

A Year in Review

July 1, 2020 to June 30, 2021

Welcome Family offers a universal, one-time nurse home visit to all caregivers with newborns up to eight weeks postpartum in Boston, Fall River, Lowell, Holyoke and Springfield. *A Year in Review* shares annual program updates and accomplishments with our partners.

Highlights from the Year

- 1,745 families with newborns served this year through virtual visits.
- 12,058 families served since the program began in September 2013.
- The most common referrals nurses offered were to SNAP, home visiting (Healthy Families, Parents as Teachers, Early Intervention Parenting Partnerships Program), and WIC.
- Welcome Family offered virtual visits during the COVID-19 pandemic. Telehealth has allowed the program to reach families that otherwise would not have received an in-person visit, e.g., due to distance, scheduling, or other barriers.
- Welcome Family programs piloted and informed the development of the [Racial Equity Data Road Map: Data as a Tool Towards Ending Structural Racism](#).

Family Testimonials

- “It was so helpful to have a lactation consultant come right when my milk was coming in, to help us figure out strategies to successfully breastfeed.”
- “[It was helpful] to have support in a vulnerable time despite it being my second child.”
- “The nurse’s way of making me feel comfortable to ask for anything I needed. Like helping me with WIC and helping me getting started with Healthy Families and Early Intervention.



Looking Forward...

- Welcome Family will continue to offer both in-person and virtual home visits for the near future.
- Welcome Family contracts with the Department of Public Health (DPH) end on June 30, 2022. To continue Welcome Family services, DPH will open a competitive application process this winter.

Thank you for your continued support!



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