



OIFA 2.0

Renewing the Vision

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1970's Modern Peer Support Movement

- Thousands of patient/inmates were released into the community
- The funds that had been spent on hospitals and asylums did not follow them
- Communities were unable to provide care and did not want the ex-patient/survivors living in their towns and cities.

The Beginning

- Consumer Affairs Offices were established in the late 1980's and early 1990's at State Mental Health Agencies
- Mechanism to help ensure consumers have a strong voice in state mental health policy, development, planning and practice.

Past 30+ years

- Individuals with “lived experience” have been reshaping the mental health system
- Moved from an illness, institutional, maintenance-base approach to an approach of recovery, wellness and resiliency
- Goal: Living full and satisfying lives in the community of their choice

In Arizona

- Office of Individual and Family Affairs established in 2007 at ADHS/DBHS
- 2 Day Summit was held to bring in the voice of community to shape the OIFA

2007 Summit Recommendations

1. Must report directly to agency leadership.
2. Establish regular meetings with the community.
3. Provide skill building and knowledge exchange.
4. Visit each PFRO twice annually.
5. Connect with other governmental agencies around bh.
6. Provide oversight for training and credentialing of PRSS.
7. Create a Statewide OIFA Advisory Board.

OIFA Mission

To promote recovery, resiliency, and wellness for individuals with mental health and substance use challenges by ensuring that member and family voices contribute at every level of the system, while educating and informing the community.

2019 Steps to Renew the Vision

- Interviews with OIFA Administrators
- Brainstorming with OIFA Advisory Council
- Facilitated focus groups by OIFA at plans
- Web-based community survey
- 2 Day Summit which included community members and Executives at AHCCCS and Health Plans.

2019 Summit Recommendations

1. Improve OIFA Marketing Communication & Outreach
2. Improve Member Education & Empowerment
3. Implement Community Education & Stigma Reduction Campaign
4. Increase Member & Family Engagement in Policy
5. Enhance Program & System Evaluations
6. Enhance Professional Development in Peer Support
7. Implement Professional Development in Family Support
8. Increase Continuity between all OIFAs

Future Expanded Focus

Leverage OIFAs good work to more broadly impact the entire healthcare system and all populations, while still remaining focused on the unique needs and challenges of those with mental health and substance use needs.

Priority Action Items

1. Develop Formal Outreach Campaigns
2. Provide System Navigation Education
3. Stigma Reduction Campaign
4. Work on Legislative Issues at Plan Level
5. Increase System Accountability
6. Promote PRSS Career Ladder
7. Increase access to FSS
8. Share OIFA Outreach

Next Steps

- Share OIFA 2.0 Results & Next Steps
- ID Recommendations AHCCCS v. Plan
- AHCCCS OIFA Creates 3yr Strategic Plan
- OIFAs at Plans create their Strategic Plan
- Share Strategic Plans
- Get to Work on our Renewed Vision & Recommendations

Questions?



Thank You.

