

OIFA Quarterly Report (May 2018 – June 2018)



Office of Individual and Family Affairs (OIFA)

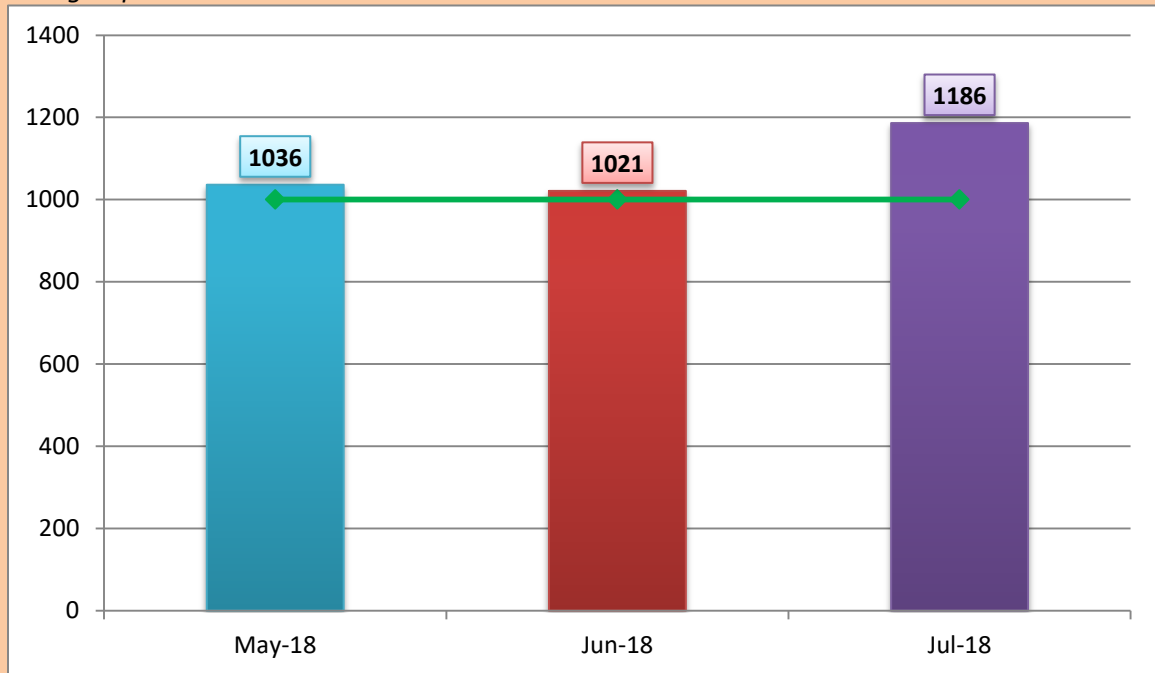
The Office of Individual and Family Affairs (OIFA) promotes recovery, resiliency, and wellness for individuals with mental health and substance abuse challenges. We build partnerships with individuals, families of choice, youth, communities, organizations and we collaborate with key leadership and community members in the decision making process at all levels of the behavioral health system.

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1. **Increase Monthly Community Engagement totals from 940 to 1000 per month by 1/31/2019.**

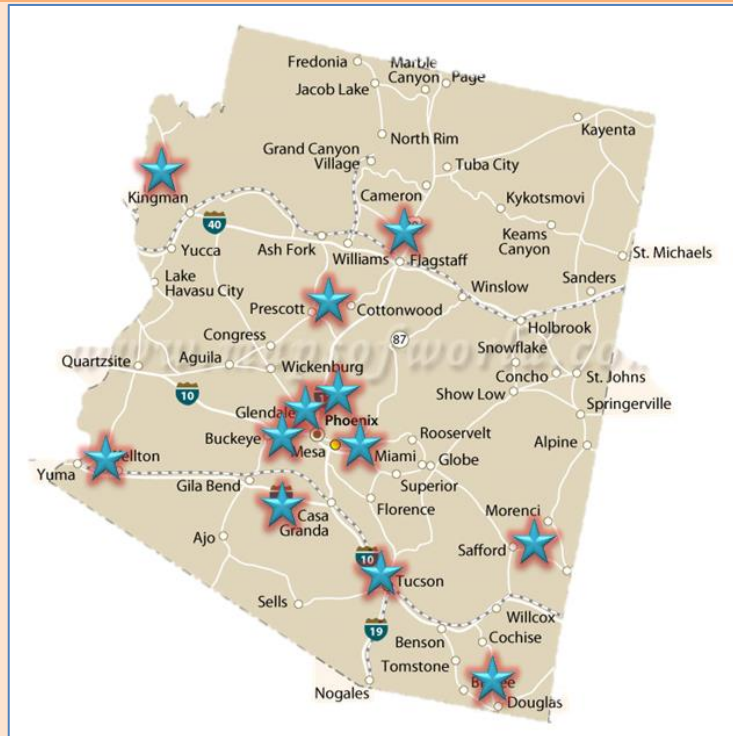
Community Engagement is “educating and sharing information through interactions with external stakeholders at meetings, trainings, community events, conferences, committees, workgroups and one-on-one interactions.”



