

Contact the F2F 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: Hilopa'a 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.familiestogetherinc.org

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

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

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

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

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

MICHIGAN: Michigan Public Health Institute • (800) 359-3722
- f2fmichigan.org

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: The Rural Institute for Inclusive Communities
(406) 243-4570 • ruralinstitute.unt.edu

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: Family Resource Center South Atlantic -
(919) 834-9300 • www.frcsa.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
<https://www.ohiof2f.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 University Center for Excellence in Disabilities (CED) - (304) 205-6434 • f2f.cedwvu.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

Leadership in Family and Professional Partnerships

What are Family-to-Family Health Information Centers (F2Fs)?

F2Fs are family-staffed organizations that assist families of children with special health care needs (CSHCN) and the professionals who serve them. Some F2Fs are independent nonprofits; others are part of collaborative nonprofit organizations or agencies. All F2Fs 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 F2Fs help families?

F2Fs 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.



What do F2Fs do?

Each F2F 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 provides support, information, resources, and training to the families of CSHCN and the professionals who serve them.

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

All F2Fs 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 F2Fs, 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 F2Fs are free to families and professionals. The F2F grant program was established in all States and DC by the Family Opportunity Act of 2005, and subsequent laws funded F2Fs through FY 2024. In September 2018, eight new F2Fs were funded to serve the five U.S. territories and three organizations were funded to serve American Indians/Alaskan Natives. (See below.) Funds are awarded by the Health Resources and Services Administration (HRSA), Maternal Child Health Bureau (MCHB) through a competitive grant process.

How have F2Fs made a difference?

In 2017, F2Fs served almost one million family members and more than 400 thousand professionals. Families report the positive impact of F2F 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.

Newly Funded F2Fs

Serving Tribal Communities:

ALASKA NATIVE F2F: Stone Soup Group
stonesoupgroup.org

NAVAJO NATION F2F: Navajo Family Voices/Indian Country Grassroots • navajofamilies.org

NEW MEXICO/ARIZONA TRIBAL COMMUNITIES F2F: Parents Reaching Out (NM) • parentsreachingout.org
Raising Special Kids (AZ) • raisingspecialkids.org

Serving U.S. Territories:

AMERICAN SAMOA: Department of Health

GUAM: Department of Public Health & Social Services

NORTHERN MARIANA ISLANDS: Commonwealth Healthcare Corporation

PUERTO RICO: University of Puerto Rico Medical Sciences Campus

U.S. VIRGIN ISLANDS: Virgin Islands Developmental Disabilities Council, Inc.

Questions frequently asked of F2Fs:

- *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 Leadership in Family and Professional Partnerships, Family Voices provides technical assistance, training, and connections among F2Fs and partnering organizations. For more information, contact:

**Family Voices, Inc.
(888) 835-5669 • www.familyvoices.org**

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*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.