



Welcome to AHCCCS OIFA System Navigation

You were automatically muted upon entry.

Please only join by either your phone or your computer.

Please use the chat feature for questions
or raise your hand.

Thank you.





AHCCCS OIFA System Navigation

Family-Run Organizations

April 25, 2023

OIFA AHCCCS Team

- Susan Kennard, Administrator
- Chaz Longwell, Recovery and Resiliency Coordinator
- Cynthia Burr, Children's Behavioral Health
Community Liaison
- Jamie Green, Healthcare Advocacy Coordinator
- Austin Hernandez, Administrative Assistant

Introductions

Type in chat:

- First Name
- What do you miss about Kindergarten?



Family Run Organizations Providing Children's Services

As the caregiver of a biological, foster, kinship, or adopted child, you have covered services available at no cost to you from many different agencies. Some of these agencies are family-run organizations.

What is a Family-Run Organization?

Family-run organizations employ parents who have real life experience in the behavioral, medical and/or Department of Child Safety (DCS) systems. They specialize in providing family support services, and can provide one-on-one support to you.



Family Support Services Can Help You:

- Know that you are not alone.
- Navigate the child serving systems.
- Locate services/resources that are the “right fit” for the needs of the child and family.
- Learn to be an advocate.
- Gain new skills to care for your child.
- Identify formal and informal support systems.
- Develop a service plan.
- Manage hospital discharge planning.
- Feel supported during Child and Family team meetings (CFT), Foster Care Review Boards (FCRB) and court hearings.
- Keep things consistent in your child’s care when case managers or therapists change.
- Understand decision letters, and how to submit appeals.
- Help you deal with agencies that are not supportive of the needs of your child.
- Find classes, trainings, support groups and more.

Accessing Family Support Services

1. Choose one of the family-run providers.
2. Ask your loved one's Case Manager to add "Family Support Services" to the treatment plan.

You have the right to receive services from the provider of YOUR choice.

Accessing Family Support Services

| | |
|--|--|
| <p>Caring Connections for Special Needs (Benson, Sierra Vista, Payson, Douglas, Safford, and Tucson) www.ccsneeds.com 520-686-9436</p> | <p>Mentally Ill Kids In Distress (MIKID) (Phoenix, Tucson, Yuma, Casa Grande, Kingman, Nogales) www.mikid.org 602-253-1240</p> |
| <p>Family Involvement Center (FIC) (Phoenix, Prescott, Flagstaff, and Tucson) www.familyinvolvementcenter.org 602-288-0155</p> | <p>Raising Special Kids (Statewide) raisingspecialkids.org/ 800-237-3007</p> |
| <p>Reach Family Services/Alcanza Servicios de Familia (Phoenix) www.reachfs.org 602-512-9000</p> | |

| Organization | Administrator | Title | Phone Number | Email Address |
|-------------------------|-------------------|--|--------------|--|
| AHCCCS | Susan Kennard | Administrator, Office of Individual and Family Affairs | 623.213.6591 | oifa@azahcccs.gov |
| Arizona Complete Health | Melissa Brown | Administrator, Individual and Family Affairs | 520.373.1489 | melisbrown@azcompletehealth.com |
| Banner University | Colleen McGregor | Administrator, Office of Individual and Family Affairs | 480.827.5988 | OIFAteam@bannerhealth.com |
| Care1st | Debra Jorgensen | Administrator, Office of Individual and Family Affairs | 480.205.2305 | OIFA@care1staz.com |
| DCS-CHP | Edi Green | Administrator, Office of Individual and Family Affairs | 520.429.5976 | CHPCompliance@azdcs.gov |
| DES/DDD | Leah Gibbs | Administrator, Office of Individual and Family Affairs | 602.316.1485 | OIFABHAdvocate@azdes.gov |
| Molina Complete Care | Mackenzie Tewell | Interim Administrator, Individual and Family Affairs | 928.963.4910 | MCCAZ-OIFA@molinahealthcare.com |
| Mercy Care | Laura Piontkowski | Administrator, Office of Individual and Family Affairs | 602.621.0110 | OIFAteam@mercycaarez.org |
| BCBSAZ Health Choice | Veronica Welch | Administrator, Office of Individual and Family Affairs | 480.435.1772 | OIFA@azblue.com |
| United Health Care | Dawn McReynolds | Administrator, Office of Individual and Family Affairs | 602.255.8605 | advocate.oifa@uhc.com |

Updated 1.4.23

Upcoming AHCCCS Community Events



- Building Partnerships Community Policy Meeting ([click to register](#))
 - 5/8/23, 12:00 p.m. -1:00 p.m.
- Jacob's Law Training ([click to register](#))
 - 5/11/23, 10:00 a.m. -12:00 p.m.
- Hot Topics ([click to register](#))
 - 5/15/23, 11:00 a.m. - 12:00 p.m.
- System Navigation ([click to register](#))
 - 5/23/23, 12:00 p.m. - 12:30 p.m.
- Office of Human Rights ([click to register](#))
 - 5/23/23, 9:30 a.m. - 11:00 a.m.

Questions?
Want to attend?
Reach out to OIFA at
oifa@azahcccs.gov

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It's easy to join our mailing list!

Two Easy Ways to Join

1 Text **OIFALIST** to **22828**
Message and data rates may apply.

or

2 Subscribe at
<http://bit.ly/OIFANews>

You can unsubscribe at any time.



