



## **Clerical Support Staff**

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

***Set a tone of respect, support, and partnership.*** Remember each plays a critically important role to a child in our care and is fulfilling a parenting role to a child who is need of quality care.

Greet parents and foster parents warmly and with a smile, truly listening to their needs and connecting them with the appropriate person to meet their needs as quickly as possible.

Offer parents and foster parents to make copies of their documents.

While a visitor waits for staff, help them to be comfortable. Direct them to a phone, water fountain, and the restrooms.

Give a compliment. A simple comment about a person's appearance or attitude can brighten their day.

Direct calls appropriately. If you are not certain the caller will be able to reach the worker explain the best way to leave a message, put the caller through to the supervisor, or determine if urgent and if so, find someone else who may assist.

***Facilitate and expedite services to foster parents and caregivers when possible.*** Process all paperwork as promptly as possible. Be willing to expedite paperwork in critical circumstances.

***Convey commitment and professionalism.*** Be just as welcoming to the visitor who arrives at 4:29 pm as you are to visitors arriving throughout the work day.

***And most of all,*** Take every opportunity to thank foster parents and caregivers for their service to children in need!

***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 may reside. 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.***