

409 - CONTRACTOR OFFICE OF INDIVIDUAL AND FAMILY AFFAIRS (OIFA)

EFFECTIVE DATE: 04/30/24, 10/01/25, 10/01/26

APPROVAL DATE: 02/08/24, 05/23/25, 08/20/26

I. PURPOSE

This Policy applies to ACC, ACC-RBHA, ALTCS E/PD, DCS CHP (CHP), and DES DDD (DDD) Contractors. This Policy establishes Contractor requirements to develop, implement, and maintain a distinct Office of Individual and Family Affairs (OIFA) department.

II. DEFINITIONS

Refer to the [AHCCCS ACOM and AMPM Dictionary](#) for common terms found in this Policy.

For purposes of this Policy, the following terms are defined as:

**MEMBER ADVOCACY
COUNCIL (MAC)**

A council which provides opportunities for members and family members served by an AHCCCS health plan and other stakeholders to influence Contractor policy, service delivery, and system improvements. The members of the MAC shall reflect the membership population and communities served by an AHCCCS health plan.

**OFFICE OF INDIVIDUAL
AND FAMILY AFFAIRS (OIFA)
ALLIANCE**

A designation for the collective group of OIFA Teams from each Contractor and AHCCCS OIFA who work together to coordinate statewide initiatives, standardize communication, and reduce duplication across the system.

III. POLICY

The Contractor shall establish and maintain an OIFA department with authority, independence, and organizational positioning to fulfill the AHCCCS OIFA mission and participate in statewide OIFA Alliance initiatives. The Contractor's OIFA department shall ensure that the voices of individuals with personal behavioral health experience are incorporated into Contractor governance, operations, quality improvement, and system design.

A. CONTRACTOR RESPONSIBILITIES

The Contractor shall name an OIFA Administrator to lead the Contractor's OIFA department as specified in Contract. The Contractor shall ensure the OIFA Administrator:

1. Integrates a lived-experience perspective into the development, implementation, monitoring, and evaluation of all Contractor programs, policies, and procedures, and is empowered to:
 - a. Participate in organizational decision-making at the level necessary to influence outcomes,
 - b. Identify and escalate systemic issues to executive leadership team, and
 - c. Collaborate with the Contractor's executive leadership to promote recovery-oriented, person-centered practices.
2. Has the access, authority, and opportunity needed to participate in and provide input on all decisions and activities related to:
 - a. Peer Support Service provision and requirements, as specified in AMPM Policy 963,
 - b. Credentialed Family Support Service requirements, as specified in AMPM Policy 964,
 - c. Contractor relationships with Peer-Run Organizations and Family-Run Organizations, including development, coordination, and capacity-building, and
 - d. Formal mechanisms for stakeholder engagement, ensuring stakeholder input, concerns, and recommendations are collected, documented, and elevated to the Contractor's executive leadership team for review and action.

B. THE OIFA ADMINISTRATOR RESPONSIBILITIES

The OIFA Administrator, and sufficient staff under this position, shall:

1. Lead, communicate, and operationalize the vision and mission of the OIFA department, ensuring it is integrated into the Contractor's programs, policies, and procedures.
2. Cultivate, strengthen, and build partnerships with individuals, families, youth, and community members to promote recovery, resiliency, and wellness across the Contractor's service delivery system.
3. Assemble and facilitate the Member Advocacy Council (MAC) as specified in the Contract.
4. Participate in the Contractor's Governance Committee as specified in the Contract.
5. Advocate for service delivery environments that are supportive, welcoming, person-centered, trauma-informed, and recovery-focused.
6. Develop, submit, and maintain an OIFA Strategic Plan in alignment with the AHCCCS OIFA Strategic Plan, as specified in Contract Section F, Attachment F3, Contractor Chart of Deliverables.
7. Oversee, compile, and submit all OIFA deliverables as required by the Contract, ensuring accuracy, timeliness, and compliance with AHCCCS expectations.
8. Collect, analyze, and interpret data to:
 - a. Monitor the provision of peer support services and family support services within the Contractor's network,

- b. Identify and address gaps in the network and barriers to care impacting access to peer support and family support services,
 - c. Assess needs for expansion or enhancement of peer support and family support services, and
 - d. Elevate identified concerns, trends, and systemic issues to AHCCCS as appropriate.
9. Guide and oversee the development, implementation, and monitoring of Peer-Run Organizations (PROs) and Family-Run Organizations (FROs) within the Contractor's network. If the Contractor desires to Contract with an organization not currently recognized as a PRO or FRO by AHCCCS OIFA, and the Contractor believes the organization meets the definition and criteria, the Contractor shall submit a New PRO and/or FRO Request Form, utilizing Attachment A, as specified in Contract Section F, Attachment F3, Contractor Chart of Deliverables. The OIFA Alliance will evaluate the submitted attachment.
10. Engage in cross-departmental collaboration to advance, support, and sustain workforce and service initiatives associated with Peer Recovery Support Specialists (PRSS), Credentialed Family Support Partners (CFSP), peer and family support services, Peer-Run and Family-Run programs, and additional priorities that build networks and enhance the quality of care for peers and family members.

