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Prosumer Action Center  
(COS Grant – FY 2011)  
1<sup>st</sup> Quarter Report  
FY '11

November 2010 ended our first quarter of operations for the Prosumer Action Center for fiscal year 2011. The following services were provided in this quarter:

**Advocacy on behalf of consumers:**

- The Project Coordinators represented the Prosumer Action Center and all consumers from South Texas on the Texas Catalyst for Empowerment Steering Committee development call, and in the process ensuring a statewide voice for consumers in Texas
- Held planning and development meeting of the Board of Prosumers International with the intent of moving toward non-profit status
- Provided the Prosumer perspective for the CHCS branding process
- Participated in monthly COS Technical Assistance call and shared what is working in Bexar County and new developments throughout the state around Prosumer programs. The Prosumer Executive Director is now on the State Protection and Advocacy System PAIMI Council and represented all Prosumers at the Council meeting in October.
- Janet Paleo represented the Prosumers on a panel discussion entitled "All About Recovery" held at the Houston County Psychiatric Center
- Janet Paleo represented the Prosumers in the State Supported Employment Learning Community in October as part of the Bexar County group
- Represented consumers at meeting of the LANAC

**Assist consumers in obtaining employment:**

- Five Journeymen continued their development as Peer Specialists and managed 13 people in completing the newsletter mail-out
- One Apprentice worked on developing time management skills and communication skills, while providing invaluable services to the running of the Prosumer Action Center.
- Six Volunteers provided great service to the Prosumer Action Center as they develop the basic skills for job readiness
- We continued to collect clothing for the Business Dress closet and several people found clothing they could use in volunteer and employment settings.
- Orientation to the Prosumer Action Center job readiness program resulted in two new Volunteers entering the Program.
- Promoted two Prosumer volunteers to Apprentices during this quarter
- One Apprentice was promoted to Journeyman during this quarter.

**Provide consumers information and referral to services needed:**

- Provided referral assistance for one (1) person requiring pet services
- Provided referral assistance for one (1) person who had lost everything to fire, including three options for housing assistance, referral for financial assistance, food and clothing, and other general services assistance
- Sixty seven new visitors were given information about the Prosumer Action Center
- Provided referral assistance for two (2) people requiring transportation assistance
- Provided referral assistance for one (1) person to access clothing
- Provided referral assistance for one (1) person to access diapers
- Provided referral assistance for three (3) people to access food

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

- Newsletter provided to a circulation of 6443 with an additional 240 being delivered electronically during the first quarter

**Outreach to consumers and families**

- Outreach resulted in at least sixty seven new visitors in November to the Prosumer Action Center during the first quarter
- Participated in Stomp out Stigma at St. Mary's University with around 100 in attendance
- Prosumer Action Center was presented at the November NAMI meeting with about 50 people in attendance
- Project Coordinators presented to the Faith Based Mental Ministry group with 30 in attendance
- Presentation provided to University of Texas Health Sciences Center at San Antonio School of Nursing undergraduate psych clinical class with 65 in attendance
- Prosumers presented to Dr. Maria Felix-Ortiz's class at Incarnate Word University. Twenty five (25) people in attendance.
- Prosumer Action Center Facebook group now has Seventy eight (78) members
- Fifteen people are following Prosumers on Twitter

**Peer support groups or drop-in centers**

This quarter participants in the various programs at the Prosumer Action Center continued to create crafts to sell as fundraising for various conferences they wished to attend. Specifically, they are raising funds to attend the Second Texas USpra Conference in Austin in January. Creating crafts to be self sufficient in providing opportunities to go to conferences is an important aspect of recovery. Peer support and empowerment are central components of the craft activities as people contributed to the cost of their own training.

Mondays – 1:00 p.m. to 2:00 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	27 attendees
Tuesdays – 1:00 p.m. to 2:00 p.m.	Skills Building	22 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	56 attendees
Wednesday, November 24, 2010	Volunteer Recognition Luncheon	16 attendees

Thursdays – 11:00 a.m. to 12:00 p.m.	Arts N’ Crafts – Show off your creative side	81 attendees
Fridays – 11:00 a.m. to 12:00 p.m.	Journaling – Discover yourself through writing	7 attendees

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

- One Journeyman attended the State five day Certified Peer Specialist Training in Austin
- The Executive Administrative Assistant is now trained as a Notary Public, providing this service for free to the community
- Nine people participated in the first train the trainer session of Recovery 101
- Eight Prosumers attended the Hogg Foundation Robert Lee Southerland Seminar XVI in Nacogdoches, Texas. The topic was “A Call to Action: Achieving Mental Health, Recovery and Wellness Together.” During the event Janet Paleo was acknowledged for receiving the SAMHSA Voice Award.
- Six Prosumers attended the NAMI Texas Conference in Dallas. The Journeymen in attendance received continuing education credits as peer specialist due to their participation.
- The Prosumer Executive Director and Grant Coordinator attended a National Mental Health Leadership Training sponsored by Georgetown University.
- Held the first Prosumer Protection Day in which participants were trained in various insurance options for long term planning, as well as community safety tips with 9 people in attendance.
- Four (4) Prosumers attended the Alternatives 2010 Conference in Anaheim, CA sponsored by the National Empowerment Center and SAMHSA. They were trained in the importance of Peer Support and Peer Run Services as well as research results and implication for peer run services.

