



## Family Connects Ohio

### External Help Desk FAQs & Talking Points

FAQ	Talking Points
<b>Family Connects Ohio (FCO) Program Overview</b>	
<b>1. What is the FCO program?</b>	<ul style="list-style-type: none"> <li>• FCO is a universal home visiting program that is designed to meet the needs of new families across Ohio.</li> <li>• FCO offers home visits to families with a new baby.               <ul style="list-style-type: none"> <li>○ Visits generally occur around three weeks after the child is born.</li> <li>○ Supports are tailored to meet the unique needs of a family with a newborn baby.</li> <li>○ These services come at no cost to new families and include a physical exam for both mom and baby and screening for any postnatal health complications. The nurse answers any questions about caring for the new baby and provides referrals to other services and resources to support the family.</li> </ul> </li> <li>• FCO is a program offered under the <a href="#">Help Me Grow</a> umbrella of services.               <ul style="list-style-type: none"> <li>○ Help Me Grow is a system of supports for pregnant women, caregivers with new babies, and families with young children with developmental delays and disabilities.</li> </ul> </li> </ul>
<b>2. Who does FCO serve?</b>	<ul style="list-style-type: none"> <li>• Every family, including bereaved and adoptive families, in participating counties is eligible to receive a nurse home visit around three weeks, but up to 12 weeks, after they bring their new baby home to ensure that new moms and babies are both doing well.</li> </ul>
<b>3. How much does an FCO home visit cost?</b>	<ul style="list-style-type: none"> <li>• Home visits are free, and all families in participating counties in Ohio are eligible, regardless of income.</li> </ul>
<b>4. What is the goal of FCO?</b>	<ul style="list-style-type: none"> <li>• FCO directly supports one of the Ohio Department of Children and Youth’s (DCY) big goals, which is to reduce Ohio’s infant mortality rate and ensure babies in Ohio live to see their first birthdays.</li> <li>• FCO aims to help children and families thrive, impacting the health, safety, and school-readiness of children, maternal health, and family stability and financial security.</li> <li>• FCO provides an opportunity for families to receive support and get connected to the continuum of programs offered by DCY and other partners that are able to serve as additional resources throughout childhood.</li> </ul>
<b>5. What positive benefits are associated with introducing FCO?</b>	<ul style="list-style-type: none"> <li>• Data reported by <a href="#">Family Connects International</a> shows that this model of universal home visiting leads to fewer trips to the emergency room or overnight hospital stays for babies.</li> <li>• Mothers participating in Family Connects programs are 30% less likely to experience possible post-partum depression or anxiety.</li> <li>• Families participating in Family Connects reported having stronger bonds between parents or caregivers and babies.</li> </ul>



**FCO Launch**

<p><b>6. Has FCO already launched and when does DCY intend to expand to additional counties?</b></p>	<ul style="list-style-type: none"> <li>• The FCO program kicked off in Summer 2024 in 11 counties.</li> <li>• Currently, services are available in Darke, Erie, Fayette, Greene, Guernsey, Hamilton, Huron, Mahoning, Noble, Shelby, and Trumbull counties as part of the initial roll out of FCO, with the aim of expanding to additional Ohio counties in the future.</li> </ul>
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<p><b>7. How many families might DCY serve in the first year of FCO?</b></p>	<ul style="list-style-type: none"> <li>• At DCY, our goal is to serve approximately 2,000 new families within this program’s first year.</li> </ul>
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**FCO Information for Families**

<p><b>8. How can I sign up for an FCO home visit?</b></p>	<ul style="list-style-type: none"> <li>• Families can sign up for an FCO home visit via the Help Me Grow referral link <a href="https://ochids.odh.ohio.gov/public/refer">https://ochids.odh.ohio.gov/public/refer</a>.</li> <li>• If you are not the child’s parent, you may still make a referral. Help Me Grow will first contact the child’s parent before proceeding.</li> <li>• Making a referral to Help Me Grow is the first step for parents who have questions or concerns about their infant or child. In addition to FCO, referral to Help Me Grow opens the door to many programs that support families including Early Intervention, Home Visiting, and the Women, Infants, and Children (WIC) Program.</li> </ul>
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**FCO Information for Providers**

<p><b>9. How do I provide services with FCO?</b></p>	<ul style="list-style-type: none"> <li>• Partner / provider agencies were selected to provide services through FCO through a solicitation process.</li> <li>• DCY may release an additional competitive solicitation for additional providers in the future.</li> <li>• If you are interested in applying to offer FCO services in your community, please review the Request for Grant Applications (RFGA) and apply at: <a href="https://grantsportal.ohio.gov/Public/FundingOpportunityDetails?detailid=97adabb8-c297-f011-8f16-00505680042e">https://grantsportal.ohio.gov/Public/FundingOpportunityDetails?detailid=97adabb8-c297-f011-8f16-00505680042e</a>, and for questions about applying for this grant opportunity, please reach out to: <a href="mailto:procurement_inquiries@childrenandyouth.ohio.gov">procurement_inquiries@childrenandyouth.ohio.gov</a>. This application is now open and will close on October 22, 2025.</li> </ul>
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**Learn More About FCO**

<p><b>10. How can I learn more about the FCO program?</b></p>	<ul style="list-style-type: none"> <li>• For more information about FCO or to refer someone to the program, visit <a href="https://www.helpmegrow.org/FamilyConnects">https://www.helpmegrow.org/FamilyConnects</a>.</li> <li>• For more information and resources for providers, please visit <a href="https://www.helpmegrow.org/Providers">https://www.helpmegrow.org/Providers</a>.</li> </ul>
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