

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 3. The average sub-domain and overall rating provides a measure of progress for the staff.

SKILL ITEMS	RATING	COMMENTS
A. INTERPERSONAL CHARACTERISTICS		
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>		/ 7 =
B. COMMUNICATION		
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>		/ 6 =
C. ENVIRONMENT/DOCUMENTATION		
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>		/ 5 =
OVERALL AVERAGE RATING (total points/total items)		/ 18 =
3+ = <i>Very Satisfactory</i> 2-2.9 = <i>Satisfactory</i> 1-1.9 = <i>Needs Improvement</i> 0-.9 = <i>Unsatisfactory</i>		
FEEDBACK		
Areas of strength (Supervisor must state incentive provided):		
Areas for training or growth:		
Unsatisfactory (Supervisor shall identify plan for improvement):		
Supervisor's signature: _____	Date: _____	
CSO's signature: _____	Date: _____	