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

Children, Youth & Family LIAISON

From The Balcony; A Mid-Year Reflection

By Suzette Southfox

January marks the mid-year point of fiscal year 2017-18 for NAMI San Diego's Children, Youth & Family Liaison (CYFL), which continues to solicit, encourage, support, and carry the voice and values of children, youth, and families engaged in the Children's System of Care (CSOC).

June through December, 2017 was filled with robust activities reaching 2,050 people in the Central, North, East, and South Regions of San Diego County. Additionally, our trainers provided 23 powerful presentations on children, youth, families, and mental health, building collaborative relationships with many organizations such as SD Center for Children, Fred Finch, Families Forward, and Mental Health America.

Family Voice Town Hall meetings continue to be held quarterly in all Four Regions. The town hall is an open, free, community meeting designed to collect lived experience from families engaged in the Children's System of Care. (i.e. treatment, programs, counseling, therapy, psychologists, psychiatrists, etc.) Our greatest discovery is that families in crisis need to be met where they are. This means that holding open meetings in public spaces does not necessarily meet the families where they are. Now, in addition to holding meetings at libraries and other public venues, we go to existing groups of parents and caregivers to meet them where they are. We have found more family engagement when using this family centered model.

(Continued on page 9)

Connect With Us In 2018 Through Facebook Live

In December, the CYF Liaison's Family Youth Focus Group was presented through the online platform Facebook Live and explored the topic of children, youth and families experiencing homelessness. This CYF Liaison broadcast provided attendees/viewers with an update on the Hepatitis A outbreak in San Diego County, a related symptom of the larger homeless issue facing San Diego. The core of this Facebook Live event was a powerful conversation with an emerging adult, also known as a Transitional Age Youth or "TAY" (ages 16 through 25) who made her way through crisis, trauma, and abuse into the Children, Youth and Families Behavioral Health System of Care and now works helping others within the system. At the close of December, the CYF Liaison's Family Youth Focus Group registers a reach of 4,099 individuals, 1,131 views and 275 engagements. Go to NAMI San Diego's Facebook page [here](#) for the full interview, and make sure to "LIKE" us in order to receive a notification the next time we go live!

NEXT ONLINE FAMILY & YOUTH FOCUS GROUP Tuesday, March 6, 2018 starting at 2 PM

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 talk about emerging practices, programs, and policies. These meetings are held quarterly online via Facebook Live.

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

Do you like to be in the know?

Have you heard about [NIXLE.com](#)? Nixle keeps you up-to-date with relevant information from your local public safety departments & schools. To participate, simply text your zip code to 888777 to opt in. So easy! If you change your mind, opt out by texting your zip code to 888777 again. Find out the latest news on severe weather, criminal activities, missing persons, fire danger and alerts, severe traffic, local events & more.

Family Support Partner (FSP) Coaching Meetings:

Coaching Meetings provide education and support for Family Support Partners and are held the 4th Friday of the month from 1-3 pm at the NAMI San Diego main office, located at 5095 Murphy Canyon Rd, Ste 320, San Diego, 92123. A one-hour coaching presentation relevant to supporting families is followed by a group sharing session. Please RSVP.

- [Jan 26, 1-3 PM](#)
- [Feb 23, 1-3 PM](#)
- [Mar 23, 1-3 PM](#)
- Call / Text (858) 987-2980 for more information or email cyfliaison@namisd.org
- Please RSVP to the Family Support Partner Coaching Meeting by reserving your spot. Click here: <http://bit.ly/FSPc2017>

The NAMI San Diego CYFL Team is comprised of:

CEO: Cathryn Nacario

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

The NAMI San Diego Children, Youth & Family

Newsletter is a quarterly publication. The CYFL is

funded by The County of San Diego Health & Human Services Agency through the MHSA.

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Email: CYFLiaison@namisd.org

Website: www.cyfliaison.namisaniego.org

Copywriting services graciously provided by Kiakiali Bordner

SUPPORT MEETINGS for Families

Find Resources! Learn! Share!



