



## Children Youth & Family Liaison: Connect - Engage - Empower!



L to R: Shane Drosi, Suzette Southfox, Valerie Hebert, Leo Pizarro, Linda Ketterer

### “We invite you to get to know us!”

We welcome the new ‘fiscal’ year with new team members Leo Pizarro, Technology Engineer and Shane Drosi, Community Developer. Both men come from NAMI SD’s Tech CAFE, and bring a multitude of skills and talents. Shane will work with Transition Age Youth (TAY), social media, digital communication and connect with the broader CYF community. Leo will work to improve our community presence, connectivity and digital engagement while supporting the Children’s System of Care (CSOC) through producing a CYFL pod cast, and You Tube videos. Both men are eager to help us offer new platforms for community feedback.

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### Group Forums Are Live!

Our Children, Youth & Family Liaison Online Forums are OPEN and available for your participation. With these electronic Forums, our goal is to:

- Form several lively conversations where you can find the answers you are looking for
- Encourage a place where your voice can be heard
- Allow forum members an online space to develop community and collaborate with each other
- Have a landing place where you can get to know others who might be dealing with a similar circumstance

Joining is easy & confidential! Simply scroll to the bottom of our Forums page [here](#), and click on Register. Once you register, you will select a secret name. Each time you come back to the Forums, use your personal name to Login. Then, all you need to do is get involved with the conversation. Come and let your voice be HEARD!

### CONTACT US

1 (858) 987-2980

1 (800) 523-5933 Helpline

[www.cyfliaison.namisandiego.org](http://www.cyfliaison.namisandiego.org)

[CYFLiaison@namisd.org](mailto:CYFLiaison@namisd.org)

[www.namisandiego.org](http://www.namisandiego.org)



The CYFL is funded by The County of San Diego  
Health & Human Services Agency

# Our Voices Matter

## Where It All Begins

By Linda Ketterer

### Margarita Holguin

#### Making a Difference in The Children's System of Care

Margarita describes the Promotoras work as a "bridge" that connects families and service providers in a true and meaningful way, and not just through a flyer or email invitation. Promotoras can function as a "bridge" because they are true peers and personally relate to specific populations, i.e. single parents, uninsured or mental health conditions. Promotoras first build a relationship in order to establish trust so that families can then engage with available resources. Margarita shares that one of the best things about Promotoras is their ability to build culturally sensitive trust by using their lived experience which help families engage, heal, and thrive.

Margarita worked for Health and Human Services for over 20 years and now is the Executive Director of the Chula Vista Community Collaborative, where she has served for the past ten years. This organization oversees a network of five Family Resource Centers offering family support, advocacy, parenting resources, support, health insurance enrollment, employment resources, and adult education, among other services.

Promotoras help engage families in the public sector, promoting resources at health fairs and within the community. They help in the private sector, by encouraging families to engage in services that are within the Children's System of Care. Promotoras are also strong leaders in the education sector, participating with schools and community activities.

A unique challenge Margarita finds is providing appropriate staff support for the Promotora. As "Peer Staff" with lived experience, Promotoras have been in similar situations as the families they serve. Because of this, Margarita understands that to keep a healthy, vibrant pool of Promotoras, supervisors and agencies alike must find ways to provide effective support to Promotoras.

In 2015, San Diego County founded the San Diego County Promotores Coalition in order to recognizing the valuable work of Promotores and increase the County's capacity to improve health through a strong network of Promotores. Margarita Holguin builds hope for the Promotoras, she empowers them by reminding them of the important impact they make with the families they reach. Such hope not only empowers the families, but the Promotora as well. This I know firsthand, because of Margarita's Promotora training, I understand the value in myself, my story and in the families I reach. This is where it all begins. For more information on the resources the Chula Vista Collaborative offers, please visit [www.ChulavistaCC.org](http://www.ChulavistaCC.org)

I first met Margarita Holguin when I began working as a "Promotora," a Latin American term for Peer Staff. Better known in the Children's System of Care as "Family Youth Partner," it was from Margarita I learned what it means to be a strong community ally. When it comes to community resources, "Promotoras" not only know the community in which they live, but have a deep understanding of community needs in all its diverse aspects. Just because you live in a place, it does not mean you are aware of late night incidents. Promotoras know what happens around the community, in schools, at parks, and on the street.



