

## INTERVIEW OBSERVATION CHECKLIST

CSO's Name: \_\_\_\_\_ Judicial District: \_\_\_\_\_  
 Youth's Name: \_\_\_\_\_ Parent's name (if parental interview): \_\_\_\_\_  
 Date of Review: \_\_\_\_\_  
 Observer/Supervisor's Name: \_\_\_\_\_

The following items should be assessed for staff conducting youth and parental YLS/CMI interviews. For each item on this form, decide if the staff member is "very satisfactory" (3) - there are no recommendations for improvement in this area, "satisfactory" (2) - item was met, but there is some room for improvement, or "needs improvement" (1) - coaching/direction is needed or (0) - "unsatisfactory" item was not met or attempted coaching/direction is required, or N/A - the item did not apply to this meeting. The average rating should range between 0 and 2. The average sub-domain and overall rating provides a measure of progress for the staff.

SKILL ITEMS	RATING	COMMENTS				
<b>A. INTERPERSONAL CHARACTERISTICS</b>						
1. Establishes rapport (introduction/YLS explanation)						
2. Avoids argumentative/power struggles						
3. Engages with youth (i.e., shows interest and enthusiasm, uses humor when appropriate)						
4. Avoids "correcting" and/or "teaching" during interview						
5. Maintains focus/re-directs/offers breaks when necessary						
6. Lightly challenges contradictions when necessary						
7. Provides verbal praise/reinforcement						
<i>Total points</i>		/ = Total points / # of items (7 - N/A) =				
<b>B. COMMUNICATION</b>						
1. Communicates in a respectful manner						
2. Uses open-ended questions						
3. Offers affirmations						
4. Uses reflective listening						
5. Gives summarizations						
6. Utilizes follow-up questions to obtain clarification/additional information						
<i>Total points</i>		/ = Total points / # of items (6 - N/A) =				
<b>C. ENVIRONMENT/DOCUMENTATION</b>						
1. Private area free from distractions is utilized to conduct interview						
2. Utilizes correct interview guides						
3. Obtains collateral information						
4. Adequate documentation/notes taken on interview guides						
5. YLS/CMI entered into CASIMS within 5 days per standards						
<i>Total points</i>		/ = Total points / # of items (4 - N/A) =				
<b>OVERALL AVERAGE RATING</b> (total points/total items) _____ / _____ = _____						
<table style="width: 100%; border: none;"> <tr> <td style="width: 50%; text-align: center;">= <i>Very Satisfactory</i></td> <td style="width: 50%; text-align: center;">= <i>Satisfactory</i></td> </tr> <tr> <td style="text-align: center;">= <i>Needs Improvement</i></td> <td style="text-align: center;">= <i>Unsatisfactory</i></td> </tr> </table>			= <i>Very Satisfactory</i>	= <i>Satisfactory</i>	= <i>Needs Improvement</i>	= <i>Unsatisfactory</i>
= <i>Very Satisfactory</i>	= <i>Satisfactory</i>					
= <i>Needs Improvement</i>	= <i>Unsatisfactory</i>					
<b>FEEDBACK</b>						
Areas of strength (Supervisor must state incentive provided):  						
Areas for training or growth:  						
Unsatisfactory (Supervisor must state corrective action plan):  						
Supervisor's signature: _____	Date: _____					
Staff's signature: _____	Date: _____					