

# Adult Interview – Hotline

**Specialist Name:**

**U#**

**Date:**

## Overall Evaluation

For overall evaluation: If all areas are MS, then the overall is MS. If even 1 is NI, then the overall is NI. If even 1 area is DNM, then the overall is DNM.

**Meets Standards**

**Needs Improvement**

**Does Not Meet**

## Engagement and Rapport

Meets Standards (11-9)

Needs Improvement (8-6)

Does Not Meet (5 or less)

- |  |     |    |
|--|-----|----|
| 1) Introduced self and explained overall role _____                                | Yes | No |
| 2) Advised the Reporting Party they would remain confidential _____                | Yes | No |
| 3) Gathered demographic information on the Reporting Party _____                   | Yes | No |
| 4) Inquired as to whether or not the child has injuries _____                      | Yes | No |
| 5) Gathered demographic information on the family _____                            | Yes | No |
| 6) Engaging and receptive towards the reporter _____                               | Yes | No |
| 7) Respectful to the reporter throughout the interview _____                       | Yes | No |
| 8) Non-threatening towards the reporter _____                                      | Yes | No |
| 9) Non-judgmental towards the reporter _____                                       | Yes | No |
| 10) Verbalized an understanding of the situation being reported _____              | Yes | No |
| 11) Appropriately communicated/demonstrated empathy throughout the interview _____ | Yes | No |

**Overall Feedback - Rapport and Engagement:**

**Total Number:**

## Interviewing

Meets Standards (6-5)

Needs Improvement (4-3)

Does Not Meet (2 or less)

- |  |     |    |
|--|-----|----|
| 1) Listened without interrupting (appropriate use of silence) _____        | Yes | No |
| 2) Used open-ended questions throughout majority of the interview _____    | Yes | No |
| 3) Avoided leading and coercive questions _____                            | Yes | No |
| 4) Avoided yes/no questions throughout the majority of the interview _____ | Yes | No |
| 5) Interview flowed well _____   | Yes | No |
| 6) Spoke on the reporter's developmental level _____                       | Yes | No |

**Overall Feedback - Interviewing:**

**Total Number:**

## Assessing Safety

Meets Standards (5)

Needs Improvement (4-3)

Does Not Meet (2 or less)

- |  |     |    |
|--|-----|----|
| 1) Gathered sufficient information regarding the location of the children _____                          | Yes | No |
| 2) *Used open ended questions to gather sufficient information regarding safety concerns *Required _____ | Yes | No |
| 3) Obtained information regarding safety issues for a worker going to the home _____                     | Yes | No |
| 4) Used follow-up questions regarding <b>at least three</b> of the following: _____                      | Yes | No |
| o <b>Substance abuse –</b>   |     |    |
| o <b>Domestic violence –</b>   |     |    |
| o <b>People in the home –</b>  |     |    |
| o <b>Injuries to the children</b>  |     |    |
| 5) Gathered enough information from the reporter for supervisor to make a priority determination _____   | Yes | No |

**Overall Feedback - Assessing Safety:**

**Total Number:**

**Developmental Plan Recommendations:**

**Grader Name:**

**Grader Signature:**