

# TN IECMH Warmline for Home Visiting Guide Sheet



The TN IECMH Warmline for Evidence-Based Home Visiting is a prevention based, capacity- building, virtual support that pairs a mental health professional with a Home Visiting professional. The Warmline will partner with the Home Visitor 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 Home Visiting 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 One: Navigating Grief and Loss

A Home Visitor is working with a young mother and her 6-month-old baby who had a NICU stay and has ongoing health complications. The mother is struggling with the baby's medical needs and is worried about future implications. **The Warmline Coordinator supports the Home Visitor with tools to explore the mother's feelings about potential grief and loss related to her child's diagnosis.**

## Scenario Two: Child Welfare Involvement

A Home Visitor is working with a family who has a history of DCS involvement. The family invited a friend and their daughter to live in the home. The friend and her daughter frequently get into arguments and recently the police were called. The Home Visitor brought these concerns into supervision and the supervisor encourages Warmline Consultation. **The Warmline Coordinator supports the Home Visitor to examine how the living environment may be impacting the baby and how the Home Visitor can navigate conversations with the mother around safety and support.**

## Scenario One: Developmental Concerns

A Home Visitor has concerns about an 18-month-old child with limited language development. The primary caregiver is not interested in a speech evaluation and is not worried about the child's language development. **The Warmline Coordinator offers developmental guidance on language development and supports the Home Visitor with suggestions to navigate a conversation on these topics with the primary caregiver.**

## Scenario Two: Emotional Capacity as a Home Visitor

A Home Visitor has been working with a family for 3 months. During supervision, the Home Visitor expresses anxiety around going to the house and feeling inadequate to meet the family's needs. The Supervisor supports the Home Visitor around curriculum interventions to use with the family and encourages Warmline Consultation to support the Home Visitor's feelings of anxiety. **The Warmline Coordinator supports reflection on what this family may be bringing up for the Home Visitor. The Warmline Coordinator may offer mindful self-regulation strategies to use prior to and during visits.**

## Scenario One: Assessment Support

A Home Visitor completed a depression screener with a mother who has a history of postpartum depression. The score was low, and the Home Visitor plans to continue monitoring. The Home Visitor seeks consultation on what resources are available, should the mother need extra support. **The Warmline Coordinator provides information on postpartum depression signs to monitor and offers a connection to the Warmline Resource Coordinator to support navigation of mental health supports in the county.**

## Scenario Two: Building Trust in New Relationships

A new Home Visitor is struggling with how to complete the required assessments for the program and build a relationship with a family. The Supervisor has offered support around strategies that have worked for others and notices the Home Visitor continues to struggle. **The Warmline Coordinator provides strategies on how to use the assessments as a relationship building tool.**