What We Do

At FIC, we provide assistance and support to parents and caregivers raising children with emotional, physical, and behavioral health needs.

Our Vision

Healthy, resilient children and families who are valued and involved in shaping their own care, as well as programs and policies impacting children’s services.

Who We Serve

We help parents who are navigating child-serving systems, such as: Schools, the Department of Child Safety, Juvenile Justice, the Division of Developmental Disabilities, Behavioral and Physical Health Care, Foster Care and more.

Our Programs and Services

For Parents and Caregivers:
- Parent-to-Parent Support
- Parent Assistance Line
- Parent Education and Training
- Family Leadership Opportunities
- Educational Advocacy
- Information and Referral
- Respite Care Services
- Training and Technical Assistance

For Youth:
- Individual Mentoring
- Skill-Building Education
- Prosocial Activities
- Year-long and Summer Programming
- After-school and Intersession Programming

Benefits of Parent-to-Parent Support

- Increases parent’s self-efficacy
- Reduces isolation, shame, and blame
- Talk with someone who understands
- Learn from a parent who had similar experiences
- Models hope
- Solution-focused problem solving
- Increased confidence and advocacy skills
- Receive reassurance and helpful information

For more information or to schedule an appointment, call us at (602) 288.0155 or toll-free at (877) 568-8468.

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Family Involvement Center (FIC) Programs

Parent Support Services
FIC offers a Parent-to-Parent program designed to help parents meet their child’s needs at home, in school, and in the community. Through this program, parents are matched with a Parent Partner (Phoenix/Maricopa County) or a Family Support Partner (Northern Arizona). These trained professionals are also parents of children with emotional, physical, and/or behavioral health needs. They work together with parents - helping them set and achieve goals that meet their family’s needs and build the self-confidence they need to advocate for their child on their own.

State-wide Parent Assistance Line
Phone-based and walk-in support is provided by our Parent Assistance Center (PAC) Monday through Friday from 8:30am to 5:00pm in English or Spanish. PAC staff are trained professionals who are also parents of children with emotional, physical, and/or behavioral health needs. They listen, provide helpful information, discuss options, offer encouragement, and assist parents (or professionals working with parents) in identifying services (available at FIC and elsewhere) that will address their child’s and family’s needs.

Youth Development & Support Services (YDSS)
YDSS includes a variety of prosocial and skill-building activities for youth ages 8 through 17 enrolled in behavioral health services, including year-long and summer programs. Our goal is to support youth by providing opportunities for them to increase their individual skills, empowering them to achieve their goals and successful outcomes as they navigate the challenges of growing up. YDSS is committed to providing youth-driven programming and purposefully engaging youth in planning and decision-making specific to YDSS activities.

Education and Training
Family Involvement Center (FIC) offers a wide range of parent education and training courses delivered by parents with lived experiences in raising children with special needs. Classes focus on increasing confidence in parenting, skill building and creating parent-to-parent connections.

Respite Services
Trained Respite Care Providers assume the duties of the caregiver for a brief period of time to give parents or guardians a break from the strain of parenting a child complex needs and/or challenging behaviors. The setting in which respite services are received should be the most appropriate to the family situation. This may include a person’s home or community settings. When respite services are provided in a home setting, household routines and preferences are respected and maintained.