training lab that will also be used for resumes and job searches

Provide consumers information and referral to services needed:

- Two (2) referrals for rent and food
- Eighty-five (85) new visitors were given information about the Prosumer Action Center
- Two (2) referrals for education and furniture
- Two (2) referrals for clothing

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

- Newsletter provided to a circulation of 7025 copies of the Prosumer News disseminated in the community for the Second Quarter

Outreach to consumers and families

- Outreach to consumers and families resulted in 74 new visitors in the Second Quarter to the Prosumer Action Center
- New unwrapped toys were donated and given to the 30 children at the Fairweather Lodge
- Gift Certificates were donated for the parents of the 30 children at Fairweather Lodge
- Presented to 40 consumers and staff at Solara about the Prosumer Action Center and what was available to them
- 300 personalized holiday cards with words of encouragement and invitation to join us were given to the 300 patients of San Antonio State Hospital that were in the hospital over the holidays.

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	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”	9 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	34 attendees
Thursdays – 11:00 a.m. to 12:00 p.m.	Arts N’ Crafts – Show off your creative side	17 attendees
Fridays – 11:00 a.m. to 12:00 p.m.	Journaling – Discover yourself through writing	12 attendees
Mondays and Wednesdays 11:00 a.m. to 12:00 p.m.	Joyz of Artz – Community Artist teaching painting	50 attendees
January 19 1:00 p.m. to 2:00 p.m.	Planning for South Africa World Mental Health Congress – teaching people budgeting & creating a new access to getting what they want	8 attendees

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

- Focus for Life training was conducted in December with 14 people in attendance
- Eight (8) Journeymen participated in New Employee Orientation at CHCS for Client Rights
- Six (6) Journeymen participated in New Employee Orientation at CHCS for Safety Awareness
- Six (6) Journeymen participated in New Employee Orientation at CHCS for Disaster Plan
- Five (5) Journeymen participated in New Employee Orientation at CHCS for Infection Control/Universal Precautions
- Five (5) Journeymen participated in New Employee Orientation at CHCS for Cultural Sensitivity
- Held Focus for Life training in February for eighteen (18) people.
- Intentional Peer Support training in February for ten (10) people.
- Working with Advocacy Inc to have a presentation on rights in April
- Working with Fair Housing to have a presentation on housing rights in May
- Eight (8) Prosumers attended the African/American conference in Austin to learn cultural diversity.
- Three (3) Journeymen and one Project Coordinator trained in Corporate Compliance

Access to basic human shelter, food and clothing:

- Referral for 2 people for food to resources in the community
- Referral for 2 people for basic human shelter to resources in the community
- Referral for 1 person for diabetes education to the Texas Diabetes Institute
- Referral for 1 person to resources in the community for furniture
- Referral for 2 people for clothing in the community

Empower consumers to become self-sufficient within their community:

- Eighteen (18) volunteers provided 1122.2 hours of work
- Day time Prosumer Meeting 81 Prosumers in attendance
- Evening Prosumer Meeting 33 Prosumers in attendance

Public education on and increased awareness of mental illness:

- Spoke to about (40) direct service providers at Story Lane about the Prosumer Action Center
- Two (2) visiting doctors considering employment at CHCS were given a tour of the Prosumer Action Center and came away with a new understanding of the power of peers.
- Received 30 reusable shopping bags from Wal-Mart for families at Fairweather Lodge
- Joyz of Artz to donate expertise in creative art expression for consumers twice a week
- The Director of the School of Nursing Center for Excellence, Community-based Health Promotion of Women and Children held their monthly meeting at the Prosumer Action Center and we informed 15 members of the advisory board about consumers and mental illness
- Center for Health Care Services held Med Training at the Prosumer Action Center. Eighteen staff were given information about the Action Center to share with their clients
- Partnering with Advocacy, Inc. and hosting a Focus Group to help Advocacy, Inc. develop priorities for the next fiscal year

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

- All services provided in December were provided through peer support and mentoring.

A total of 456 services were provided for the Second Quarter FY10. Of those, 85 were unduplicated services for FY'10.

Narrative

We are very excited about the growth of the Prosumer Action Center. As we complete our Second Quarter FY10, we have provided 456 services at the Prosumer Action Center with 85 of those unduplicated services.

We have raised enough money to buy 3 computers and we have had two computers donated. We are hoping to have Discount Electronics match our fundraising efforts. We have enough to start our computer classes and then be able to open it up for people to do job searches and to check emails. We plan to have the computer lab up and running by the end of April.

We have also been contacted by Double Click, a program from Easter Seals where we fill out an application for people with disabilities to buy their own computer for \$125. This will be a great way to really have people empowered to learn the computer and utilize this resource to better their lives.

We have also begun a Clothing Closet for business clothes. We have gotten some donations and have promises for more clothing as we let people know this is what we are doing.

Our local artist Joyce Stache's painting classes are really growing. During the Second Quarter FY10, she had 50 attendees for her classes. We have also begun hanging the paintings around the Prosumer Action Center for all to see and they are for sale.

There have been three major trainings at the Prosumer Action Center for the Second Quarter FY10. There have been various community meetings here as well. We have interest from other groups to do some group meetings here such as "learning how to put on your make-up", "De-cluttering your Life", "Focus for Life- The classes" and others. We are working to get them on the schedule. Advocacy Inc. has also promised to bring more trainings to our community on knowing your rights and how to beat the system.

We have the beginnings of a group room with one sofa donated. We have the promise of two more sofas and a chair. Once this room is complete, we will have a place to hold group sessions in a comfortable fashion.

The Journeymen continue to find resources and call to validate requirements for the various resources. They have done a lot of training and are leading the classes. We lost one Journeyman as she found a job with a new research company that is being located in San Antonio. We have had two Journeymen who discontinued the program. We continue to work on job skills, training, and resolving barriers to having a full life.