WHERE YOU FIND SUPPORT

Parents Empowering Parents support group



NAMI SD PEP Meeting Dates:

Meets 3rd Wednesday of the Month from 6-8 pm. 2018 meeting dates:

- January 17, 2018
- February 21, 2018
- March 21, 2018
- April 18, 2018

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

PEP: Parents Empowering Parents - SUPPORT GROUP MEETING - #OURVOICESMATTER

The Children, Youth & Family Liaison offers San Diego parents and caregivers a FREE, open, monthly coaching and support group meeting for parents and caregivers of children and youth (through age 25) living with challenging behaviors, mental and behavioral health concerns. This peer led meeting, called Parents Empowering Parents (PEP), is based on standard group guidelines and principles of support. Join other parents and caregivers to find resources, learn, share, give feedback, and develop support systems. Parents and Caregivers ONLY. RSVP REQUESTED: <http://bit.ly/2017PEP> or call/text 858-987-2980.

Family Voice Town Hall

FAMILY VOICE TOWN HALL MEETINGS

Feb 8, 2018 - 12:00 - 1:30 PM

**Location: EAST
El Cajon Library**

201 E. Douglas Ave, El Cajon, 92020

Feb 22, 2018 - 6:00 - 7:30 PM

**Location: CENTRAL
NAMI San Diego Main Offices**

5095 Murphy Canyon Rd, Ste 320, SD, 92123

Is your family currently engaged in the Children, Youth & Families 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 our mission is 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!

Opportunity drawings for families in attendance!

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

CYF Liaison Education **WORKING TOGETHER** Training

Helping Family Support Partners (Peer Staff) and Professional Staff (Mental Health Clinicians & Program Staff) work more successfully together



The CYF Liaison is training the Children's System of Care on using Lived Experience as a powerful tool for Mental Health Professionals. Working Together is a vibrant and meaningful learning experience that builds the foundation for a strong, positive collaboration between clinicians, mental health workers, therapists, program staff, Family Support Partners, and Children's System of Care Peer Staff with Lived Experience.

Limited Spaces. RSVP secures seat.

RSVP @ <http://bit.ly/Feb21WT>

Feb 21, 2018 from 8:30A - 12:30P

**5095 Murphy Canyon Rd, Ste 320
San Diego, CA 92123**

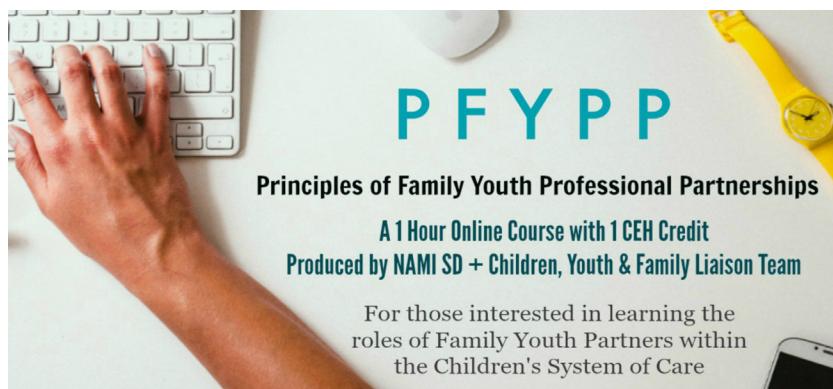
Working Together, a training of the Children, Youth & Family Liaison, is approved by the CA Board of Registered Nursing, BRN Provider # 16262, for (4) CEH contact hours, CFAAP/CAADAC (4) CEH contact hours, California Association for Alcohol/Drug Educators (CAADE) (4) CEH contact hours.

(858)634-6580 / (858)987-2980

CYFLIAISON@NAMISD.ORG

CYFLIAISON.NAMISANDIEGO.ORG

Principles of Family Youth Professional Partnerships



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/PFYPP2017>



Transitional Age Youth: TAY Spotlight

Alice Kellogg is our TAY Youth Feature

By Shane Drosi

For this issue's spotlight, we had the honor of spending a little time with Alice Kellogg. Alice served as NAMI San Diego's AmeriCorps VIP for two years. While in this position, she grew and sustained a robust volunteer network, a system still in place and thriving today and being used by the new AmeriCorps VIP. Last year, Alice flew to Sacramento to be awarded the 2017 Governor of California's Volunteering and Service Award for the Catherine Milton California AmeriCorps Member of the Year. She now serves as NAMI San Diego's Peer Recovery Programs Coordinator for NAMI San Diego's Education Department. **This is what being an emerging young adult, or TAY, means to Alice.**

CYF Liaison: In your own words, what does the term "transitional age youth" (TAY) mean to you?

