

Contact the F2F HIC in your state:

ALABAMA: Family Voices of Alabama • (877) 771-3862
www.familyvoicesal.org

ALASKA: Stone Soup Group • (877) 786-7327
www.stonesoupgroup.org

ARIZONA: Raising Special Kids • (800) 237-3007
www.raisingpecialkids.org

ARKANSAS: Arkansas Disability Coalition • (501) 614-7020
www.adcpti.org

CALIFORNIA: Family Voices of California • (415) 282-7494
www.familyvoicesofca.org

COLORADO: Family Voices Colorado • (800) 881-8272
www.familyvoicesco.org

CONNECTICUT: PATH Parent to Parent/Family Voices of CT
(203) 234-9554 • www.pathct.org

DELAWARE: Delaware Family Voices, Inc. • (877) 235-3588
www.delawarefamilytofamily.org

DISTRICT OF COLUMBIA: Advocates for Justice and
Education • (888) 327-8060 • www.aje-dc.org

FLORIDA: Family Network on Disabilities of Florida, Inc.
(800) 825-5736 • www.fndusa.org

GEORGIA: Parent to Parent of Georgia • (800) 229-2038
www.p2ppga.org

HAWAII: Hilopaa Family to Family Health Information Center
(808) 791-3467 • www.hilopaa.org

IDAHO: Idaho Parents Unlimited, Inc. • (800) 242-4785
www.ipulidaho.org

ILLINOIS: The Arc of Illinois F2FHIEC • (866) 931-1110
www.familyvoicesillinois.org

INDIANA: Family Voices Indiana • (317) 944-8982
www.fvindiana.org

IOWA: Family Voices of Iowa at ASK Resource Center
(515) 243-1713 www.askresource.org

KANSAS: Families Together, Inc. • (800) 815-6364
www.familiesaltogetherinc.org

KENTUCKY: KY Family to Family Health Information Ctr
(800) 232-1160 • www.chfs.ky.gov/ccshcn/

LOUISIANA: Bayou Land Families Helping Families
(985) 447-4461 • www.blfff.org

MAINE: Maine Parent Federation • (207) 588-1933
www.mpf.org

MARYLAND: Parents Place of Maryland • (800) 394-5694
www.pppmd.org

MASSACHUSETTS: Mass Family Voices @ FCSN
(617) 236-7210 • www.massfamilyvoices.org

MICHIGAN: Michigan Public Health Institute • (800) 359-3722

MINNESOTA: PACER Center (Parent Advocacy Coalition for
Educational Rights) • (888) 248-0822 • www.pacer.org

MISSISSIPPI: University of Southern Mississippi
(601) 432-6261 • www.usm.edu/ids/f2fc

MISSOURI: Missouri Family-to-Family Resource Center at
UMKC-IHD • (800) 444-0821 • www.mofamilytofamily.org

MONTANA: Parents, Let's Unite for Kids (PLUK)
(800) 222-7585 • www.pluk.org

NEBRASKA: PTI Nebraska • (888) 490-9233
www.pti-nebraska.org

NEVADA: Family TIES of Nevada • (775) 823-9500 [Reno] or
(702) 740-4200 [Las Vegas] - www.familytiesnv.org

NEW HAMPSHIRE: New Hampshire Family Voices •
(603) 271-4525 • www.nhfv.org

NEW JERSEY: Family Voices - NJ @SPAN
(800) 654-7726 • www.spanadvocacy.org

NEW MEXICO: Parents Reaching Out (PRO) • (800) 524-5176
www.parentsreachingout.org

NEW YORK: Parent to Parent of NYS • (800) 305-8817
www.parenttoparentnys.org

NORTH CAROLINA: Exceptional Children's Assistance Center
(ECAC) • (800) 962-6817 • www.ecac-parentcenter.org

NORTH DAKOTA: Family Voices of North Dakota
(888) 522-9654 • www.fvnd.org

OHIO: Family Voices of Ohio • (877) 322-2200 x8190
www.familyvoicesohio.org

OKLAHOMA: Oklahoma Family Network
(877) 871-5072 • www.oklahomafamilynetwork.org

OREGON: Family to Family Health Information Center
(503) 494-6961 • www.oregonfamilytofamily.org

PENNSYLVANIA: Parent Education & Advocacy Leadership Ctr
(PEAL) • (866) 950-1040 • www.pealcenter.org

RHODE ISLAND: Rhode Island Parent Information Network
(RIPIN) • (800) 464-3399 • www.ripin.org

SOUTH CAROLINA: Family Connection of South Carolina
(800) 578-8750 • www.familyconnectionsco.org