**Access to basic human shelter, food and clothing:**

- Provided referral assistance for one (1) person requiring pet services
- Provided referral assistance for one (1) person who had lost everything to fire, including three options for housing assistance, referral for financial assistance, food and clothing, and other general services assistance
- Sixty seven new visitors were given information about the Prosumer Action Center
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- Provided referral assistance for three (3) people for food

**Empower consumers to become self-sufficient within their community:**

- Fifteen volunteers provided 1743.5 hours of service
- All Journeymen, Apprentices and Volunteers, designed and worked on outreach possibilities
- Day time Prosumer Meeting: 100 Prosumers in attendance for the quarter
- Evening Prosumer Meeting: Thirty two Prosumers in attendance for the quarter
- Six program participants received continuing education credits as peer specialists
- Thirty four (34) Prosumers were trained in the new health care reform programs and when they will be implemented.

**Public education on and increased awareness of mental illness:**

- Provided meeting space for CHCS BHPNAC
- Meeting space provided for Prosumer Action Center orientation
- Hosted the Harvard Progressive Women's Group with 15 members in attendance
- Provided an update about the outcomes of the first year of operation of the Prosumer Action Center to the Center for Health Care Services (CHCS) to the Planning and Oversight Committee of the Board.
- Participated in the Community-Based Health Promotion in Women and Children (CBHP) Center Advisory Committee at the UTHSCSA School of Nursing Research Office and gave an update on the Prosumer Action Center and ongoing research on Focus for Life program.

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

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

**A total of 427 services were provided over the first quarter of Fiscal Year 2011. Of those, sixty seven were unduplicated services for FY'11.**

## **Narrative for First Quarter Report FY 2011**

The first quarter of the second year of the Consumer Operated Services (COS) grant has been packed with training, service, and planning for the future. Six of the Journeymen that started the program a year ago are now working and another had a job offer he chose not to accept at this time. This led to a rebuilding of the Journeyman base and we now have five Journeymen and one Apprentice providing leadership at the Prosumer Action Center.

The amount of professional training and development completed in this quarter has significantly moved the Prosumer cumulative expertise forward. Individual training included the Executive Director of Prosumers International attending a national Leadership Academy sponsored by Georgetown University; one Journeyman completing the Texas Certified Peer Specialist training; and the Executive Administrative Assistant completing Notary training. Additionally, the senior leadership of the Prosumer Action Center is now participating in monthly technical assistance calls with the State, which has provided rich input from six other COS sites throughout the state. Having state and Via Hope personnel supporting development provides a state wide perspective on what consumer operated services can provide throughout the state.

In addition to the above leadership development, Prosumers have continued their growth and development in several national and state conferences during the past three months. Five Prosumers attended the Alternatives 2010 conference in Anaheim, California, where they were able to network with the national community of peer specialists and peer providers. From there, these and others made up the eight people who attended the Hogg Foundation Robert Lee Southerland Seminar XVI: "A Call to Action: Achieving Mental Health, Recovery and Wellness Together." After the day long seminar in Nacogdoches, Texas, the Prosumer group was given the feedback that they provided a strong voice for recovery being possible and fulfilling on the topic of the seminar. From there, six Prosumers attended the NAMI Texas Conference in Dallas, where several of the Prosumers who are Certified Peer Specialists were able to get continuing education credits toward sustaining their certification.

Additionally, the Prosumer Action Center Journeyman and leadership have provided services to their community and continue to be partners with other community organizations serving people

with lived experience of mental health issues and their families. Specifically the Prosumers hosted the State Spokesperson on Health Care Reform, Dena Stoner, who shared the impact of the Health Care Reform on Texas and on the lives of people receiving mental health services in Texas. Many of our community partners attended the Prosumer Meeting in which this was presented. Also, in partnering with other groups in San Antonio we had the opportunity to speak at the November NAMI San Antonio meeting to share about Prosumers and what we provide. The Prosumer Action Center also hosted the first Prosumer Protection Day in which participants were trained in community safety and insurance and long term planning. We also hosted the Harvard Progressive Women's group, who we partner with in ensuring contribution to the neighborhood the Prosumer Action Center is located in. This quarter we continued our partnership with the University of Texas Health Sciences Center at San Antonio – School of Nursing in two ways. We presented to the undergraduate psych rotation class and we also served on the Advisory Committee for the Community-Based Health Promotion in Women and Children (CBHP) Center.

This quarter we had the opportunity to develop a relationship with a new partner in recovery, the Faith Based Mental Ministry group, who are very interested in what the Prosumers have to offer our community.

Ultimately the Prosumers grow when they give back to their community. This quarter everyone at the Prosumer Action Center has been busily working on writing Holiday Greeting cards for all of the people who will spend the Holidays at the San Antonio State Hospital and those who will spend their holiday at Haven for Hope. Another project that the Prosumers have taken on for the second year is collecting gifts for the families and children at Fairweather Lodge.

As services at the Prosumer Action Center grow and as people develop in their skills as Peer Support Specialist, they become advocates for others to have full and rich lives. This is reflected in the senior leadership of the Prosumer Action Center being on the Texas Catalyst for Empowerment Steering Committee, guiding the development of a new statewide consumer advocacy organization. Additionally, the Executive Director now serves on the Protection and Advocacy for Individuals with Mental Illness (PAIMI) Council for the State of Texas.

In our second quarter we have a number of new opportunities for people accessing the services of the Prosumer Action Center. These include new classes, such as Self Defense, Money Matters (budgeting and money management for people with disabilities), training for people wanting to be trainers in Recovery 101, Resume Writing, Drama as Self Expression, and others as demand arises.

The Prosumers will be volunteering at the Second Annual USPPRA Texas Conference, where they have the opportunity of expanding their training, and getting continuing education credits for those who are Certified Peer Specialists.

Prosumers International and the Prosumer Action Center are also in conversation with DARS about becoming a DARS vendor or partnering as an Employment Network. This is something that DARS has requested we do, as well as something that we see as a natural evolution of the work that we do as a Consumer Operated Services site.

We look forward to our next quarter being the best one yet!