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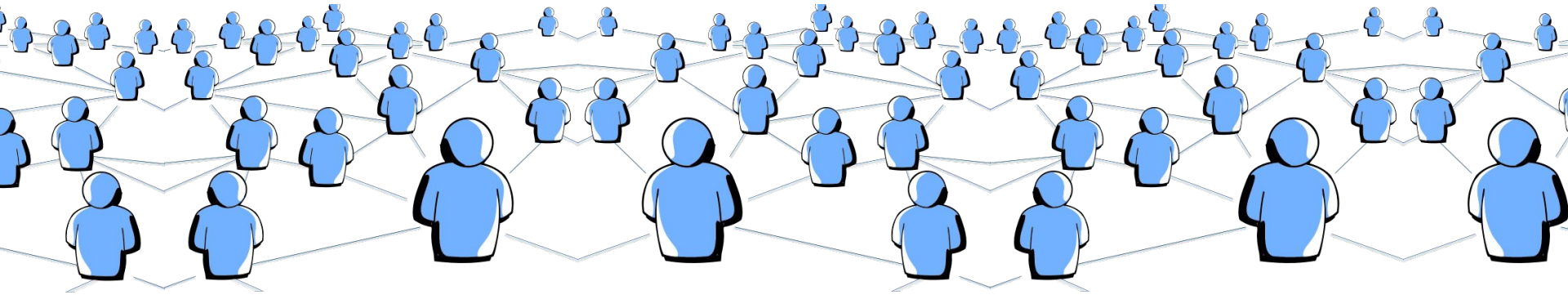
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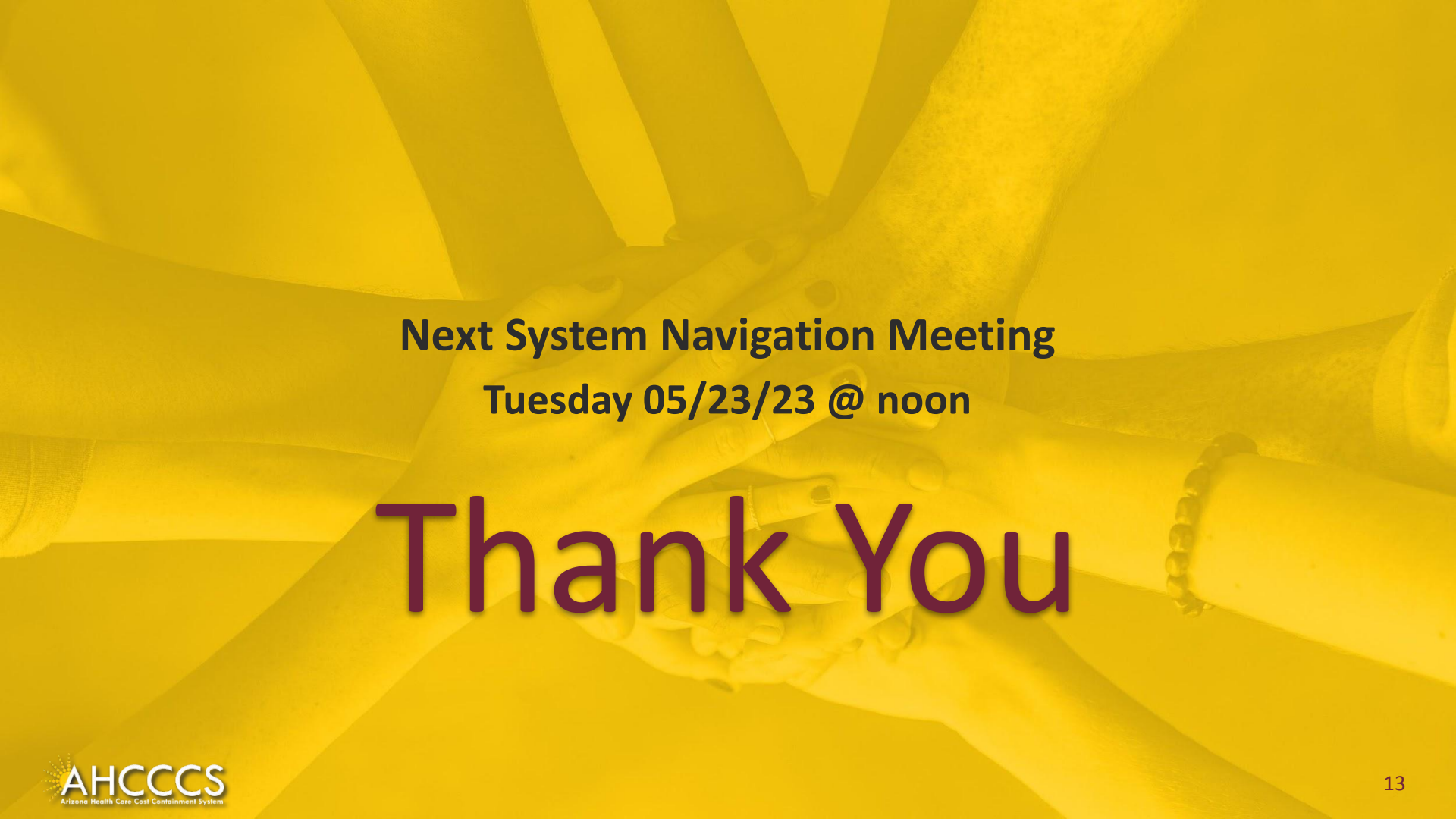
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[AHCCCSgov](https://www.youtube.com/channel/AHCCCSgov)





Next System Navigation Meeting
Tuesday 05/23/23 @ noon

Thank You