

**Office of Human Rights
Mission Statement**

Providing advocacy to individuals determined to have a Serious Mental Illness (SMI) to help them understand, protect and exercise their rights, facilitate self-advocacy through education and obtain access to behavioral health services in the public behavioral health system in Arizona.

Please Visit Our Website
<https://www.azahcccs.gov/AHCCCS/HealthcareAdvocacy/>

**Office
of Human Rights**

Flagstaff Office

Serves the counties of Apache, Coconino, Mohave, Navajo & Yavapai and Navajo Nation & White Mountain TRBHAs
Toll Free: 1-877-744-2250
(928) 214-8231
2717 North Fourth Street
Suite 130
Flagstaff, Arizona 86004

Phoenix Office

Serves the counties of Gila, Maricopa & Pinal and Gila River TRBHA
Toll Free: 1-800-421-2124
(602) 364-4585
701 East Jefferson Street
Phoenix, AZ 85034 MD9005

Tucson Office

Serves the counties of Cochise, Graham, Greenlee, La Paz, Pima, Santa Cruz & Yuma and Pascua Yaqui TRBHA
Toll Free: 1-877-524-6882
(520) 770-3100
400 W. Congress, Suite #118



**DIVISION OF HEALTH CARE
ADVOCACY AND ADVANCEMENT**



**OFFICE OF
HUMAN RIGHTS**

AHCCCS Administration
Division of Health Care Advocacy and Advancement
Office of Human Rights

The Office of Human Rights (OHR) provides help free of charge to individuals determined to have a Serious Mental Illness (SMI) in the public behavioral health system in Arizona.

Assistance Provided

For Adults with a Serious Mental Illness (SMI) **and** Designated as Special Assistance:

- On-going involvement by an assigned advocate to support the client in making informed choices and to assist with protecting & exercising client rights and developing self-advocacy skills
- Preparation for and assistance with Individual Service Plan (ISP) and if inpatient, the Inpatient Treatment & Discharge Plan (ITDP)

- Follow-up on implementation of services and access to the “least restrictive environment” in the community with appropriate supportive services through informal interventions and use of formal appeal/grievance processes
- Technical or short-term assistance to guardians or family members providing Special Assistance

For Adults with a SMI:

- Information & referral resources
- Guidance to file a complaint, grievance (involving a rights violation) or appeal (involving access to covered services or SMI eligibility) or on self-advocacy
- Education, primarily through educational documents, to assist individuals with self-advocacy and understanding, exercising & protecting their rights.

OHR/revised 10/25/2017

Other OHR Responsibilities

Conduct outreach at psychiatric inpatient settings, peer-run/clubhouse agencies and other behavioral health settings.

Identify, track and address issues which are systemic in nature.

Administration of Special Assistance—processing notifications, data upkeep, regular reporting and technical assistance to T/RBHAs, contractors & providers.

Collaborate & provide input from an advocacy perspective within AHCCCS/DHCAA Office of Human Rights.

Coordinate with other behavioral health advocacy and community agencies.

