



FAQs for Family Connects Families

Why would I want a Family Connects visit?

Research shows that families who participate in Family Connects are less anxious, learn more about child care resources, and their babies need less emergency care at hospitals. When parents feel supported and confident in the care of their newborn, they connect better with the infant.

Does the Family Connects visit take the place of a Well Child Check?

The program is *not* intended to replace well-baby visits or other home visits—in fact quite the opposite, as the nurses are trained to make sure well-baby visits are scheduled and on the calendar.

Where does the visit take place?

We encourage in-person visits at your home or another mutually agreed-upon location. This gives our nurses the best opportunity to provide you with customized services for you and your baby. Special modifications can be made at the time of scheduling if you have concerns about COVID-19 or if an in-home visit would be difficult in your personal situation.

Will the Family Connects visits cost me money?

The Family Connects visit is entirely covered by insurance. You do not have to pay for any Family Connects visit.

I have private insurance; can I still get a Family Connects visit?

Yes! As of January 1, 2023, we are able to offer Family Connects visits to all families with newborns, regardless of insurance coverage.

What if I don't have insurance (or only have emergency insurance)?

The Family Connects visits are covered by your baby's insurance, not the caregiver's insurance. This means that it doesn't matter which insurance the caregivers have or don't have because only the baby's insurance is billed.

Is Family Connects available for adoptive parents? For transgender parents? For same-sex marriage parents? To primary/secondary caregivers who are not mothers? To foster homes? Absolutely.

The Family Connects home visit is offered at about 3 weeks after birth. What happens if my baby stays longer in the NICU (e.g., premature birth, birth complications)?

You will still be eligible for a home visit when you and your baby are ready to go home. Additionally, there are two other nurse home visiting programs available through your county that your family may qualify for: Babies First! and CaCoon. Both of these nurse home visiting programs are long-term visiting programs and may be more appropriate for your situation.

Do the nurses collect information on my citizenship status?

No.



When will my county be covered?

As the program rolls out across the region, and amid a pandemic, we are starting with just a handful of communities before scaling up. Oregon will be the first state to implement this model statewide, so it is important to roll out the program slowly to identify and work through any issues that arise.

If my baby was born in Marion or Polk counties but I live outside these counties, am I eligible for Family Connects?

Marion and Polk Family Connects visits are only offered to individuals living within these two counties. Polk County is not currently offering Family Connects visits; however, visits will be offered in the future. Oregon is rolling out the Family Connects program across the entire state in stages. You can check to see if your county is currently covered at the Oregon Health Authority Family Connects Oregon website [here](#).

If my official address is in Marion or Polk counties but I actually live outside these areas (e.g., family arrangements for new baby, new marriage, etc. changed my living situation), can I participate?

No, you need to reside within Marion or Polk counties to receive the Family Connects services from Family Connects Marion and Polk. The region where you live may actually be served by a Family Connects program in your county. [Check here](#) to see which other counties are currently being served by a Family Connects Oregon program.

Can I participate in other home visiting programs while enrolled in Family Connects? Can the visiting nurse combine these programs in the same visit?

Yes, you are actually encouraged to participate in other home visiting programs—Healthy Families Oregon and Early Head Start are two examples of such programs. During the Family Connects visit, however, the nurse only conducts the Family Connects visit, as it is specifically a nurse home visit. They cannot combine other home visiting programs in the same visit, although families can be referred to other programs for additional support and visits.

What happens with the data the nurse collects at a visit?

Information is shared with Family Connects International to monitor how the Family Connects program helps families and to evaluate the program. In addition, the data is used to refer families to local agencies for identified needs.

If I am referred to another community agency, how do I connect with them (i.e., do I call them? Or do they call me?)?

It depends on the referral. At the end of each visit, the nurse discusses with families the next steps on how to access referrals (this includes talking about who will initiate contact to each referral).

Do Family Connects nurses help me sign up for WIC?

Family Connects nurses themselves do not help clients sign up for WIC, but they can help refer you to WIC.

Will it be reported if I or other people in my household use drugs, alcohol or tobacco? Family Connects nurses are not required to report the presence or use of alcohol, tobacco or other legal drugs in the home if their use does not pose a potential harm to the child. However, if the substances are accessible to the child or present a safety risk, Family Connects nurses are mandatory reporters and are legally obligated to notify ODHS.