

TN IECMH Warmline for Child Welfare Guide Sheet



The TN IECMH Warmline for Child Welfare is a prevention based, capacity- building, virtual support that pairs a mental health professional with a Child Welfare professional. The Warmline will partner with the professional to leverage their expertise to best support children and families who present with behavioral or mental health concerns.

How do I utilize the warmline?

- 1 Professionals submit a Consultation Request form using this [link](#) or the QR code
- 2 After the form is submitted, professionals schedule a time via doodle calendar
- 3 Warmline Coordinator and Child Welfare professional hold a virtual meeting
- 4 Warmline Coordinator sends a follow up document with recommendations. Resource Coordinator supports connection to outside referrals.
- 5 If additional support is needed, professionals follow up with the Warmline Coordinator. If there is a new case consultation, a new Consultation Request form is submitted.



When should I contact the Warmline?

WARMLINE
CONSULTATION
STRONGLY
ENCOURAGED

WARMLINE
CONSULTATION
ENCOURAGED

WARMLINE
CONSULTATION
AVAILABLE, IF
DESIRED

Scenario: Responding to big behaviors

A foster child has significant behavioral challenges including physical aggression. The child has been in several foster homes and the current foster family wants to disrupt the placement. The Child Welfare Professional hopes to gain support that will reduce the likelihood of further placement disruption. They would also like support with talking to the child about these difficulties. **Warmline Consultation may support by providing insight into the child's behaviors. Consultation may help the Child Welfare Professional determine next steps and aid in preparing for conversations with the child and foster parents.**

Scenario: Navigating Difficult Conversations

The biological parent of a foster child has been incarcerated which will end visitation. The Child Welfare Professional is unsure about how to talk to the child about this. The child loves to visit with this parent and will be upset to hear that visitation will stop. The Child Welfare Professional would like to figure out how to have this difficult conversation with the foster child. **Warmline Consultation can provide assistance in holding the child's perspective and developing scripts with the Child Welfare Professional to use.**

Scenario: Communicating with biological parents

The Child Welfare Professional is having trouble communicating with a biological parent. The caseworker has a feeling of dread whenever they need to speak with this parent. The caseworker seeks support around lowering feelings of exhaustion and increasing positive communication. **Warmline Consultation may be able to assist with offering perspective about roles and strategies to use to help increase positive communication.**