Master Evaluation Form

Name of Reviewer: Click or tap here to enter text.
Date of Review: Click or tap to enter a date.
Contact Type: Choose an item.

Name of CC being reviewed: Click or tap here to enter text.
CMS Number: Click or tap here to enter text.
Contact ID Number: Click or tap here to enter text.

Date of Contact: Click or tap to enter a date.
Time of Contact
Start Time: Click or tap here to enter text.
End Time: Click or tap here to enter text.

Rapport Skills/How We Treat People:

1. **Tone: Was the CC pleasant, helpful, calm, patient, and genuine?**
   ☐ 0 No - Tone is aggressive, agitated, unkind, impatient, indifferent, or apathetic.
   ☐ 1 Yes - CC is kind. Tone is warm, natural, welcoming, interested, calm, and patient.

Observations – Tone: Click or tap here to enter text.

2. **Professional: Was the CC professional during the contact?**
   ☐ 0 No - CC encourages inappropriate or unsuitable conversation. CC uses slang, makes bodily noises or is sleepy. CC's conversation does not follow Boys Town policy.
   ☐ 1 Yes - Conversation is appropriate and suitable for a Boys Town Crisis Counselor.

Observations – Professional: Click or tap here to enter text.

3. **Conversational Style: The CC engaged in a conversational dialogue with the contact.**
   ☐ 0 No - The CC either spoke/texted far more than the contact or rarely spoke/texted; the rate of the conversation did not match contact.
   ☐ 1 Yes - Conversation is balanced – there is back and forth dialog between CC and the contact. CC is responsive to the contact's statements, matching conversational style.

Observations: Conversational Style: Click or tap here to enter text.

4. **Supportive Initial Statement: Within the first few minutes, CC assures the contact.**
   ☐ 0 No - The CC does not assure the contact that the hotline is here to help or that they did the right thing by reaching out.
   ☐ 1 Yes - CC assures the contact that the hotline is here to help, that they did the right thing by reaching out (i.e. "Thanks for reaching out today" or "We are here to help").

Observations – Supportive Initial Statement: Click or tap here to enter text.

5. **Affirmation and Praise: The CC provides quality affirmations throughout the contact.**
   - ☐ 0 No - CC misses opportunities to provide affirmations to contact.
   - ☐ 1 Yes - CC provides affirmations throughout the contact when opportunities to do so arise (i.e. I'm so glad you're willing to share your story, this a lot to process on your own).

Observations – Affirmation and Praise: Click or tap here to enter text.

6. **Reflection of Feelings: The CC provides quality feeling reflections throughout the contact, naming specific emotions.**
   - ☐ 0 No - The CC does not reflect the feelings of the contact.
   - ☐ 1 Somewhat - The CC provides only basic/shallow reflections to contact (i.e. 'That sounds hard' or 'That is understandable').
   - ☐ 2 Yes - The CC provides deep/meaningful feeling reflections throughout the contact, CC names the feeling and connects it with the person's story (i.e. 'That sounds incredibly lonely, having your family so far away is difficult.' 'I can see why it would be really frustrating to hear that from your teacher.')

Observations – Reflection of Feelings: Click or tap here to enter text.

7. **Explores Problem(s): Encourages the contact to explain their Problem(s), does not interrupt. CC asks open ended questions to prompt for additional information as needed.**
   - ☐ 0 No - CC interrupts or cuts the contact off while they are explaining their Problem(s) and/or seems disinterested in what the contact is sharing. CC asks yes/no questions, discouraging further sharing.
   - ☐ 1 Yes - CC encourages contacts to fully express their feelings and explain their Problem(s). If the contact does not share details of their Problem(s), CC asks open-ended questions to prompt for additional information as needed.

Observations – Explores Problem(s): Click or tap here to enter text.

What is the contact's Problem(s)? Click or tap here to enter text.

8. **Values the Person: The CC provides unconditional positive regard to the contact.**
   - ☐ 0 No - The CC demonstrates contempt or resentment to a contact (i.e. blames the contact for their own problems, dismisses a contact's emotions as irrational, invalidates a contact's experience).
   - ☐ 1 Yes - The CC demonstrates unconditional positive regard by accepting the contact's feelings and thoughts without judgement.

Observations – Values the Person: Click or tap here to enter text.

9. **Non-Judgmental: The CC refrains from statements of judgement or from offering personal opinions regarding the contact's values, their situation, or any people connected to them.**

☐ 0 No - The CC is judgmental or offers personal opinions about the contact's situation, their values, or a person they are connected to who is brought up in the call (i.e. an ex-boyfriend/girlfriend).

☐ 1 Yes - The CC refrains from offering any judgement statements or personal opinions about the contact's situation, their values, or a person they are connected to who is brought up in the call (i.e. an ex-boyfriend/girlfriend).

Observations – Non-judgmental: Click or tap here to enter text.

Counseling Skills/The Process We Use:

10. Clarifies Non-Suicidal Safety: CC asks clarifying questions to identify any non-suicidal safety concerns that must be addressed to effectively guide the direction of the contact.

☐ 0 No - CC fails to ask important clarifying questions about potential safety concerns (abuse, self-injury, intimate partner violence, etc.).

☐ 1 Yes -CC asks appropriate clarifying questions about potential safety concerns (abuse, self-injury, intimate partner violence, etc.). Default to 1 if non-suicidal safety concern were not present.

Observations – Clarifies Non-Suicidal Safety: Click or tap here to enter text.

11. Suicide Safety Assessment-SSA (Lethality Risk Assessment-LRA) Initiation and Completion: The CC assesses for suicidal ideation. (YLYV Text and 988 Chat/Text scoring reflects the protocols listed in One Note).

