

Arizona Department of Health Services
Leadership for a Healthy Arizona



Office of
Individual & Family Affairs



The Office of Individual & Family Affairs (OIFA) promotes recovery, resiliency and wellness for individuals having mental health and substance use challenges and their families, as well as a strengths-based, recovery-oriented statewide system of behavioral health care for Arizona.

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877-464-1015**

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DBHS Toll-Free
800-867-5808

Hearing impaired
individuals may call the
Arizona Relay Service at
711 or 800-842-4681

The OIFA was created in 2006 to advance empowerment of individuals, family members and youth in the recovery process and to ensure that their voice is heard and included in all major decisions pertaining to Arizona's behavioral health system. Its presence ensures that individuals, family members and youth are equal partners at all levels in initiating and sustaining improvements in Arizona's behavioral health system.

The OIFA provides information, education and support for children/youth, families, adults and older adults who are challenged by mental illness or substance use. Our objective is to facilitate individual and family input and leadership into all aspects of the state-funded mental health system. Individual and family experience is valuable in the identification of recovery and behavioral health service needs, planning, program development and evaluation. Individuals and families can tell us what is working for them - and what is not - with a window on reality that will guide and help to ensure quality services are delivered throughout our state.

By recruiting, organizing and empowering individuals and families to participate as equal partners in the transformation of the Arizona behavioral health system, the OIFA seeks to support and strengthen the voice and leadership of individuals and families at the local, regional, state and national levels.

At the core of the OIFA vision and mission are the beliefs that:

- Individuals and families have access, voice and ownership of the recovery process and are empowered to share in all decisions affecting their recovery and behavioral health services.
- The lives of individuals and their families will improve—people will work, learn, recreate and lead lives within their communities that are full and meaningful to them.
- With collaboration throughout the entire behavioral health system and community, Arizona's system of care will continue its strengths-based, recovery-oriented transformation.

The Office of Individual & Family Affairs accomplishes its mission by:

- Providing an internal voice for individuals, family members and youth within the Arizona Department of Health Services Division of Behavioral Health Services (DHS/DBHS).
- Active liaison work with local, state and national peer, youth and family leaders, organizations and councils to establish ongoing communications, share information, identify resources as well as provide consultation, technical assistance, and ongoing support.
- Maintaining a statewide Advisory Council to guide the OIFA on local and state issues, resolution of barriers and the advancement of the transformation of Arizona's behavioral health system to be strengths-based, recovery-oriented and individual/family-driven.
- Development, implementation and evaluation of special projects, including focus groups, forums, surveys and town halls to solicit individual, youth and family input on behavioral health system planning, policy and program implementation and progress.
- Identification and training of individuals, family members and youth for inclusion on statewide committees, councils and boards at all levels of Arizona's behavioral health system.
- Establishing mechanisms, standards and activities to monitor Tribal/Regional Behavioral Health Authority and provider compliance.
- Educating and collaborating with individuals/behavioral health staff and stakeholder agencies on the implementation of recovery-oriented, strengths-based and family-driven principles and practices.

Furthermore, the Office, through its representation on the ADHS/DBHS Executive Team, informs key leadership on relevant issues.

ARIZONA DIVISION OF BEHAVIORAL HEALTH Vision Statement

All Arizona residents touched by the public behavioral health system are easily able to access high quality prevention, support, rehabilitation and treatment services that have resiliency and recovery principles at their core, which assist them in achieving their unique goals for a desired quality of life in their homes and communities.

OIFA's toll-free number is

877-464-1015

Title XIX and Title XXI services are funded under contract between ADHS/DBHS and AHCCCS.

If you would like to request this document in an alternative format, please contact the Bureau of Compliance at (602) 364-4670.