

F2F HIC FACT-SHEET

The Administration on Aging and the Health Resources Service Administration (HRSA), Maternal and Child Health Bureau (MCHB) has teamed up to provide webinar training to ADRCs and their many partner organizations to learn about the Family to Family Health Information Centers network and their services.

“Continuum of care across the life span for pediatrics to geriatrics”

What are F2F HICs?

Family-to-Family Health Information Centers (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. F2F HICs provide support, information, resources, and training around health issues. F2F HICs are uniquely able to help families because **they are staffed by family members who have first-hand experience navigating the maze of health care services and programs for CYSHCN**. This intimate understanding of the issues that families face make F2F staff exceptionally qualified to help families navigate health systems and make informed decisions.

Some F2F HICs are independent nonprofits; others are part of collaborative nonprofit organizations or state agencies. All F2F HICs have a strong commitment to and expertise about CYSHCN.

How do F2F HICs help?

Each F2F HIC is unique, reflecting the needs and character of the community and state that it serves. Organizational structure, locations, partnerships, and specific initiatives may vary. However, 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

Since the enactment of the ACA, the F2F HICs have been contributing to the accomplishment of the legislated aims in each of the 50 States and the District of Columbia in the following ways:*

- Served 971,746 families via 1-to-1 assistance, listservs, newsletters, trainings, conferences, etc. on topics such as caring for their CYSHCN, community-based services, adequate insurance and other resources, early and continuous screening, youth transition to adulthood, etc.

- Served/trained 367,462 professionals on topics such as partnering with families, medical home, etc.
- Worked with and outreached to 784 state agencies/programs in an effort to build models of collaboration between families and professionals among other activities. These included, but were not limited to:
 - Title V MCH/CSHCN programs, Medicaid, private insurance, SAMHSA grants, juvenile justice, HUD, foster care/adoption, early intervention, Head Start, education, parks and recreation, Mexican consulate, and the Brain Injury and Epilepsy Associations/Foundations, vocational rehabilitation ,etc.
- Served/worked with 543 community-based organizations to assist them in providing services to their populations and/or obtain their information to better serve our CYSHCN families. These included, but were not limited to:
 - Faith-based, ethnic specific and immigrant organizations, universities, and hospitals, Health Care Quality Organizations/Programs, State Chapters American Academy of Pediatrics, nursing associations and medical schools, Independent Living Centers, Aging and Disability Resource Centers, Community Health Centers, and University Centers for Excellence in Disabilities, etc.
- Provided technical assistance and training to 25,605 family members and youth who, in turn, served on CYSHCN systems building activities such as boards, task forces, committees, etc.
- 80% of (or 41 total) F2F HICs now have staff serving on State level Commissions, Task Forces, etc.
- In FY 2010, 81% of families served by F2F HICs said that the centers were somewhat useful, very useful or extremely useful in helping them to be better able to partner in decision making at any level and 90% reported that F2Fs helped them find or navigate community services.
- 100% of the F2F HICs are staffed by family leaders of CSHCN and by professionals.

*Data collected from MCHB Discretionary Grants Information System, Reporting Year 2010 from a total of 50 States and MCHB program records