



**The “WARM LINE”
A RESOURCE FOR EARLY CARE AND EDUCATION
PROVIDERS/TEACHERS AND PARENTS**

- ❖ REFERRAL CAN BE MADE BY PARENTS, PROVIDERS, OR COMMUNITY PARTNERS FOR BRIEF PHONE OR ON-SITE CONSULTATION REGARDING **CONCERNING OR CHALLENGING BEHAVIOR** OF CHILDREN BIRTH THROUGH 7 YEARS OF AGE
- ❖ PHONE CALLS WILL BE RETURNED GENERALLY WITHIN 48 BUSINESS HOURS
- ❖ CONTACT WILL BE MADE WITH THE CALLER AND A PHONE SCREENING WILL BE COMPLETED
- ❖ CALLS ARE REVIEWED DAILY FOR ASSIGNMENT TO A CONSULTANT FOR FOLLOW UP
- ❖ PROVIDERS/ COMMUNITY PARTNERS CALLING THE WARMLINE WILL BE ASKED TO OBTAIN VERBAL CONSENT FROM CUSTODIAL PARENT TO DISCUSS SPECIFIC CHILD OR FAMILY
- ❖ BRIEF EARLY CHILDHOOD MENTAL HEALTH CONSULTATION IS AVAILABLE AND MAY CONSIST OF:
 - **PHONE SCREENING**
 - **CONSULTATION WITH THE PARENT(S)**
 - **OBSERVATION OF CHILD IN CARE SETTING**
 - **CONSULTATION WITH TEACHER/ DIRECTOR**
 - **IN HOME CONSULTATION & PARENT & CHILD INTERACTION**
 - **ACTION PLAN & REFERRALS/ RESOURCES**
- ❖ PLEASE NOTE: THIS IS NOT A HOTLINE FOR CRISIS SITUATIONS: IN THOSE INSTANCES, PLEASE **CALL 1-844-493-TALK (8255)**.

**WARM LINE PHONE NUMBER
303-245-4418**