

**Prosumer Action Center  
(COS Grant – FY 2012)  
Fourth Quarter Report FY 2012**

This report is for the Fourth Quarter, fiscal year 2012, for the Prosumer Action Center.

**Narrative:**

In the Fourth Quarter for fiscal year 2012, there was a high level of activity at the Prosumer Action Center. We offer classes in skills training, art, journaling and other support programs for peers. Our computer lab is available for job searching, writing resumes, learning how to use computers, and research. We also held our quarterly fire drill in August.

Members of Prosumers were involved with the ViaHope Advisory Committee, the State Local Area Planning Advisory Committee (LANAC), the Bexar County Behavioral Health Planning and Network Advisory Committee (BHPNAC) and the Protection and Advocacy for Individuals with Mental Illness (PAIMI) Advisory Committee for Disability Rights Texas.

Additionally, Prosumers continue to fulfill our responsibilities as leaders of the Bexar County Consumer Family Conference management team. Several conference committee planning meetings have been held at the Prosumer Action Center. Preparation activities are right on or ahead of schedule, with the Conference scheduled for October 5, 2012.

Three Prosumers attended the Supported Employment conference in Austin. This was a special presentation for COSP's to show people in our field how to assist consumers using a supported employment model.

Two Prosumers attended the COSP Face-to-Face Gathering in Austin in August. Attendees were executive directors and staff from all over Texas. Our instruction included handling conflict, what constitutes a professional relationship, what our fiduciary responsibilities are, how mental and physical health are tied together, and other relevant topics. This was the first time that our training included our grantors.

Prosumers attended the Texas Catalyst for Empowerment Leadership Symposium in August. This symposium was designed to bring information and inspiration to the consumer leaders of Texas. There were several times when we able to breakout into regional meetings to talk about what we want to create in our area. Some of the ideas shared included the possibility of starting a warm-line possibly using Skype to limit cost investment. Other ideas that excited participants included a peer run respite center, open dialogue training, getting outside speakers to come in to inspire, and how to communicate effectively with politicians.

Prosumers continue to grow and expand our reach in the local area. We held monthly meetings designed to inspire and empower consumers with tools to live their life. Our meetings for the last three months were "Going Back to Work", "Finding Your Voice through Art", and "Volunteering in the Community." The week of the meeting we provide the service of calling our members. These calls not only serve to remind people of the meeting, but letting them know they are missed and often peer support is done on these calls to support the individual. During the fourth quarter we provided this service to 507 participants.

Focus for Life is an innovative consumer-led program which fosters increased levels of wellness. This training, lasting three full days, was held at the Prosumer Action Center in June.

Another Focus for Life will be held at the Action Center in October. This training was made available for free to the participants.

Intentional Peer Support (IPS) training was held in August, also at the Action Center. This five-day class drew 9 participants. IPS is designed to provide an effective model for working with peers in recovery-oriented relationships—relationships that are mutually transformative, supportive, and challenging. The focus is on personal growth and fulfillment as opposed to medical diagnoses, treatment or assessment. This training was made available for free to the participants.

Prosumers continue to publicize recovery, community and mental health related events both in our newsletter and at the Action Center. A bulletin board with community announcements continues to focus on free health screenings, free legal services, and other similar assistance programs. We also have a job bulletin board which is updated with new postings as they are received. In June we were part of the Recovery Leadership Academy sponsored by ViaHope designed to assist community mental health centers to become recovery oriented. Our Executive Director was the keynote speaker for the Texas Behavioral Health Institute and also a speaker at the Texas Catalyst for Empowerment Leadership Symposium. In August we did a presentation about our program at a new mental health center called the Enlightenment House to staff and consumers.

We continue to work on our 501 (c) (3). The Texas Association of Non Profits (TANO) has identified more paperwork that must be completed to have our application accepted. In the process, their support has made us a tighter, more cohesive group. They have identified we need to work on our board development.

We continue our campaign to raise funds to ensure Prosumers are well represented at the World Congress on Mental Health in Buenos Aires, Argentina August of 2013. We held two fundraising events so far. Other fundraising activities are in the planning stages.

As is our practice at the end of the fiscal year we brought together all the volunteers who have assisted at the Prosumer Action Center. We invited these individuals to a luncheon at the Prosumer Action Center to thank them for their service. Certificates of thanks were given to all and mailed to those who were unable to attend.

A total of 165 services were provided during the fourth quarter of 2012. Of those, 67 were unduplicated services.

A note about our numbers is that we have not included the calling of individuals to remind of the meetings in our past numbers. Because this is a service and results in peer support occurring we will begin including this in our future count if we are awarded the contract for our COSP for FY'13.