

The following F2F HICs are funded by MCHB through the Family Opportunity Act:

ARIZONA: Raising Special Kids, Inc. • (602) 242-4366 or AZ only (800) 237-3007 • www.raisingpecialkids.org

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

COLORADO: Family Voices of Colorado at CP of CO (303) 973-5780 or toll free (800) 881-8272. www.familyvoicesco.org

CONNECTICUT: UConn Center on Disabilities (860) 679-1500

DELAWARE: Delaware Family Voices @ University of Delaware Center for Disabilities Studies • (302) 831-1705

DISTRICT OF COLUMBIA: Family Voices of DC, Inc. (202) 230-8201

FLORIDA: Florida Institute for Family Involvement (FIFI) Toll free (877) 926-3514 • www.fifionline.org

GEORGIA: Parent to Parent of Georgia, Inc. • (770) 451-5484 www.parenttoparentofga.org

HAWAII: Hilopa'a Family to Family Health Information Center (808) 791-3467 • <http://hilopaa.org>

ILLINOIS: The Arc of Illinois • (708) 560-6703 or IL only (866) 931-1110 • www.thearcofil.org/familytofamily

INDIANA: About Special Kids, Inc. • (317) 257-8683 or Toll free (800) 964-4746 • www.aboutspecialkids.org

KANSAS: Families Together, Inc. (316) 945-7747 or Toll free (888) 815-6364 • www.familiesaltogetherinc.org

LOUISIANA: Bayou Land Families Helping Families (985) 447-4461 or toll free (800) 331-5570 www.blfffh.org

MAINE: Maine Parent Federation • (207) 623-2144 or ME only (800) 870-7746 • www.mpf.org

MARYLAND: Parents Place of Maryland • (410) 768-9100 or toll free (800) 394-5694 • www.ppmf.org

MASSACHUSETTS: Mass Family Voices @ FCSN 617-236-7210 x. 210 or MA only (800) 331-0688 x. 210 www.massfamilyvoices.org

MICHIGAN: Family Center for Children and Youth with Special Health Care Needs • (517) 241-7197 or MI only (800) 359-3722

MINNESOTA: Parent Advocacy Coalition for Educational Rights (PACER) (952) 838-9000 or toll free (888) 248-0822 www.pacer.org

MISSISSIPPI: University of Southern Mississippi (601) 432-6876 or toll free (866-883-4474) or TTY# (888) 671-0051

MISSOURI: Missouri Developmental Disabilities Resource Center at UMKC-IHD • (816) 235-1763 or MO only (800) 444-0821 • www.moddrc.org

MONTANA: Parents, Let's Unite for Kids (PLUK) (406) 255-0540 or MT only (800) 222-7585 www.pluk.org

NEBRASKA: PTI Nebraska • (402) 934-1488 or Toll free: (800) 284-8520 • www.pti-nebraska.org

NEVADA: Family TIES of Nevada, Inc. • (775) 823-9500 or Toll free (866) 326-8437 • www.familytiesnv.org

NEW HAMPSHIRE: NH Family Voices @ PIC (603) 271-4525 or NH only (800) 852-3345 x. 4525 www.nhfv.org

NEW JERSEY: Statewide Parent Advocacy Network (SPAN) (973) 642-8100 Ext. 110 or toll free (800) 654-SPAN (7726) • www.spannj.org

NEW MEXICO: Parents Reaching Out (PRO) • (505) 247-0192 or NM only (800) 524-5176 • www.parentsreachingout.org

NEW YORK: Parent-to-Parent of New York State (518) 359-3006 or (866) 727-6970 www.parenttoparentnys.org

NORTH CAROLINA: Exceptional Children's Assistance Center (ECAC) • (704) 892-1321 or NC only (800) 962-6817 www.ecac-parentcenter.org

NORTH DAKOTA: Family Voices of North Dakota, Inc. (701) 493-2634 or ND only (888) 522-9654 www.fvnd.org

OKLAHOMA: Oklahoma Family Network (405) 203-8745 • www.oklahomafamilynetwork.org

OREGON: Oregon Family Support Network • (503) 494-7657

PENNSYLVANIA: Parent Education & Advocacy Leadership Ctr (412) 281-4404 or toll free (866) 950-1040 www.pealcenter.org

RHODE ISLAND: Rhode Island Parent Information Network (RIPIN) (401) 727-4144 x. 158 or RI only (800) 464-3399 x. 158 • www.ripin.org