Alice: To me, TAY is the transition between childhood and adulthood. I am no longer a child; however, I do not feel like an adult yet.

CYF Liaison: The phrase TAY implies you're going through a period of change or transition. What are some of the aspects of your life that are currently changing?

Alice: I feel like I'm constantly transitioning, learning and growing. The biggest transition is my career. For the past two years I've been an AmeriCorps VIP, now I am the Peer Recovery Programs Coordinator in the Education Department at NAMI San Diego. I am so thankful for the opportunity to use my own experience as a peer to be a guiding light to others. I feel like two years of AmeriCorps really prepared me for this position and taught me invaluable lessons.

CYF Liaison: What types of programs or services do you wish were available to TAY in San Diego?

Alice: I wish there was a TAY support group: a place where TAYs can meet, share experiences, provide support/resources and develop friendships. It would be great to also get a group of TAYs to volunteer in the community. There are always park beautification projects, building houses, animal shelters, etc. It's always good to give back to the community.

CYF Liaison: What are your plans for the next few years?

Alice: Part of my recovery has been focused on mindful living. To be present and happy in the current day and not project anxieties into the past or the future. There's also so much pressure to be doing more than we currently are; to be focusing on the next big project. I think it's okay to focus on being mindful in the moment. In the foreseeable future, I'm focusing on learning all that I can in my new position as Peer Recovery Coordinator, and really develop the peer recovery programs I'm responsible for. I want to make a difference in as many lives as possible. Aside for professionally, I'd like to live on my own and be a foster for cats. I've also been thinking about going to school for social work.

(Continued on page 6)



NAMI San Diego's CYF Liaison provides a platform for the authentic voice of children, youth, and families engaged in the system of care to be heard. One way we accomplish this goal is by connecting emerging young adults or "Transition Age Youth" (TAY age 16-25) to the Behavioral Health Services Children's System of Council (and newly-forming TAY Council) to become involved voting members, alternates, and supporters.

Take a moment to think about this time of your life, what you experienced being 16 to 25 years old. This period was probably a time of growth, change, and excitement coinciding with a heavy dose of transition, transformation, and all too often fear, depression, and anxiety. Frequently, this age group is left without supportive services and resources, falling between the cracks of two established systems: Children's System of Care and Adult System of Care. Because of this, NAMI San Diego is especially interested in supporting the TAY population. We are establishing inter-organization relationships across the county, and have embarked on a new program we are excited to call TAY Troop Meet Up. TAY Troop is a place for all emerging young adults (aged 16 through 25) to find community, share resources, and ultimately find ways of living well in recovery. For more information and for future meet ups, please read more on page 6, and follow us on Facebook at www.facebook.com/namisandiego

TAY Troop Meet Up

Finding Community, Making Connections, & Advocating for Mental Wellness

NAMI San Diego's CYF Liaison begins 2018 by continuing a project for young adults who have lived experience of San Diego's Children's System of Care; **TAY Troop Meet Up**. This free meet up offers individuals aged 18 through 25 a place to find community, make connections, and advocate for mental health well-being on all levels.



The first meet up was held at NAMI San Diego and hosted both Transitional Age Youth and TAY Program workers. Attendees were treated to a conversation with Bill Brown, of the Prison Yoga Project who talked about mindfulness and trauma, and techniques to recognize trauma and tools to navigate such moments.

TAY Troop Meet Up is a creative, supportive space for emerging young adults to "test the waters," taking time to meet new people and make new friends. TAY Troop Meet Up empowers emerging adults to speak up about stigma, discover cutting edge wellness techniques and technology, along with finding opportunities and resources for employment, housing and volunteering.