2. **Where has OIFA been?**

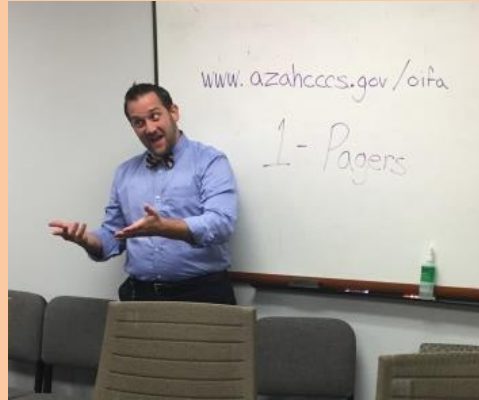
a. This quarter the OIFA team has engaged members, providers, stakeholders and others in the following areas:

- **Camp Verde**
- **Carefree**
- **Casa Grande**
- **Douglas**
- **Flagstaff**
- **Fountain Hills**
- **Gilbert**
- **Glendale**
- **Mesa**
- **Payson**
- **Peoria**
- **Phoenix**
- **Prescott**
- **Safford**
- **Tucson**
- **Yuma**



3. Educational/Training Sessions

- a. "Stigma Free" training event for AHCCCS staff. Delivered training content to AHCCCS staff on what they can do to make AHCCCS a Stigma Free Environment. Held discussions, provided valuable materials, and engaged Agency staff to bring awareness and work towards ending stigma and discrimination. [\[5/14/18 @ AHCCCS\]](#)
- b. SEEDS Conference at Glendale Community College (GCC) on "OIFA 1-Pagers: Empowering Yourself." Attended all-day event and presented at one of the workshop sessions to a full room. [\[5/16/18 @ Glendale Community College\]](#)



- c. Facilitated "Arizona Dialogues Co-Facilitator Training" with OIFA Departments from Phoenix, Tucson and Flagstaff (MMIC, CIC, and HCIC). The Arizona Dialogues is a series of what's now more than 100 open dialogue sessions between doctors, patients, peers and family members to understand perspectives and affect change. [\[5/5/18 @ AHCCCS\]](#)
- d. Department of Child Safety (DCS) Arizona Families Thrive Conference (Prescott). Attended all day conference and had table to present to attendees [\[6/8/18 in Prescott\]](#)
 - i. Invited back to Tucson event (8/17/18) and Phoenix event (10/25/18).



