



## Getting involved through peer and family support

At Mercy Maricopa, we're dedicated to supporting our members in their recovery journey. We're here to help them reach their recovery goals. To improve their health and wellness and the quality of their lives. We help them understand the benefits of involving families in treatment. We want our members to be part of the community.

We encourage our members to take charge of their treatment plan. We want to make sure they know how to be active participants in their recovery. We encourage them to educate themselves on community resources.

**Mercy Maricopa's Office of Individual and Family Affairs (OIFA) is one of the ways we support our members and their families. The department's focus is on recovery through community education. It helps individuals navigate the system of care. It also ensures they have access to resources they need - when and where they need them.**

OIFA involves members and families in different ways. They work together to develop new initiatives to improve member care. They promote recovery and resiliency. And, they use their personal and professional experience to advocate for members and families. Other ways members can get involved:

- Take part in reviewing Mercy Maricopa's providers and their services
- Peer support
- Family mentor
- Join one of Mercy Maricopa's advisory or governing committees

Getting involved is an important part of recovery. It can help connect members to services. It also empowers members to take charge of their recovery goals. Many providers offer peer and family support services.

Peer support provides members:

- Resources to connect with the community
- Tools to use in times of crisis
- Help with treatment and wellness plans
- An advocate who will work with their clinical team

Another great resource for family members is the family mentor at the clinics. Family mentors help give family members a voice at the clinic. They give

families a chance to explain their unique family situation. Also, they can connect them with Mercy Maricopa's other partners so the family and their loved one's needs are fully met.

Peers and families are critical to helping members improve their overall health outcomes. That's why we work with the Arizona Peer and Family Coalition. It's an organization of peer and family member advocates. They work to make sure individuals and families have a say in the behavioral health policy decisions that affect their community. You can get more information at [www.azpeerandfamily.org](http://www.azpeerandfamily.org).

**Questions? Want to learn more about how to get involved? Or, about peer and family support resources?**

It's easy, just e-mail  
[oifateam@mercymaricopa.org](mailto:oifateam@mercymaricopa.org)

#### Contact Us

You can always call Mercy Maricopa Member Services at **602-586-1841** or toll-free **1-800-564-5465** Hearing impaired (TTY/TDD) **711** if you have questions. You can reach someone 24 hours a day, 7 days a week.

#### Mailing address

Mercy Maricopa Integrated Care  
4350 E. Cotton Center Blvd., Bldg. D  
Phoenix, AZ 85040

[www.mercymaricopa.org](http://www.mercymaricopa.org)

[www.facebook.com/mercymaricopa](https://www.facebook.com/mercymaricopa)

Twitter: [@mercymaricopa](https://twitter.com/mercymaricopa)

---

Effective April 1, 2014, Mercy Maricopa Integrated Care began operations as the Regional Behavioral Health Authority for Maricopa County. Funds for services are provided through a contract with the Arizona Department of Health Services/Division of Behavioral Health Services (ADHS/DBHS) and the Arizona Health Care Cost Containment System (AHCCCS).