Our next TAY Troop Meet Up will be held on February 7, 2018 at 7:30 pm at [The Lazy Hummingbird Coffee & Tea House](#), located at 4876 Santa Monica Ave in Ocean Beach, CA. **All are welcome!** To stay up-to-date on upcoming TAY Troop Meet Ups, make sure you "like" the [NAMI San Diego Facebook page](#)

TAY Spotlight: Alice Kellogg

(Continued from page 5)

CYF Liaison: What role do you play in ending mental health stigma?

Alice: I am fortunate to be in a position where the mission of my job is ending stigma. NAMI San Diego's peer recovery programs prove peers are able to live successfully in recovery, accomplish their dreams, and make a difference in the world. Peer Recovery Programs prove, not only to peers, but the community at large, that it's absolutely possible to thrive, be successful and happy with a mental health condition. Stigma tells people that there is shame in mental illness. Peer Recovery Programs prove there is no shame. There is admiration in perseverance; everyday peers demonstrate bravery, strength, and resilience.

CYF Liaison: Finally, tell us a fun fact about yourself!

Alice: In my spare time, I bottle feed kittens! I'm a volunteer at the Humane Society. I'm part of the Pet-Assisted Therapy and the kitten nursery!

Thank you for sharing with us, Alice. We wish you all the best in your new job and in your future endeavors! -CYFL Team

Our Voices Matter

Featuring a Family Support Partner

By Linda Ketterer

Heriberto Fuentes Cervantes is a father, a poet, a Flamenco guitarist, and a person with lived experience who has been working as a Family Support Partner in the field of behavioral health for a decade. Cervantes is fondly known as "Eddie" and currently serves as an English/Spanish Bilingual Case Manager with Douglas Young Youth and Family Services, a program of the Community Research Foundation. Eddie is a devoted supporter of the CYF Liaison monthly Family Support Coaching Meetings, held to strengthen and support all the Peer Staff within the Children, Youth & Families Behavioral Health System of Care.

Eddie shares that there are many aspects to his job; paperwork, charting, reporting, translating, etc., however it is the act of caring for youth and families that have experienced trauma or currently in crisis as they cope with mental illness, such as depression, anxiety, or posttraumatic stress disorder (PTSD) that truly touches his heart. Eddie says that his goal is to "build rapport with the families" as he works to meet their immediate needs, "whether it be crisis intervention, housing, Social Security, or rehabilitation needs." When asked to share one of his greatest accomplishments, it is clear that family is everything to Eddie. "Being there for my families means being present for every interaction I have with them, whether it be simply listening or connecting them with vital resources around housing, therapy, or finding that perfect psychiatrist."

As Eddie reflected on the many parents, caregivers, and youth he has seen over the years, he recalls that "...one family really stands out to me... A family with a 13-year-old girl that had been suffering from self-injurious behavior, and as a result was suicidal. Being able to come up with a 'safety plan' so that she could be safe in her own home, was of vital importance, and helping her know who to call in times of crisis was crucial." This was a powerful experience that really hit home for Eddie, because he too had a 13-year-old daughter and wanted to make sure that the girl received the best care, and treatment, just as if she were his very own daughter. Eddie shares "I'm happy to say she did receive the best treatment available and is doing much better today!"



Eddie Fuentes Family Support Partner of the Month

Family Support Partners are members of the community who use their personal lived experience to reach out and help other families who are facing a challenging journey.

“

Never give up hope, there is always light at the end of the tunnel, regardless of your situation. Be open to change for the better. Your past is important, as we learn from it and it molds who we are, but that doesn't mean that it must minimize our existence or keep us from becoming better human beings. Love yourself, and you'll find that others will love you back!"

-Heriberto Fuentes Cervantes

Challenges are no stranger to Eddie. When asked, Eddie shared one of his greatest challenges without hesitation, "Breaking the stereo types or labels of mental illness that seriously impacts families." Eddie continues, "It is unfortunate that many people still see mental illness as something that is not real, or made up. For example, if you were to break your arm, a doctor would put a cast on it and in a few weeks, it would heal, but you cannot put a cast on mental illness...it is not something that is tangible. Therefore, it is crucial to bring that awareness of mental illness as a real issue, and that there is TREATMENT for this illness and these families."