SOUTH DAKOTA: South Dakota Parent Connection (605) 361-3171 or SD only (800) 640-4553 www.sdparent.org

TENNESSEE: Tennessee Disability Coalition (615) 383-9442 x. 13 or TN only (888) 643-7811 www.tndisability.org/familyvoices

TEXAS: Texas Parent-to-Parent • (512) 458-8600 or TX only (866) 896-6001 • www.txp2p.org

UTAH: Utah Family Voices at the Utah Parent Center (801) 808-4220 or UT only (800) 829-8200 www.utahfamilyvoices.com

VERMONT: Vermont Family Network • (802) 764-5290 or VT only (800) 800-4005 • www.VermontFamilyNetwork.org

VIRGINIA: Partnership for People with Disabilities @ Virginia Commonwealth University • 804-827-0202 or toll free (877) 264-8366 • www.vcu.edu/partnership

WASHINGTON: Washington PAVE • (253) 565-2266 or Toll free (800) 572-7368 • www.familyvoicesofwashington.com

WISCONSIN: Family Voices of Wisconsin • (608) 233-3726 www.wfv.org/fv

The following F2F HICs are funded by other sources:

IDAHO: Idaho Parents Unlimited (IPUL) • (208) 342-5884 or ID only (800) 242-4785 • www.ipulidaho.org

SOUTH CAROLINA: Family Connection of SC (803) 252-0914 or SC only (800) 578-8750 www.familyconnectionsco.org

Family-to-Family Health Information Centers (F2F HICs)

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



FAMILY VOICES[®]

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About F2F HICs

Family-to-Family Health Information Centers (F2F HICs) are nonprofit family-run organizations that assist families of children and youth with special health care needs (CYSHCN) and the professionals who serve them. F2F HICs offer information, resources, and options for informed decision-making. There are about 10.2 million CYSHCN under the age of 18 in the United States.



Because the health care needs of CYSHCN are chronic and complex, parents and caregivers often struggle to find the resources and services their children need. F2F HICs are in a unique position to help families. F2F HICs are led by parents of CYSHCN who, as parents themselves, have experienced first hand the maze of services and programs designed to help CYSHCN.

Staff at F2F HICs understand the issues that families face and help them make their own informed decisions. F2F HIC staff provide information and options, offer a multitude of resources, and tap into a network of other families and professionals for support and information.

Family Voices, through the National Center for Family / Professional Partnerships and other grants, provides technical assistance, training, and connections among F2F HICs and with other partnering organizations.



Activities of F2F HICs

Each Family-to-Family Health Information Center is unique, reflecting the needs and character of the community and state that it serves. Expertise and interests vary, as do the locations, partnerships and funding arrangements. Nonetheless, F2F HICs have many consistent functions and activities, including the following:

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

“When I hung up the phone after talking with you twice in two days and then speaking with another family, it made me cry. I felt like I have stumbled into a community where folks are looking out for each other... or in this case... our children. I appreciate all of the help you provide.” A parent from ND

Funding for F2F HICs

The Health Resources and Services Administration (HRSA), Maternal Child Health Bureau (MCHB) provides the primary funding support for F2F HICs, as authorized by the Family Opportunity Act (FOA), legislation signed into law in 2006 (as a part of the Deficit Reduction Act). As of June 2008, HRSA MCHB funding supports F2F HICs in 41 states/territories. By 2009, all states should have FOA-funded F2F HICs. Prior to the passage of FOA, funding from the Centers for Medicare and Medicaid Services (CMS) and MCHB supported F2F HICs in many states. A few other family organizations obtained state funding to conduct F2F HIC activities.

F2F HICs may be independent organizations or part of broad-based nonprofit organizations or agencies. Regardless of their organizational structure, all F2F HICs have a strong commitment to and expertise about children and youth with special health care needs.



Examples of Innovative F2F HIC Activities

Raising Special Kids (AZ) has developed a comprehensive training curriculum on health care delivery systems available online.

Parent to Parent of New York State developed an interactive, online training course to train support parents in their parent to parent matching program.

Parents, Let's Unite for Kids (MT) and Family Voices of Tennessee have used videoconferencing to increase rural families' access to training.

Parent Advocacy Coalition for Educational Rights (MN) created a multicultural center that provides information and assistance to diverse communities.

Family to Family Center at the Statewide Parent Advocacy Network (NJ) formed a partnership with three hospitals that serve many CYSHCN and has established a Community Health Resource Center on-site at each.