



Mission: Reaching across Arizona to provide comprehensive, quality health care to those in need.

Vision: Shaping tomorrow's managed care ... from today's experience, quality and innovation.

Values: Passion, Community, Quality, Respect, Accountability, Innovation, Teamwork, Leadership

The Office of Individual and Family Affairs is staffed by peers and family members of persons receiving services in the behavioral health system. They bring their lived experiences to the forefront when making decisions that firmly incorporate recovery and resiliency into all aspects of service delivery.



Office of Individual & Family Affairs

701 E. Jefferson
4th Floor
Phoenix, Arizona 85034
602-542-7170



AHCCCS enrolled individuals are entitled to quality services provided in a timely manner. If you are experiencing difficulty in accessing behavioral health services you have requested or have been placed on a waiting list, please contact our customer service department at 1-800-867-5808.

Division of Health Care Advocacy & Advancement



Office of Individual & Family Affairs



Who we are

The Office of Individual and Family Affairs (OIFA) builds partnerships with individuals, families of choice, youth, communities, organizations to promote recovery, resiliency and wellness. OIFA collaborates with key leadership and community members in the decision making process at all levels of the behavioral health system.

In partnership with the community, we:

- Advocate for the development of culturally inclusive environments that are welcoming to individuals, and families .
- Establish structures to promote diverse youth, family and individual voices in leadership positions throughout Arizona.
- Deliver training, technical assistance and instructional materials for individuals and their families.
- Ensure peer support and family support are available to all persons receiving services and their families.
- Monitor contractor performance and measure outcomes.



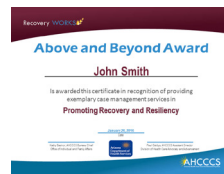
Recovery Works

Our quarterly newsletter provides stories of inspiration, resources and information about recovery and resiliency.



To be added to our Recovery Works email distribution list, please contact us at RecoveryWorks@azahcccs.gov

“Above & Beyond”



An award presented each month by the Office of Individual and Family Affairs that honors a case manager who has been nominated by a member or family member who goes “Above and Beyond” for the people they serve. For more information, email AboveandBeyond@azahcccs.gov.

Trainings

- Leadership Training
- Collaborative Communications
- System Navigation Training
- Arizona Dialogues
- Trauma Informed Care

OIFA staff are available to present on Stigma Reduction, Recovery & Resiliency, Peer Support and Family Support.

Visit our website

www.azahcccs.gov/AHCCCS/HealthcareAdvocacy/

I want more information on:

- ☐ AHCCCS Committees
- ☐ RBHA Committees
- ☐ Behavioral Health Planning Council
- ☐ Stigma Reduction
- ☐ Arizona Dialogues
- ☐ Community Leadership
- ☐ Youth Involvement
- ☐ Human Rights
- ☐ Deaf and Hard of Hearing
- ☐ Trauma Informed Care

Name _____

Address _____

City _____ State _____ Zip _____

Email _____

- ☐ I would like to receive Recovery Works
- ☐ I would like to receive email information from OIFA

Detach and mail to:
Arizona Health Care Cost Containment System
Office of Individual and Family Affairs
701 E. Jefferson
4th Floor
Phoenix, Arizona 85034