

Name of Counselor: _____

NMA Warm Line Log Sheet

Name of Mom	Phone Number	Address & Email	Date Called	Dated Returned Call/Referred
Referred to:	Phoenixville/ Downingtown	Wayne/Paoli/ King of Prussia/Malvern	West Chester/ Westtown/Exton	Other: _____

Nature of Call / Problem / Issue / Information Requested:

How did Mom find out about us??

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How did Mom find out about us??

Warm Line Instructions

Call 610-993-9012

Press *

You will be asked to enter a mailbox number, enter 610-251-9405

The passcode is 9405

A voice will tell you how many new and saved messages.

To listen, press 1

To save, press 2.

To erase, press 3.

If you accidentally erase a message, DO NOT HANG UP. Listen to it again and then save it.

There are other options; the voice mail directory will walk you through them. You may also want to call the Warm Line and listen to the outgoing message.

The Warm Line should be checked at least two times per day. Feel free to check it more often.

Call each mom back as quickly as possible. Address her immediate concern and tell her which group you will be referring her to. Tell her that she may call the Warm Line for any other concerns before a permanent counselor calls her back.

Call the appropriate referral person and let them have further contact with the mom. Please save all messages until you speak directly with the person and not a machine. Referral persons for each group are listed on the universal schedule. Also, please use your pink BF Resource Book for referrals outside our area.

So that we can send the mom newsletters, schedules and other topics of interest, at the end your assigned days for the quarter, please forward the completed logs with the mom's addresses and emails to:

**Kelley Meagher
241 Dean Street
West Chester, PA 19382**

If you have any questions, please contact your Warmline Coordinator. Thanks!