



integrated health & mental health consultation

TIER 3

“WARM LINE” PHONE ACCESS FOR PROVIDERS AND PARENTS

- ❖ PHONE ACCESS THAT CAN BE USED BY PARENTS, PROVIDERS , OR COMMUNITY PARTNERS FOR BRIEF PHONE OR ON-SITE CONSULTATION REGARDING CONCERNING OR CHALLENGING BEHAVIOR OF CHILDREN BIRTH THROUGH 5 YEARS
- ❖ ELGIBILITY REQUIREMENTS INCLUDE FAMILY INCOME & THE CHILD BEING CARED FOR IN A LICENSED CHILD CARE SETTING (WHEN IN DOUBT, CALL)
- ❖ 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 WEEKLY BY EARLY CHILDHOOD SERVICES FOR ASSIGNMENT TO A CONSULTANT FOR FOLLOW UP
- ❖ PROVIDERS/PARTNERS CALLING IN WILL BE ASKED TO OBTAIN VERBAL CONSENT TO DISCUSS SPECIFIC CHILD OR FAMILY
- ❖ BRIEF CHILD SPECIFIC CONSULTATION IS AVAILABLE AND CAN 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 303.413.6388 TO REACH CHILD CRISIS AT THE MENTAL HEALTH CENTER

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WARM LINE PHONE NUMBER

720.406.3673

Services Available in Spanish as of 9/8/10