☐ 0 No - CC does not assess for suicide or assesses in an ineffective way. (i.e. "You're not feeling suicidal today, are you?").

☐ 1 No - The contact tells the CC they are not suicidal, but the CC does not clarify the statement and does not ask any other questions regarding suicidality. Third party contact, no assessment made. CC asks the contact if they are having "thoughts" or "a plan" but does not us the word "suicide" or the phrase "to end your life."

☐ 2 Yes – CC initiates SSA but misses 2 or more of the required questions as listed in CMS based on the contact's answers.

☐ 3 Yes - CC initiates SSA but misses 1 of the required questions as listed in CMS based on the contact's answers.

☐ 4 Yes - CC conversationally asks the required SSA questions as listed in CMS or clarifies/restates understanding with contacts who volunteer that they are not suicidal.

Observations – Suicidal Safety Assessment-SSA Initiation and Completion: Click or tap here to enter text.

12. Exploration of Buffers (Protective Factors): CC works with the contact to understand their Buffers against suicidal thoughts and other non-suicidal safety concerns as listed in CMS.

☐ 0 No - CC does not explore Buffers and/or does not record the answers in CMS.

☐ 1 Yes – CC asks questions to understand the Buffers and accurately records the answers in

CMS. Default to 1 if the contact does not have any suicidal safety or non-suicidal safety concerns.

Observations – Exploration of Buffers: Click or tap here to enter text.

13. **Restates then Collaborates <u>Options:</u> Restates the contact's primary concern and the type of support they are seeking; then collaborates with the individual to develop <u>Options</u> to address their situation. Empowers the individual to brainstorm coping skills and action steps.**
    ☐ 0 No - The CC tells the contact what they should do/what's best for their situation without seeking input.
    ☐ 1 Yes - The CC works with the caller by asking questions about how they would like to handle the situation If the CC provides suggestions, they ask the callers for input on the suggestions. Default to 1 if the contact's situation requires immediate intervention without collaboration.

Observations – Restates then Collaborates Options: Click or tap here to enter text.

What <u>Options</u> will the contact use to manage their situation? Click or tap here to enter text.

14. **Identifies a Concrete <u>Plan</u> of Safety and Well-being: The CC helps the contact to create a solid <u>Plan</u> building on Buffers (Protective Factors) as identified previously (this applies for both suicidal and non-suicidal calls).**
    ☐ 0 No - The CC does not establish a concrete plan.
    ☐ 1 Yes - In conjunction with the contact, the CC develops a concrete plan for right now (restricting means, utilizing immediately available support, etc.) **or** establishes what they will do if in crisis or feeling unsafe in the future.
    ☐ 2 Yes - In conjunction with the contact, the CC develops a concrete plan for right now **and** establishes what they will do if in crisis or feeling unsafe in the future. Default to 2 if the contact's situation requires immediate intervention without safety planning.

Observations – Identifies Concrete Plan: Click or tap here to enter text.

What is the contact's <u>Plan</u> for right now and for the future? Click or tap here to enter text.

15. **Appropriate Termination (Follow Up Offered): The CC ends the contact appropriately and offers a Follow Up as needed.**
    ☐ 0 No - The CC hung up on the caller/texter or ended the call prematurely, CC does not use an appropriate Closing Statement OR terminates call without offering a follow up call as needed for 988 and BTNHL contacts.
    ☐ 1 Yes - The CC ended the contact in a timely manner with an appropriate Closing Statement and offers the required follow up to 988 and BTNHL contacts.

Observations – Appropriate Termination: Click or tap here to enter text.

Organizational Skills of the Call/Text as a Whole:

16. POP Model – does not rush:
☐ 0 No - CC rushes to Options and Plan before working to understand and explore the
problem in a meaningful way.
Score as a 0 on both POP Model components if contact lacks organization and CC does not
guide the conversation, just letting the contact talk.
☐ 1 Yes -CC sufficiently explores and understands the problem prior to moving to Options and
Plan. Gives time to each element of the POP Model.

Observations – POP Model – does not rush: Click or tap here to enter text.

17. POP Model – does not dwell:
☐ 0 No - CC allows caller to ruminate and fails to move to Options and Plan after the Problem
has been sufficiently explored.
Score as a 0 on both POP Model components if contact lacks organization and CC does not
guide the conversation, just letting the contact talk.
☐ 1 Yes - The CC moves the call/text from Problem to Options and Plan smoothly, efficiently,
and effectively. Gives time to each element of the POP Model.

Observations – POP Model – does not dwell: Click or tap here to enter text.

Technical Skills:

18. Greeting: The call is answered pleasantly and correctly.
☐ 0 No – Greeting is incorrect, incomplete or unpleasant.
There is a significant delay in answering contact.
☐ 1 Yes – Greeting is correct and pleasant. CC uses the correct call gate and phrasing (i.e. 'Boys
Town National Hotline, how may I help you?' '988 Nebraska, how may I help you?')
Answers calls in a timely manner (answers 988 calls within the first 2 prompts).

Observations – Greeting: Click or tap here to enter text.

19. SSA (LRA) Documentation: The LRA Screen is filled out accurately.
☐ 0 No - Does not accurately document the contact's answers to LRA questions or
documentation is incomplete.
☐ 1 Yes – LRA documentation is accurate and complete.

Observations – LRA Documentation: Click or tap here to enter text.

**20. Call Documentation/SC Communication: CC documents the call and messages the SC
pertinent information.**
☐ 0 No – CC does not document information correctly or does not message SC pertinent
Information.
☐ 1 Yes – Documentation is complete including the Call Record and other pages as needed.

Pertinent information is messaged to the SC.

Observations – Call Documentation/SC Communication: Click or tap here to enter text.

What went well? Click or tap here to enter text.

What improvements might be needed? Click or tap here to enter text.