



## **Family Services**

### **How Do I QPI Today?**

**Model Relationship Building-** Engage the family by building a relationship based on trust, honesty, and transparency.

**Convey Respect for Family-** Approach the family in a manner that shows you are seeking and interested in learning about their history beyond the investigated allegations.

**Be Accessible-** Confirm the family has contact information for you and your supervisor. Return calls within 24 business hours.

**Open Communication-** Be honest with the family when assessing their needs and reasons for agency involvement. Include the family when determining needed services and scheduling appointments.

**Identify and Secure Needed Supports-** Seek community resources that will address the needs of the family and coordinate these services with the family. Assist them in keeping a calendar of scheduled appointments and ensure they have transportation, childcare, etc.

**Recognize Role of Extended Family and Community-** Include extended family, friends and community supports in planning with the family around safety and in Family Team Meetings. Assist the family in understanding the value of extended support systems. Have the family identify who serves as extended family or support.

**Monitor Status of Family-** If the family has not contacted you in a week, check on them. It can be hard to reach out in a crisis. Speak with service providers regularly especially around issues of mental health, substance abuse and trauma.

**Always Act In The Child's Best Interest-** If safety cannot be assured and removal is imminent, actively and honestly prepare the family, including the child. Collect important documents, clothing, comfort items, family photos and medications the foster parent may need for the child. Provide all known information to the foster parent considering placement.

**Anticipate, Recognize, and Reduce Trauma-** To help reduce the trauma when placing a child, find a safe location and call the foster parent, allowing the child and foster parent to talk in preparation for the child's arrival. Upon arrival, call the parents to update them on child's status and allow them to discuss the child's preferences, needs, allergies, etc with the foster parent, and if possible, to also speak with and reassure their child .

**And Most of All -** Take every opportunity to acknowledge, support, and thanks foster parents and caregivers providing quality care to children in their home.

*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, regardless of where they live. 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.*