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**Metrocare Services expands postpartum in-home nurse visiting program to Dallas**

**[Dallas, Texas, April 19<sup>th</sup>, 2022]** – [Metrocare Services](#) announces the expansion of a regional collaborative model nationally proven to improve maternal and infant health outcomes. [Family Connects North Texas](#) brings postpartum in-home nurse visits free of charge to any parent of a newborn delivering at Texas Health Presbyterian Hospital Dallas. The evidence-based program – tailored to address the highest, most urgent needs of parents with newborns in the hospital and afterward at home – is now available to parents of newborns at Margot Perot Center for Women and Infants at Texas Health Dallas.

Family Connects North Texas is a regional program through a partnership with Family Connects International, led by [My Health My Resources of Tarrant County](#) (MHMR), [TexProtects](#), [United Way of Metropolitan Dallas](#) and [Metrocare](#). TexProtects and United Way of Metropolitan Dallas provide community outreach and alignment, as well as recruitment efforts, while MHMR and Metrocare provide the registered nurses and program oversight.

Aiming to reach all families with a newborn, Family Connects creates system change at the population level, recognizing that the wellbeing of the parents plays a critical role in laying a positive foundation for their child's development.

*“Our Family Connects program sets the expectation for how a community should care for its families, regardless of personal circumstances,” said Virginia Rose, Vice President and Administrator of the Margot Perot Center at Texas Health Dallas. “Texas currently lacks a streamlined system of care and services to support mothers and infants postpartum, meaning families have to navigate multiple disconnected systems to access services. Research shows that the earlier we provide supports to families and children while making readily available resources more accessible, the less likely families are to experience unnecessary trauma resulting in child abuse or neglect down the road.”*

Through the Family Connects program, registered nurses (staffed by Metrocare Services) visit families in their homes during the first few weeks after a birth, adoption or foster care placement of a newborn or after a pregnancy loss.

Before discharge, families of newborns first meet with a registered nurse to set up an in-home postpartum assessment to determine health and family support needs. The family is then offered up to three in-home follow-up visits to support both the parent and the child.

After in-home visits, nurses connect families to resources that help them adjust to life with a newborn and support a healthy family dynamic, whether it be connecting to quality childcare, providing access to medical care, addressing any developmental or behavioral concerns, or helping parents address their own mental health concerns.

*“As a prior postpartum nurse, I know firsthand the joys and the uncertainties that come with having a new baby,” said Metrocare Nurse Manager Karen Caldwell. “Now, with Family Connects, I can support Dallas families in their homes during those first critical weeks. From breast feeding and nutrition to postpartum depression, having ample resources to ensure families have the healthiest start is crucial for long term maternal and infant wellbeing.”*

Based on the [Durham model](#), Family Connects is an evidence-based program rigorously evaluated with proven outcomes for improving maternal and child health outcomes that supports parents and caregivers by bringing health care providers, community resources and families together. Research reveals notable results for children and families, including:

- 94 percent of families needed one or more links to resources or education
- Mothers were 28 percent less likely to experience anxiety symptoms
- 50 percent fewer emergency room visits and hospital overnight stays in the first year of life
- More mother-reported positive parenting behaviors, strengthened home environments and improved child safety
- Higher likelihood of mothers completing their six-week postpartum health checkups
- Increase in families using higher-quality childcare

*“Simply being able to talk to someone about how I am feeling, how my baby is feeling has helped a lot,” said Ms. Ihssan Tahir, mother of a two-week-old and a three-year-old. “I am a second time mom, but no kid is the same. There are different challenges and different things you may need help with.”*

Currently, the program is available across the North Texas region including portions of Dallas County and leading partners hope to secure continued support to scale the program across the entire county. Please visit [Family Connects North Texas’ website](#) to donate money or resources, get involved or learn more.

#### **About Family Connects North Texas:**

[Family Connects North Texas](#) is a **regional collaboration** through a partnership with [Family Connects International](#), led by [My Health My Resources of Tarrant County](#) (MHMR), [TexProtects](#), [United Way of Metropolitan Dallas](#) and [Metrocare](#). Family Connects International envisions a world where all children and their families have access to a continuum of community-based care to support their health and success.

The program is made possible by supporters **across the region** including, Amerigroup Foundation, Arlington Tomorrow Foundation, Child Poverty Action Lab, Cook Children’s Foundation, W.W. Caruth, Jr. Fund at Communities Foundation of Texas, The Meadows Foundation, The Baldrige Foundation , The Texas Department of Family & Protective Services and Texas Health and Human Services.

### **About Family Connects Texas Sites Across the State:**

TexProtects, a bipartisan advocacy organization seeking to protect Texas children from the trauma of abuse and neglect and empower families to thrive through education, research, and advocacy, is currently working to secure diversified funding to scale the program statewide. Strategies are being employed to increase funding disseminated through state agencies, establishment of value-based Managed Care Organization contracts and secure philanthropic contributions.

### **About Texas Health Resources:**

Texas Health Resources is a faith-based, nonprofit health system that cares for more patients in North Texas than any other provider. With a service area that consists of 16 counties and more than 7 million people, the system is committed to providing quality, coordinated care through its Texas Health Physicians Group and 29 hospital locations under the banners of Texas Health Presbyterian, Texas Health Arlington Memorial, Texas Health Harris Methodist and Texas Health Huguley. Texas Health access points and services, ranging from acute-care hospitals and trauma centers to outpatient facilities and home health and preventive services, provide the full continuum of care for all stages of life. The system has more than 4,100 licensed hospital beds, 6,400 physicians with active staff privileges and more than 26,000 employees.

For more information about Texas Health, call 1-877-THR-WELL, or visit [www.TexasHealth.org](http://www.TexasHealth.org).

### **About Metrocare:**

Metrocare is the largest provider of mental health and disability services in Dallas County, serving over 55,000 adults and children annually. For over 55 years, Metrocare has provided a broad array of services through its lifespan. In addition to behavioral health care, Metrocare provides early childhood intervention, primary care centers for adults and children, services for veterans and their families, accessible pharmacies, housing and supportive social services. Alongside the clinical care, experts from Metrocare's Altshuler Center for Education & Research are advancing mental health beyond Dallas County while providing critical workforce to the state. For more information, visit [metrocareservices.org](http://metrocareservices.org) or call 214-743-1200. Follow us on [Facebook](#) and [Twitter](#).