

CASEWORKER OBSERVATION FORM

Facility: _____

Caseworker Name:	Date/Time
Observer Name and Title:	
Topics discussed during the meeting:	

For each item on this form decide if the staff member is:

- “Advanced” (2) – There are no recommendations for improvement in this area.
- “Intermediate” (1) – There is some room for improvement in this area. Staff member did not meet all aspects of the area.
- “Basic” (0) – Significant coaching needed in this area.

INTERACTION SKILL ITEMS	Advanced = 2 Intermediate = 1 Basic = 0 Not Applicable = N/A	COMMENTS
A. Relationship and Rapport Skills		
1. Tone of voice – Calm, non-abrasive tone		
2. Body Language – Open, non-threatening posture		
3. Facial Expression – Maintains eye contact, non-judgmental expression.		
4. Communicates in a respectful manner		
5. Has rapport with client – Client is willing to approach staff and discuss personal situation		
6. Verbal praise/reinforcement is used at a high frequency with limited missed opportunities to reinforce pro-social behavior.		
7. Avoids argument/power struggles		
8. Is responsive to the client’s questions/needs		
6. Conversation is focused on the client – Staff is not bringing personal examples and belief systems into the discussion.		
B. Use of EPICS II and CBT Techniques		
1. Role Clarification		
2. Behavioral Analysis		
3. RACE		
4. Avoidance Plan		
5. Coping Plan		
6. Cognitive Model/ Thinking Report/ Thinking Check In		
7. Did staff process the homework assignment on an appropriate and relevant target area		
8. Did staff assign appropriate homework on a relevant target area for the next meeting		

INTERACTION SKILL ITEMS	Advanced = 2 Intermediate = 1 Basic = 0 Not Applicable = N/A	COMMENTS
D. Effective Use of Disapproval		
1. Identify the problem behavior.		
2. Immediately tell the client in an objective manner that you disapprove of what was said or done. (ID lack of skill)		
3. Ask the client to explore the short and long term consequences of continuing to engage in the behavior.		
4. Ask the client to identify and discuss prosocial alternatives that could be used in place of the unacceptable behavior.		
5. Contract with the client to use the prosocial alternative in the future.		
B. Effective Use of Authority		
1. Identify a situation where the client is in a decision making position.		
2. Present the available choices and attendant consequences of each one.		
3. Reward or praise compliance.		
C. Effective Use of Reinforcement		
1. Identify the behavior you would like to reinforce.		
2. Tell the client you like what was said or done and why. (Ex. I like <i>behavior</i> because <i>underlying skill</i> .)		
3. Ask the client the short and long term benefits of continuing to perform the skill or engage in the behavior.		
4. Contract with the client to use the skill in the future.		

Areas of Strength:

Areas for Training or growth:

Evaluator Signature/Title: _____

Staff Member Signature/Title: _____