## JUL / AUG REMINDERS

### Family Youth Partner (FYP) Coaching Meetings:

Coaching Meetings provide education and support for FYPs and are held the 4th Friday of the month from 1-3 pm at NAMI SD, 5095 Murphy Canyon Rd, Ste 320, San Diego, 92123. Please RSVP to [cyfliaison@namisd.org](mailto:cyfliaison@namisd.org)

- **Aug 25, 1-3 PM: Presenter: QPR for Youth.** In this important discussion, learn how to Question, Persuade and Refer when you suspect a youth may be contemplating suicide.
- **Sept 22, 1-3 PM: Presenter: CAT Crisis Assessment Team and SDYS.**
- **Oct 27, 1-3 PM: Presenter: Seth Schwartz of Do Right Law on FAPE**
- **November: DARK (no meeting)**
- **Dec 28, 103 PM: Presenter: FYP Animated Video and Holiday Celebration**
- Call / Text (858) 987-2980 for more information or email [cyfliaison@namisd.org](mailto:cyfliaison@namisd.org).

The NAMI San Diego CYFL Team is comprised of:

CEO: Shannon Jaccard, MBA

COO: Sue Skube

Community Development Director: Renee Cookson

CYFL Program Manager: Suzette Southfox

CYFL Lead Trainer: Linda Ketterer

CYFL Family Specialist Trainer: Valerie Hebert

CYFL Technology Engineer: Leo Pizarro

CYFL Community Developer: Shane Drosi

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**Website:** [www.cyfliaison.namisandiego.org](http://www.cyfliaison.namisandiego.org)

## Children, Youth & Family Liaison: Connect - Engage - Empower!

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As we reflect on the past 12 months, we take in the first full year of Liaison activities. We brought CSOC information on resources and Issue Resolution to more than 5,500 community and family members. We supported 39 "Ending the Silence" (ETS) impactful presentations where a young adult shared their personal lived experiences of a mental illness at 14 County High Schools reaching 4,688 youth. We provided in-person and on-line trainings to strengthen the working relationship between Family Youth Partners / peer staff with lived experience and Program Staff / mental health clinicians and professionals, by training over 125 staff within the CSOC. We launched a monthly peer support group for parents of minor children with behavioral health concerns. We began offering "NAMI Basics," a free, six-week, 15-hour education series for parents and caregivers of minors and TAY with behavioral health concerns. We have increased regional opportunities for families and youth receiving behavioral services to give the CSOC and County feedback as we have increased opportunities to hear the community voice by moving our Family Youth Focus Group to a Facebook live conversation platform with youth, parents and members of the CSOC. We invite all to join us on Facebook Live September 5, 2017 at 2 pm. We are looking forward to bringing more strength and impactful programs to the Children's System of Care in the year ahead.



## Parent Support Meetings

NEW Meeting Dates!

Parents Empowering Parents - SUPPORT GROUP MEETING - #OURVOICESMATTER

The Children, Youth & Family Liaison continues an Open, FREE, monthly coaching and support group meeting for parents and caregivers of children and youth living with challenging behaviors and behavioral health issues. This Peer-led meeting is based on standard group guidelines and principles of support, now called Parents Empowering Parents (PEP). Find resources, learn, share, give feedback and develop support systems. *Parents and Caregivers ONLY*. RSVP REQUEST-ED: email [CYFLiaison@namisd.org](mailto:CYFLiaison@namisd.org) or call/text 858-987-2980.

### NAMI PEP Meeting Dates:

#### \* Meets 3rd Wednesday of the Month

- **August 16, 6-8 PM.** Presenter: NAMI SDs two newest APPs to help families thrive.
- **September 20, 6-8 PM.** Presenter: TBD
- **October 18, 6-8 PM.** Presenter: TBD

Meeting location: NAMI SD, 5095 Murphy Canyon Rd, Ste 320, San Diego, 92123

### FAMILY VOICE TOWNHALL

**Aug 24, 2017**

**Location: CENTRAL**

**NAMI San Diego Office**

5095 Murphy Canyon Rd, Ste 320

San Diego, 92123

**6:00 - 7:30 PM**

Your experience and wisdom are highly valued by our team, and we would love to create a larger network of Family Youth Partners.



