

Presented by:

**Office of Individual and Family Affairs**



**The OIFA Alliance**

Credentialed Peer Support and Family Support Services

# OIFA History



Arizona's Office of Individual and Family Affairs was established in 2007 during a summit hosted by the Arizona Department of Health Services/Division of Behavioral Health Services.

- 2014 - OIFA teams were established within each RBHA as a contractual obligation
- 2018 - OIFA expanded with Integrated Care and OIFA teams are within each of the AHCCCS ACC Health Plans and ACC-RBHA. In 2019 OIFA was again expanded to include DDD and DCS-CHP
- 2022 - OIFA Alliance was formed to optimize our impact via united, consistent messaging to providers and community



Each OIFA Team Member brings their unique lived experience to their role as peers and/or family members.



# The OIFA Alliance



## OIFA CONTACT INFO

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# OIFA Mission

The Office of Individual and Family Affairs (OIFA) promotes recovery, resiliency, and wellness for individuals with mental health and substance use challenges.

We build partnerships with individuals, families of choice, youth, communities, organizations and we collaborate with key leadership and community members in the decision-making process at all levels of the behavioral health system.



# Overview Of OIFA's Impact



Collaborating and partnering with Health Plan Executive Leadership to ensure peer and family member voice is included in strategic planning and decision making.

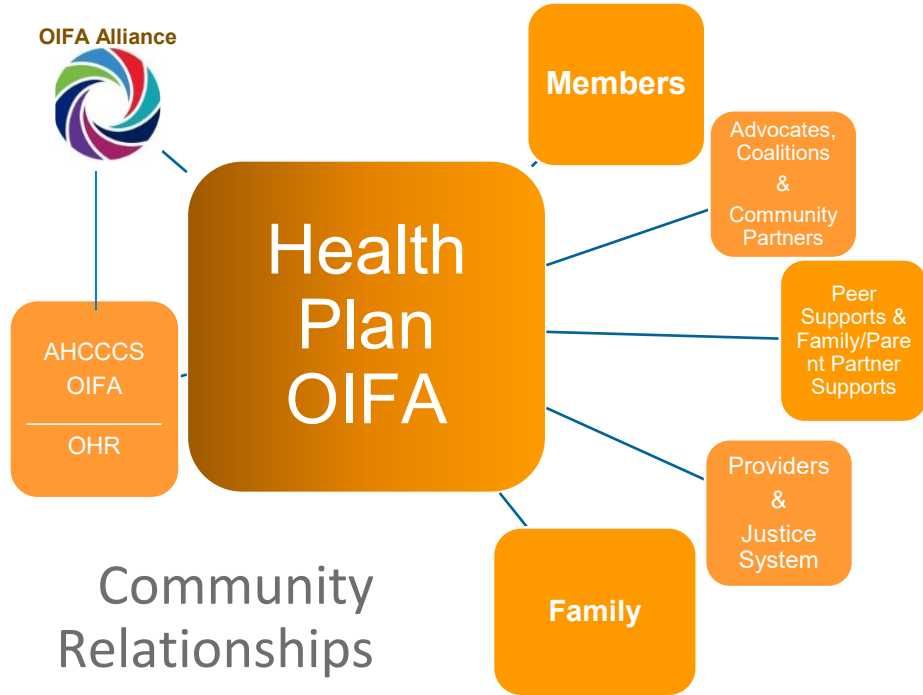


We honor the voice and choice of those we serve. OIFA advocates on behalf of members and their families' by providing opportunities for them to share input into system navigation and service design.



Developing and maintaining a strong network of peer and family support providers by creating a solid community of credentialed peer and family support specialists.

# Where OIFA Has Impact

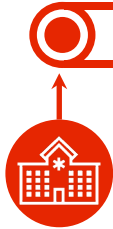


## Inter-Departmental Relationships



# Peer Support

1960's – 1970's



Deinstitutionalization



1980's – 1990's



Consumer Operated  
Organizations



Today



Arizona Peer &  
Family Run  
Organizations



# Peer Support Services Oversight

- To comply with Centers for Medicare and Medicaid Services (CMS) requirements for provision of peer support services as specified in the State Medicaid Director Letter.
- AHCCCS AMPM 963 further requires agencies employing Peer Support Specialist to ensure the individual has completed the Peer Support Employment Training at an AHCCCS approved training facility.
- AHCCCS [AMPM Policy 963](#) denotes curriculum regulation and Health Plan responsibility.
- The purpose of these requirements are to ensure contracted provider agencies are offering quality Peer Support services that enhance a member's ability to navigate their own health care and wellness journey.
- These requirements are overseen by the Health Plan OIFA.



