

## OIFA Team

### OIFA Administrator

Colleen McGregor, MADM, MPH

### Recovery & Resiliency Coordinator

Rebecca Hyson, BA, CPRP, CPRSS

### Member & Community Liaison

Sandy Garcia

OIFA brings their own unique lived experiences to their roles as peers and family's members being involved with justice, substance use, veteran, adult and children's systems, including experience with children with special physical and behavioral health care needs.

## How to Reach OIFA:

@ Reach us anytime. We are here to help!  
OIFATeam@bannerhealth.com

☎ B – UFC/ACC Customer Care Center  
(800) 582-8686, TTY 711

☎ B – UFC/ALTCS Customer Care Center  
(833) 318-4146, TTY 711

🖥 For more information and to learn more about OIFA, visit:  
[www.BannerHealth.com/ACC](http://www.BannerHealth.com/ACC)  
[www.BannerHealth.com/ALTCS](http://www.BannerHealth.com/ALTCS)

**Your life experiences  
and voice matter to us.**

**Join one of our  
Community Councils  
or Committees today!**



**Banner  
University Family Care**

ATTENTION: If you speak English, language assistance services, at no cost, are available to you. Call B – UFC/ACC at (800) 582-8686, B – UFC/ALTCS at (833) 318-4146, TTY 711.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame B – UFC/ACC al (800) 582-8686, B – UFC/ALTCS al (833) 318-4146, TTY 711.

注意:如果您使用繁體中文,您可以免費獲得語言援助服務。請致電 B – UFC/ACC (800) 582-8686, B – UFC/ALTCS (833) 318-4146, TTY 711.

Contract services are funded under contract with the State of Arizona.

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## Office of Individual & Family Affairs (OIFA)



## Our Mission

**OIFA promotes recovery, resiliency and wellness for individuals and families of choice who may face physical, behavioral as substance use challenges.**

### Supporting members and families of choice

OIFA extends supports to individuals and their families of choice as they navigate the public health system.

OIFA offers advocacy support to overcome possible barriers that may arise in accessing care.

*Recovery is possible for everyone we serve!*

### Recovery and supportive services

Recovery is a process of change through which individuals improve their health and wellness, live self-directed lives and strive to reach their full potential.

OIFA supports individuals and their families in their healing journey. Recovery-oriented care and supportive services help individuals with behavioral and substance use challenges understand their recovery successfully.

We believe in empowering members and families. We believe members and their families have the right to have their voices heard and to be active in decisions regarding their health and well-being.

### What we do and how we can help

OIFA helps individuals and families navigate the health care system.

We offer support and guidance wherever and whenever it is needed.

We offer support through:

- Navigating the health care system helping to break down barriers.
- Serving as a bridge between the health plan, community and provider partners to support transitions in care, like hospitalizations or emergency room visits.
- Connecting members to supportive services leading to better health outcomes, member experiences and satisfaction

If you are in need of help email us at: **[OIFATeam@bannerhealth.com](mailto:OIFATeam@bannerhealth.com)** and someone from the OIFA team will reach back out to in 24 hours or less.

**Get involved and have  
your voice heard!**



### Our council and committee membership

Our committees and councils include our members and their families who have their own lived experiences within the healthcare system. They include individuals who want to engage and participate in making system-level improvements.

### Your participation can impact positive change through

- Identifying barriers to care and develop solutions for members and their loved ones.
- Helping our members coordinate care.
- Working in a group setting with members and families to reduce the stigma associated with living with a chronic illness, behavioral health or substance use challenge.
- Promoting wellness, recovery, resiliency, and access to high-quality healthcare services and supports.
- Partnering with community-based providers, peer and family-run organizations to improve the lives of members and families.
- Promoting community inclusion and reintegration.
- Ensuring all services are providing in a responsive, respectful and culturally sensitive manner.
- Recognizing and respect the health beliefs, practices, and cultural and linguistic needs of diverse people and groups.