



# 2024-2025

## HELLO FAMILY SPARTANBURG ANNUAL REPORT





**“It takes a village  
to raise a child.”**

*African Proverb*



## **Thank you to our partners!**

Your support drives the success of Hello Family Spartanburg.

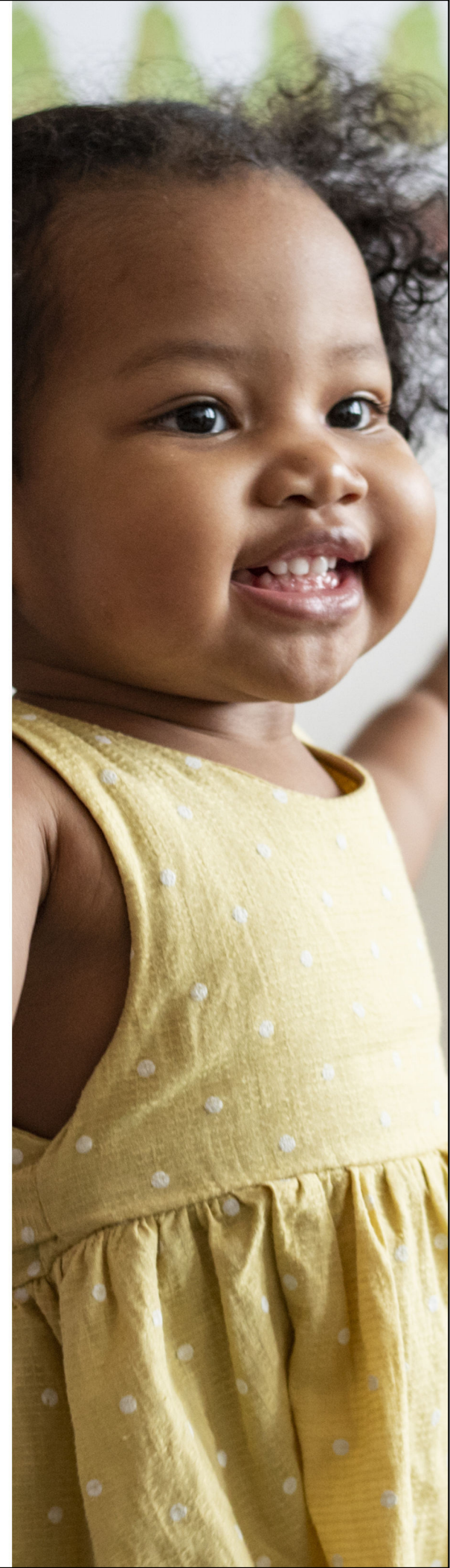
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## Improving Outcomes, Celebrating Success

Through ongoing, independent evaluation, the Urban Institute has found that Hello Family Spartanburg's coordinated approach has improved birth outcomes and led to a decline in child maltreatment cases.

Their evaluation uses synthetic control methods to compare these outcomes in Spartanburg with weighted averages from similar South Carolina counties.



Reduction in the rate of low-birthweight births.



Reduction in c-sections.



Reduction in cases of abuse and neglect.



Increase in the rate of breastfeeding initiation.

**185** families received support through the Hello Family hotline in Year 4.

**358** Spartanburg residents learned about local resources for new parents at community baby showers.

“ Hello Family holds great promise for Spartanburg families and is an innovative model for other communities.”

Heather Sandstrom  
Urban Institute



# 4 WAYS DATA FUELS Hello Family's Success

Data is a cornerstone of any Pay for Success project.  
Here's what that means for Hello Family.

1

**Data drives informed decision-making.**  
Providers can focus on successful strategies.

**It helps us measure meaningful progress.**  
Partners get a clear picture of impact.

3

**Data ensures accountability.**  
This builds trust and invites open discussions.

**It leads to better outcomes.**  
Better outcomes mean stronger families.

4

2

Explore.  
Learn.  
Support.

The Hello Family model continues to produce successful results because of the amazing **providers** who **show up** and make a difference **every single day**. These four programs are making a real impact in Spartanburg, **meeting families where they are**. Check out the next few pages to learn more about what they do and the difference they are making.