Eddie has seen that when a family with a behavioral/mental health crisis is connected with a Family Support Partner (Peer Staff with lived experience in the Children, Youth and Families System of Care) the resulting support the family receives is profound. This common element of lived experience helps families to understand Family Support Partners as allies who understand their unique situations, as individuals who have 'been there, done that.' Families begin to understand that Peer Staff are individuals with shared experience... rather than an "outsider"

'doing a job'. Eddie also declares that working with families is a two-way street, where he gains much from working with families, as well. Eddie shares, "Simply put, I gain purpose. By putting my families first, and being of service to the community, I find meaning and purpose, and as a result I find happiness and joy in doing so. As the Austrian neurologist, psychiatrist and Holocaust survivor, Dr. Viktor Frankl put it, 'By serving others, happiness becomes a side effect.'"

SAVE THE DATE

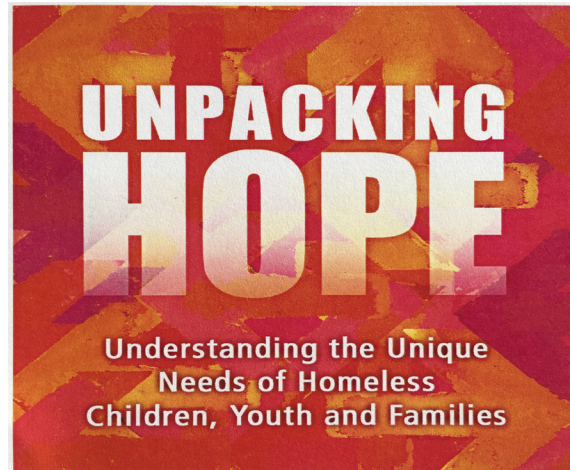
**APRIL
12
2018**

Children, Youth & Families
System of Care

CONFERENCE

Registration Opens
January 2018

Crowne Plaza Mission Valley
2270 Hotel Circle N, SD, CA 92108



Questions? Contact
bheta@mail.sdsu.edu

**APRIL
28**

NAMI Walk/Run NTC Park Liberty Station

Register Today! www.namiwalks.org/SanDiegoCounty

**MAY
2**

CHILDREN'S MENTAL HEALTH CELEBRATION

Mark your Calendar's for the 4th Annual Children's Mental Health Well Being Celebration. Families and Friends WELCOME! Stay tuned for more details... coming Soon!

EMERGENCY SCREENING UNIT HAS MOVED

As of December 28, 2017, the Emergency Screening Unit (ESU) has a new address:

4309 Third Ave, San Diego, CA 92103



ESU formally was at 730 Medical Center Court, but has re-located to a spacious and client focused facility. The contact phone and fax remain the same until the transition of services.

Phone: 619-876-4502 and Fax: 619-876-4511.

ESU is for children and youth, from birth until age 17, experiencing a psychiatric emergency. Services also include: emergency psychiatric evaluations, crisis intervention, crisis stabilization, brief outpatient counseling, case management and emergency medication management to children and adolescents under age 18.

From The Balcony; A Mid-Year Reflection

(Continued from page 1)

Two **Family Youth Focus Groups** have been broadcast on Facebook Live with a total reach of 4,099 individuals, 1,131 views, and 275 engagements. The December Facebook Live included an update on Hepatitis A and a live interview of a Transition Age Youth (TAY) with Lived Experience of Homelessness. The term "TAY" is often used in the mental health world to describe youth transitioning from the Children's System of Care to the Adult System of Care and is defined as 1) someone aged 16 through 25 with 2) lived experience of mental or behavioral health concerns, and has 3) engaged with the Children's System of Care.

The CYF Liaison continues to emphasize TAY engagement through supporting San Diego's newly forming TAY Council, and by sponsoring a monthly TAY Troop meet up in Ocean Beach following the Farmers Market, the first Wednesday of the month starting February 7 at 7:30pm. This meeting is graciously hosted by The Lazy Hummingbird Coffee & Tea House, 4876 Santa Monica Ave, San Diego, CA 92107. There is no cost to participate in this meet up.