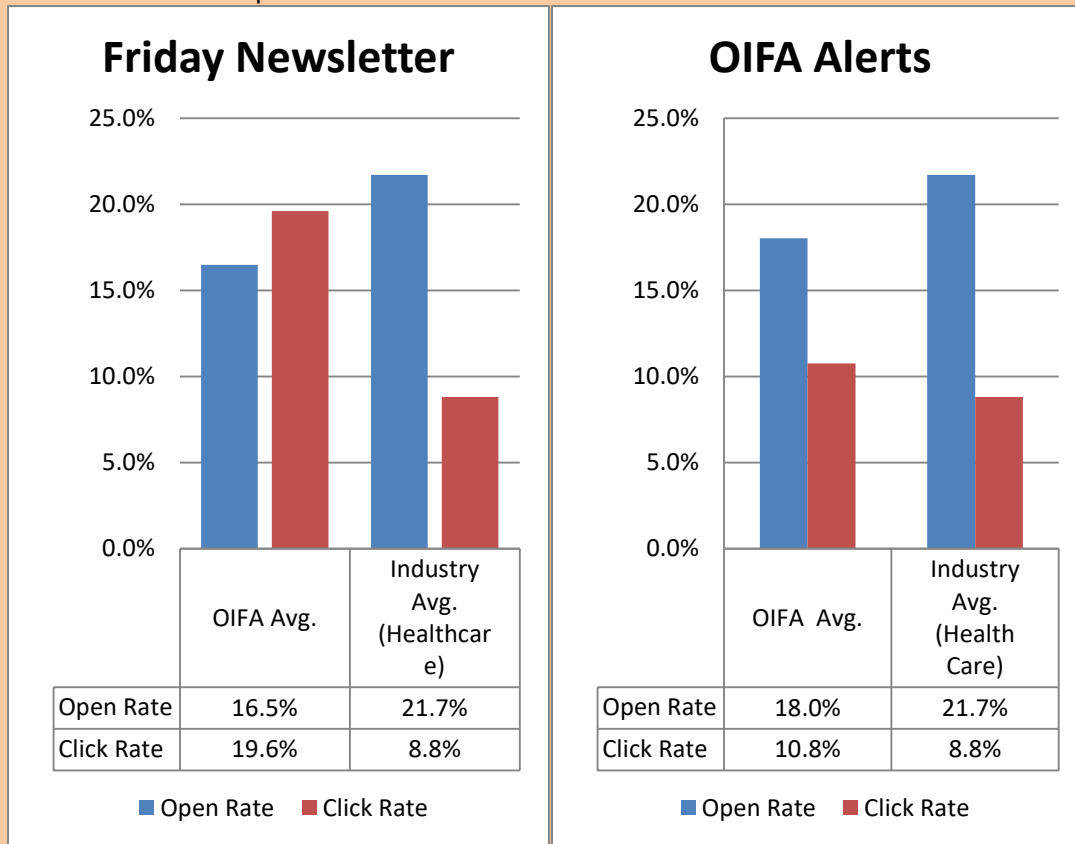
- e. Successfully completed the Quarterly OIFA Retreat & Strategic Planning Event in Tucson (Cenpatico Office). This is event included the OIFA Lead representatives from AHCCCS and Health Plans. The purpose was to identify strategies, collaborate on resolving systemic issues, and bond to form a dedicated and cohesive group. [\[6/15/18 in Tucson\]](#)

4. Outreach

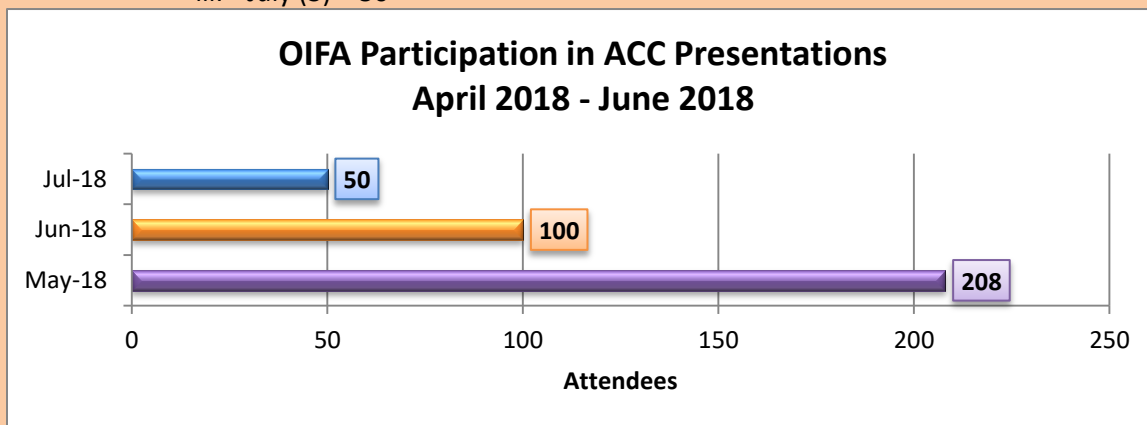
- a. Presentation: “What is AHCCCS, with Focus on Foster/Adoptive/Kinship Families” at Open Heart (Mesa, AZ). Presented to families information regarding AHCCCS, ACC, and various 1-Pager topics. [5/9/18 @ Open Hearts Family Wellness in Phoenix]
- b. Monthly Change Agent Meetings at Community Partners Integrated Healthcare. These monthly meetings are for AHCCCS members and their families to learn how to better navigate the behavioral health system of care.
 - i. May 22nd – “Staying out of the Hospital”
 - ii. June 26th – Open Discussion with Members
 - iii. July 24th – “Fighting Stigma”
- c. Mental Health Awareness Night at Phoenix Mercury. AHCCCS was pleased to participate in a fun night of “sports and supports”. Organized by NAMI Valley of the Sun, the event included a pregame resource fair as well as special guest speakers. [5/30/18]
- d. Participated in Children’s Mental Health Awareness event supporting “Daniella’s Blanket”. Advertised within the Agency for staff to create “granny squares” that would be sent to support the cause of children’s depression, eating disorders, and suicide. [May 7th – May 11th @ AHCCCS]
 - i. Sent squares to person running event, and she posted a video on YouTube (<https://youtu.be/HDvsVNRckkQ>)
- e. Community Councils and Meetings

