AT A GLANCE
OIFA 2.0 – Community Summit Recommendations *(Abbreviated Version)*
2019

The following is a summarization of the recommendations developed by stakeholders during the 2019 OIFA 2.0 Community Summit. For more information, please view the *OIFA 2.0 Community Summit Recommendations Full Report* and the *OIFA 2.0 Primer*.

Recommendation I. – Improve OIFA Marketing, Communication & Outreach
Increasing awareness of OIFA mission and diversifying representation

1. Identify a Dedicated Workforce to Become Spokespersons/Champions of OIFA
2. Develop & Implement Formal Outreach Campaign
3. OIFA Branding – ensuring consistently branded OIFA materials with increased visibility
4. Provider Manual Language Enhancement – clearly outline opportunities for education and information about OIFA at all points of care

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Recommendation II. – Improve Member Education & Empowerment
Empowering members through increased access to self-advocacy and system navigation education

1. Navigating the System: Increase Education Related to Navigating the AHCCCS System
2. System Change: Increase Education and Opportunities for Members and Families to Engage in System Advocacy and System Change Efforts
3. Remove Barriers to Member Empowerment, Access to Services & Self-Advocacy
4. Self-Advocacy: Increasing Self-Advocacy Education and Opportunities

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Recommendation III. – Implement Community Education & Stigma Reduction Campaign
Deploying tactics for increasing broad community understanding of recovery & resiliency while decreasing the stigma associated with mental health needs

1. Community Trainings & Educational Activities
2. Establish & Build Upon Existing Partnerships
3. Conduct Outreach & Engagement
4. Increase Awareness through Events

Recommendation IV. – Increase Member & Family Engagement in Policy
Member & family voice influencing, developing, and implementing policy

1. Policy Input
2. Policy Advocacy
3. Policy Outreach

Recommendation V. – Enhance Program & System Evaluation
Increasing accountability & involving members/families in evaluating what's working and what's not working

1. Increase provider and health plan accountability
2. OIFA to increase opportunities for members and families to evaluate efficacy of programs and systems
3. OIFA to take steps to ensure members are provided the opportunity to create individual definitions of treatment outcomes/success

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Recommendation VI. – Enhance Professional Development in Peer Support
Initiate a multi-pronged professional development initiative for peer support workers

1. Enhance and Improve Professional Peer Support Training and Certification
2. Promote the Development of a Career Ladder for Peer Support Workers

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Recommendation VII. – Implement Professional Development in Family Support
Initiate a multi-pronged professional development initiative for family support workers

1. Increase Accessibility of Family Support Services
2. Continuing Education for Family Support Providers
3. Increase Funding Directed Towards Family Support Services
4. Increase Awareness of Family Support Services through Marketing & Education
5. Collaboration: ensure family members are involved in developing and implementing all strategies

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Recommendation VIII. – Increase Continuity between AHCCCS OIFA and Health Plan OIFAs
Consistent standards and practices upheld across all 9 OIFAs

1. Contracts & Policy – balancing fluidity vs. explicit requirements
2. Education & Collaboration – health plan, provider, and member
3. Data Standardization – standards for tracking issues and responding to feedback