## **Appendix B. Quality Contact Standards Form**

eportme	ent and Manner of E				_	
1	Introduced self or greeted offender in a confident, friendly manner and thanked them for their time and effort when closing the session.					
	LOW 1	2	3	4	5	HIGH
2	Posture and physical gestures (e.g., hand shakes, eye contact, non-verbal communication) were deliberate, dignified, and conveyed interest and respect.					
	LOW 1	2	3	4	5	HIGH
3	Was organized and pre	epared with case m	aterials, recent test	results, and session	goals.	
	LOW 1	2	3	4	5	HIGH
4	Achieved goal of meeti	ng and closed sess	ion with review of in	nmediate action pla	n for offender.	
	LOW 1	2	3	4	5	HIGH
ssessm	ent and Planning					
5	Used appropriate communication skills to decrease tension and reinforce positive behavior, minimize interruptions and avoid raising voice					
	LOW 1	2	3	4	5	HIGH
6	Reviewed and updated	the offender's pro	gress towards previ	ously established go	als.	
	LOW 1	2	3	4	5	HIGH
7	Explored and conducte relevant circumstances	0 0	ments for offender's	ambivalence (to ch	ange), crimino	ogenic needs and
	LOW 1	2	3	4	5	HIGH
8	Verified current case information and status (e.g., address, employment) and record case information that reflects minimal supervision standards.					
	LOW 1	2	3	4	5	HIGH
rootmon	t and Sarvias Defer	rol				
9	nt and Service Referral Maintained focus for change on offender and their problem-solving ability.					
	LOW 1	2	3	4	5	HIGH
10	Adequately discussed					
	stages of change.	2	3	4	5	HIGH
	LOW	2	3	4	5	HIGH
anction	s and Ground Rules	5				
11	When necessary, appro for non-compliance.	opriately reminded	offender of ground	rules for effective su	pervision and	legal consequences
	LOW 1	2	3	4	5	HIGH
12	When appropriate (dict	ated by sanction co	ontract), provided sa	anctions clearly in a	fair manner.	
	LOW 1	2	3	4	5	HIGH