

Forward

The AHCCCS Office of Individual and Family Affairs (OIFA) takes pride in helping members and family members in the behavioral public health system. The three core areas to which OIFA dedicates its efforts are:

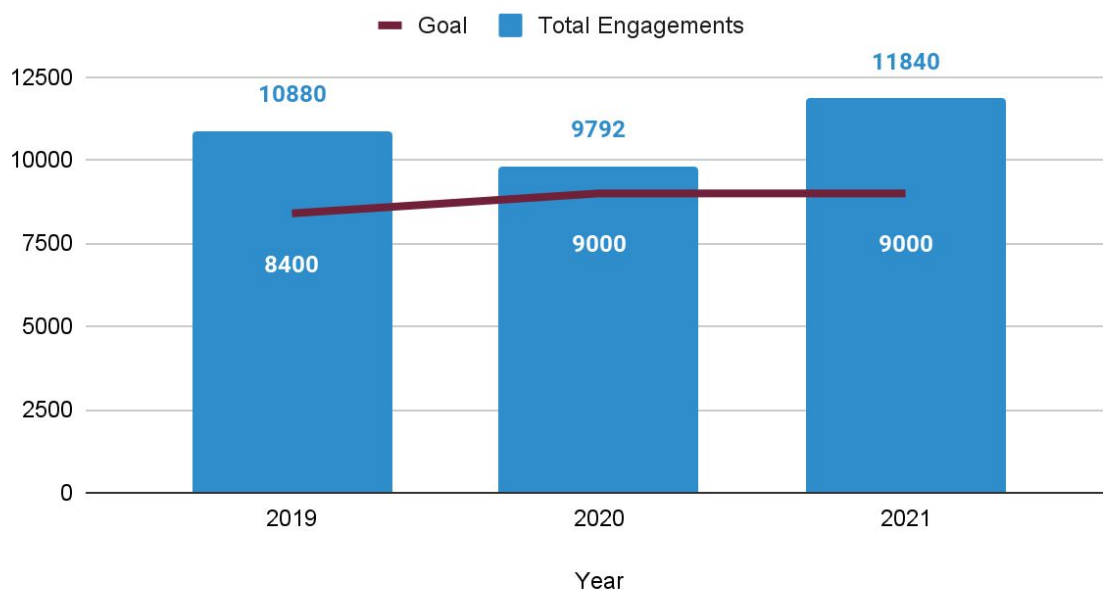
1. Bringing in the member and family member voice,
2. Helping individuals navigate the behavioral health system, and
3. Ensuring Peer Support Services and Family Support Services are available throughout Arizona.

See how OIFA's actions, initiatives, and successes drive us toward our core goals.

AMS Metrics and Engagement

+32% *increase in 2021 over the total annual engagement goal (11,840 total engagements for 2021; goal of 9,000).*

3-Year Engagement Review (2019 - 2021)



Over the past three years, OIFA has maintained a positive yearly engagement score with +130% in 2019, +109% in 2020, and +131% in 2021.

OIFA Friday Newsletter



+3.22% *The average increase in click through rate for the OIFA Friday Newsletter compared to the industry average for 2021. The click through rate is the number of clicks divided by successful deliveries.*



384 *New subscribers added in 2021, continuing the prior year trend of 10 percent increase year over year.*

It's easy to join our mailing list!

- 1 Scan the QR Code**
- 2 Subscribe at**
<http://bit.ly/OIFANews>
- 3 Text OIFALIST to 22828**
Message and data rates may apply.



Training, Education, and Navigating the System

There have been many different opportunities this year to share information and assist members and family members with knowledge of navigating the behavioral health system.



New Empowerment Tools: These “one-pager” documents support the community with focused, simple-to-read fliers that are based on policy. (Click on the buttons below to view the Empowerment Tools.)

Case Management Services	Making a Complaint (Member Grievance)
What is the Health Information Exchange	AHCCCS Housing Program and Supports
Serious Mental Illness (SMI) Determination Process	AHCCCS Employment Services
Non-Title XIX SMI Benefits	What is Special Assistance

Jacob’s Law training provides information to the foster, kinship, and adoptive community in Arizona regarding behavioral health guidelines, timeframes, and legal protections.



Bringing in the Community Voice

OIFA continued to find new ways to bring the voice of the community to the agency.



OIFA added two pages to the AHCCCS OIFA website: [Family Support](#) web page and the [Peer Support](#) web page.

A great opportunity to provide additional support and resources to members, family members, stakeholders, and more!



**Click To View
New/Updated Forms!**



<p><u>OIFA Feedback Form</u></p>	<p><u>Request for OIFA/Community Collaboration</u></p>
<p>New OIFA Feedback Form Use this form to submit a concern or issue that is affecting a member’s ability to receive behavioral health services. The form was updated to be easier to use and improve data collection.</p>	<p>New Internal Request Form Use this form to request collaboration with the OIFA office and include member and family member voice in forums, workgroups, projects, initiatives, etc.</p>

Launch of the Peer-2-Peer Program

- *Support for working Peer Supports & Parent Support Partners,*
- *Free confidential supportive conversations focused on whole health, and*
- *Available through the Arizona Peer and Family Career Academy.*

AZP2P.org or 1-844-634-P2PC (7272)



Successes and Accolades




In November, Governor Ducey acknowledged OIFA for its community-led Building Partnerships Community Policy meeting:

“The Governor’s Office congratulates [Steven Leibensperger], Susan Kennard, Chaz Longwell, Chi Isiogu, and Jamie Green for problem-solving to collect community input on AHCCCS policy revisions. Please share the Governor’s Office congratulations with the team. The monthly community-led Building Partnerships Community Policy meeting has engaged over 160 community members and reviewed 10 policies. Wow!

We appreciate the team’s dedication to continuous improvement and community engagement. Keep up the great work!”

- Sarah Pirzada, Chief of Operations, Office of the Arizona Governor

AMS: Problems  Solutions	
Identified Problem	Solution
<i>Delays throughout the timeline for creation of one-pager documents.</i>	<i>Trimmed the one-pager internal review process to cut down overall development time.</i>
<i>Limited opportunities to connect with members & family members due to the COVID-19 pandemic.</i>	<i>Launched OIFA Collaborative Community Conversations events to share information.</i>
<i>AMS documents were located in several locations, causing confusion and delays in huddle updates and reporting.</i>	<i>Consolidated team metrics into one easy-to-access location.</i>
<i>RBHA forums were long, complex events which required scheduling with many individuals.</i>	<i>Restructured RBHA forums into shorter hyper-focused events called Hot Topics.</i>