# Family Support

1960's

1980's – 1990's

2000's

Today



Community-based Programs and Parent Movement



Federal Regulations and Federal Policies Created



Family Run Organizations



Current Overview



# Family Support Goals



Connect to other families and resources, increasing the strength and resilience of the family

Support parents as they help their children with special needs achieve their full potential

Improve community capacity to serve families with children who have special needs

Provides individualized, family-driven support that respects family culture, values, and preferences

# Family Support Services

Partnering with the family to provide community-based resources and supportive services that strengthen families who are navigating our Healthcare system.

Research shows that family support is effective in the following areas:

- Increasing family confidence and competence
- Creating a network of families to provide safety, support and stability
- Enhancing health and development of children and adults within the family



# Connecting to Services

Individuals should ask for Credentialed Peer and/or Family services when needed. The request will be added to the goals on the behavioral health service plan.

A member or family member can contact the OIFA's within their Health Plan, if there are barriers to getting these services.

Peer Support and Family Support services can be provided by various agencies such as:

- Peer Run or Family Run Agencies
- Behavioral Health Homes
- Clinics



# Peer Run & Family Run Organizations

# What are Peer Run/Family Run Organizations?

- Consumer Operated Service organization is the formal, federally recognized name for a peer run/family run organization
- Research and data shows them to be more effective in helping an individual to achieve better outcomes in their Healthcare journey and develop a sense of belonging within their community
- These organizations are nationally recognized as a SAMHSA evidence-based practice



# Peer-run Organizations

## **Recovery Empowerment Network (REN)**

Phoenix

<https://renaz.org>

602.248.0368

## **Helping Ourselves Pursue Enrichment, Inc. (HOPE)**

Tucson, Yuma, Apache Junction , Sierra Vista, Douglas, Safford, Nogales, Cottonwood

<https://hopearizona.org>

520.770.1197

## **Center for Health and Recovery (CHR - formerly CHEEERS)**

Phoenix

<https://azchr.org>

602.246.7601

## **Northern Arizona Consumers Advancing Recovery by Empowerment (NAZCARE)**

Prescott, Bullhead City, Kingman, Casa Grande, Apache Junction, Cottonwood

<https://nazcare.org>

928.442.9205

## **Hope Lives/Vive La Esperanza (VHL)**

Phoenix, Flagstaff, Kingman

<https://hopelivesaz.org>

1.855.747.6522

## **Stand Together and Recover Centers (STAR)**

Avondale, Phoenix, Mesa

<https://www.thestarcenters.org>

602.231.0071

## **Avant Recovery**

Tucson

<https://avantrecovery.com>

415.652.1594

## **Coyote Task Force – Our Place Clubhouse /Café 54 and Truck 54**

Tucson

<https://www.ctftucson.org/>

520.884.5553

## **Transitional Living Center Recovery (TLCR)**

Tucson, Yuma, Casa Grande

<https://www.tlcrecoveryaz.com>

928.261.8668

# Family Run Organizations

## **Caring Connections for Special Needs**

(Benson, Sierra Vista, Payson, Douglas, Safford, and Tucson)

[www.ccsneeds.com](http://www.ccsneeds.com)

520-686-9436

## **Family Involvement Center (FIC)** (Phoenix, Prescott, Flagstaff, and Tucson)

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

602-288-0155

## **Mentally Ill Kids In Distress (MIKID)** (Phoenix, Tucson, Yuma, Casa Grande, Kingman, Nogales)

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

602-253-1240

## **Encircle Families (Statewide)**

<https://encirclefamilies.org/>

800-237-3007

## **Reach Family Services/Alcanza Servicios de Familila** (Phoenix)

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

602-512-9000

# Resources

- [Peer Support](#)
- [Family Support](#)
- [Credentialed Family Support Partner](#)



# Questions?



**The OIFA Alliance**