



Help Me Grow Central Intake COVID-19 Q&A

Is Help Me Grow still providing services?

Yes! Help Me Grow's knowledgeable professionals can connect vulnerable pregnant women and families to the services and resources they need, especially during this rapidly changing, uncertain time.

Can I still refer a family for services?

Yes! Central Intake and Referral staff is still working during this time to connect families with the services they need.

How will my family receive Home Visiting and/or Early Intervention during this time?

Each home visit will look different for each family, but may occur as via video technology, over the telephone, and in other creative ways our providers find to connect with pregnant women and families.

I've recently signed up to receive Home Visiting and/or Early Intervention. When can I expect to receive services?

Once you have been assigned to a Home Visiting agency or Early Intervention, you will learn how and when services will be available for your family directly from the service provider.

Will someone be coming into my home during this time?

It's unlikely. Home visitors and Early Intervention service coordinators will be able to explain what your visits will look like going forward. During this time, the preferred method for visits may be a virtual visit using technology or over the telephone. Staff may drop-off materials for you and your child, or conduct a visit in a public space while practicing social distancing guidelines.

When will normal visits resume within my home?

Keeping families healthy and safe is our top priority. It is uncertain when services will resume in the home setting. Home visitors and Early Intervention service coordinators will let families know when healthcare experts and agencies determine it is safe to resume home visits.

What should I do if I think my family has been exposed to COVID-19?

Stay home if you are feeling sick, and call your doctor before visiting a clinic or hospital for medical care. Practice good hygiene by washing hands often with soap and water, not touching your face, and covering your mouth when coughing or sneezing.

[Click here for more steps on preventing the spread of COVID-19.](#)

Where should I go for reliable information related to COVID-19?

For the most reliable, up-to-date information, please visit the [Center for Disease Control's COVID-19 website](#) or the [Ohio Department of Health's COVID-19 website](#). After visiting these websites, support is also available through the Ohio Department of Health's call center at 1-833-4-ASK-ODH.