C. OIFA ALLIANCE INVOLVEMENT

In recognition of the interconnected relationships providers have with multiple health plans, the OIFA Alliance was created to reduce duplication and streamline communication between providers, health plans, and AHCCCS. The OIFA Alliance comprises all the Offices of Individual and Family Affairs (OIFA) in Arizona, including AHCCCS OIFA. The Contractor's OIFA Administrator participates in OIFA Alliance activities when all Contractor OIFAs participate with AHCCCS OIFA in shared statewide initiatives and projects. OIFA Alliance activities are identified and determined collectively by the OIFA Alliance. OIFA Alliance activities shall not be duplicative of OIFA Administrator's contractually required expectations. These activities may include but are not limited to:

1. Improving and expanding oversight of the training and credentialing of PRSSs and CFSPs by:
 - a. Establishing rapport with recognized Peer Support Employment Training Programs (PSETPs) and Credentialed Family Support Training Programs (CFSTPs) training programs,
 - b. Adhering to shared criteria, processes, and procedures for selection and recognition of new PSETPs, and CFSTPs training programs, and
Reviewing curriculum and monitoring activities of recognized PSETPs and CFSTPs training programs to ensure quality and availability of training programs for the Credentialed Peer and Recovery Support Specialists and Credentialed Family Support Partners
2. Other statewide initiatives as identified and determined by the OIFA Alliance as a whole.

All OIFA Alliance correspondence shall be directed to and communicated from AHCCCS OIFA OIFAAlliance@azahcccs.gov.

D. PEER AND FAMILY MEMBER INVOLVEMENT

Peer and family member involvement is an essential component of recovery-oriented and person-centered systems of care. The Contractor's OIFA shall establish structures and processes that actively seek, value, and incorporate input from individuals and family members. The Contractor's OIFA shall demonstrate how this input informs decisions, program improvements, and service delivery.

These structures and processes shall include, but are not limited to:

1. Ensuring peer and family perspectives are represented at all levels of the service delivery system, including planning, implementation, evaluation, and quality improvement.
2. Establish and facilitate a Member Advocacy Council as specified in contract to gather and utilize peers and family input on the Contractor's policy, service delivery, and system improvements. The Contractor shall submit the peer and family member committee participation and outcomes using Attachment B, as required in Contract Section F, Attachment F3, Contractor Chart of Deliverables.
3. Convening Regular Stakeholder Meetings to gather input, identify challenges and barriers, share information, and develop strategies to strengthen the service delivery system. Participants should include a broad spectrum of peers, family members, providers, Peer-Run Organizations (PROs), Family-Run Organizations (FROs), advocacy groups, AHCCCS OIFA and other stakeholders interested in system enhancement.
4. Promoting Opportunities for Involvement by identifying, creating, and sustaining opportunities for peer and family participation across workgroups, committees, recurring meetings, and ad hoc initiatives to ensure meaningful integration of peer and family perspectives.
5. Communicating and Collaborating with Peers and Families to identify concerns and remove barriers impacting service delivery or satisfaction, including but not limited to:
 - a. Tracking and trending issues, barriers, suggestions, and concerns, and
 - b. Reporting back to participants regarding how their feedback informed changes, improvements, or decisions.

E. PEER SUPPORT SERVICES AND FAMILY SUPPORT SERVICES

The Contractor's OIFA department shall have oversight of the provision of peer support services and credentialed family support services within their contracted Geographic Service Areas (GSAs). The Contractor's OIFA Administrator shall participate in all auditing activities and corrective actions necessary to ensure that:

1. The providers employing Peer Recovery Support Specialists (PRSS) who deliver peer support services are fulfilling all requirements in AMPM Policy 963.

2. The providers employing Credentialed Family Support Partners (CFSP) and delivering family support services comply with all requirements in AMPM Policy 964.
3. An adequate system exists to address member needs across the lifespan including meeting unique health care needs of the member.

The Contractor's OIFA Administrator shall utilize reports and any additional information necessary to monitor, track, and trend network sufficiency and utilization for peer support services and family support services and address concerns identified.

IMPLEMENTATION DATE 10/01/20