

The following is a summary of stakeholder recommendations arising during the 2023 OIFA 3.0 Focus Groups and Community Summits.

Recommendation 1: Collaborate with the Community to Provide Information, Advocacy, and Education

1. Empower members, family members, and stakeholders to share experiences.
2. Communicate transparently and consistently with community members.
3. Educate members, family members, and stakeholders on AHCCCS initiatives and system navigation.
4. Collaborate with foster, kinship, and adoptive families.

Recommendation 2: Expand Opportunities to Encourage Member, Family Member, and Stakeholder Voice

1. Evaluate how we engage with stakeholders and create two-way conversations.
2. Create awareness of system values and guiding principles.
3. Provide effective and innovative strategies for elevating individuals and families concerns.
4. Ensure underserved and rural Arizona communities are represented.

Recommendation 3: Strengthen Peer Support and Family Support Services

1. Connect with sister agencies to understand the needs of the populations they serve.
2. Support the growth and expansion of Peer-Run and Family-Run Organizations.
3. Develop competency-based credentialing for peer workforce.
4. Incorporate stakeholder feedback to ensure services are meeting members' needs.

Recommendation 4: Increase OIFA's Impact through Improved Process Efficiencies

1. Increase responsiveness to community member requests.
2. Streamline processes and summarize data through a quality management portal.
3. Explore new ways to engage with members and stakeholders.
4. Evaluate potential risks and opportunities for growth.