

## What People Say About Title V Services



### *Comments from Healthy Start clients:*

Transportation for me and my baby was a blessing.

Healthy Start is helping me be a good parent and make the right decisions for Deondre.

I've been treated with the utmost respect, even in the beginning when I felt I needed no help, being I've been a mother five times.

I'm especially grateful for the parenting classes! They have not only made me a better person, they've made me a better mother.

I'm happy you were there for me.

I just wanted to thank you and Mom Care for your great support during my pregnancy.

If you need someone, they're there to call on.

She taught the importance of "being the best that you can be"—not just "how to change a diaper."

Because I feel better about myself, I am a better Mom.

On a day that I had a positive drug screen, a Healthy Start care coordinator came to talk with me. She spent more than an hour with me. What I remember from that talk was that she never made me feel like a bad person.

My ultimate dream is to be clean; to have all my children under one roof; just to live and be happy with my kids. I want the bills to be paid and to have food in the refrigerator.



### *Comments from callers to the Family Health Line:*

You went out of your way to help me find some answers. At that point, I didn't have anyone who cared to help and your concern really pulled me through.

From introducing me to our roller-coaster system we call "Florida Medicaid" to answering pregnancy questions, your counselors were there for me all the way. They'd guide me through the right way to start the long process of Medicaid, and were always informative on my questions.

I can't imagine going through a planned or unplanned pregnancy without the hotline. I can't stress enough how knowledgeable they were about the Medicaid system.

I'm sending you a picture of my beautiful baby girl, who, in a way, you helped bring into this world.

You were and are a very special person to me for being there and just caring!

I truly don't know what I would have done or where I would be if it wasn't for your hotline.

Thank you so much for the pregnancy information packet. I have read everything in it twice and have learned so much.

I would not have known that I was going into preterm labor yesterday if I had not called your hotline.

Thank you for helping my wife time her contractions over the phone last night and for encouraging her to go to the hospital. This morning we have a beautiful new baby boy.

I have been calling phone numbers all day, and no one has taken the time to answer my questions. Thank you so much for taking the time to understand my situation and let me know about my options for getting prenatal care.

I'm so glad you are there for people like me. All this is new to me, and you have made me feel much calmer by explaining how to apply for pregnancy Medicaid and WIC.

This is my third pregnancy calling this hotline. You always take the time to look up information for me and answer my questions. I don't know what I would do without you.

(On a follow –up call) – I really appreciate you calling to make sure I got the help I needed. It means a lot to me to know someone cares.

