



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

INTRODUCING THE OFFICE OF INDIVIDUAL & FAMILY AFFAIRS (OIFA)

Target Audience - Qualified Vendors and Providers

Transmittal Date - 10/08/2019

The Arizona Department of Economic Security (DES) Division of Developmental Disabilities (DDD) is introducing a new Office of Individual and Family Affairs (OIFA). The establishment of the OIFA will align DDD with other managed care organizations (MCO), ensure compliance with AHCCCS contractual requirements and provide members with internal resources focused on empowering them to lead self-directed, healthy and meaningful lives.

The OIFA will be responsible for services currently being provided by the DDD Housing, Engagement, Resources and Opportunity (HERO) unit, as well as oversight of these additional functions:

- Build partnerships with members, families and stakeholders to promote recovery, resiliency and wellness
- Establish structure and means to increase the member and family voice regarding leadership, service delivery and Contractor decision-making committees and boards
- Advocate for service environments that are supportive, welcoming and recovery oriented
- Communicate and collaborate with members and families to identify concerns and remove barriers that affect service delivery or member satisfaction
- Oversee the provision and utilization of Peer and Family Support services
- Actively collaborate and participate with DDD Health Plans Individual and Family Affairs Administrators and AHCCCS/Office of Individual and Family Affairs (OIFA) on projects, initiatives, and events
- Collaborate with the AHCCCS Office of Human Rights, the Independent Oversight Committee (IOC), provide information to regional IOCs, and attend IOC meetings

The OIFA will operate from the DDD office located at 2200 N. Central Avenue in Phoenix and will be overseen by the OIFA Administrator, Leah Gibbs. The DDD Office of Individual and Family Affairs can be reached through the DDD Customer Service Center at 1-844-770-9500 ext. 1.