SOUTH DAKOTA: South Dakota Parent Connection
(800) 640-4553 • www.sdparent.org

TENNESSEE: Tennessee Disability Coalition
(888) 643-7811 • www.tndisability.org

TEXAS: Texas Parent to Parent • (866) 896-6001
www.txp2p.org

UTAH: Utah Family Voices Health Information Center
(800) 468-1160 • www.utahfamilyvoices.org

VERMONT: Vermont Family Network • (800) 800-4005
www.VermontFamilyNetwork.org

VIRGINIA: Partnership for People with Disabilities @ VCU
(877) 567-1122 • www.centerforfamilyinvolvement.org

WASHINGTON: PAVE • (800) 572-7368 • www.wapave.org

WEST VIRGINIA: WV Parent Training and Information (WVPTI)
(304) 624-1436 • http://wvf2f.org

WISCONSIN: Family Voices of Wisconsin • (608) 220-9598
www.fvofwi.org

WYOMING: Wyoming Institute for Disabilities,
(888) 989-9463 • www.uwyo.edu/wind/f2f



Family-to-Family Health Information Centers

*Helping families of children and youth
with special health care needs
and the professionals who serve them*



FAMILY VOICES[®]
National Center for
Family / Professional Partnerships

What are Family-to-Family Health Information Centers (F2F HICs)?

F2F HICs are family-staffed organizations that assist families of children and youth with special health care needs (CYSHCN) and the professionals who serve them. Some F2F HICs are independent nonprofits; others are part of collaborative nonprofit organizations or agencies. All F2F HICs have a strong commitment to and expertise about CYSHCN.

There are about 11.2 million CSHCN under the age of 18 in the US.*

How do F2F HICs help families?

F2F HICs are uniquely able to help families because they are staffed by family members who have first-hand experience and training in navigating complex health care services and programs. Staff understand the issues that families face and are well qualified to help families make informed decisions.



About 65% of CSHCN have more complex needs that go beyond a primary need for prescription medicine.*

What do F2F HICs do?

Each F2F HIC reflects the needs and character of the community and state that it serves. While organizational structure, location, partnerships, and involvement in specific initiatives vary, every F2F HIC provides support, information, resources, and training to the families of CSHCN and the professionals who serve them.

*National Survey of Children with Special Health Care Needs. NS-CSHCN 2009/10. Data query from the Child and Adolescent Health Measurement Initiative, Data Resource Center for Child and Adolescent Health website. Retrieved 01-14-2013 from www.childhealthdata.org.

All F2F HICs provide:

- ♥ Assistance to families and professionals in navigating health care systems
- ♥ Information, education, training, support and referral services
- ♥ Outreach to underserved / underrepresented populations
- ♥ Guidance on health programs and policy
- ♥ Collaboration with other F2F HICs, family groups, and professionals in efforts to improve services for CYSHCN
- ♥ Evaluation and outcome assessment

How are F2F services paid?

Most services provided by F2F HICs are free to families and professionals. The F2F HIC grant program was established in all States and DC by the Family Opportunity Act of 2005 and subsequent laws funded F2Fs through FY 2013. The Bipartisan Budget Act of 2013 has provided partial F2F funding for FY 2014 and legislation for further funding is pending. Funds are awarded by the Health Resources and Services Administration (HRSA), Maternal Child Health Bureau (MCHB) through a competitive grant process.

How have F2F HICs made a difference?

In FY2013, F2F HICs served almost one million family members and 350 thousand professionals. Families report the positive impact of F2F HIC services: 91% of families report that the assistance and training they received has made them better able to partner in decision-making, better able to navigate services, and more confident about getting health care services their child needs.

“As an RN Case Manager I know that families with children who have disabilities need to know what services are available and how to obtain those services; they need the support of others, especially of those who are in similar situations. No single organization can offer as much and do it as well as Delaware Family Voices (F2F HIC).”

Questions frequently asked of F2F HICs:

- Is there a health insurance program that will pay for my child's medical needs?
- Can you help me understand the ACA?
- Medicaid has denied payment of some of my child's services. What do I do now?
- My child is very medically complicated. How can I best work with her doctors?
- Where can I find a support group for families of children with my child's disability?
- How can you help us to develop a Family Advisory Committee at our hospital?
- Do you have materials appropriate for our growing immigrant community?
- We'd like to set up a family-faculty training program. Can you help?



As the National Center for Family / Professional Partnerships, Family Voices provides technical assistance, training, and connections among F2F HICs and partnering organizations. For more information, contact:

**Family Voices, Inc.
3701 San Mateo NE, Suite 103
Albuquerque, NM 87110
Tel: (888) 835-5669 Fax: (505) 872-4780
www.familyvoices.org • www.fv-ncfpp.org**

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