

 Department of Children & Family Services <i>Building a Stronger Louisiana</i>	Division/Section	Family Support
	Chapter No./Name	09 – Child Support Enforcement (CSE)
	Part No./Name	B- Program Overview
	Section No./Name	B-100 The Mission of Child Support Enforcement
	Document No./Name	B-120 Professionalism
	Effective Date	August 1, 2013

I. STATEMENT OF POLICY

Employees shall maintain a courteous and professional manner at all times. Professionalism is perceived by others through proper appearance, dress, and grooming, choice of language, and tone of voice. Show respect for all individuals, whether contact is with the CP, NCP, individuals involved in program activities, or the general public. Courtesy titles and surnames shall be used.

The CP or NCP may be unfamiliar with the role of *** CSE **** and apprehensive about answering questions. Put the person at ease by explaining that certain types of information *** are **** needed to provide important services for children. Avoid judgmental comments or personal remarks that may offend the person interviewed or that may discourage the person from sharing vital case information. Be particularly sensitive to the feelings of the other person when interviewing about details of conception and paternity. During enforcement interviews with the NCP, advise firmly but appropriately the consequences of failure or refusal to pay support.

II. PROCEDURES

*** There are no procedures associated with this policy.**

III. FORMS AND INSTRUCTIONS

There are no forms associated with this policy.

IV. REFERENCES

There are no references associated with this policy. **