Meeting Type	Month	Number of Events Attended	Number of External Stakeholders
Clinic Advisory Council (CAC)	May	4	40
	June	4	40
	July	3	30
Member Advisory Council (MAC)	May	3	30
	June	1	14
	July	1	40
Family Advisory Council (FAC)	May	3	26
	June	2	50
	July	4	62
Foster/Adopt Forum – Cenpatico (FAF)	May	N/A (None scheduled)	0
	June	3	23
	July	4	30
Totals		32	385

- f. Constant Contact: The Friday Newsletter series continues to perform above industry standard with regards to click rates (i.e., a user’s interest in articles and items embedded within the newsletter). Our OIFA Alerts emails also out-perform the industry in both open rate and click rate. [Subscribe to the newsletter -> **Join Email List**](#)



- g. AHCCCS Complete Care (ACC) Presentations provided to the community:
- i. May (6) – 208
 - ii. June (7) – 100
 - iii. July (3) – 50



5. Systemic Issues / Barriers Encountered

- a. Transportation – Members and community continue to bring up concerns regarding transportation (specifically Veyo). Reports allege drivers do not pick up members in certain locations, do not show up, are inconsistent, etc. Many members and those in the community rely on transportation services, and are unable to safely get to and from appointments and events with confidence. The OIFA office is currently working to collect information from community members, and will address the issue with AHCCCS. [\[May 2018\]](#)
- b. Due to a staffing change at Cenpatico, MAC & FAC meetings were put on hold. Several opportunities were missed because of the events being canceled. A new schedule was drafted of a reduced meeting count, and OIFA will participate in those meetings. [\[June 2018\]](#)

6. Success Stories

- a. Hired a summer intern to work on policy-related tasks. The intern has experience supporting the community, with a focus on people of color, military veterans, and LGBTQ. [\[May 2018\]](#)
- b. 1-Pagers Completed
 - i. [“How to Change Your Address”](#) [5/2/18]
 - ii. [“Sharing Health Information With Family And Friends Of Adult Members”](#) [5/14/18]
 - iii. [“Services for AHCCCS Members Without a Serious Mental Illness”](#) [5/14/18]
 - iv. [“Standard Appointment Availability for All AHCCCS Members”](#) [7/31/18]
- c. Submitted over 71 granny squares to the event for the Children’s Mental Health Awareness week.



7. **Peer and Family Career Academy.** The Peer and Family Career Academy *“inspires Recovery and Wellness through Professional Development and Continuing Education, in order to equip Emerging Leaders and strengthen the Peer and Family Support workforce.”*



- a. Launched the new and improved PFCA with contractor Gloriana Hunter, Ph.D. [May]
- b. Website launched <https://www.azpfca.org/> [May]
- c. Peer Hacks started <https://www.azpfca.org/peerhacks/> [June]
- d. Registration began in July for Forensic Peer Support Training starting around the state [August]

8. **Arizona Management System (AMS) Updates**

- a. Continuing to increase monthly community engagement contacts.
- b. Working to clarify community contacts relating to Peer & Family vs. Foster/Kinship/Adoption.
- c. Worked with AHCCCS OCI to streamline a new electronic tool to capture data. New tool set to be used for August/September.

Arizona Management System