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Prosumer Action Center
(COS Grant)
Third Quarterly Report Fiscal 2010 – March, April, May, 2010

Advocacy on behalf of consumers:

- Attended The 2nd Annual Psychiatric Rehabilitation Meeting in San Antonio sponsored by CHCS and Boston University and presented the consumer point of view, with an emphasis on Hispanic populations, in vocational rehabilitation settings
- Participated in the Texas Consumer Movement Seed Group planning call, representing the Prosumer Action Center and consumers in Bexar County and South Texas.
- Actively represented consumers in Bexar County, and South Texas at the two day Texas Consumer Movement Seed Group face to face planning meeting in Austin
- Hosted Advocacy, Inc. focus group and provided consumer input for the upcoming Advocacy, Inc. priorities
- Participated in the Texas Consumer Movement Seed Group planning call, representing the Prosumer Action Center and consumers in Bexar County and South Texas.
- Represented consumers at specially called meeting of the BHPNAC
- 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 the Prosumer Action Center and recovery based services at the special meeting with the Legislative Budget Board (LBB) and the Center for Health Care Services (CHCS)
- Represented consumers at meeting of the BHPNAC

Assist consumers in obtaining employment:

- Five (5) Journeymen continued their development as Peer Specialists
- Coached (1) consumer in job retention and transition from employment to job search
- Contacted Dress for Success to partner with them in augmenting the professional clothes closet at the Prosumer Action Center
- We continued to collect clothing for the Business Dress closet
- Two (2) racks donated for our Professional Dress Closet and clothes were hung
- One (1) Journeyman was provided business casual clothing appropriate to work environment

- Laid the groundwork and prepared the room for the Prosumer Action Center computer lab
- Requested donated computers from Discount Electronics to match the number of computers Prosumers purchased out of bowl-a-thon funds – 3 computers purchased, 3 donated for a total of 6 computers for the Prosumer Action Center computer lab
- Picked up the six (6) computers for the Prosumer Action Center computer lab and purchased and installed desks and chairs for the lab
- Researched the necessary paperwork to get necessary software for the computer lab
- Computer class instructor setting up curriculum for computer classes
- One (1) Journeyman procured part-time employment based on Prosumer Action Center referral

Provide consumers information and referral to services needed:

- Two (2) referrals for clothing were made in March
- Two (2) referrals for housing were made in April
- One (1) referral made for services in the community for children with autism
- One (1) assessment for eligibility and referral for Veteran benefits
- One (1) referral made for services in the community for legal aid
- One (1) person referred to several marital counseling resources
- One (1) person referred to several indigent health care providers
- Ninety nine (99) new visitors were given information about the Prosumer Action Center

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

- 6945 copies of the Prosumer News were distributed during the third quarter
- SAILS representatives provided training about their services at the Prosumer Action Center, sixteen (16) in attendance

Outreach to consumers and families:

- Outreach resulted in 99 new visitors to the Prosumer Action Center
- Provided speaker for the NAMI San Antonio “NAMI Walk” kick off
- Gave presentation to the Harvard Progressive Women’s Group on the work that is being done at the Prosumer Action Center
- Presented to the BHPAC on the progress and services at the Prosumer Action Center
- Kids Day in the Park 2010 with approximately 224 in attendance
- Participated in and volunteered at the NAMI Walk; four hundred (400) people attended
- Prosumer Action Center Facebook group now has forty one (41) members
- Six (6) 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	17 attendees
Tuesdays – 1:00 p.m. to 2:00 p.m.	Recovering Your Mental Health – A self-help guide booklet series “Building Self-esteem”	14 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	20 attendees
Thursdays – 11:00 a.m. to 12:00 p.m.	Arts N’ Crafts – Show off your creative side	9 attendees
Fridays – 11:00 a.m. to 12:00 p.m.	Journaling – Discover yourself through writing	18 attendees
Mondays and Wednesdays 11:00 a.m. to 12:00 p.m.	Joyz of Artz – Community Artist teaching painting	31 attendees
Fridays – 1:00 p.m. to 2:30 p.m.	Drama Club – an opportunity for people to express themselves through the performing arts	4 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	4 attendees

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

- Six (6) people trained in Intentional Peer Support for the quarter
- Two (2) Journeymen and two (2) Project Coordinators trained in CPR and First Aid
- Two (2) Journeymen and the Executive Administrative Assistant attended Statewide Benefits Counselor 1 Training
- Two (2) Journeymen and the Executive Administrative Assistant attended the Bexar Necessities class to become part of the United Way network
- Two (2) Journeymen were trained in PMAB
- One (1) Journeyman was trained in Disaster Preparedness
- The Executive Administrative Assistant attended the Landmark Forum
- Three (3) Journeyman received the Whole Health training module provided by Via Hope for people looking to be Certified Peer Specialists in the State of Texas

Access to basic human shelter, food and clothing:

- Referral for 3 people for clothing in the community
- Referral for 1 person for food resources in the community
- Referral for 2 people for housing in the community
- One (1) Journeyman visited Haven for Hope to determine appropriate referrals

Empower consumers to become self-sufficient within their community:

- Twenty (20) volunteers provided 1659.25 hours of volunteer work over the quarter
- 71 Prosumers in attendance at the day time Prosumer Meeting
- 34 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

Public education and increased awareness of mental illness:

- Hosted the BHPAC from the CHCS with 17 in attendance
- Continue to host the Senior Art Class in which 35 people attended the classes
- Participated in the Community-Based Health Promotion in Women and Children (CBHP) Center Advisory Committee at the American Indians of Texas office to discuss ongoing research around health disparities
- Hosted the Harvard Progressive Women's Group on three (3) occasion
- Joyz of Artz continues to donate expertise in creative art expression and has combined her class for seniors with her class for consumers
- Hosted Census Worker Training at the Prosumer Action Center for a week and continue to serve as a gathering place for the Census workers
- Presented to Dr. Janna Lesser's Psych clinical rotation class at the UTHSCSON-SA 30 in attendance
- Hosted the CHCS Death Review Committee with 5 in attendance
- Provided meeting space for two (2) CHCS clinic staff meeting
- Provided meeting space for BHPNAC with twelve (12) in attendance

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

- All services provided in for the quarter were provided through peer support and mentoring.

A total of 551 services were provided over the quarter, of those, 99 were unduplicated services for FY'10.