

## 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.ppm.org

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

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

**MINNESOTA:** PACER Center & Family Voices of Minnesota •  
(888) 248-0822/www.pacer.org • (866) 334-8444/  
www.familyvoicesofminnesota.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 of 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:** Ohio Family to Family Health Information Center at  
Cincinnati Children's Hospital • (513) 803-3846

**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**<sup>®</sup>  
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 with special health care needs (CSHCN) 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 CSHCN.

**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](http://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 CSHCN and their families
- ♥ 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 2017. 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 FY 2015, F2F HICs served almost one million family members and 350 thousand professionals. Families report the positive impact of F2F HIC services: 92% of families feel the assistance and training they received has made them better able to partner in decision-making and better able to navigate services, and 90% feel 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.  
P.O. Box 37188  
Albuquerque, NM 87176  
Tel: (888) 835-5669 Fax: (505) 872-4780  
[www.familyvoices.org](http://www.familyvoices.org) • [www.fv-ncfpp.org](http://www.fv-ncfpp.org)**

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