



**QPI**  
**LOUISIANA**  
**Child Protective Services**

*Quality Parenting is an approach to strengthening foster care including kinship care, by refocusing on quality parenting for all children in the child welfare system. It is a philosophy to which we hold ourselves accountable for the day-to-day care and parenting of children and teens in the custody of the State of Louisiana.*

*You are the first person a client meets when engaged with the agency.* The first meeting sets the tone for the relationship between those we serve and our agency. Keep this foremost in your thoughts as you build a relationship, a connection with our clients.

*Remain trauma informed in all aspects of your investigation.* The highly frustrated client is likely to have survived their own trauma through a variety of life events such as loss, natural disaster, or relational trauma. Gain the client's trust by connecting. Make eye contact. Speak respectfully. Listen with compassion.

*Empower your client.* Acknowledge the client's strengths. Seek their input frequently throughout the investigation. Ask for their help in understanding the allegations in the report. Inquire about their family values.

*Demonstrate your ability to interact with a high level of professionalism, integrity and without bias.* This challenge is most vital when the client is not able to respond to you respectfully. Your work interventions must come from a place of calmness, competency and awareness of child welfare priorities.

*Assist clients in understanding our agency is joining them in creating safety for their children.* Even if a removal of a child from the home occurs, continue to be empathetic and compassionate. Offer information about the foster caregiver. Facilitate a call to the biological family after placing the question to begin information sharing and relationship building around the concept of co-parenting. Encourage the parents to share information about their child's likes and dislikes regarding food, bathing/showering, bedtime, etc.

*Be open and honest with clients.* Avoid responding to a client by saying the case manager or the family services worker will have to answer their questions. Seek the information the client needs and follow up as needed.

*Join in partnership with the client in finding creative solutions for safety.* Clients have amazing survival skills. Genuinely consider their ideas. Avoid quick dismissive responses to client suggestions. Brain storm with the adults and older youth to find solutions.

*Keep building relationships throughout the investigation.* Establish rapport with trusted family members and friends the client wishes to include as part of their support system. This is likely to be an important source of information for your assessment.

*Your quality parenting philosophy infused work is about connecting, empowering and serving clients with transparency.* Work in partnership with our clients, stakeholders, members of our faith-based community, courts, medical personnel, educators and resource center staff.