Office of Individual and Family Affairs (OIFA)

22nd Summer Institute July 14, 2021

Today’s Presenters

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Learning Objectives

• History of OIFA in Arizona
• OIFA’s Impact on the Medicaid System
• Importance of Member and Family Member Voice

Pulse Check

Are you familiar with the Office of Individual and Family Affairs?

What is your experience with OIFA?
OIFA History

- 1845 First Formal Peer Support Group formed: "The Alleged Lunatics Friend Society"
- 1984 Consumer Run demonstration begins operating in San Francisco Bay area
- 1992 CSP awarded $5M to Consumer Run Demonstration Projects, including, Drop-in centers, Office of Consumer Affairs, Peer Support groups, homeless outreach...
- 2007 Each AHCCCS Complete Care Plan establishes an Office of Individual and Family Affairs
- 2007 OIFA established in Arizona
- 2009 Summit - Strengthening OIFA
- 2011 Raise Your Voice
- 2018 Arizona establishes the first Office of Individual and Family Affairs with in the ADHS/DBHS
- 2019 OIFA 2.0
- 2020 The Division of Developmental Disabilities establish Office of Individual and Family Affairs
- 2020 Mercy Care Comprehensive Health Plan becomes state wide integrated plan for children involved with the Department of Child Safety (DCS)
Pulse Check

How have individuals with lived experience impacted your work and/or life?

OIFA 2.0

1. Improve OIFA Marketing, Communication, & Outreach
2. Improve Member Education & Empowerment
3. Implement Community Education & Stigma Reduction Campaign
4. Increase Member & Family Engagement in Policy
5. Enhance Program & System Evaluation
6. Enhance Professional Development in Peer Support
7. Implement Professional Development in Family Support
8. Increase continuity between AHCCCS OIFA and Health Plan OIFAs
AHCCCS OIFA

Gathering Peer and Family Voice at AHCCCS:

- Surveys
- Online Forms
- Focus Groups
- Workgroups
- 1:1
- Community Events
- OIF A Advisory Council
System Changes Implemented

- Foster Care DCS Placement Packet
- Peer Support - Application Process
- Policy Changes
- Creation of Credentialed Family Support
- Peer to Peer program
- Peer and Family Career Academy (PFCA)

Division of Developmental Disabilities (DDD)
Office of Individual and Family Affairs (OIFA)
DDD OIFA supports members and families through:

- Advocacy
- Collaboration
- Education, Engagement and Empowerment
- Peer and Family Support

We believe that members and families

- Have a choice in the services they receive
- Have a voice and valuable input

DDD Office of Individual and Family Affairs: Impact

- Tribal Community Engagement
- Department of Child Safety/Foster Care
- Justice Reach-In
- Community Engagement
- Independent Oversight Committee Liaison
- Affordable Housing
- Customer Service Center/Provider Relation
- Communications/Public Information
- Advocacy
- Benefits Coordination
- Bachelors or Masters of Social Work Internship
DDD Customer Service Center

Assists with a variety of questions, concerns and resources

Toll Free (844) 770-9500, Option #1

TTY/TDD 711

DDD.Customer.Service.Center@azdes.gov

Arizona Complete Health OIFA
Interdepartmental Connections

Peer Support Services

- Can be delivered in several different capacities
  - At clinics/providers
  - In crisis facilities
  - Within the home and community
  - Through targeted programs (jails, hospitals, etc.)
  - Through consumer operated service organizations

- What are consumer operated service (COS) organizations?
  - Consumer operated service organization is the formal, federally recognized name for a peer/family run organization
  - Shown through research and data to be more effective in helping an individual to achieve recovery and develop a sense of belonging within the community

- These organizations are nationally recognized as a SAMHSA evidence-based practice
Voice Matters

- **Level 1 Agency**
  - Member and/or Family Council
  - Focus: Agency Level Issues

- **Level 2 Community**
  - AzCH Member or Family Council
  - Focus: Local system issues

- **Level 3 Coverage area**
  - AzCH Members and Family Governance Board
  - Focus: Global System Issues

Committees with AzCH

- Medicaid Quality Sub-Committee
- Pharmacy & Therapeutics
- Potential Provider/ Network Oversight
- Quality Improvement Committee
- Member & Family Governance Board
Voice Makes a Difference

Molina Healthcare OIFA
Molina Complete Care - The MAC

- Member Advisory Committee (MAC) – Our MAC is formally and intentionally comprised of a select and diverse group of members, family members, and community partners across the BH and PH spectrum.

- Checkpoints – The Molina MAC has been instrumental in an overhaul of our member handbook, championing key member-facing technology solutions during an acquisition, bringing to light needed changes to our provider directory, and implementation of work on equity and health disparities.

Molina Complete Care - Care Management

- Care Management Integration – Our OIFA team is strategically embedded in our care management structure. OIFA is positioned to engage members at key times across levels of care, and also to glean insights from care managers on barriers and solutions.

- Checkpoints – Care management integration has allowed OIFA to channel member voice for changes in discharge planning processes at plan and provider levels, to gather needed feedback about provider performance, and to escalate vendor issues for new kinds of grievance and issue tracking.
Molina Complete Care - Coalition Work

• Coalition Work – Our OIFA team works closely with providers and organizations in the community that promote and create safe spaces for member voice and advocacy. Coalition work gives plan OIFA’s strong support for escalating system-wide issues as they arise.

• Checkpoints – Coalition work has elevated and coalesced member voice on transportation, grievances, housing, and health equity issues. Molina Complete Care leadership has participated in community dialogues and other coalition work issues have been addressed in our MAC and other plan committees.

Health Choice Arizona OIFA
Collaboration Efforts to Help Member/Family Member Voice

- Arizona Peer and Family Coalition
- The northern Arizona Peer and Family Coalition
- NAMI
- Yavapai County Justice Coalition
- Race Equity/Social Justice Sub Committee
- Arizona Housing Coalition Annual Conference
- Stigma Reduction Trainings
- Opioids and the Brain Training

Internal Change Brought About by OIFA

- The Longest Night Event
- Social Distancing vs. Physical Distancing based on stigma, shame and historical trauma.
- AZ Department of Housing Governance Advisory Board for the Balance of State.
Future Goals for Health Choice OIFA

- Increase member and family member involvement in committees, councils and events.
- Increase participation at community events
- Reduce stigma and barriers
- Increase inclusion and discussions on all topics affecting our communities, members, family members and system.

Family Support Services

- Partnering with the family to provide community-based resources and services that strengthen practices and help to avoid crises
- Individualized informal and formal support delivery models
- Research shows that family support is effective in:
  - Increasing family confidence and competence
  - Creating a network of families to provide safety, support and stability
  - Enhancing health and development of children and adults within the family
Peer and Family Run Organizations

There are 8 peer run agencies:

Pulse Check

Have you and/or your family members had experience with Peer Support or Family Support services?
In closing, OIFA works to:

- Keep members and family members at the center of all we do
- Ensures their voices are heard at all levels of the system and included in decision making
- Honor voice and choice
- Advocate on behalf of members and family members using our lived experience

Office of Individual and Family Affairs Administrators

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Questions?

Thank you.