

Since 2007, OIFA's mission has been to ensure the voices of those who receive behavioral health services and their families are heard at every level of Arizona's public behavioral health system. Each OIFA Team Member brings their unique lived experiences to their role as peers and/or family members involved with mental health, justice, substance use and foster care.

**How OIFA ensures that individual and family voices are heard at AHCCCS:**

- Facilitates a monthly OIFA Advisory Council to hear from the members, family members and stakeholders to share resources, discuss issues, and identify needs in the behavioral health system;
- Attends community meetings and events to hear directly from members and family members;
- Meets regularly with the Director of AHCCCS, Chief Medical Officer, Deputy Directors, and Assistant Directors to discuss issues, opportunities, and trends;
- Collaborates with AHCCCS Health Plan OIFA Administrators (the health plan staff who oversee the OIFA) to address community concerns;
- Monitors health plan performance and outcomes through regular reporting; and
- Ensures peer support and family support professionals have access to specialized training through the Peer and Family Career Academy.

**The OIFA offers education on the following:**

- Overview of OIFA, our role, and our responsibilities;
- Jacob's Law training for members in the foster care system;
- Health Care System navigation;
- Family Support Services;
- Peer Support Services; and
- AHCCCS system changes.

**The OIFA provides guidance by:**

- Working one-on-one with AHCCCS members and family members to resolve issues, answer questions, or connect them to people who can assist;
- Creating one page educational documents (empowerment tools) to explain specific parts of the healthcare system;
- Tracking concerns to identify systemic issues; and
- Sharing statewide information through our weekly OIFA newsletter.

To learn more about The OIFA, what it does, how to get involved, or request a training, contact: Email [OIFA@azahcccs.gov](mailto:OIFA@azahcccs.gov) or visit [www.azahcccs.gov/AHCCCS/HealthcareAdvocacy/OIFA.html](http://www.azahcccs.gov/AHCCCS/HealthcareAdvocacy/OIFA.html)

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The Arizona Health Care Cost Containment System (AHCCCS) is committed to ensuring the availability of timely, quality health care. If you know of an AHCCCS member who is unable to access health services, or if you have a concern about the quality of care, please call your AHCCCS health care plan's Member Services number. If your concern is not resolved, please call AHCCCS Clinical Resolution Unit at 602-364-4558, or 1-800-867-5308.