

Prosumer Action Center
COS Grant – FY 2011
Fourth Quarter Reconciliation Report – Narrative
June - August, 2011

August 2011 was the end of our fiscal year 2011 for the operations of the Prosumer Action Center.

Narrative:

We hired Texas Association of Non-Profits to help us develop our own 501C(3) as an umbrella organization for other Prosumers groups that may form throughout the State. We started a Spanish Class for the community. We have had many of the volunteers, apprentices and Journeymen attended various trainings in Texas including the Bexar County Consumer/Family Conference, the Texas Council Conference, the Texas Catalyst for Empowerment Leadership Symposium, and the Focused Recovery Learning Community for the State. We also participated in a Consumer Operated Services through ViaHope to create alternate funding sources within our COSP. We are currently working with University of Texas Health Science Center School of Psychology on a grant that they obtained to study the effectiveness of the Prosumer Program. We are working with Doctor Jodi Gonzales on this project. We continue to work with DARS around employment as well as becoming a vendor for them. Upon representing to the Board of CHCS, we were given lots of encouragement and kudos to that we are doing. We continue outreach efforts such as presenting to the School of Nursing, VA, Silver Stars Basketball game, Bexar County Consumer/Family Conference and other areas of our community.

For the future, we envision growing the Prosumer program even more. We are continuing our efforts to start other Prosumer groups throughout Texas. We hired a fundraiser/event planner through DARS to help us in that area. We believe that we are on our way to becoming more self-sufficient in the coming year.

The following services were provided in the Fourth Quarter:

Advocacy on behalf of consumers:

- Participated in monthly COSP conference calls
- Represented Prosumers in the Via Hope Advocacy Committee
- Represented Prosumers in the Texas Catalyst for Employment Board Meeting
- Represented Prosumers at the Bexar County Conference planning

- Represented consumers on the Behavioral Planning and Network Advisory Committee for CHCS

Assist consumers in obtaining employment:

- Donations of clothing for our back-to-work/school closet
- Computer classes and development of skills on computers were given
- One project manager worked on developing Recovery 101 in conjunction with CHCS
- One apprentice worked on developing time management skills and communication skills while providing invaluable services to the running of the Prosumer Action Center.
- Two journeymen worked on managerial skills while providing invaluable services to the running of the Prosumer Action Center.
- One office manager coordinated activities of volunteers, apprentice and journeymen
- Eleven volunteers worked on various projects to develop basic skills for job readiness.

Provide consumers information and referral services needed:

- Provided referral assistance for sixteen (16) people for classes
- Provided referral assistance for three (3) people looking for support groups
- Provided referral assistance for one (1) person seeking help with medication
- Provided referral assistance for one (1) person seeking a psychologist
- Provided referral assistance for three (3) person seeking information regarding Prosumers Action Center
- Provided referral assistance for three (3) people wanting to volunteer
- Provided referral assistance for two (2) State ID cards
- Fifty-five (55) new visitors were given information about the Prosumer Action Center in the 4th Quarter

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

- Newsletter provided to a circulation an average of 2,346 per month
- Prosumer day meetings in San Antonio had Forty-five (45) in attendance for the 4th Quarter
- Prosumer evening meetings in San Antonio had twenty-seven (27) in attendance for the 4th Quarter

Outreach to consumers and families:

- Distributed Prosumer information at Silver Spurs Basketball game on Mental Health Awareness Night.
- Distributed Prosumer information at VA Hospital to twenty-three veterans
- Distributed Prosumer information at the Bexar County Consumer/Family Conference
- Outreach resulted in 55 new visitors in July to the Prosumer Action Center
- Prosumer Action Center Facebook group had up to eighty-nine (89) members
- Sixteen (16) people are following Prosumer Action Center on Twitter

July was dedicated to developing and training people in several groups.

When	What	Attendees
Mondays	Laughing Quigong	7
Tuesdays	Skills Building	11
Wednesdays	Social -- Games, movies, etc.	46
Thursdays	Arts and Crafts	21
Fridays	Journaling	4
Monday, Tuesday & Wednesday	Computer skills and usage	36
Tuesday and Thursday	Spanish class	6

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

- People are always given information for mental health services in all we do
- See above chart:
 - Laughing Qigong is a stress relief technique
 - Skills Building helps people attain or regain life coping skills
 - Social activities help people to develop and retain social skills
 - Arts and crafts helps people with self-expression
 - Journaling helps people clarify their goals and beliefs
 - Computer classes help people to learn and communicate in personal and work situations.

Access to basic human needs, like shelter, food and clothing:

- Provided referral assistance to people for information on where to volunteer
- Provided referral assistance to people for mental health services
- Provided referral assistance to people for computer classes
- Provided referral assistance to people for skills building classes
- Provided referral assistance to people for finding a support group
- Provided referral assistance to people for general information
- Provided referral assistance to people for school supplies
- Provided referral assistance to people for clothing

- Provided referral assistance to people for food
- Provided referral assistance to people for housing

Empower consumers to become self-sufficient within their community

- Fifteen (15) volunteers provided 1188.75 hours of service in the fourth quarter
- All Journeymen, Apprentices and Volunteers designed and worked on outreach possibilities.

Public education on and increased awareness of mental illness:

- Set up a table at the Silver Spurs basketball game on Mental Health Awareness Night to answer questions and distribute information
- Provided meeting space for Center for Health Care Services program for veterans
- Set up a table at the Bexar County Consumer/Family Conference to answer questions and distribute information.
- Five Prosumers attended the Texas Catalyst for Empowerment Leadership Symposium in Austin Texas for a three day training
- Three Prosumers attended Emotional CPR training in Austin, TX for two days
- Provided meeting space for the Center for Health Care Services Clinical Staff
- Provided meeting space for TANO meeting

Protection of consumer rights and self-help or peer support

- All services provided in the Fourth Quarter were provided through peer support and mentoring.

A total of one hundred eighty-four (184) services were provided over the fourth quarter of fiscal year 2011. Of those, fifty-five (55) were unduplicated services for the fourth quarter, FY'11.