Is your family currently engaged in the Children, Youth & Family Behavioral Health System of Care? If so, we want to hear your voice! Please join the NAMI SD CYFL team for our quarterly **Family Voice Town Hall Meeting**. We also want to hear from families who are not receiving services but would like to, as we want to connect you with the resources you need to support your family. Families who were historically engaged in the CYFBHSOC are also encouraged to join our meetings. **Children & Youth are welcome. Refreshments provided!**

For more information on Family Support Meetings, and/or to RSVP, please call/text 858-987-2980 or email [CYFLiaison@namisd.org](mailto:CYFLiaison@namisd.org)

### FAMILY & YOUTH FOCUS GROUP w/Hot

Topic Prompt **ONLINE** Sept 5 at 2:00 pm

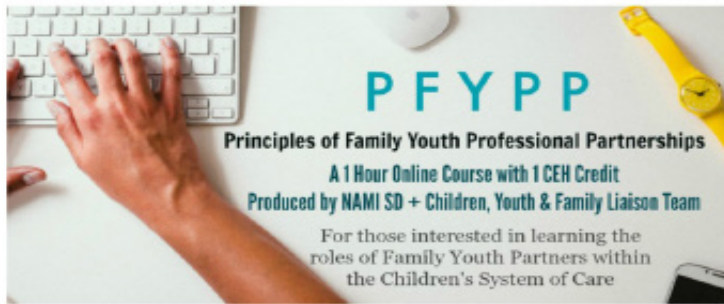
\*Visit and Like our Facebook Page [Here](#), and Join Us Online!

Our **Family & Youth Focus Group Meetings** are for parents, providers, Family Youth Partners, youth, TAY (Transition Age Youth) and those who support families engaged in the Children Youth Families Behavioral Health System of Care. These meetings are dedicated to discussing best practices in the current system of care and how we can continue to improve or develop services to help our families thrive. We want to hear about emerging practices, programs, and policies. These meetings are held quarterly online via Facebook Live. **Hot Topic prompt for Aug 1 is: How is marijuana reform affecting your program / community?**

## Professional Support

**TOPIC:** PFYPP Online Course w/ 1 CEH

**Sign Up LINK:** <http://bit.ly/CYF-PFYPP>



**Course Overview:** Learn the basic Principles of Family & Youth Professional Partnerships in this pre-recorded training, available to take any time of the day or night, on any computer or tablet device. This one hour training is for family members with Lived Experience, CYF Children, Youth & Family program staff, or those interested in becoming Family Youth Partners (Parent Partners, Peer Partners, Family Support Partners, etc) within the Children, Youth and Family Behavioral Health System of Care. Learn about guidelines and benefits of working with Family Youth Partners. 1 CEH (Continuing Education Hour) is available to all who complete the training requirements. To sign up, visit this link: <http://bit.ly/CYF-PFYPP>



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**San Diego, CA 92123**

*Return Service Requested*



## Issue Resolution



The NAMI San Diego Children Youth & Family Liaison (CYFL) serves as the Mental Health Services Act (MHS) Resolution Point-of-Contact for issues within the Child Youth & Family Behavioral Health Services System of Care (CYFBHSC). We serve the community by facilitating dialogue between families, Family Youth Partners, and providers. Families can attend our Family Voice Meetings to talk about what is working well for them and where they need additional support within the Children's System of Care. If families feel they are not receiving proper care from their providers, have an issue, or if they are struggling to find the services they need, the CYF Liaison provides a safe, trauma informed, judgment free space for families to discuss and resolve these concerns and also provides Behavioral Health Services with community feedback to assist in improving the current system of care.

**FOR ISSUE RESOLUTION ASSISTANCE: (858) 987-2980**

CYFL is funded by The County of San Diego Health & Human Services Agency

## Job Postings

- **Family Youth Partner Presenter** - To apply visit [www.namisandiego.org/category/jobs](http://www.namisandiego.org/category/jobs)
- **Family Services Coordinator** - Christie's Place - for additional information, contact Sara Duran at [duran@christiesplace.org](mailto:duran@christiesplace.org)
- **Reentry Works Job Developer** - Second Chance Program - Apply to [jobs@secondchanceprogram.org](mailto:jobs@secondchanceprogram.org)
- **Family Support Specialist** - Next Steps Program (Full Time) - Apply to NAMI SD [Here](#) or visit [www.namisandiego.org/category/jobs](http://www.namisandiego.org/category/jobs)
- **In Our Own Voice, Peer Presenter** - Offsite (PT) - Apply to NAMI SD [Here](#) or visit [www.namisandiego.org/category/jobs](http://www.namisandiego.org/category/jobs)
- **Peer Specialist** - NAMI San Diego Next Steps Program (Part Time) - Apply to NAMI SD [Here](#) or visit [www.namisandiego.org/category/jobs](http://www.namisandiego.org/category/jobs)