Support for Family Support Partners (Peer Staff) and Professional Staff (Mental Health Clinicians and Program Staff) is achieved through providing two trainings focused on building collaborative relationships; **Principles of Family Youth Professional Partnerships** or **PFYPP** is a pre-recorded, one hour online training designed to introduce the basics of building successful collaborative relationships. To date, 45 CYFBHSOC staff have been trained (21 Partners and 24 Professionals.) **Working Together** is a four hour, in-person training designed to help Peer and Professional Staff work together successfully. To date 30 CYFBHSOC staff have been trained (12 Partners and 18 Professionals.)

Family Support Partner Coaching continues to be provided once a month to the entire Peer Staff population in the Children's System of Care. Professional development topics have included such diverse information as the suicide prevention training; Question, Persuade, Refer (QPR) for Youth, and an excellent presentation on Free and Appropriate Public Education (FAPE).

The CYF Liaison is now the official local affiliate of the National Federation of Families for Children's Mental Health and presented on the Principles of Family & Youth Professional Partnerships at their 28th annual conference this past November in Florida.

NAMI San Diego is proud to support the CYF Liaison's presentation of the excellent, free 6 week education series **NAMI Basics** and **NAMI Basics for Professionals**, in addition to the continuation of the free, open monthly **Parents Empowering Parents (PEP) Support Group** which takes place at NAMI SD the 3rd Wednesday of the month, and provides powerful peer to peer support in addition to presentations on caregiving skill building.

CYFL moves into the New Year committed to delivering the authentic voice of lived experience to the County while bringing relevant information on policies, programs and resources from the County to the community. Happy 2018!

By the Numbers

CYFL MID-YEAR REVIEW



2,050

Individuals reached in
North, South, Central & East
San Diego county



23

Presentations on
Children's Mental Health



10

Family Voice Town Halls
in all 4 regions
of San Diego County



4,099

Individuals reached in our
Facebook Live Family Youth Focus
Group



45

CYFBHSOC Staff trained in our
online Principles of Family Youth
Professional Partnerships



30

CYFBHSOC Staff trained in our
collaborative in-person curriculum
Working Together

Family Education

NAMI SD Children, Youth & Family Liaison
Vol. III, Issue 1, Jan / Feb / Mar 2018
5095 Murphy Canyon Road, Suite 320
San Diego, CA 92123

Return Service Requested



Next Session Begins February 28, 2018

NAMI Basics is a Free 6 week class designed for Parents and Caregivers of children and adolescents under age 18 with emotional and behavioral difficulties. NAMI Basics helps parents and caregivers understand the illnesses that are causing these difficulties, and the critical role families play in the treatment of those illnesses. This program is taught by two trained teachers who are also the parents or caregivers of individuals who experienced emotional or behavioral difficulties prior to age 13. To learn more and sign up for the next NAMI Basics for Parents class, please visit <http://bit.ly/BasicsFeb2018>



MHSA Issue Resolution

The NAMI San Diego Children Youth & Family Liaison (CYFL) serves as the Mental Health Services Act (MHSA) Resolution Point-of-Contact for issues within the Child Youth & Families Behavioral Health Services System of Care (CYFBHSOC). 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.



MHSA ISSUE RESOLUTION ASSISTANCE: Call (858) 987-2980
or Email CYFLiaison@namisd.org

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

Job Postings

- **Family Youth Partner Presenter** - To apply visit www.namisaniego.org/category/jobs
- **Several Peer / Family Support Partner openings** - RI International, San Diego office - Apply by clicking [here](#)
- **Peer Support Specialist - Bilingual** Community Research Foundation - Apply to <http://bit.ly/CRFCareers>
- **Bilingual Family Support Partner / Family Specialist** - IHOT North MHS Families Forward <https://careers-mhsinc.icims.com/jobs/search?ss=1&hashed=-435746215>
- **Family Support Partner, Bilingual Preferred** - MHS Families Forward - Apply to <https://careers-mhsinc.icims.com/jobs/search?ss=1&hashed=-435746215>

Would you like us to advertise your Family Support Partner related job? We are happy to add your job listing to our next quarterly newsletter. Please direct your submissions to CYFLiaison@namisd.org. All submissions will be reviewed for appropriate content.