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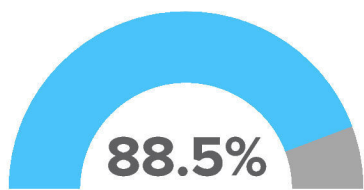
Triple P



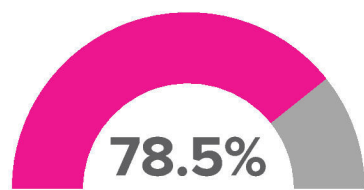
# BirthMatters

**Empowering Birth, Supporting Families.**

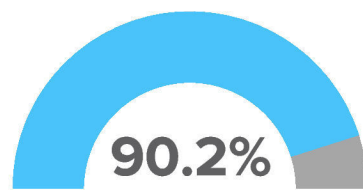
A doula-based intervention program, BirthMatters offers support to Medicaid-eligible mothers throughout pregnancy, delivery, and in the first year of their child's life.



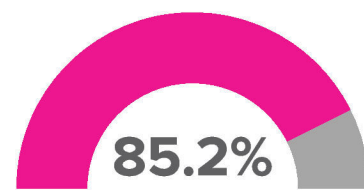
**88.5%**  
Mothers initiated breastfeeding with their baby at birth.



**78.5%**  
Mothers were still enrolled 5 months postpartum.



**90.2%**  
Babies did not require NICU admissions.



**85.2%**  
Babies were born at a healthy weight.



**“The education, the emotional support, the community—it’s all been amazing.”**

- Anonymous parent

**75** mothers were served in the city and the county through BirthMatters in Year 4 of Hello Family.



# Family Connects

**Bringing Support, Care, and Connection to Every Doorstep.**

A universal nurse home-visiting program offered to all Spartanburg families postpartum, Family Connects assesses parent and newborn health, provides guidance to support early parenting, and connects families with community resources.



*\*Year 4 Data: Family Connects has continued to incrementally expand its services outside Spartanburg city limits. In Spring 2024, it expanded to county zip codes 29330 and 29323. In Summer 2025, it expanded to 29376, 29334, 29369, 29374, 29372, and 29388.*





# Quality Counts

**Building Strong Foundations for Every Child's Future.**

A program of Spartanburg County First Steps, Quality Counts is designed to improve the quality of early childhood education and care in the community.

**498**  
children served in engaged centers.

**250**  
coaching visits completed.

**10**  
centers currently engaged in the program.

**5\***  
centers improved their quality rating score.

\* Based on 2024-25 scores.



**“Quality Counts stands alongside teachers, turning dedication into impact.”**  
- Luz Rivera, The Franklin School Early Learning Center



# Triple P

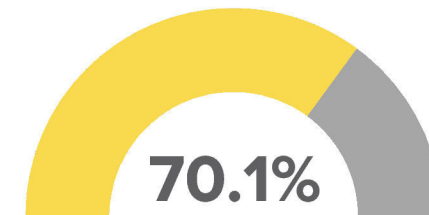
**Empowering Parents, Strengthening Families.**

Triple P, a program offered by the Hope Center for Children, provides parents knowledge and support to raise healthy, confident children.

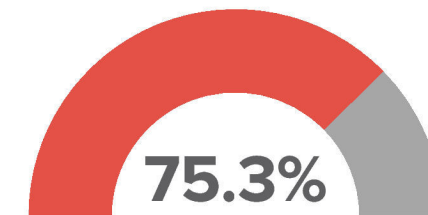


**“As parents, we do not always have answers, but Triple P helped me find mine.”**  
- Anonymous parent

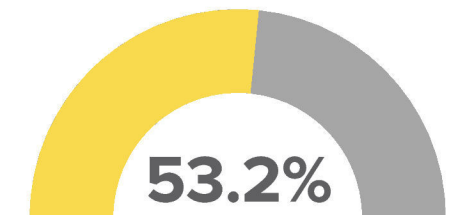
**741** total participants served by Triple P in Year 4 of Hello Family.



**54** Participants improved on family functioning and resilience.



**58** Participants improved on knowledge of parenting.



**41** Participants improved on social support.



[hellofamilyspartanburg.org](http://hellofamilyspartanburg.org)