



Right From The Start (RFTS) Home Visitation Program

1. What is Home Visitation?

RFTS home visitation services provide helpful information and support to you as a pregnant woman, new mother or father, or other caregiver in the comfort and privacy of your own home. These visits will help you to build strong and nurturing relationships with your children to ensure that your babies and young children grow up healthy, happy and safe.

2. Who Will Come to My Home?

RFTS home visitors called, Designated Care Coordinators, are experienced, trusted, highly trained, caring registered nurses and licensed social workers who live and work in the community they serve. The nurses and social workers are employed by various agencies statewide throughout WV. Visit frequency varies and there is no limit to the number of visits you can receive. Typically, visits begin for women during early pregnancy and continue until you reach the end of your second postpartum month. Infant visits begin soon after the baby is born and continue until the baby reaches age one year. Visits are tailored according to the information and support you and your family may request.

3. Why Should I Participate In Home Visits?

Pregnancy – This is an exciting time for many women. It can also be stressful because lots of questions and concerns arise during pregnancy, even if this is not your first pregnancy. Home visitors provide helpful information about having a healthy pregnancy so you are able to make important decisions about your health. They will also help to link you to prenatal care, health care after the birth of the baby, WIC, transportation, social services and community resources that may be helpful to you and your family.

Infant – Visits to you and your newborn focus on infant care such as bathing, feeding and calming a colicky baby. Information and support in the privacy of your home help you balance care for your new baby with other family responsibilities, and ensure that your baby has resources for good health such as - WIC, health insurance, available well-child care, growth and development checkups, immunizations and lead screening.

4. How Do I Get Home Visiting Services?

You may get a referral to RFTS in several ways:

- If you are pregnant, your doctor may suggest a referral to RFTS during your prenatal care visits or your baby's pediatrician may refer you to RFTS.

- You may also learn about home visiting programs during pregnancy or as a new parent through the WIC Program, from community outreach workers, or from other health and social service agencies in your community.
- You may receive a letter by mail from the WV Office of Maternal, Child and Family Health offering services for you or your baby.
- If your baby scored as a High Birth Score infant at time of delivery, you will receive a call from a RFTS DCC to suggest follow up.
- You may refer yourself to RFTS during pregnancy and you may also request services for your baby.
- You must be eligible for WV Medicaid or RFTS Maternity Services for your pregnancy and your baby must be eligible for WV Medicaid.

Once the referral is received, a Designated Care Coordinator will schedule a home visit to meet and talk with you about available services and programs that match your needs and desires. Your participation in any of these services is completely your choice. You may choose your home visitor and you may discontinue services any time you desire to do so.

5. What comments have others made about RFTS services they received?

- “My care coordinator is good at what she does and I feel like I can count on her.”
- “She was very good in explaining things and listening.”
- “She was extremely helpful with any questions I had and the suggestions she gave me helped me to make many parental decisions that I am comfortable with.”
- “My care coordinator was very polite and nice. She serviced my 2nd pregnancy and I knew I wanted her for my third pregnancy. She was very nice to me. I give her thanks every day. Keep up the good work. She is like family.”
- “They actually called again and again in the beginning and worked with me on our conflicting schedules. They made me feel important and like they wanted to meet with me. They had very helpful resources too.”
- “My care coordinator was very comforting to me and was someone to talk to while dealing with postpartum depression. I will miss having her.”
- “She was great. She was not just a RFTS worker. She became a great friend.”
- “My nurse from RFTS was wonderful. She made me feel assured about every aspect of raising my child and complimented that I was a good Mother. I think this is a wonderful program.”